

User's Manual

Electronic safes for hotel



Series v.0307x01: *ECOSAFE Tablet, Laptop*
 ELITE Tablet, Laptop, Top Open, Drawer
 STARSAFE Laptop

v.5-2019

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1. Introduction:

Thank you for choosing a ECOSAFE/ELITE/STARSAFE safe. We hope our dedication to quality will satisfy all your expectations. The purpose of this manual is to allow you to operate and configure the safes correctly. Please, study this manual before using the safes. If you feel there is anything we can do to improve or require assistance contact us via: www.elsafe.es.

2. Warranty and customer service:

Please, contact our technical service for any type of claim or maintenance related question. The warranty does not cover any damage due to improper use or modifications to the safe or use of non-original parts. When contacting our customer service, please state the model and serial number of the safe.

3. Notes and installation recommendations:

The electronic safes require configuration before they are installed. This work has already been done prior to shipping so that the only thing needed is fixing the safe in the hotel room. The following notes are to be taken into account to install the safes correctly.

Before fixing the safe on the furniture, it is important to check that the door of the safe can be completely opened and will be easy to use for the guest. It is important to verify there are no electrical wire cables or water pipes in the wall behind the safe. The time to install the safe will vary depending on where it is installed, but could take approximately 15 to 20 min.

Installation:

Normally, the safe would be installed with 2 lag screws of 8 x 60 mm with plastic studs of 8mm for the back-side and 2 carriage screws of 6mm for the base with the respective washers. The length of the screws will vary depending on the thickness of the base.



Carriage screws



Lag screws

- Place the safe on the desired location. Open the door of the safe and with a pencil, mark the holes on the base and back plane.
- When the fixing points are marked, proceed to drill the holes.

Notice that to avoid that the safe will be slightly raised at the front side, tighten the screws first at the base (without tightening these completely) and then screw the ones at the back.

Note: in some cases, it could be dangerous to drill the back wall for electrical wiring or water pipes. It may also be easier to apply a polyurethane silicone to the base if screwing the wooden furniture is not an option.

4. Basic operations of closing and opening:

These safe models are designed for hotel use. Hence it is important that it is intuitive and easy to use for the guest.

To lock the safe:

Close the safe and insert your personal 4-digit code and press LOCK. The display will show the code and then CLOSED.

To open the safe:

Insert your personal code and the safe will open automatically. The display will show OPEN.



If the safe is configured with 142250 (the default configuration), the personal code is stored in the safe's memory. Then, once you open the safe, you can lock it by simply pressing LOCK. The personal code will be stored 5 minutes when the safe is open. If the configuration is 142251, then it will be required to insert a personal code each time to be able to lock the safe.

5. Emergency openings with the emergency key:

These safe models are equipped with a mechanical emergency key. When these safes are used in hotels of a certain size, it is recommended to use the handheld unit in the normal daily operations. This is recommended as the handheld unit requires a personal pin code for its use. The mechanical emergency key is then stored in a safe at the Directors office or authorized personnel, for the extreme cases of electronic malfunction. The movements of the safe are stored in its memory and can be verified by performing an audit trail with the handheld unit. In small hotels or for private use, it is not necessary to purchase the handheld unit.

5.1 Emergency openings with the mechanical key - ELITE / STARSAFE models



1. Remove the cover



2. Insert the emergency key with the dent pointing UPWARDS



3. Turn the key 90 degrees clockwise and open the door



4. Turn the key to its original position, remove it, and press LOCK



5. Place the cover back on the panel and the safe is again ready for use

5.2 Emergency openings with the mechanical key – ECOSAFE models



1. Remove the lock cover with the tool



2. Insert the key with the dent pointing UPWARDS



3. Turn the key 90° clockwise and open the door



4. Turn the key back to its original position, remove it, and press # / LOCK



5. Replace the lock cover and the safe is again ready for use

5.3 Emergency openings with the mechanical key - ELITE TOP OPEN models



1. Remove the cover



2. Insert the key with the dent pointing to the LEFT



3. Turn the key 90°, clockwise and open the door



4. Turn the key to its original position, remove it and press LOCK



5. Replace the cover and the safe is again ready for use

6. Emergency openings with the handheld unit

In order to perform emergency openings with the handheld unit, it is necessary to use two 4-digit codes. The first code is the *Manager Code* and the second is the *personal pin* for each individual user (a maximum of 6 users are possible for each unit). The emergency openings are done as follows:

