New SmartBox Owner Guide

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Congratulations on your purchase of the Keycafe Key Management System.

We are here to help you get the most benefit from using the system. If at any time you wish to have a live video demo of the software, please email customerservice@keycafe.com

This guide will introduce you to how the system works, as well as everything you need to get started.

Step 1 - Create an account

To start off, create a Keycafe account. You will need this to gain access to the mobile and desktop apps, which will be used for the setup process.

Step 2 - Set up your SmartBox

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1. Mount your SmartBox to a wall using the installation instructions. Note that you should connect to a WiFi, Ethernet or cellular network before mounting, since internet connectivity is required to unlock the SmartBox from the backplate for removal.
2. Set up your SmartBox as a private location in the Keycafe app.
3. If you have purchased expansion units, link your SmartBoxes.

Step 3 - Set up your keys

1. Start by adding your keys to the Keycafe app. There are two ways to do this:

- One at a time
- Bulk upload

2. Keycafe's system works by scanning a key each time it is picked up or dropped off at a SmartBox. This is done using key fobs. Just like adding keys, there are two ways to do this:

- One at a time
- Bulk upload with the field "**Serial Number**"

Step 4 - Prepare keys for staff use

1. Once your keys are set up, you can create users and assign permissions for your staff members and departments.
2. See all the available methods of picking up and dropping off keys. The best workflow for your organization may include one or multiple methods.
3. If you have purchased user badges, you can set them up with these instructions.
4. If you have multiple keys that you would like to group together, such as a particular department's keys, you can create key groups. This will also allow you to quickly assign permission for all of them at once.
5. You can enable key codes for quicker pickups and dropoffs. The downside is that security is diminished, as you will not be able to track who is accessing keys.
6. Time Shifts allow you to restrict key accesses to specified days and periods of time. This is useful if you do not want staff using keys outside of their assigned shifts.

Step 5 - Preparing keys for guest use

If your workflow involves providing keys to visitors for one-time use, follow these steps to set up a one-time booking. You may also set up an ongoing booking for trusted visitors who require repeat accesses, such as cleaners.

Step 6 - Advanced options

- Programmable Alerts allow you to send custom notifications to users and administrators when keys are not returned at the end of a shift.
- Learn how to manage your keys.
- Understand how Quick Scan Dropoffs work and decide if they fit your workflow.
- See Keycafe's customization options to take your key management system to the next level.
- If you run into issues with actual key bin inventory not matching up with your records, you can manually manage key bin inventory.

FCC Statement

Contains Transmitter Module FCC ID: 2AELPNFC

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. This product should not be used 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 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 not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ISED Statement

Contains Transmitter Module IC: 24333-NLP

This device complies with Industry Canada license-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, méme si le brouillage est susceptible d'en compromettre le fonctionnement.{quote}

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément d la réglementation dlndustrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique d l'intention des autres utilisateurs, il faut choisir le type dantenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas

This radio transmitter (identify the device by certification number, or model number if Category Il) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

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Approved Antennas:

PCB trace antenna is part of the transmitter circuit.