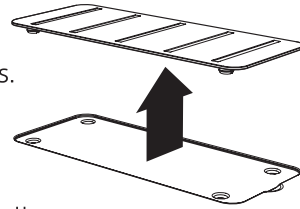## Securing Your Safe

Your Vaultek® safe can be secured via the included mounting screws to a flat surface using the pre-drilled holes on the bottom and back of the safe.

TIP: Make sure you have enough clearance for the door to open properly before mounting the safe.

TIP: Remove the covers to access bottom mounting holes.

1 Position the safe on a flat surface where you want to mount it.

2 Use a pencil to mark the holes for drilling.

3 Remove safe and drill pilot holes.

4 Position safe in place and install screws through safe into pilot holes. Tighten screws.

Modular Interior

Your MX Series safe features a customizable interior system with a height adjustable pull out shelf and drop in modules to help with storage and organization.

Adjust Interior Shelf Height

1 Lift the shelf vertically to remove from mounting brackets.

2 Remove the screw/mounting brackets from the sidewalls and reinstall at the desired height.

3 Place shelf back onto the mounting brackets and press down firmly to install.
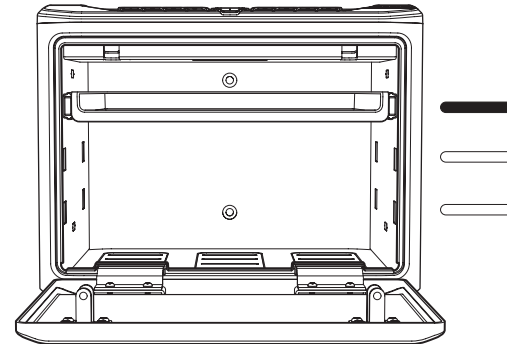
Drop In Modules

A twin pistol rack is included and can be placed wherever there is an insert cover. Remove the covers to access the slots to attach each module, and snap into place. A range of different modules are available for purchase.

Product Registration

Vaultek® strongly encourages you to register your safe as soon as you receive it. Registration provides many benefits including technical support and ordering replacement keys should you misplace them. Your Vaultek® safe has a unique product number on the inside of the battery door and a 4-digit ID number engraved on the keys. You will need these numbers to register your safe.

1 Locate your product number. It is printed on the first page of this user manual and on the back of the battery door (Figure J/K).

2 Find your 4-digit ID number engraved on the keys (Figure L).

3 Please visit the Vaultek® website at vaulteksafe.com and click Support/Product Registration.

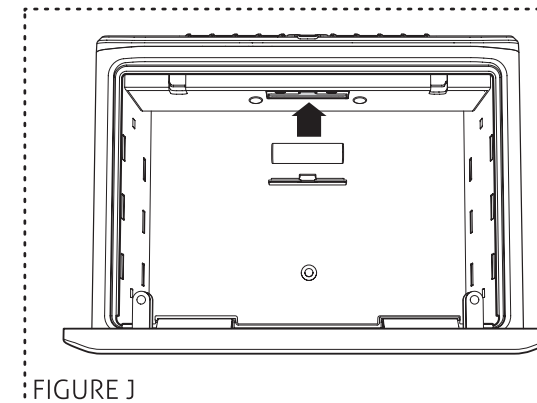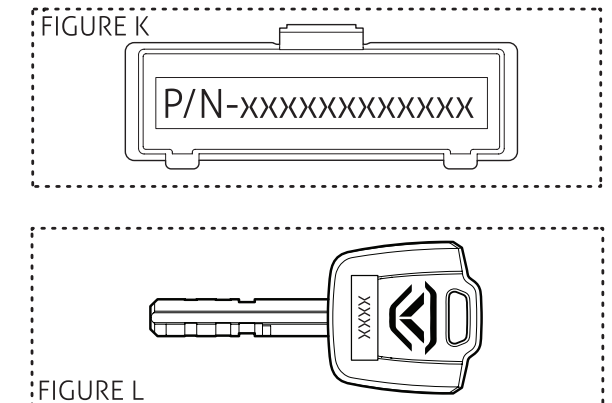**4** Enter the required information in the form and click submit.

FIGURE K

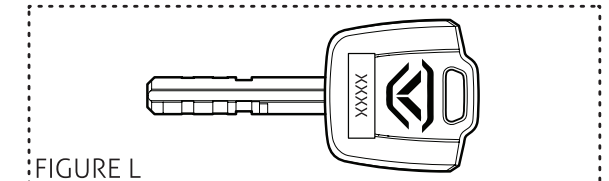P/N-xxxxxxxxxxxxxx

FIGURE J

XXXX

FIGURE L

TUTORIALS ONLINE AT VAULTEKSAFE.COM/MXWIFISERIES-SUPPORT

Battery

Q: Can I keep the safe plugged in at all times?
A: Leaving your safe plugged in continually will **not** harm the safe or battery. However, to preserve the battery life span for portability we suggest that you unplug occasionally to allow the battery to cycle down.

Q: What happens to the fingerprints that are stored in my Vaultek® safe when the battery dies?
A: The safe retains all fingerprints in the even of battery failure. Once the power is restored by inserting the AC adapter cable, the unit will function as it did before the power loss.

Q: What type of battery does my Vaultek® safe use?
A: Use a 3.7V 18650 rechargeable lithium-ion battery with a flat top. A minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time. This type battery is commonly available and in the event you do not seek Vaultek® for a replacement we recommend a brand name like Panasonic.