- Connect the handheld unit to the USB terminal in the safe's panel. For the STARSAFE and ELITE models, you need to remove the small safe cover.
- Introduce, on the handheld unit, the *Manager Code* and press # (the *Manager Code* is 5555 by default, see next section on how to modify these codes)
- Introduce on the handheld unit, the *personal pin code* (6666 by default) and press #.
- The safe should open and you can disconnect the USB cable.
- For the ELITE and STARSAFE models, do not forget to replace the small cover.



7. Changing the user and the manager code

Changing Manager Code

- Press twice the (*) key and the screen will show PROG.
- Introduce the *Manager Code* (5555 by default, or the registered code).
- Press the (*) key and the 1 key.
- The screen will show NEW-C1, press the new *Manager Code* of 4 digits and press (#). The screen will show DONE.

Change the user CEU00

- Press twice the (*) key and the screen will show PROG.
- Insert the user code (6666 by default, or the registered code if changed)
- Press one time the (*) key and then the key 2.
- The screen will show NEW-C2, press a new 4-digit user, then the (#) key. The screen will show DONE.

To change the user code CEU00, it is not necessary to know the *Manager Code*, but to change the users CEU01 to CEU05 it is necessary.

Changing the user codes of the handheld unit CEU01 through CEU05

- Press twice the (*) key and the screen will show PROG.
- Insert the *Manager Code* (5555 by default).
- Press once the (*) key and then CEU01/05, the user number we wish to change from CEU01 to CEU05.
- In the screen you will see NEW-51, NEW52, NEW53, NEW54 or NEW55 (Depending on the user we wish to change) and press the new 4-digit for this user and press (#). The screen will show DONE.

The following table shows the default factory values for each user:

	CEU00	CEU01	CEU02	CEU03	CEU04	CEU05
<i>Manager code</i>	5555					
<i>User code</i>	6666	5341	5682	5263	5424	5845

Factory values and serial 000000

8. Configuring the handheld unit with the service code

The safes in each hotel are configured with a different service code. For security reasons, this service code of the hotel needs to be configured also in the handheld unit. To do so, please proceed as follows:

- Press two times the (*) key and the screen will show PROG.
- Press 8100*5 and the screen will show NEU.
- Insert the 6-digit service code provided by our company.
- When the screen shows AGAIN, re-enter the service code and the screen will show DONE. Now the handheld unit is configured with the new service code.

9. Programming via the keypad of the safe

Reprogramming steps 1-3

The safe is configured by default with a certain setting that can be changed according to your particular needs.

Default configuration

Position 1	Position 2	Position 3	Position 4	Position 5	Position 6
1	4	2	2	5	0

To access this configuration via the safe's keypad, with the door open, press CLEAR + CLEAR and the screen will show PROG, then press 810018 + LOCK and you can alter the configuration.

Configuration settings – first step

The following tables show the different possible settings:

Visualize the inserted digits on the screen

Position 1	(0) Digits are not shown on the screen. (1) The digits are shown as inserted. Configuration - <u>0</u> 42250 / <u>1</u> 42251
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Personal guest code: 4-digits

Position 2	(4) digits – The second digit must be set to 4. <u>1</u> 42250
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Time period of blocking safe after 4 consecutive errors

Position 3	(0 – it is never blocked) – (1 – blocked 3 min) – (2 – blocked 15 min) – (4 – blocked 30 min) Possible configurations: 14 <u>0</u> 250 / 14 <u>1</u> 250 / 14 <u>2</u> 250 / 14 <u>4</u> 250
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Activate and de-activate master code only via the handheld unit

Position 4	To activate and deactivate the master code, it is <u>necessary to use the handheld unit</u> . Press **8100*3 then to activate press 1 + # . To deactivate use the same but with 0 + # . Always with the door open and the screen will show ENd. It is not possible to activate via the keypad of the safe.
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Configure the safe to show openings and closings in the audit trail report

