

## Quick Reference and Troubleshooting Guide

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*The **Smart Safe 2000** is designed to provide years of trouble-free service. Abuse of the Safe as well as liquid spills and dirt will damage the safe's computer and **void the WARRANTY!***

## Basic Commands

- To Move the Cursor back – Press the left/right arrow key
- To Scroll – Press the up/down arrow key
- To Enter – Press the E key/which also advances the cursor
- To Program Numbers – Press the number on the keypad
- To Program Letters – Press each key repeatedly until the desired letter appears (i.e.: Press 4 three times to make the letter L)
- To Leave Spaces – Press E
- To advance the cursor from month to day to year (MM/DD/YY) – Press E
- To advance the cursor from hours to minutes (00:00) – Press E
- To exit a current menu or to back out of menus to start over – Press \* (i.e. Press\* twice to return to Main Menu)
- When programming users, dates, times, amount values, etc., always place a zero (0) before single digit numbers (i.e. 05, 07)
- Time must be programmed in 24-hour military style (i.e. 03:00 is 3am and 17:30 is 5:30pm)

## Adding a User:

### General Information

- The Master User and Manager Users can add, delete and change values for clerk users.
- Only the Master User can add, delete and change values for manager users.
- User numbers 03 – 07 are reserved for manager users.
- User numbers 08 – 49 are available for clerk users.
- Clerk users can withdraw cash tubes and take audit readings.
- ***Clerk users cannot open the safe door!!!***

### To Add a User:

1. From the Main Menu select **Option 2 – User Combo**. Press **E**.
2. Select **1. Add User**. Press **E**.
3. The screen will read “**Add User#** \_\_ \_\_ “. Use 03 – 07 for Manager Users  
Use 08 – 49 for Clerk Users  
Press **E** to accept.
4. The screen will now read “**Enter Combo#** \_\_ \_\_”. The user number just selected will appear. Press **E** to accept.

At this time the Master User or the Manager User should allow the new user to privately enter a 6 – digit combination. After the 6 – digit combination has been entered, Press **E**.

5. The screen will now read “**Enter User Name.**”
6. Press the key that corresponds with the first letter of the user’s name. Continue pressing the key until the correct letter appears on the LCD display. Press **E**. Repeat until entire name is spelled. Press **E** after each letter is entered. *If you need to correct a letter, press the left/right arrow key until the cursor is under the wrong character and then type over.*
7. When finished, press the \* key.
8. The screen will now read, “**ARE YOU SURE? E = YES \* = NO**”



4. The screen will now read, "**DELETED!**"
5. Press the \* key to return to the Main Menu.

## Dispensing Money:

1. Select "**1. Dispense Money**". Press **E**.
2. The screen will now read "**Tube#** \_\_ \_\_"
3. Enter the desired tube (i.e. 02). Press **E**.
4. The screen will now read "**Dispense Tube 02.**" Press **E**. Then turn knob and tube will fall into tray on the front of the safe door. *If you have a time delay set, you will have to wait for the time to count down before the safe will release the tube. (See the section on Time Delay to set the tube time delay.)*
5. To access the next tube in sequence, press **E** twice.
6. Turn the knob of the next dispenser.
  - One tube for each cartridge may be accessed at one time allowing cashiers to withdraw complete starting banks.
  - After all 8 tubes have been dispensed, the cashier will be denied additional tubes until the time delay has elapsed.

## Viewing Time Delay:

- A time delay on tube dispensers is a security device that discourages robbery. *It is recommended that owners plan their daily cash requirements before setting up time delays. Each tube can be programmed with no time delay or up to 99 minutes of delay. When dispensing cash from the safe, the cashier's selected tube will be dispensed immediately. All subsequent tubes from that column will not be available until the amount of time programmed into each dispenser has elapsed.*
1. Select option **"4. TDL Dispensers"**
  2. The screen will now read **1. "View Settings"**. Press **E**.
  3. The screen will now read, **"Tube 01 Time Delay 02."**  
*To view existing settings, scroll using the up/down arrow key.*
  4. To return to the menu press **\***.

## Changing Time Delay Settings:

1. Select **"2. Set TDL DIL"**. Press **E**.
2. The screen will now read **"Tube# \_\_ \_\_  
Time Delay = \_\_ \_\_"**  
  
Enter Tube Number (01, 02, 03, etc...). Press **E**.  
Enter Time Delay (01 – 99 minutes). Press **E**.
3. After changing the Time Delay for any tube, you will be immediately prompted for the next tube in sequence. When you are finished programming, press **\*** key to return to **"1. View Settings."**
4. Press the **\*** key twice to return to the Main Menu.

