

Upgrade Manual

RF-Online Safe

FCC/IC approval

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ICES-003 statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

The FCC/IC number for the safe endnode is FCC Y7VPCBA9002 / IC 9514A-Y7V

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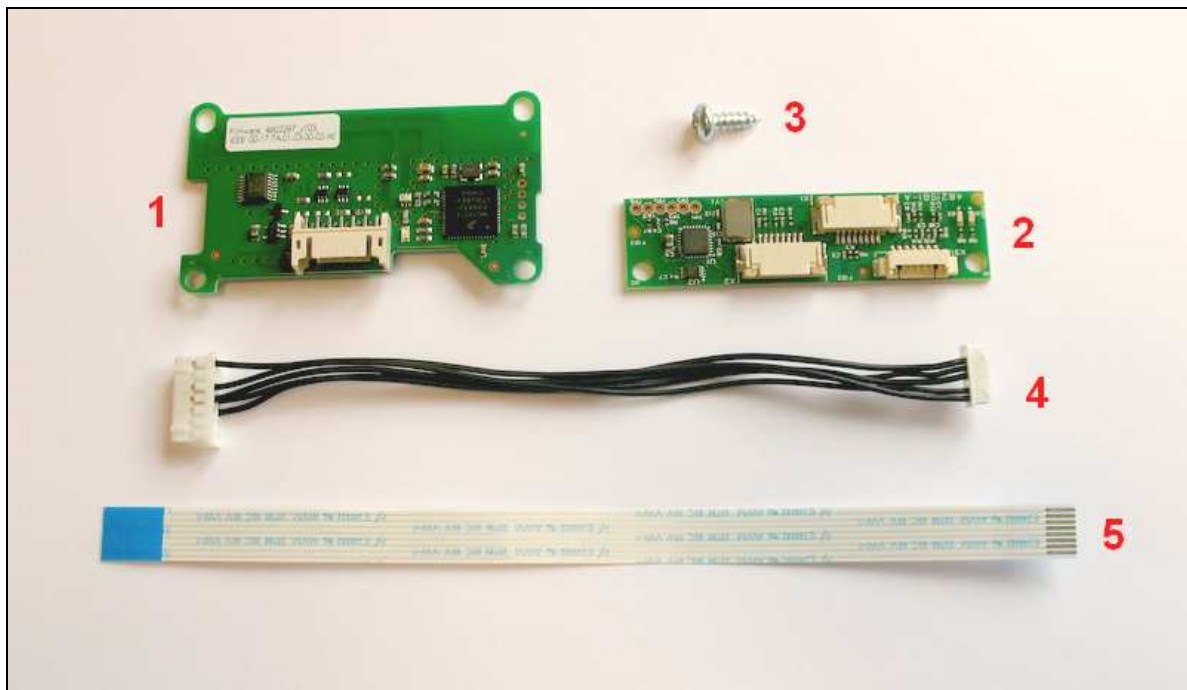
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1 Introduction

This document describes

- how to upgrade an existing Sentinel Digital Ph III safe to a *Sentinel Digital Ph III* RF-Online safe
- how to use the VISIONLINE software together with RF-Online safes

2 Upgrade kit

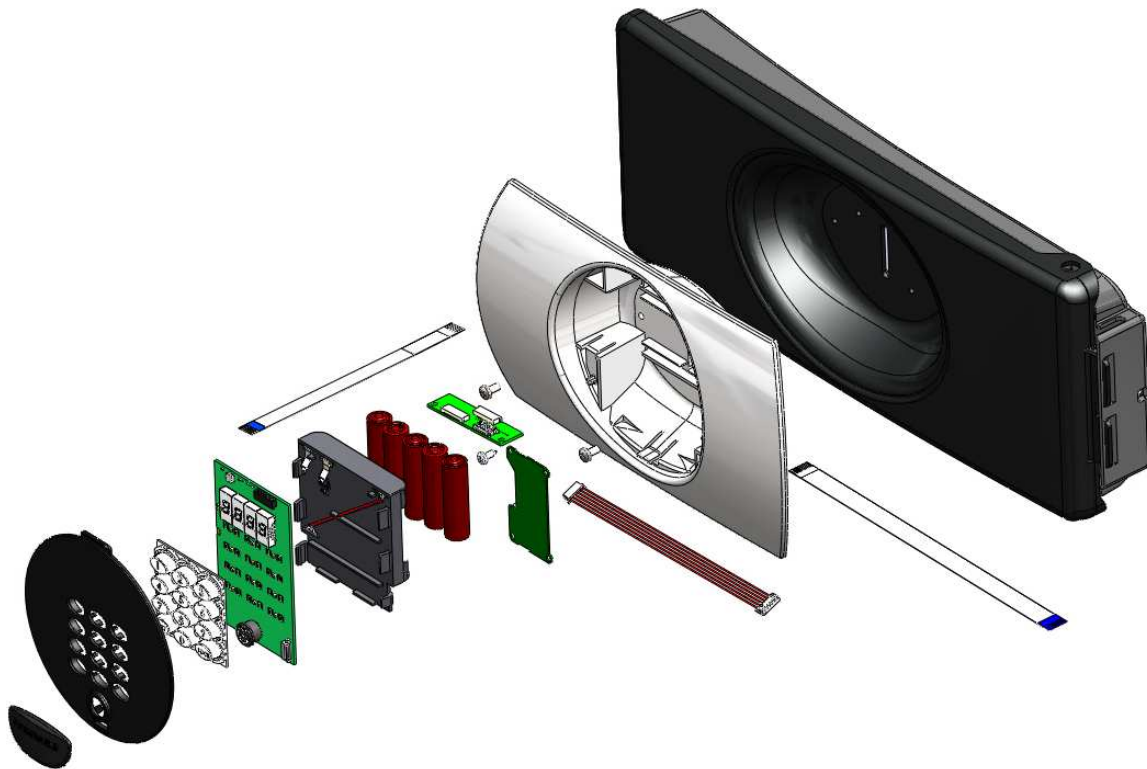


Upgrade kit necessary for an RF-Online upgrade

No.	Description	Pcs
1	ZigBee Endnode (article number 4821930; the endnode is however not sold separately on this number but only as a part of <i>RF-Online Communication Kit PHIII</i> , see article number below)	1
2	RF-Online Interface (<i>RFOI</i>)	1
3	Screw	1
4	Cable RFOI-Endnode	1
5	Flex cable RFOI-Front board	1

Note: The parts above are available as a kit with article number as below.

