

1. **How do I exchange my security device for an e-Key?** Once you have installed Case CATalyst version 12, send an email to akey@stenograph.com. In the email, provide your Stenograph Customer Number and the Serial Number of the security device you plan to exchange for an e-Key. If you are not sure of how to obtain the Serial Number of your security device, click on the following link. [Click Here](#)
2. **Do I have to keep an annual support agreement to keep using e-Key?** No. A support agreement is not needed to keep using your e-Key. But why wouldn't you want to keep your support agreement? In addition to having access to Technical Support, a support agreement entitles you to future Case CATalyst releases and all of the amazing advancements those enhancement updates provide, like e-Key. In your career as a business professional, it only makes sense to stay current with technology.
3. **Do I have to be on the Internet every time I use CATalyst if I have an e-Key?** Absolutely not! An internet connection is only needed once every 90 days and even that is optional. If your Case CATalyst computers do not have an internet connection, you can use any computer with an internet connection to renew your e-Key.
4. **Why do I have to renew my e-Key every three months?** Most software controlled by a Product Key Code (PKC) is authorized for use on one computer and requires a continuous internet connection during use. The e-Key, unlike others, can be activated on up to three computers for non-simultaneous use. The ninety-day activation protects the Case CATalyst license while still providing you the convenience and portability of not requiring continuous internet access.
5. **Can I renew my e-Key before it is necessary without losing any days of e-Key access?** You will not lose any days. You can renew your e-Key any time in the last thirty days of the 90-day period, and you will get the remaining time added to the next ninety days of e-Key access.
6. **Is it time consuming or difficult to renew my e-Key?** No. We know you will love how easy it is because our customers have told us! The process only takes a few seconds and only requires a mouse click. In a future version of Case CATalyst, you will have the option for Case CATalyst to automatically renew e-Key for you. Even if your Case CATalyst system never has an internet connection, there is a simple 'manual' method you can use to renew your e-Key.
7. **What does non-simultaneous usage mean?** Just like the security device, an e-Key is your license to use Case CATalyst. With a security device it was not possible to be actively working with multiple Case CATalyst files, on multiple systems, at the same time. Think of e-Key the same way. Although you can have an e-Key license active on multiple computers, you cannot use Case CATalyst on those other licensed computers at the same time.
8. **I sometimes leave Case CATalyst open inside of a transcript on my office computer all night while I'm working at home on my other computer. Will this be considered simultaneous usage?** This would not be considered simultaneous usage. Even if CATalyst is open in a transcript all night, you are not making modifications to that transcript.
9. **I sometimes bring my notebook home at the end of the day and set it right next to my desktop computer. I open a job on the notebook and leave it open. I then put the security device on my desktop and start working in CATalyst there. With e-Key would this be considered simultaneous usage?** This would not be considered simultaneous usage, for the same reasons as the above example. Looking at a transcript on another computer is not

considered 'working' in this context. You are not making modifications to the transcript on the notebook.

10. **What kind of information is being collected by e-Key? How does e-Key know if there was simultaneous usage?** Absolutely no personal information is collected by e-Key. During the e-Key renewal process, the only item being checked is the usage statistics. The usage statistics simply keep track of when a transcript was modified in Case CATalyst. These statistics are compared for each of your three systems to determine if there was simultaneous usage.
11. **What happens during activation if it is detected that there is an overlap in usage on one of my computers?** The overlapping computer will not receive its activation and you will be limited to activating one computer only.
12. **Can I share my computer activation with my scopist?** Since you are the licensee of Case CATalyst, it is for your use only. Even though you are authorized to run your license on more than one computer, you are not permitted to share your license with another person. Think of this no differently than you would a security device. You cannot give your full security device to a scopist and then also use Case CATalyst at the same time. Your scopist would need their own edit key.
13. **Can I use the e-Key with earlier versions, like I could with my hardware security device?** The e-Key can only be used on Case CATalyst version 12 and higher.
14. **As a scopist, I work for reporters on all versions of CATalyst. If I convert to an e-Key, won't I be limited to running Case CATalyst 12? Wouldn't that be a problem for me?** It is true that you would not be able to run a version lower than Case CATalyst 12. However, this is not a problem. Version 12 is compatible with all CATalyst versions which came before it.
15. **I'm on an Installment Program. Does the e-Key apply to me?** Yes, you will be getting an e-Key as part of your next Installment Program period. After that, you will be able to renew your installments online and make payment at the same time. You too will be able to use up to three computers as part of your activation which gives you more flexibility in the way you work.
16. **I'm using Case CATalyst student edition. Can I get an e-Key?** If you are a student with the student edition, you can upgrade to CATalyst version 12 at no charge and get an e-Key in exchange for your security device.
17. **What if I need to use Case CATalyst on a fourth computer? I have one at home, one at the office, one at my vacation home and a laptop.** Additional computer activations for Case CATalyst 12 are available for the small fee of \$295. For \$295 you will receive one additional ongoing e-Key license, for non-simultaneous use. When you choose to add more computers into the mix, you will need to call Stenograph to make the change.
18. **I'm on an older version of Case CATalyst. Can I get an e-Key?** You must update to Case CATalyst 12 to begin using e-Key. Call Stenograph Contract Sales (800.323.4247 or 630.532.5100) to activate a Support Agreement and get up to date. Then you'll be ready to get an e-Key.
19. **I bought my Case CATalyst from a third party rather than directly from Stenograph. Can I upgrade to Case CATalyst 12 and get an e-Key?** You need to transfer the license into your name and upgrade to Case CATalyst 12. Contact Stenograph Customer Service (1.800.323.4247 or CustSvc@stenograph.com) and ask for a Software License Transfer agreement.

20. **Do I have to renew the same computer every ninety days?** After each ninety days you can renew or activate any computer(s) you wish to use. It could be one from the last 90 days or it could be a new one. You could even activate a computer in one quarter, skip a quarter or more and then activate it again later.
21. **Is CaseViewNet still limited to running on one computer?** No. With e-Key, CaseViewNet becomes part of your e-Key and, as such, can be activated on up to three computers.
22. **We own a quantity of CATalyst licenses. Do they have to all be converted at the same time?** You can convert the security devices to e-Keys over time; it's not necessary to do them all at once.
23. **What if I have to send my computer in for repair when I've already activated three computers and I need fourth one temporarily?** By contacting Stenograph, you can receive access to a fourth computer for a temporary period. If you have a Support Agreement, there is no charge. Without an active Support Agreement prevailing per-call rates will apply.
24. **I travel to different time zones including internationally on a regular basis and need to adjust my system clock. Will this affect Case CATalyst's tracking of my usage time?** As long as you maintain your clock setting to the correct local time and local time zone, CATalyst will record accurate usage information.
25. **What if I lose my PKC? Will Stenograph send it to me again?** Stenograph will resend your PKC to the e-mail address of record on your account in the situation where you've misplaced the original email. If you change email addresses, please contact us to update your account contact information.