

SIGNAL Security Key Exchange: Parallel Port to USB

Overview

Some computers do not have the 25-pin parallel port required by the SIGNAL parallel port security key. They provide USB ports instead. You can solve this problem by exchanging your parallel port SIGNAL security key for a new USB SIGNAL security key. USB keys should be "plug and go", with no special installation required.

Key Return Procedure

Here are the steps for key exchange:

1. Contact Engineering Design to arrange the return.
2. Send your key to the following address:
Engineering Design
262 Grizzly Peak Blvd
Berkeley, CA 94708
3. **Send the key by courier, not postal mail in any form. Mail parcels will be assessed a \$100 handling charge.**
4. International shipments should be labeled "**Return for warranty**" with a value of "**No commercial value**". Any customs costs incurred by your shipment will be billed to the customer.
5. **Provide your Fedex shipping address and receiver's name, including street address.**
6. **You are responsible for your key arriving safely at Engineering Design.**
7. Please email tracking information when you ship your key.
8. For pricing, see the Engineering Design price list http://www.engdes.com/sigwin/sales/price/price_list.html
9. You can pay by personal or institutional check or by PayPal, which accepts credit cards. Purchase orders are not accepted due to the cost of invoicing. To pay via PayPal, let us know and we will email a PayPal invoice. You don't need a PayPal account.
10. Replacement keys will be shipped within 2 weeks after receipt of your key. Faster turnaround can usually be arranged – please contact Engineering Design.

Engineering Design

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