Art. No	Description
252-846KIT	RF-Online Communication Kit PHIII



Exploded view of a Sentinel Ph III RF-Online safe

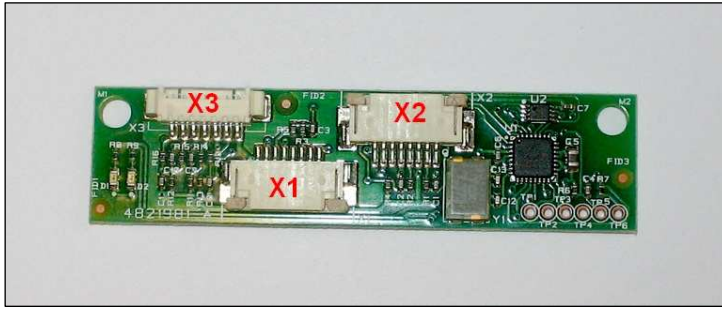
2.1 Safe preparation

For a smooth upgrade operation, follow the steps below before connecting the RF-Online kit to the existing safe:

1. Open the front cover and remove one battery from the battery cartridge.
2. Press and hold the **Reset** button down for at least 3 seconds.
3. Disconnect the flat flex cable from the front board.
4. The safe is now ready for mounting of RF-Online components.

2.2 Cable connection

The RFOI has three connectors: X1, X2 and X3.

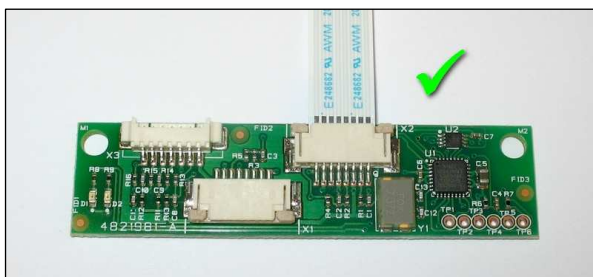
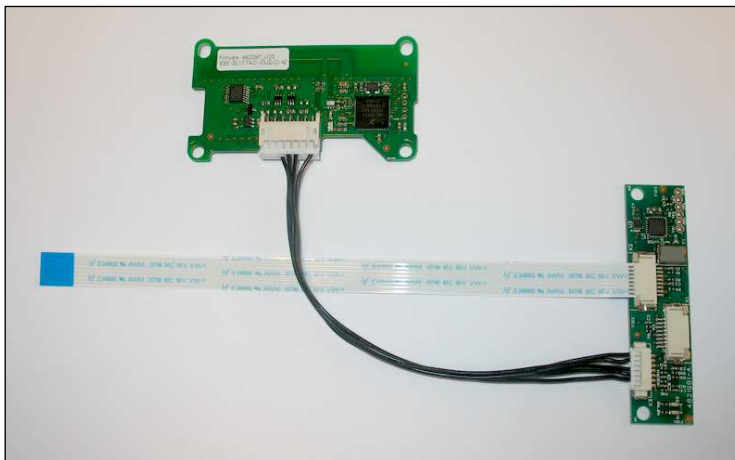


Connector	Use
X1	Connects RFOI and inside PCB, using existing flex cable
X2	Connects RFOI and outside PCB, using short flex cable
X3	Connects RFOI and endnode, using 5-wire cable

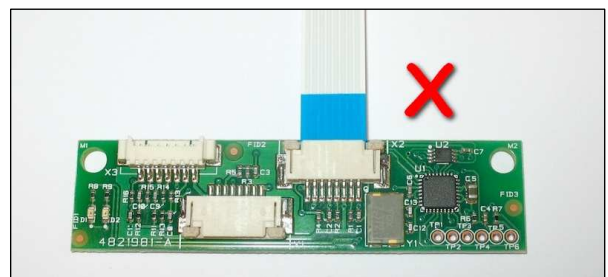
2.2.1 Connecting RFOI with endnode and outside PCB

1. Connect the 5-wire cable to the endnode.
2. Connect the other end of the cable to the RFOI; socket X3.
3. Connect the short flex cable to the RFOI; socket X2.

Note: Make sure to connect the short flex cable between RFOI and outside PCB in the correct way; see picture below for correct connection.

