CISA eSIGNO HOTEL SAFE

USER MANUAL

CHANGE LOG

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CONTENTS

1 GENERAL INSTRUCTIONS

This manual has been compiled to ensure the product is installed and used properly.

The ***CISA eSIGNO*** safe from the CISA hotel range has been designed and built exclusively to hold solid non degradable objects. Below is a list of indications that should be followed to prevent inappropriate use of the safe:

- the safe must be installed in an environment with the following conditions:

Temperature	0 - 50 °C
Relative humidity	0 - 90 %

- the safe is not fire resistant or waterproof;
- the safe must not be exposed to the elements;
- do not install the safe in hot or damp locations which are subject to condensation (contrast between hot and cold) or are excessively dusty;
- do not install the safe in environments which are at risk of vibrations or mechanical stress;
- do not place liquids, explosives, inflammable materials or acids in the safe.

N.B.

CISA S.p.A. does not take any responsibility for any consequences that may arise if the safe is used for any use other than that specified.

CISA S.p.A. shall not be liable for any accidents or damage to persons or property as a result of tampering, structural or functional modifications, unsuitable or incorrect installation, environments not in keeping with the equipment's degree of protection or with the required temperature and humidity conditions, failure to carry out maintenance or periodical inspections and poor repair work.

CISA S.p.A. reserves the right to change the shape, dimensions and functions of the products illustrated in this manual without prior notice.

The CISA eSIGNO safe meets the essential requirements for electromagnetic compatibility as set forth in the European standards EN 55022, IEC EN 61000-6-3 (irradiated emissions), IEC EN 61000-6-1 (immunity to radiations) and IEC 1000-4-2 (electrostatic discharge).

Should you encounter any problems, please contact a CISA Service Centre.

2 GENERAL DESCRIPTION

The CISA eSIGNO electronic safe has the following features:

- electronics to enter the codes to open the safe;
- electronics to store and download the audit trail;
- vacuum touch membrane keypad;
- motorised lock;
- control system with a 6 character 7 segment display;
- 6V DC power supply (supplied by 4 x 1.5V AA LR6 alkaline batteries).

TECHNICAL DATA			
Dimensions	External H/W/D	190/430/350 mm	7.48/16.93/13.78 inch
	Internal H/W/D	185/427/302 mm	7.28/16.81/11.89 inch
	Opening A/B	365/131 mm	14.37/5.16 inch
Thicknesses	Walls	1.5 mm	0.06 inch
	Door	5.0 mm	0.20 inch
	Door cover	1 mm	0.04 inch
Internal volume		23.93 l	0.85 ft^3
Weight		11.6 kg	25.57 lb

2.1 IDENTIFYING THE PARTS

The safe comes with a number of accessories which are essential for installation and use. Take the box labelled "KEYS AND INSTRUCTIONS INSIDE". Remove the safe from the packaging, taking care not to scratch any furniture or floors it is placed on. A black plastic bag containing the emergency keys is taped to the back of the safe: remove the bag and keep it in a safe place. Open the safe by entering the code 555555 and then check none of the items below are missing and that they are all in good order:

- safe;
- multilingual guest instructions, to be displayed near the safe;
- grey fabric carpet;
- four AA LR6 1.5V alkaline batteries;
- quick guide to installing and using the safe[1];
- 3 mechanical override keys in a black plastic bag[1].

The following items are optional:

- socket for mains power inside the safe;
- 1-metre long cable with 3 conductors without plug;
- service kit [1], consisting of:
    - Torx T25 screwdriver;
    - 10mm spanner;
    - SD card to download the safe audit trail, also contains an electronic copy of this user manual.