## Viewing the Time Lock Feature:

- *Use extreme caution when setting the Time Lock. It is important not to **Lock Yourself Out** of the safe.*
  - Setting the Time Lock will make the Safe Door and Main Programming Menu available only during the days and hours set by the programmer.
1. Select “**6. Time Lock.**” Press **E**.
  2. The screen will now read “**1. View Settings.**”  
To view the existing time lock settings, press **E**. *Use the up/down arrow key to select each day of the week (MO-SU).*
  3. Press \* to return to the main menu.

## Setting the Time Lock Feature:

1. Select “**2. Set Time Lock.**” Press **b**.
2. The screen will now read “**Open From 00:00  
MO.....to 00:00**”  
(Remember it will be in, or need to be in *military* time!)
3. Use the up/down arrow key to select the desired day of the week. Press **E**.
4. Enter the Open From time (when the safe can be first opened).
  - I.e. If you want the safe to be opened after 9am (09:00 Military Time), enter **0, 9**, press **E**. Then enter **0, 0**, press **E**.
5. Enter the Open to time (when the safe should lock down).
  - I.e. If you want employees locked out of the safe after 7:30pm (19:30 Military Time), enter **1, 9**, press **E**. Then enter **3, 0**, press **E**.

**NOTE:** The lock down period will last from the Open To time until the Open From time set for the following day. Repeat the process to set the Time Lock for each day of the week.

6. To exit to the Menu press \*.
7. The screen will now read, “**Are You Sure? E = YES \* = No**”

- Press the \* to exit to the Main Menu.
- Press **E** and the Smart Safe will prompt you to reset the tube count.

8. The screen now reads **“Reset Tube Count  
Tube#01 QTY = \_ \_”**

If you have refilled the tubes or cartridges, enter the new information.

- If you have not and want to exit to the Main Programming menu, press the \* twice.

I.e. If there are 10 tubes in cartridge 01, enter **1, 0**, press **E**.

9. The screen now reads **“Reset Tube Value  
Tube#01... \$0000.00”**

Enter the amount of money in each tube.

- I.e. If a cartridge contains tubes with roles of quarters, enter \$10.00.  
If a cartridge contains tubes with 25 \$5 bills, enter \$125.00.

10. When the proper amount is entered, press **E**.
11. You will now be prompted to enter the amounts for the next cartridge in order.

## The Audit Trail:

The audit trail is designed to reduce internal loss. You will have a record of

- The safe's last 5000 transactions,
- Who dispensed money
- How much money was dispensed
- When the money was dispensed – By date and time!

Any missing cash can be traced to specific users and times.

## Viewing the Audit Trail on the LCD Display:

You have three ways to view an Audit trail:

- User and Date
- Date Only
- Since Last Audit was Conducted

## To View an Audit by User and Date:

1. Select "**3. Audit Trail.**" Press **E**.
2. The screen will now read "**1. Scroll List.**" Press **E**.
3. Select "**User/Date.**" Press **E**.
4. The screen now reads            "**Scroll List**  
  **User# \_ \_**"
5. Enter the desired user number. Press **E**.
6. The screen now reads,            "**Scroll From**  
  **MM/DD/YY 00:00**"
7. Use the up/down arrow key to select the month. Press **E**.
8. Enter the Date. Press **E**.  
Enter the last two digits of the year. Press **E**.  
Enter the hour of the day. Press **E**.  
Enter the minutes. Press **E**.

9. The screen now reads, **“Scroll To  
MM/DD/YY 00:00”**
10. Repeat the above steps to enter the ending date of the audit period.
  - The first entry of the audit will appear on the screen.
  - Use the up/down arrow to scroll through each audit entry.

### To View an Audit by Date Only:

1. Select **“3. Audit Trail.”** Press **E**.
2. The screen will now read **“1. Scroll List.”** Press **E**.
3. Select **“2. By Date.”** Press **E**.
4. The screen now reads, **“Scroll From  
MM/DD/YY 00:00”**
5. Use the up/down arrow key to select the month. Press **E**.  
  
Enter the Date. Press **E**.  
Enter the last two digits of the year. Press **E**.  
Enter the hour of the day. Press **E**.  
Enter the minutes. Press **E**.
6. The screen now reads, **“Scroll To  
MM/DD/YY 00:00”**
7. Repeat the above steps to enter the ending date of the audit period.
  - The first entry of the audit will appear on the screen.
  - Use the up/down arrow to scroll through each audit entry.

### To View an Audit by Date Only:

1. Select **“3. Audit Trail.”** Press **E**.
2. The screen will now read **“1. Scroll List.”** Press **E**.

3. Select **"2. By Last Audit."** Press **E**.

4. The screen now reads           **"User (#) F (#)**  
  **Date           Time"**

***Refer to the function code library for translation of activity performed.***

➤ Use the up/down arrow to scroll through each audit entry.