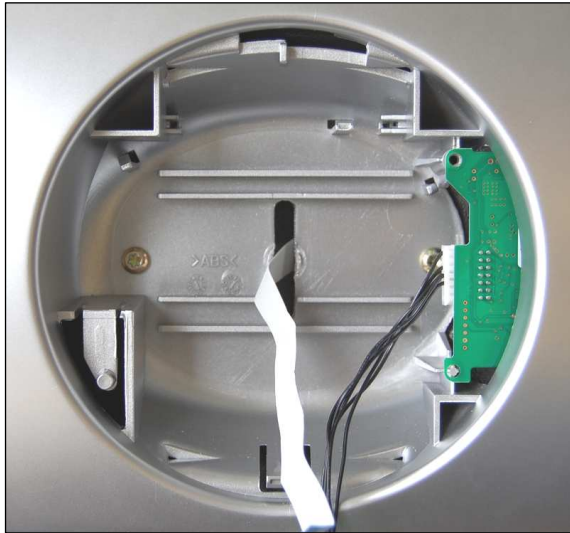


Correct connection

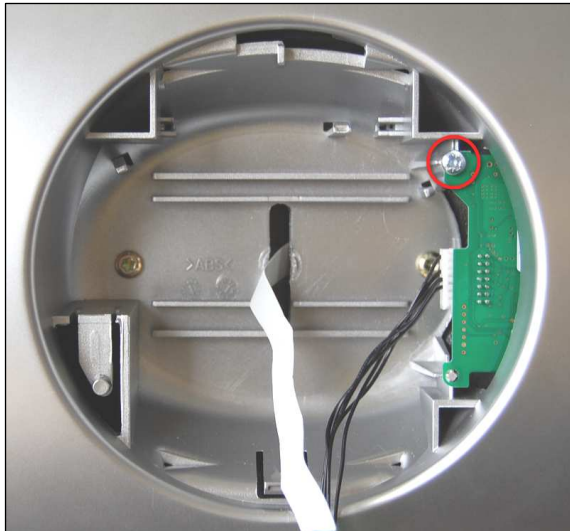


Wrong connection

4. Insert the endnode firmly as shown in the picture below.

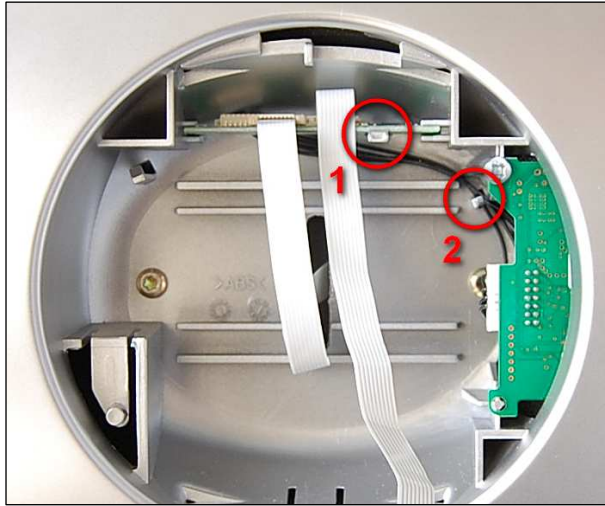


5. Fasten the endnode with one screw; see picture below.



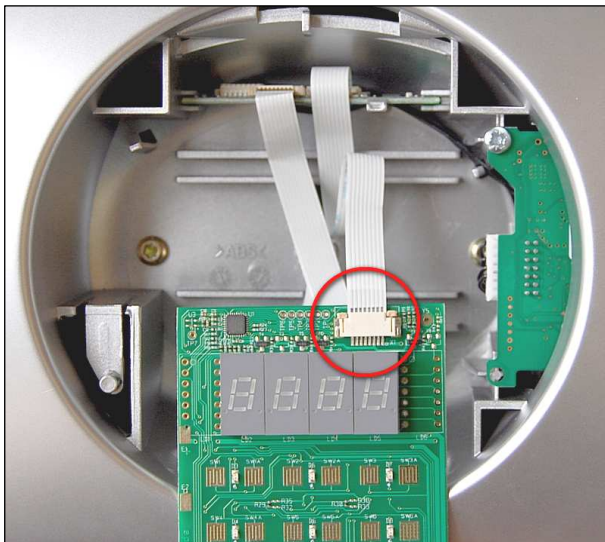
2.2.2 Connecting RFOI with inside PCB

1. Make sure that the 5-wire cable between endnode and RFOI is connected; see section 2.2.1 for details.
2. Insert the RFOI firmly until the snap will hold it; see 1 in the following picture. Be careful about the cable between endnode and RFOI - the cable must be placed below the RFOI board and behind the supporting tower; see 2 in the following picture. The flex cable connected to the X2 connector should be bended upwards.
3. Connect the previously disconnected flex cable from the inside of the safe to the connector X1 on the RFOI board.



2.2.3 Connecting RFOI with front board

1. Connect the flex cable from the RFOI socket X2 to the front board.



2. When the cable is fitted properly, the front cover of the safe can be closed.
Note: Do not forget to insert the battery that was removed according to section 2.1.

3 RF-Online safe usage

Note: The RF-Online safe can only be connected to an existing ZigBee network.

3.1 Connecting an RF-Online safe to the network

Note: Before connecting the safe to the network, the safe must have been commissioned.

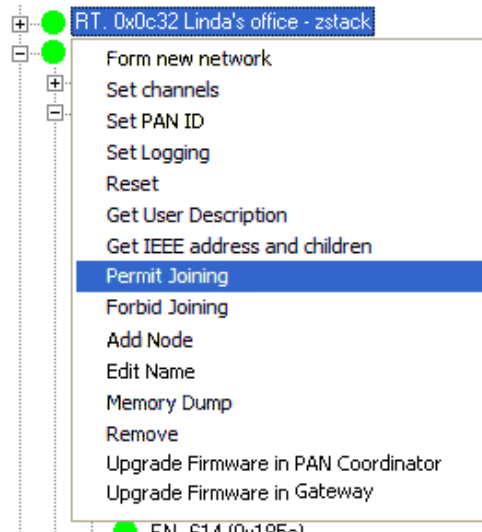
To allow the safe to join the ZigBee network, the concerned ZigBee router or gateway must be 'open'. This is performed in the software SysMon (*System Monitor*); see 3.1.1. Follow the steps in sections 3.1.2 and 3.1.3 for joining the safe to the network.

3.1.1 Starting SysMon

1. Double click on **SysMon.exe** in the VISIONLINE installation folder.
2. Log on with the same user name and password as for VISIONLINE.
Tip: Create a shortcut to **SysMon.exe** since this program will be extensively used.