Q: Can I use a battery of more than 2000 mAh?
A: Yes, a minimum 2000mAh capacity is required, however 2200 mAh or higher can be used to increase operation time. An upgrade battery is available through Vaultek® at vaulteksafe.com.

Fingerprint Scanner

Q: How do I improve fingerprint success rate?
A: Refer to page 09 for tips.

Q: If I cut my finger, does the fingerprint heal the same as before and will it open my safe?
A: Usually yes, although if the cut is significant or requires stitches scar tissue may form as a result causing a change in your fingerprint. That is why we recommend enrolling additional user fingerprints and also fingerprints from your other hand.

Q: Will my Vaultek® safe scan my finger correctly when my finger/fingerprint is wrinkled after bathing or swimming?
A: The Vaultek® safe has been designed to be very sensitive when authenticating and matching fingerprints. The unit will open when your fingerprint has increased moisture from an average shower or swim. However, extreme water retention due to extended time in the water will cause aspects of your fingerprint to change for a short period. If this happens, fingerprint access to your safe may be denied until your fingerprint returns to its normal condition. The keypad and app will not be affected and will still function normally to open the safe.

Keys

Q: What happens if I lose the keys?
A: First, make sure you registered your safe in the event you do lose your keys. Visit Support at vaulteksafe.com for assistance in replacing a set of keys. Be prepared to provide your order details and product number.

Models

Q: What other models are available?
A: Refer to our website to see all the available models. Also, feel free to sign up for our newsletter to receive the latest news on all things Vaultek®.

Traveling

Q: Can I travel with my Vaultek® safe through US Customs or TSA Security at the airport?
A: Yes, there are no restrictions on carrying this type of item. Please be aware that you may be asked to open your safe. Rather than passing it through x-ray, and we recommend that an enrolled user be present during the transport of this item in case such a request is made by a government authority. If transporting a firearm, be sure the safe is checked or included with checked luggage and that you notify your airline agent at check in.

TUTORIALS ONLINE AT VAULTEKSAFE.COM/MXWIFISERIES-SUPPORT

TUTORIALS ONLINE AT VAULTEKSAFE.COM/MXWIFISERIES-SUPPORT

Troubleshooting More online at vaulteksafe.com under Support

If you experience any issues with your safe, try the following solutions.

Smart Key is not working.
A: After pairing you need to assign an entry mode. Refer to Step 3 on page 13. After Smart Key is paired you need to assign to either On Demand or Progressive entry mode, otherwise Smart Key will disable after pairing.

Fingerprint scanner works sometimes and not others.
A: We have a few suggestions to help improve the success rate on page 09.

The keypad is not responding
A. Remove the battery and reinstall. This is a soft reset for the safe. See if you are able to open the safe using the keypad or reprogram the safe's master code. If you are still experiencing issues please visit Support at vaulteksafe.com for assistance.

Door is not engaging.
A: The door requires a firm press. You will feel the latches engage if you press slowly. Feel/listen for the click.

Sound is not working.
A: To toggle the sound ON/OFF press and hold keys '1' and '3' together for 3 seconds. The LCD screen will indicate the sound is ON and beep or the screen will indicate OFF and not beep. If the sound is toggled on and you still can't hear it, have someone else in your house listen as the sound is high pitched.

Unable to change master code.
A: Refer to page 08 of the user manual or check our tutorials online at vaulteksafe.com/mxwifiseries-support.

Soft Reset: Remove the battery and reinstall. This is a soft reset to the safe. Refer to page 07 for more details.

STOP! Do not return to retailer. If you have any questions about your Vaultek® safe or need help configuring the system, please visit Support at vaulteksafe.com.

Customer Support / Warranty

Customer Support

If you have a problem with your Vaultek® safe that is not answered in the FAQ section of this manual, we encourage you to visit www.vaulteksafe.com/mxwifiseries-support.

Limited Warranty (Terms and Conditions)

Vaultek® is committed to building high quality products and will make every effort to ensure our products are free from any defects. We guarantee your safe will be free of defects in materials or workmanship for a period of three years from the date of original purchase from an authorized dealer. This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglect, modification, damage inadvertently caused by the owner, accidents, and/or tampering.

If you encounter a problem with your Vaultek® safe, contact our support team online at vaulteksafe.com/support for assistance. If your safe is determined to be defective and we are responsible for the cause we will have it repaired at our expense, or we will send a new replacement at no cost to you. You will be required to return your existing unit as well as all included accessories to Vaultek® prior to replacement of the defective unit along with your verification of purchase.

If it is determined your safe needs to be returned our customer support team will provide you with a Return Merchandise Authorization (RMA) number. Please have the following information available when contacting us:

• Purchaser's name and mailing address, email address, and phone number.
• Copy of receipt or online order number (if purchased directly from us or Amazon)
• Authorized dealer name (if applicable)
• Detailed description of problem

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR ANY INJURY, LOSS OR DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.

FCC

This device has been evaluated to meet general RF exposure requirement, and this device can be used in portable exposure condition without restriction.

FCC statements:
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.
NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes 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.

The distance between user and products should be no less than 20cm.

TUTORIALS ONLINE AT VAULTEKSAFE.COM/MXWIFISERIES-SUPPORT

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