5. Press the **\*** to return to the main menu.

## Printing the Audit Trail:

You will need: Most standard parallel printers will work with no additional software. Plug the printer cable into the printer port.

The screen will read "INSTALL PRINTER" if the printer did not connect. Reconnect the printer. Press E.

1. Select "**3. Audit Trail**"
2. Select "**2. Print List.**" Press **E**.
3. You will have the following options:
  1. By User/Date
  2. By Date
  3. By Last Audit
4. Select one of the options. Press **E**.

## Printing by User/Date:

1. Select "**1. By User/Date.**" Press **E**.
2. The screen will now read "**Print List User#** \_\_ \_\_." Enter the desired User number. Press **E**.
3. The screen now reads, **"Scroll From  
MM/DD/YY 00:00"**
4. Use the up/down arrow key to select the month. Press **E**.
5. Enter the Date. Press **E**.  
Enter the last two digits of the year. Press **E**.  
Enter the hour of the day. Press **E**.  
Enter the minutes. Press **E**.
6. The screen now reads, **"Scroll To  
MM/DD/YY 00:00"**
7. Repeat the above steps to enter the ending date of the audit period.

The report should begin printing.

## **Printing By Date Only:**

1. Select **“1. By Date.”** Press **E**.
2. The screen now reads **“Scroll From  
MM/DD/YY 00:00”**
3. Use the up/down arrow key to select the month. Press **E**.
4. Enter the Date. Press **E**.  
Enter the last two digits of the year. Press **E**.  
Enter the hour of the day. Press **E**.  
Enter the minutes. Press **E**.
5. The screen now reads, **“Scroll To  
MM/DD/YY 00:00”**
6. Repeat the above steps to enter the ending date of the audit period.

The report should begin printing.

## **Printing by Last Audit:**

Select **“3. By Last Audit.”** Press **E**.

The report should begin printing.

➤ *Press \* to return to the Main Menu.*

## **Function Code Library:**

➤ These codes describe audit trail events and will be displayed on screen or printed out whenever an audit is conducted.

- F01                      Dispensed Money from column 1 to 8
- F02                      New User Added to the System
- F03                      Master user Combo Set or Changed
- F04                      User Deleted from System
- F05                      Safe Door Opened
- F06                      Date & Time Set/Changed
- F07                      Time Lock Added (1<sup>st</sup> Time)
- F08                      Time Lock Set or Changed
- F09                      Tube Time Delay Set or Changed
- F10                      Safe Door Time Delay Set or Changed
- F11                      Tube Count Reset
- F12                      Printed Audit Trail
- F13                      Scrolled Audit Trail
- F14                      Printed Status Report
- F15                      Open Window Time Set or Changed
- F16                      Tube Value Dollar Amount Set or Changed
- F17                      User Limits Set or Changed
- F18                      Armored Carrier Combo Set or Changed
- F19                      Opened Safe Door with Override Key
- F20                      Closed Outside Door

## Loading Cartridges:

1. Hold the tube cartridge in one hand using the handle hole.
2. Set the tube cartridge on a table and tilt on an angle to allow the tubes to roll easily. Place each plastic tube into the opening with the end with the cover facing the door, let each tube roll smoothly down one after another.
3. When replacing the cartridge, make sure it slides easily into the down position. (This will set the location pin into the down position necessary for dispensing the tubes.)
4. Always record the amount of money in each tube and the number of tubes placed in each cartridge. You will need this information to reset the tubes count.

## Tips, Shortcuts, and Care:

- *The **Smart Safe 2000** is designed to provide years of trouble-free service. Abuse of the Safe as well as liquid spills and dirt will damage the safe's computer and **void the WARRANTY!***
- Employees should be instructed not to place soda, coffee or any other liquid on top of the safe. A liquid spill will damage the safe's computer, potentially destroy the computerized locking system and will **void the warranty!**
- The door of the safe should be closed slowly, like a bank vault. **Never slam the safe door!**
- All handles and locks should operate smoothly. If not, check for obstructions. If can see no obstructions, call for service.
- Quick Tube Audit: To take a quick audit of the remaining tubes, simply press **E** twice and use the up/down arrow to check the number of tubes in each column.
- Quick Menu Selection: If you know the number of the menu option you want, simply enter your personal combination. Press **E**. Enter the number of the menu option. Press **E**.

If at any point you should

Have Any Questions,

Need Assistance

or

Want Additional Training

Please call McGunn Safe Customer Service

**(800) 621-2816**