3.1.2 Opening the concerned gateway or router for joining

1. In the SysMon menu **View**, select **ZigBee**; the **ZigBee Network** window which is shown.
2. Right click on the applicable gateway/router in the **ZigBee Network** window and select **Permit Joining**. The gateway/router is now 'open'. It will remain in this status for approximately 15 minutes or until a forbid join command is executed.



3.1.3 Setting the safe in discovery mode

To be able to connect to the open router or gateway, the RF-Online safe must be set in discovery mode:

1. With the gateway/router open from the steps performed in section 3.1.2, connect the *Universal Safe Interface* (PinKey, ElKey or IR interface) to the service socket of the safe. Depending on what interface that is used, the display of the safe will show
 - 'Ser' (if PinKey is used)
 - 'Ir' (if the IR interface is used)
 - 'Open' (if ElKey is used)



2. Press and hold the **Reset** and **3** buttons down simultaneously. 'dISC' should appear on the display.



3. Release both buttons; the safe is now in discovery mode.
4. Wait for a couple of seconds and then press and hold the **Reset** and **5** buttons down simultaneously.

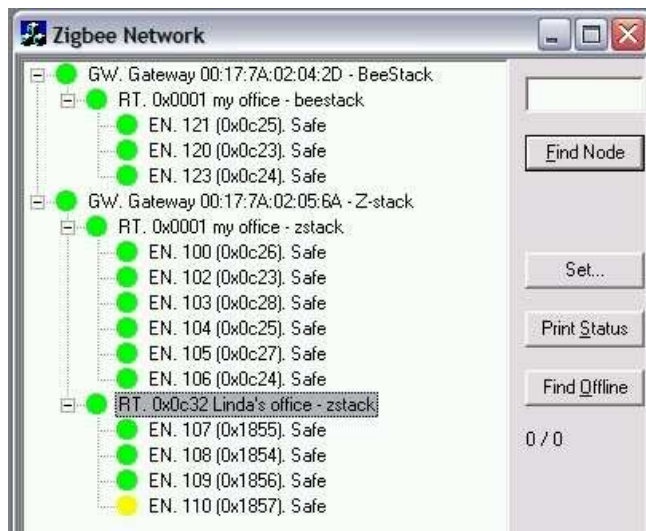
5. Depending on the connection status of the safe, it will display either 'On .' or 'OFF .'.



The 'On .' status indicates that the safe is connected to the ZigBee network. If 'On .' is displayed, the safe interface (PinKey, ElKey or IR) can be removed from the service socket. After that, the safe should appear in the **ZigBee Network** window of SysMon (*System Monitor*) with the room number that was set during the commissioning.

If the signal to the ZigBee network is weak ('OFF .' on the safe display), it might be necessary to repeat the procedure of connecting the safe to the ZigBee network; see section 3.1.2. The endnode must then be set in discovery mode again according to steps 1-3 above.

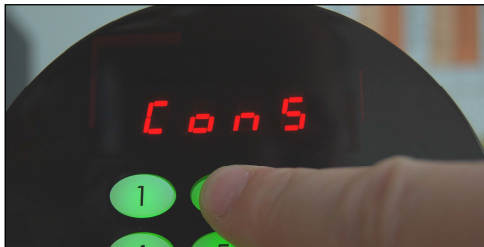
The picture below shows a sample of the ZigBee network view, with safes connected to three different routers.



3.2 Disconnecting a safe from the network

If the RF-Online functionality in a safe needs to be switched off, e.g. when the safe should be moved from one room to another, follow the steps below:

1. Connect the safe interface to the service socket.
2. Press the buttons **Reset** and **2** and hold them down for a moment.
3. The safe display will say 'ConS'. That means that *construction mode* has been activated (which will reduce the battery consumption). The radio in the safe is turned off.



4. To verify that the radio is turned off, press and hold the **Reset** and **5** buttons down. The safe display will say 'Con .'.



3.3 Reconnecting a safe to the network

Before connecting the safe to the ZigBee network again, the RF-Online functionality should be turned on.

1. Connect the safe interface to the service socket.
2. Press and hold the **Reset** and **4** buttons down. The safe display will say "OrPH" (*orphan join*).



3. To verify that the safe is connected to the network again, check its status by pressing and holding the **Reset** and **5** buttons down. If 'On .' is shown on the display, the safe is connected. If 'Con .' is shown, the safe is still in construction mode.

Note: Making a cold start on the safe, e.g. by replacing the battery, will also set the safe in *orphan join* mode.

Note: If the front or CPU board of the safe has been exchanged, an orphan join should be made according to the steps above.

Note: If the endnode of a safe has been exchanged, a discovery must be done according to section 3.1.3.

4 Settings and supervision in VISIONLINE

Before starting any work in VISIONLINE, the online functionality for safes must be enabled in the software.

Note: VISIONLINE 1.10.0 or higher is required.

4.1 Enabling online functionality for safes

Online functionality for safes require that the VISIONLINE software options *Online* and *In-room safes* are set; see section 4.1.1.

Once the options have been set in the software, different alternatives for the safes are available at **Tools/Options/Online/Safes**; see section 4.1.2.

4.1.1 Installing an option in VISIONLINE

If the *Online* and *In-room safes* options were ordered together with the VISIONLINE software, they are included in the VISIONLINE license code and will be set in the software when the license code is entered.