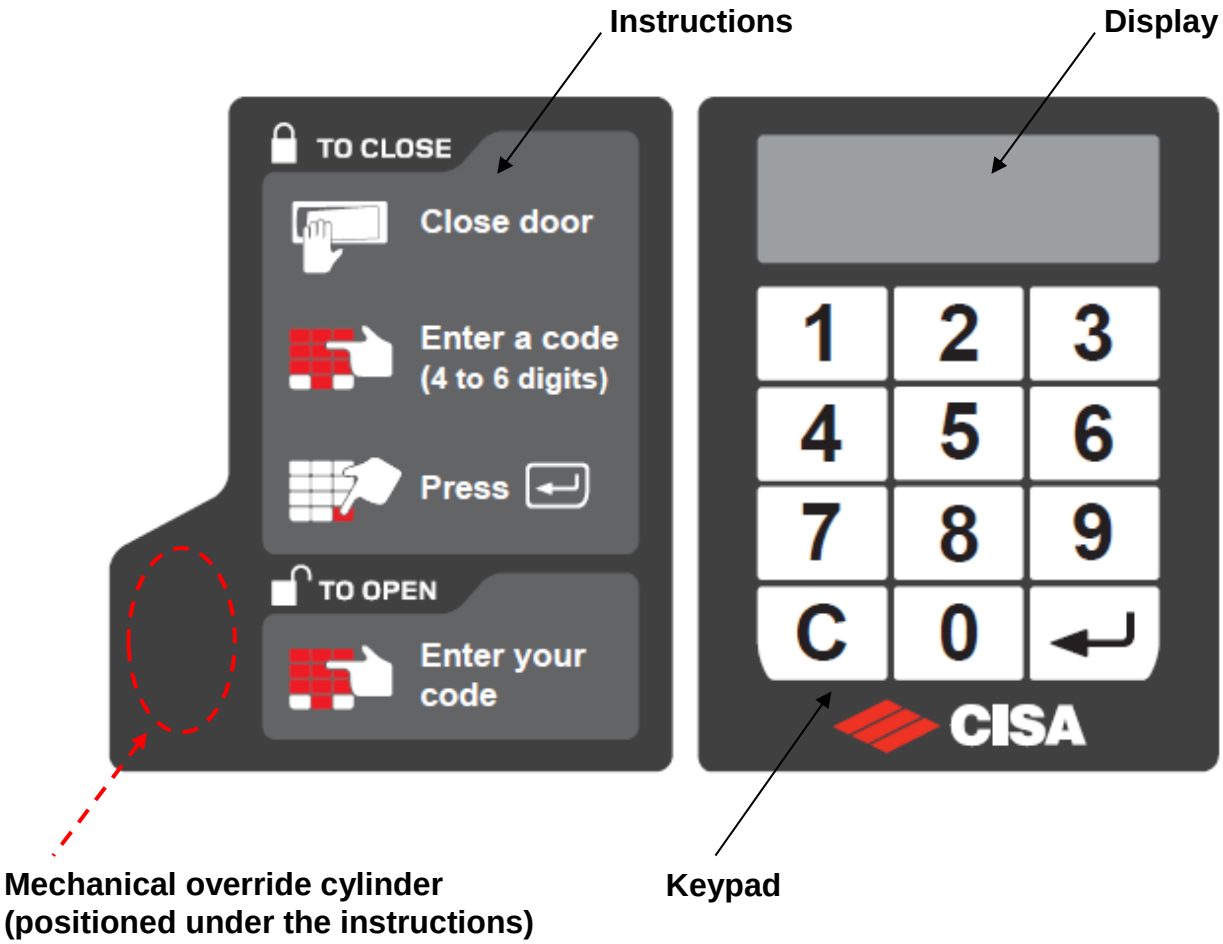
After checking the above items, close the safe to make it easier to move and position.

[1] If two or more safes are purchased together, one set of these items is supplied for the entire batch and can be found inside the packaging labeled "KEYS AND INSTRUCTIONS INSIDE".

2.2 DESCRIPTION OF CONTROLS

Please consult the figure below for the position of the controls on the safe door:

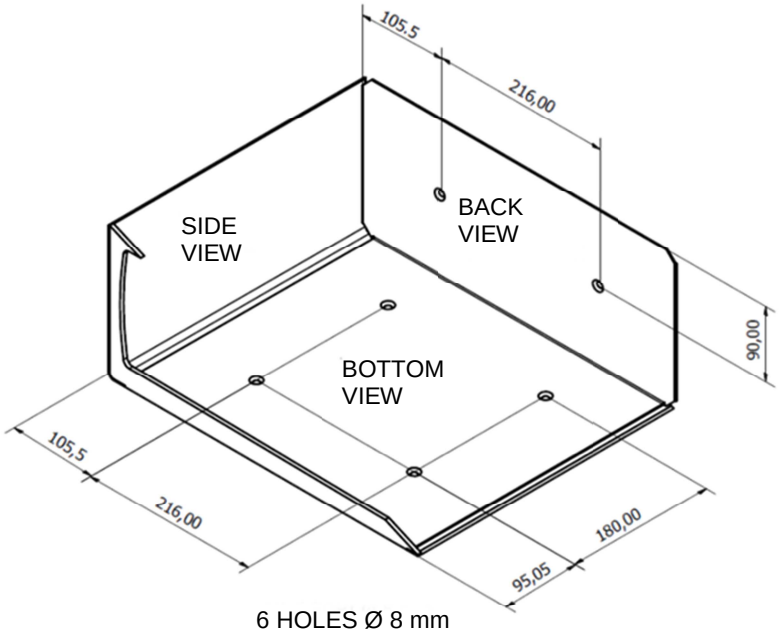
Instructions	Show the guest how to open and close the safe using the guest code.
Display	Shows the numbers the guest has entered, guiding him through the different operations.
Numerical keys	From 0 to 9, used to set and enter the codes needed to open and close the door.
C key	When this key is pressed, it cancels all procedures recently completed and deletes the display.
↵ key	Pressing this key completes the procedure to store the guest code and lock the safe; it is also used for maintenance operations and to view the date/time and battery status.
Mechanical override cylinder	If the safe is locked and cannot be opened electronically, the door can be opened using the mechanical override key provided.



3 START UP

3.1 INSTALLATION

Remove the safe from the packaging, taking care not to scratch any furniture or floors it is placed on.
Position the safe on a horizontal (not sloping) surface that is strong enough and large enough to bear the weight of the safe and any objects it may contain when installed.
If the model is fitted with an internal power socket and therefore has a cable at the back of the safe, it must be connected to the electric mains by professional electricians only, in compliance with regulations in force in the country where the safe is being installed. The cable is one metre long and is not supplied with a plug. The safe's internal power socket is 16A - 250Va.c..
Open the safe by entering the code 555555.
Secure the safe to the wall and/or a shelf using the two holes on the back wall or the four holes on the base respectively:



6 HOLES Ø 8 mm

WARNING

- Avoid using silicon or other adhesives to secure the safe; this could hamper future maintenance operations.
- Make sure the location chosen for the safe is protected from leaks and other objects that could damage the safe.
- When installing the safe inside wardrobes, make sure there is adequate clearance when the door is open:

Depth D	with door open 5°	385 mm	15.16 inch
	with door open 90°	740 mm	29.13 inch

ADJUSTING THE DOOR SPRING

Once a valid code has been entered, the safe door will automatically open, thanks to a spring which is set to open the door at least 5° (approximately 2 centimetres) when the safe is on a horizontal surface.
Once the safe has been securely fixed, we recommend you open and close the door a couple of times to ensure it opens at least 5°. Should the door not open, adjust the dowel on the rear of the hinge (see paragraph in the Maintenance section).

3.2 CHANGING FACTORY SET CODES

The safe is supplied with the following factory set codes:

Level	Type of code	Number of digits	Factory set code
1	Guest code	from 4 to 6	555555
2	Master Staff	8	67154182
3	Master Administrator	8	38316780

Before using a new safe, for security reasons we recommend you change the factory set Master codes (8 digits). Follow the procedure below and record the new codes. To guarantee maximum security for the client, CISA is unable to retrieve the safe's factory set Master codes once they have been changed by the user. **Should you lose or forget the current Master Administrator code (level 3), you will not be able to carry out any maintenance operations. To restore these functions, you must replace the safe's electronic board.**
Follow the procedure below to change the Staff Master code (level 2):

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 2 Master code.	The digits appear as they are entered; when complete, *L2 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 2 (operation code)	*Code* appears on the screen.	Short beep as the key is pressed.
4	Enter the new Master 2 code.	The digits appear as they are entered; when complete, *repeat* appears on the screen.	Short beep as each key is pressed.
5	Repeat the new Master 2 code.	The digits appear as they are entered; when complete, *done* appears on the screen.	Short beep as each key is pressed. Long beep when procedure is complete.