Position 5	(5) Show openings and closings: Press **810018 + LOCK + <u>142250</u> The audit trail will show date, time, room and opening method.
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The guest code is stored in memory or not after opening

Position 6	(0) It is stored in memory – (1) Not stored in memory Press **810018 + LOCK + 142250 o 142251 + LOCK If the configuration is 0, the guest code is stored in memory after opening for 5 min. Otherwise, it is necessary to input a code every time to close the safe.
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Re-configuring second and third step: date and time

This configuration can be done simpler by using the handheld unit, and pressing **8100*2. It is very important to verify the date and time of the handheld unit before transferring this data. To check, press **8100*1 and modify if necessary. Press # to finish. It is possible to set up the date and time on the safe directly in the following format:

Day	Day	Month	Month	Year	Year
0	1	0	2	1	7

Example date: February 1st, 2017.

Hour	Hour	Minutes	Minutes	Seconds	Seconds
1	2	0	1	2	0

Example time: 12:01:20

Changing parameters on the safe, screens 1, 2 y 3

Always with the lock bolts in the open position, press two times CLEAR and the display will show PROG. When this text disappears, press 810018 + LOCK.

When pressing 810018 + LOCK, the screen will show the current configuration. First the factory default settings will be shown. Insert the parameters needed. Once modified, press the LOCK key to move to the next screen.

Once the first parameters are configured and having pressed LOCK, the second screen will appear which relate to the Day-Month-Year. Once these are configured, then press LOCK to move on to the next screen related to the time. Proceed in a similar manner and press LOCK to finish. The safe is now configured.

10. Programming via the handheld unit

The set up parameters, date and time can be transferred to the safe with the handheld unit. Connect the unit and press ****8100*9 #** (see the configuration section of programming via the keypad of the safe.)

Set up parameters

Visualizing the digits on the display

Position 1	(0) Inserted digits will not be shown – (1) digits will be shown on screen. On the handheld unit, press **8100*9 + configuration – <u>0</u>42250 or <u>1</u>42250
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Personal client code of 4-digits

Position 2	(4) 4 digits – it is only possible to configure with a 4-digit client code. The second position in the set up must be a 4. Configuration = <u>1</u>42250
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Blocking the safe after 4 consecutive errors

Position 3	(0 – will never be blocked) – (1 – Blocked for 3 min) – (2 – Blocked for 15 min) - (4 – Blocked for 30 min) Possible configuration – 14<u>0</u>250 -14<u>1</u>250 – 14<u>2</u>250 - 14<u>4</u>250
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Activate and de-activate the master code

Position 4	<u>To activate and de-activate the mater code, the handheld unit is required.</u> Press **8100*3 , if we need to activate press 1 + # , to de-activate the same step but with 0 + # . Always with the door open, when done, the screen will show END.
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Configuring the audit trail report of openings and closings

Position 5	(5) Openings and closings. Configuring with the handheld unit and transferring to the safe with **8100*9 # 1422<u>5</u>0 # . The report will now show date, time, opening method & room number (client code)-(mechanical key)-(handheld unit)-(optional ERC)
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Client code stored in memory or not after opening

Position 6	(0) will be stored in memory – (1) client code will not be stored. Configuring by pressing **8100*9 # 142250 or 142251 # If the configuration is 0, the code will be stored after opening for 5 min.
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11. Operations on the handheld unit

11.1 Configuring a room number

If you wish to use the safe in rental mode (RentYourSafe management system), assigning a 4-digit room number to the safe is needed. This operation can be done before activating the safe in rental mode. The handheld unit must be configured with the *serial* that corresponds to the serial of the hotel before operating with the safe.

Connect the USB terminal of the handheld unit to the safe, press **8100*6 and the screen will show NO. Introduce the 4-digit room number and press # and the screen will show DONE. The room number is now stored in the memory of the safe.

To check the room number is correctly configured, press the keys (on the safe) CLEAR + CLEAR + 46 + LOCK and the room number will be shown for a few seconds. If it is not correct, repeat the procedure.