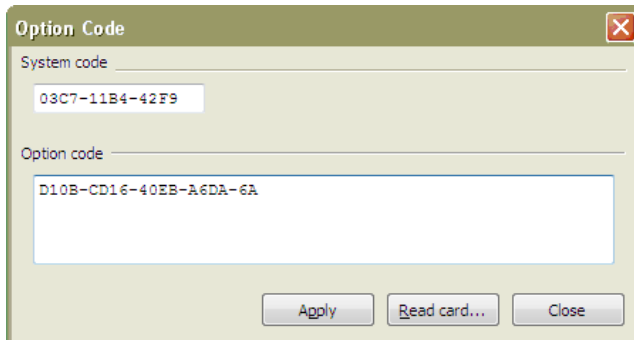
If the options should be added to the system at a later occasion, when the license code has already been entered and system ID is therefore set, an option code is used instead. Several software options can be included in one option code. An operator with the authority to handle option codes must be logged on. Normally, options are set by the system manager or the distributor.

When ordering the option, the system code must be communicated to the ordering department:

1. Double click on **System settings** under the **Reports** tab in the navigation window to find the system code. **System settings** is available even if you are not logged on.
2. Communicate your system code to the order department; see order acknowledgement for phone number and e-mail address. The system code can also be entered in the *Ordering web page* when making the order.

To install the option:

1. When you have got your option code, go to **Tools/Option code**.

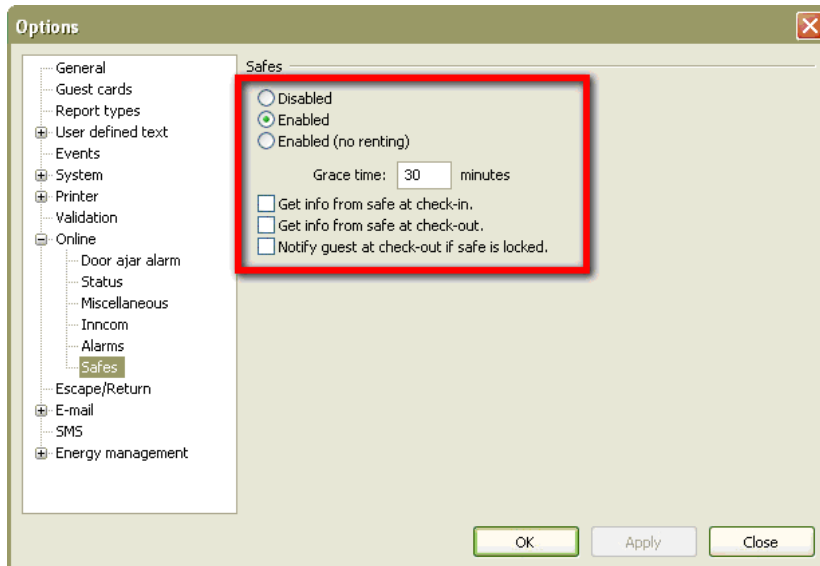


2. Enter the option code and click **Apply**.

4.1.2 Settings at Tools/Options/Online/Safes

When the steps in section 4.1.1 have been performed, settings for the safes can be made in VISIONLINE.

1. Launch the VISIONLINE software and log on with user name and password.
2. Go to **Tools/Options/Online/Safes**.



3. If there should be an extra cost for the guest if a safe is used, “Enabled” (default) should be marked. If there is no extra cost, “Enabled (no renting)” should be marked.
Note: If “Enabled” is chosen, the check box ‘Rent safe’ must be marked in the guest card dialog before issuing the guest card; see section 4.7 *Renting a safe* for details. If cards are encoded via PMS Plus and ‘Enabled’ is chosen, the RS field is used; see *Specification for PMS Plus Protocol (DP-060)* for details.
4. If ‘Get info from safe at check-in’ is marked, an event about the status of the safe (locked/unlocked) will be sent at guest check-in.
Note: The status of the safe is explicitly checked at check-in/check-out. If the check box ‘Get info from safe at check-in’ is not marked, the last known status is used. This may cause unnecessary triggering of *The safe is LFPG (locked from previous guest)* alarms.
5. If the check box ‘Get info from safe at check-out’ is marked, an event about the status of the safe (locked/unlocked) will be sent at guest check-out. See note in step 4.
6. If ‘Notify guest at check-out if safe is locked’ is marked, the guest will at check-out be alerted by SMS or e-mail that the safe is still locked. The SMS/e-mail alert comes directly at check-out, but the guest has some time (the **Grace time** entered in this dialog; default is 30 minutes, the valid range is 30-1440 minutes) to go back to the room and pick up the belongings in the safe.
Note: The function ‘Notify guest at check-out if safe is locked’ requires that information about the guest’s cell phone number and/or e-mail address has been given from PMS at check-in.
7. Click **OK**.

4.1 Safes list in VISIONLINE

If an RF-Online safe has been successfully installed and connected to the ZigBee network, it should automatically appear in the **Safes** list in VISIONLINE.

Note: There is also a safes list in SysMon; see section 4.3.

1. Double click on **Safes** under the **Lists** tab in the navigation window.

Door	IEEE	Safe s/n	Safe rented	Safe locked	Last update of lock status	Safe needs service	Last update of service status	LFPG
100	00177a01030002e6	20100429 (0132B54D)	No	No	02.05.2010 08:23:00	No		No
101	00177a01030001b4	98754789 (05E2E0E5)	No	No	04.05.2010 16:28:00	No	19.04.2010 13:14:00	No
102	00177a01030002d2	98754785 (05E2E0E1)	No	Yes	06.05.2010 08:46:00	No	03.05.2010 11:16:00	No
103	00177a01030001b2	32323232 (01ED36A0)	No	No	29.04.2010 11:53:00	No		No
104	00177a0103000261	85965214 (051FB99E)	No	Yes	04.05.2010 15:53:00	No		No
105	00177a01030002d5	12345678 (00BC614E)	No	Yes	19.05.2010 11:22:00	No	03.03.2010 13:09:00	No
106	00177a01030001a0	20100303 (0132B4CF)	No	Yes	27.04.2010 14:03:00	No		No
107	00177a010300027c	12131415 (00B91C57)	No	Yes	29.04.2010 11:31:00	No	16.03.2010 12:46:00	No
108	00177a01030002b2	9510247 (00911D67)	No	No	30.04.2010 08:54:00	No		No
109	00177a01030002c6	2000002 (001E8482)	No	No	04.05.2010 16:21:00	Yes	04.05.2010 16:21:00	No
110	00177a01030002ce	98884555 (05E4DBCB)	No	Yes	30.04.2010 09:52:00	No	30.04.2010 10:04:00	No

4.3 Safes list in SysMon

The safes are also shown in a SysMon list, with some extra information in addition to the safes list in VISIONLINE.