Follow the procedure below to change the Master Administrator code (level 3):

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 3 (operation code)	*Code* appears on the screen.	Short beep as the key is pressed.
4	Enter the new Master 3 code.	The digits appear as they are entered; when complete, *repeat* appears on the screen.	Short beep as each key is pressed.
5	Repeat the new Master 3 code.	The digits appear as they are entered; when complete, *done* appears on the screen.	Short beep as each key is pressed. Long beep when procedure is complete.

3.3 SETTING THE DATE/TIME

The date and time must be set correctly if the audit trail is to be coherent with the actual times of the recorded events.
To check the safe's date and time settings, close the door and press C once, followed by ↵ twice.

The following screens will appear on the display one after the other:

- hour and minute, expressed as *hh-nn*;
- day and month, expressed as *dd-nn*;
- year, expressed as *yyyy*;
- no DST/DST setting, expressed as *DST_nnn*;
- battery status.

Follow the procedure below to change the date and time settings:

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 4 (operation code).	*hh-nn* appears on the screen.	Short beep as the key is pressed.
4	Enter hour and minutes.	Each digit pressed appears in its respective position; when complete, *dd-nn* appears on the screen.	Short beep as each key is pressed.
5	Enter day and month.	Each digit pressed appears in its respective position; when complete, *yyyy* appears on the screen.	Short beep as each key is pressed.
6	Enter year.	Each digit pressed appears in its respective position; when complete, *DST_EUR* appears on the screen.	Short beep as each key is pressed.
7	Use keys 1 and 3 to select either no DST/DST (Europe, USA, no DST, Australia or New Zealand).	Possible no DST/DST settings given, expressed as *DST_nnn*.	Short beep as each key is pressed.
8	Press ↵ to confirm the settings.	*done* appears on the screen.	Long beep when procedure is complete.

3.4 SECURITY PROCEDURES

The mechanical override keys must always be kept in a safe place.

CISA recommends you keep the user manual in a different place from the mechanical override keys.

Every time the safe is opened using the mechanical override key or level 2 or 3 Master codes, CISA recommends you record this event in the openings log, annexed to this manual, following the procedure below.

1. Check the request for intervention by verifying:
    - the guest's name;
    - that the guest's name corresponds with the room number;
    - that the guest is actually in the room.
2. Record in the openings log:
    - the name of the staff member allocated to open the safe;
    - the date, time, room number;
    - the guest's signature, confirming he/she has requested the safe to be opened;
    - the reason why he/she has made this request.
3. Try to unlock the safe using the guest code.
4. If this is not successful, open the safe using the level 2 or 3 Master code and, only if strictly necessary, with the override key.
5. Make a note of the contents of the safe.
6. Record any comments.

WARNING

- **Never carry out emergency openings if the guest is not present, even if he/she specifically asks you to.**
- **CISA recommends you always follow the above procedure and use the log annexed to this manual, even if the safe is opened after the guest has left the room and checked out.**

4 USING THE SAFE

The safe's functions are described in the sections below.

4.1 OPENING/CLOSING CODES

Level	Type of code	Number of digits
1	Guest code	from 4 to 6
2	Master Staff	8
3	Master Administrator	8

Every time the safe is locked with a guest code (level 1), this code is automatically memorised and requested the next time the safe is opened.
Anyone with Master code privileges (levels 2 and 3), on the other hand, can:

- open the door (but not lock it);
- perform various maintenance operations as described below.

Bearing this in mind, CISA recommends you award privileges following a hierarchical pyramid scheme, where only a limited number of people are familiar with the level 3 code, while the level 1 code is for guest use.

When opening and closing the safe:

- if *Error* appears on the display, a wrong code has been entered; this message is accompanied by a beep whose tone is lower than that usually produced when pressing the keys;
- if no key is pressed for 8 seconds, the procedure must be repeated from the beginning.

4.2 OPENING AND CLOSING THE SAFE WITH THE GUEST CODE

Closing

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Close the safe door and then enter a code of your choice using 4, 5 or 6 digits.	The digits appear as they are entered.	Short beep as each key is pressed.
2	Press ↵ and wait for the deadbolts to engage.	*Closed* appears on the screen.	Long beep once the door is locked.