11.2 Activating the rental mode (RentYourSafe) or free mode

Activating the rental mode

Connect the USB terminal to the safe and press, on the handheld unit, two times (*) and the screen will show ProG, press 751751 and the screen will show AGAIN. Re-enter the code 751751 and the screen will show DONE. Disconnect the USB cable and verify the rental mode is enabled by pressing a number key on the safe, and it will show HOLD.

Deactivating the rental mode leaving the safe in 'free mode'

To deactivate the rental mode, connect the USB terminal to the safe and, on the handheld unit, press **730730. The screen will show AGAIN. Press 730730 again, and the screen will show DONE. The safe is now in free mode, ready for use.

11.3 Transferring configuration parameters, date and time from the unit

Note: this is only possible with the safe open.

- Press two times the (*) key and the screen will show PROG.
- Press 8100* 9 and the screen will show the set up parameters. Modify if necessary and press (#).
- The date will now be shown, modify if necessary and press (#).
- Now the time will be shown, modify if necessary and press (#) and all data will be transferred.

11.4 Configure the handheld unit with the correct date and time

- Press two times the (*) key and the screen will show PROG.
- Press 8100*1 and the screen will show the date, modify if necessary and press (#).
- Next the time will be shown, modify if necessary and press (#).

11.5 Transferring only date and time from the handheld unit

- Press two times the (*) key and the screen will show PROG.
- Press 8100* 2 and the screen will show End.

12. Various operations via the panel of the safe

Check room number:	CLEAR + CLEAR + 46 + LOCK
Date of the safe:	CLEAR + CLEAR + 47 + LOCK
Main PCB software version:	CLEAR + CLEAR + 48 + LOCK
The date when rental finishes:	CLEAR + CLEAR + 49 + LOCK
To activate and de-activate the interior light: (available in certain models)	CLEAR + CLEAR + 88 + LOCK

13. Audit trail report (openings and closings)

The safe is equipped with a memory storing the last 100 or 400 records (depending on the model) of openings and closings: openings and closings with the guest code, openings with the emergency mechanical key, openings with ERC code (optional), openings with the CEU, from CEU00 to CEU05 and openings with the master code (not recommended).

A report of these movements can be obtained using the handheld unit and imported to a PC for analysis. To obtain the records proceed as follows:

- Connect the USB terminal to the safe and press twice the (*) key and the screen will show PROG.
- Press 8100*8, the screen will show SAVE and press (#) and the recorded data will be downloaded from the safe to the handheld unit.
- The screen on the unit will show numbers 1 to 100 (or to 400 depending on the model). Once done, the screen will show END.
- Remove the USB terminal from the safe and you can now use a PC to show the values with the audit trail software.

Contact our technical support department to obtain the audit software and for further information.

14. Troubleshooting checklist

Problem	Display message	Possible cause	Solution
The locks retract when locking the safe with an error	Error2 and then OPEN	The door is not completely closed or not correctly aligned or an object prevents lock bolts to lock	Regulate/straighten the door or remove the object obstructing the lock bolts
Lock bolts go forwards and backwards repeatedly	Error2	Micro-switch of end of stroke not pressed correctly	Remove the door back cover and regulate the micro-switch fin
Emits 4 beeps and will not open	Error	Incorrect user code	Check the user code. This is not really an error, but an incorrect user code
Not able to insert a 4-digit code	Hold15	The safe is blocked for having 4 incorrect code input attempts	Wait for 15min and press the correct user code
The safe will not close	Bat Low	The batteries need to be changed	Change the batteries and clean the terminals
Safe in RentYourSafe mode will not accept the code activator	Hold	The code activator is incorrect	Check the RentYourSafe ticket, the room and end of rental date. Check the safe parameters, date/time and room number
The emergency key will not turn		Incorrect key	The lock cylinder may be in open position or the serial of the key is incorrect
Open door with lock bolts extended		After emergency opening LOCK key was not pressed	When doing an emergency opening, to remove the key, you need to press LOCK and the lock bolts will go back to open position
Lock bolts will not activate <i>Manual</i> on the screen		Micro-switch of end of stroke not pressed correctly	Remove the cover and regulate the micro-switch

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SAFES AND MINIBARS FOR HOTELS SINCE 1981

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