1. Launch SysMon and log on with the same user name and password as for VISIONLINE.
2. In the SysMon menu **View**, select **Safes**; the **Online Safes** window is shown.

Room	Serial #	Last Contact	Status	Last Good Event	Event Time	SeqNum	Buf Events	Rented	Locked (last update)	Service (last update)	LFPG
100	20100429 (0132B54D)		Online	New Date/Time (466)	29.04.2010 11:15:00	5	No	No	No (02.05.2010 08:23:00)	No (never)	No
101	98754789 (05E2E0E5)		Online	Unlocked (417)	29.01.2010 13:30:00	6	No	No	No (04.05.2010 16:28:00)	No (19.04.2010 13:14:00)	No
102	98754785 (05E2E0E1)		Online	Incorrect Guest Code (449)	16.04.2010 14:35:00	2	No	No	Yes (06.05.2010 08:46:00)	No (03.05.2010 11:16:00)	Yes
103	32323232 (01ED36A0)		Online	Unlocked (417)	24.01.2010 16:30:00	2	No	No	No (29.04.2010 11:53:00)	No (never)	No
104	85965214 (051FB99E)		Online	Locked (416)	30.04.2010 17:21:00	12	No	No	Yes (04.05.2010 15:53:00)	No (never)	Yes
105	12345678 (00BC614E)		Online	Unlocked (417)	22.01.2010 15:46:00	7	Yes	No	Yes (15.07.2010 03:10:00)	No (03.03.2010 13:09:00)	Yes
106	20100303 (0132B4CF)		Online	Unlocked (417)	04.03.2010 17:19:00	1	No	No	Yes (27.04.2010 14:03:00)	No (never)	Yes
107	12131415 (00B91C57)		Online	Locked (416)	04.03.2010 17:17:00	2	Yes	No	No (29.06.2010 12:51:00)	No (16.03.2010 12:46:00)	No
108	9510247 (00911D67)		Online	Unlocked (417)	30.04.2010 08:58:00	11	No	No	No (30.04.2010 08:54:00)	No (never)	No
109	2000002 (001E8482)		Online	Unlocked (417)	29.01.2010 13:28:00	8	Yes	No	No (07.07.2010 09:34:00)	Yes (04.05.2010 16:21:00)	No
110	98884555 (05E4DBCB)		Online	Old Date/Time (465)	30.04.2010 09:54:00	2	No	No	Yes (30.04.2010 09:52:00)	No (30.04.2010 10:04:00)	Yes
222	12345678 (00BC614E)		Online	Unlocked (417)	07.07.2010 10:02:00	2	Yes	No	Yes (11.08.2010 08:39:00)	No (never)	Yes
486	2000002 (001E8482)		Online	Configuration Changed (467)	19.04.2010 15:50:00	3	No	No	No (never)	No (never)	No
821	2000002 (001E8482)		Online	Configuration Changed (467)	19.04.2010 16:48:00	3	No	No	No (never)	No (never)	No
867	2000002 (001E8482)		Online	Service Opened (418)	20.04.2010 13:33:00	7	No	No	No (20.04.2010 15:51:00)	No (20.04.2010 15:51:00)	No
1090	2000002 (001E8482)		Online	Login (420)	19.04.2010 15:53:00	5	No	No	No (never)	No (never)	No
1190	2000002 (001E8482)		Online	Configuration Changed (467)	19.04.2010 16:45:00	7	No	No	No (never)	No (never)	No

4.4 Events

All operations of the safe are logged in the safe memory and sent as events to VISIONLINE.



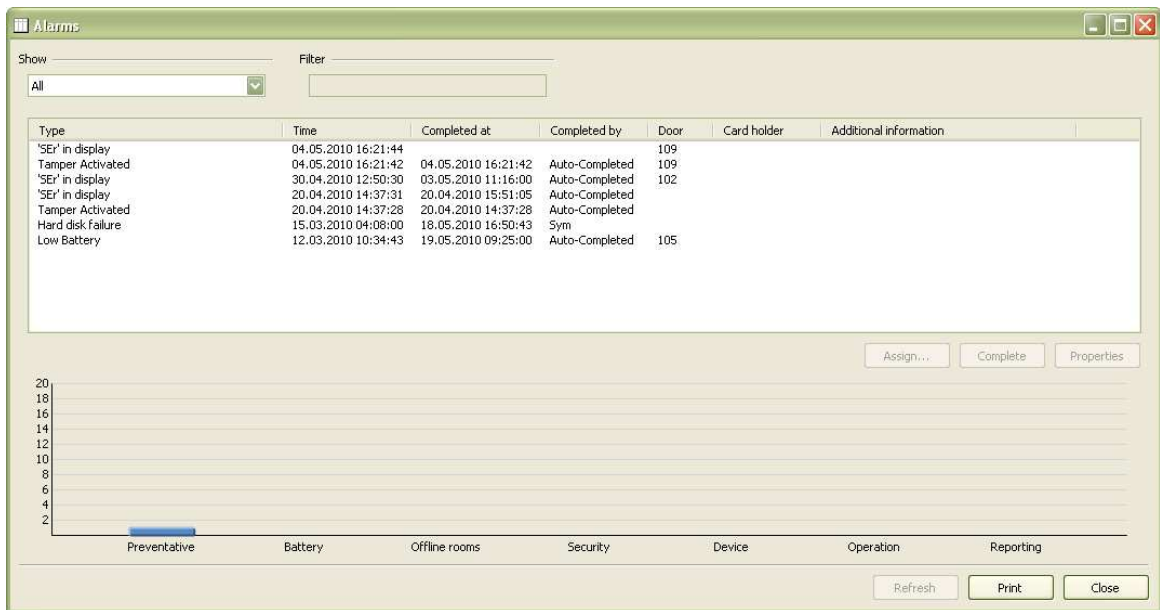
Below is a list of the events available in VISIONLINE:

Event	Description
Auto Relock Error	The Auto Relock attempt was unsuccessful.
Clear Memory	Deletes the audit trail.
Cold Start	The microprocessor of the safe was restarted. It happens when safe loses power and gets it back again. Cold start does not delete anything from the safe memory.
Configuration Changed	The safe configuration was changed.
Decoded	The safe has been decoded.
Door Time-out	The locking bolt/latch hit the frame during locking. After 2-3 seconds it automatically retracted.
Five Incorrect Codes	The user has entered five different incorrect codes, which sets the safe in <i>countdown</i> or <i>service</i> mode.
Incorrect Guest Code	An incorrect code has been entered by the user. The incorrect code is recorded and shown in the safe log.
Incorrect Service Code	An incorrect service code has been entered.
Locked	Safe locking by user code, card, or fingerprint depending on safe model.
Logoff	A logoff with a service unit has taken place. The User ID will be the same as for 'logon' (see above).
Logon	A logon with a service unit has taken place. The concerned user ID is stored in the safe memory.
Low Battery	
Mechanically Opened	The locking latch was moved mechanically without the safe running the motor.
New Date/Time	Internal safe clock was changed; this was the new date and time.
Old Date/Time	Internal safe clock was changed; this was the old date and time.
'Ser' in display	The safe is unoperational and in "service mode". Technical staff must service open the safe.
Service Code Changed	Service code of the safe has been changed.
Service Countdown	Five incorrect service codes have been entered, which sets the safe in <i>countdown</i> or <i>service</i> mode.
Service Opened	The safe has been successfully service opened.
Service Open Error	Service opening failed because the safe did not manage to move the locking bolt/latch to open position.
Tamper Activated	The tamper switch has been activated.
Time-out	The safe was not locked within 3 seconds after the code was entered or the card/fingerprint was swept.
Unlocked	Normal unlocking of the safe by code, card, or fingerprint depending on safe model.

4.5 Alarms

Some of the events in section 4.4 will appear as alarms in the **Alarms** dialog of VISIONLINE.

1. Double click on **Alarms** under the **Lists** tab in the navigation window.

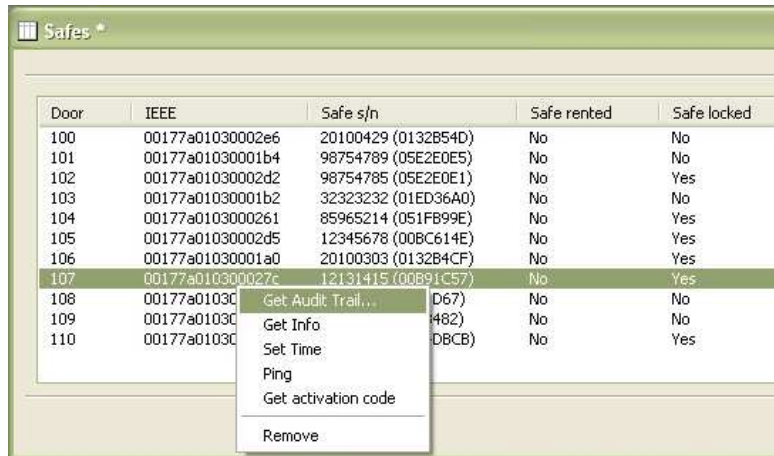


The following alarms can be received from the safe:

- Low Battery
- Mechanically Opened
- Tamper Activated
- Clear Memory
- Auto Relock Error
- 'Ser' in display

4.6 Commands for safes

In the **Safes** list of VISIONLINE, some commands are available in the right-click menu. The commands are described in more detail in sections 4.6.1-4.6.5.



Door	IEEE	Safe s/n	Safe rented	Safe locked
100	00177a01030002e6	20100429 (0132B54D)	No	No
101	00177a01030001b4	98754789 (05E2E0E5)	No	No
102	00177a01030002d2	98754785 (05E2E0E1)	No	Yes
103	00177a01030001b2	32323232 (01ED36A0)	No	No
104	00177a0103000261	85965214 (051FB99E)	No	Yes
105	00177a01030002d5	12345678 (00BC614E)	No	Yes
106	00177a01030001a0	20100303 (0132B4CF)	No	Yes
107	00177a010300027c	12131415 (00B91C57)	No	Yes
108	00177a010300027c	12131415 (00B91C57)	No	No
109	00177a010300027c	12131415 (00B91C57)	No	No
110	00177a010300027c	12131415 (00B91C57)	No	Yes

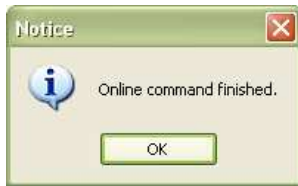
4.6.1 Get info

This function displays all available information about the safe.

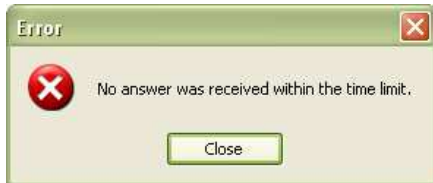


4.6.2 Set time

This command sets date and time to the current system values. If the operation has been successful, the following message box will be displayed:



If the operation fails, the following message box will be displayed:

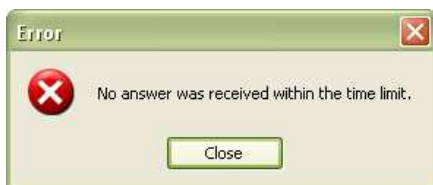


4.6.3 Ping

This feature tells the operator whether the safe is online or not. If the ping is successful, the following message box will be displayed:



If the operation fails, the following message box will be displayed:



4.6.4 Get activation code

This command will display the activation code for a rented safe.



4.6.5 Remove

This command will remove the chosen safe from the **Safes** list in VISIONLINE.

4.7 Renting a safe

If there is an extra cost for the guest to use the safe (requires that “Enabled” has been chosen at **Tools/Options/Online/Safes**; see section 4.1.2 for details), the following actions must be taken:

- The safe must be in *CodeAct* mode, which is set during production or by SafeLink when the safe is commissioned. An activation code will be sent wireless to the safe, so the safe is ready for usage when the guest arrives to the room.
Note: If the online network is temporarily shut down, the activation code must be printed manually and the guest must manually activate the safe before first use.
- The check box ‘Rent safe’ in the guest card dialog of VISIONLINE must be marked before the guest card is issued:

1. Double click on **Guest** (or **Guest advanced** if that is applicable) under the **Cards** tab of the navigation window.

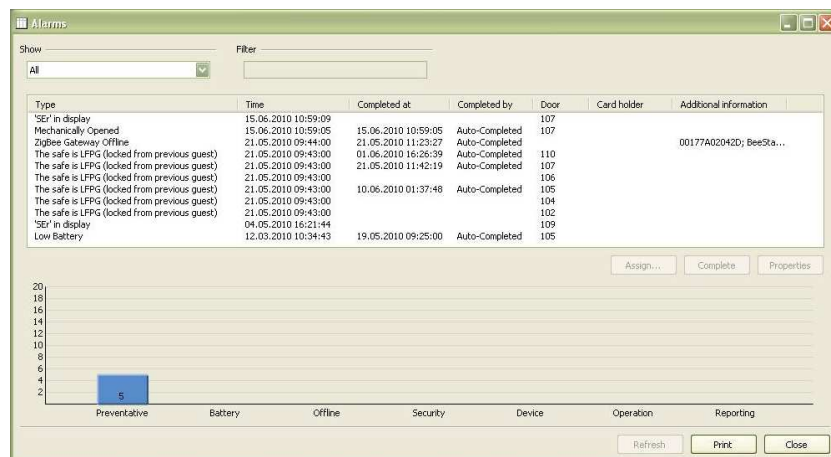
The screenshot shows the 'Guest card' dialog box with the following fields and options:

- Room No.: 107
- No. of nights: 7
- Expiration time: 27.05.2010 12:00
- No. of cards: 1
- Issue to: [empty]
- Options:
 - Clear fields
 - Include track data
 - Rent safe

Buttons: Make card, Close

4.7.1 At check-out

During guest check-out, the **Alarms** dialog will if applicable show the alarm *The safe is LFPG (locked from previous guest)*.



If ‘Notify guest at check-out if safe is locked’ has been marked according to section 4.1.2, the guest will at check-out be alerted by SMS or e-mail that the safe is still locked. The **Safes** list of VISIONLINE also has a column ‘Safe locked’.

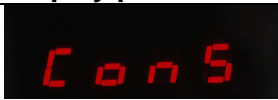


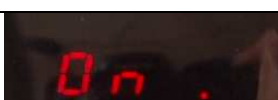


Note: The LFPG alarm is independent of whether ‘Notify guest at check-out if safe is locked’ has been selected or not.

5 Troubleshooting

Problem	Solution
The safe cannot connect to the ZigBee network and does not appear in the ZigBee Network window in SysMon.	<ul style="list-style-type: none"> • Move the router closer to the safe to gain the best possible link quality. • Repeat the discovery procedure.
The safe appears in the ZigBee Network window, but the room number is not shown.	<ul style="list-style-type: none"> • Check with SafeLink if the safe is properly commissioned. <p>Note: The safe cannot have room number 0 (zero).</p>
After the discovery procedure, the safe “took over” the number from another safe shown in the ZigBee Network window of SysMon.	<ul style="list-style-type: none"> • Check with SafeLink if the safe is properly commissioned. • Perform the Get Info command from the Safes list of VISIONLINE, to be sure that the safe has the proper room number stored in its memory. • Check the IEEE addresses of the endnodes in both safes.

6 Service commands

The table below contains a list of service commands and safe status modes which can be shown on the safe display.

Action	Safe display	Display picture	Description
Reset + 2	ConS		Sets the safe in construction mode
Reset + 3	diSC		Sets the safe in discovery mode
Reset + 4	OrPH		Sets the safe in orphan join mode
Reset + 5	On .		Safe status: Safe connected to ZigBee network
Reset + 5	OFF.		Safe status: Safe disconnected from the network
Reset + 5	Con.		Safe status: Construction mode

To execute a service command:

1. Press and hold the **Reset** and the applicable one of the **2, 3** or **4** buttons down.

To display the safe status mode:

1. Press and hold the **Reset** and **5** buttons down.

Revision history

Date	Change	By
30.04.2010	First draft	RKo
27.08.2010	First release	KG
27.01.2011	Revision 1 (FCC/IC approval added; superfluous article numbers removed)	KG
08.09.2011	Revision 2 (FCC/IC number added)	KG
11.10.2011	Revision 3 (additional FCC/IC text added; article number for endnode changed to the VingCard number; irrelevant article numbers removed; new logotypes and other layout changes)	KG
20.10.2011	Revision 4 (Industry Canada statements in English and French added to the FCC/IC text)	KG