Opening

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Enter the 4, 5 or 6 digit code used to lock the safe: when the last digit has been entered, the door will open automatically.	The digits appear as they are entered, followed by *Open*.	Short beep as each key is pressed. Long beep once the door is open.

WARNING

- If the deadbolts encounter an obstacle when closing, the safe will emit 2 beeps in rapid succession, after which the deadbolts withdraw, leaving the safe open; identify and remove the obstacle that is hampering the movement of the deadbolts, shut the door and enter the combination again.
- When the safe opens, the courtesy LED remains on for 20 seconds.

4.3 LOCK OUT

The safe is equipped with a mechanism which protects it against anyone who tries to open it by guessing the code; if attempts are made to open the safe when the door is closed, after 5 consecutive failed attempts the safe will lock out for 5 minutes. The message *bloc* will appear on the display, signalling the lock out.
To use the safe, either wait until the 5 minutes are up or, alternatively, unlock the door using the Master code (level 2 or 3).
If attempts are made to unlock the safe when the door is open, the message *bloc* will appear briefly on the display and the safe will return to its normal state.

4.4 BATTERY STATUS

When the batteries are running low, the following messages will appear on the display every time the safe is opened and closed:

- *L-batt* accompanied by a double beep: the batteries are low but, from the moment the first warning is given, the safe can still perform approximately 500 open/close cycles;
- *tooLob* accompanied by a double beep: the batteries are flat. In this case the safe can be opened but not closed.

4.5 OPENING THE SAFE WITH THE MASTER CODES

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵, followed by the level 2 or 3 Master code: when the last digit has been entered, the door will open automatically.	The letter *P* appears on the screen followed by the digits as they are entered and then the message *Open*.	Short beep as each key is pressed. Long beep once the safe is open.

***WARNING**:* The safe cannot be locked using the Master codes.

4.6 TABLE OF MASTER CODE FUNCTIONS

Below is a summary of the functions (as well as opening the safe) that can be carried out using the level 2 and 3 Master codes. If no key is pressed for 10 seconds while any of these operations is being performed, the procedure must be repeated from the beginning. The message Error will also appear on the display in the event of an error; this message is accompanied by a beep whose tone is lower than that usually produced when pressing the keys.

Function		**Key combination**
Download audit trail	with hidden guest codes	C + ↵ + Master 3 + 0
	with visible guest codes	C + ↵ + Master 3 + 1
Change Master code	Staff (level 2)	C + ↵ + Master 2/3 + 2
	Administrator (level 3)	C + ↵ + Master 3 + 3
Set date and time		C + ↵ + Master 3 + 4
View serial number		C + ↵ + Master 3 + 5
Change brightness of display		C + ↵ + Master 3 + 6

4.7 DOWNLOADING THE AUDIT TRAIL

	ACTION	PICTURE
1	Open the safe door.	-
2	Insert an SD card in the slot on the top of the door. The label on the SD card must be facing the inside of the safe.	

4.7.1 DOWNLOADING THE AUDIT TRAIL WITH HIDDEN GUEST CODES

Follow the procedure below to download the audit trail file where the message *GUEST CODE* is displayed instead of the guest codes used to open and close the safe.

	ACTION	DISPLAY	ACOUSTIC SIGNAL
1	Press C and then ↵.	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 0 (operation code)	*Log-dn* appears on the screen. When the procedure is complete, the message *done* appears.	Long beep when procedure is complete.

4.7.2 DOWNLOADING THE AUDIT TRAIL WITH VISIBLE GUEST CODES

Follow the procedure below to download the audit trail file where the guest codes used to open and close the safe are expressly displayed.

	ACTION	DISPLAY	ACOUSTIC SIGNAL
1	Press C and then ↵.	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 1 (operation code)	*Log-dn* appears on the screen. When the procedure is complete, the message *done* appears.	Long beep when procedure is complete.

4.7.3 AUDIT TRAIL FILE FORMAT

File name

The text file, with the extension .log, can be read on any computer. The name consists of:

- the letter *H*, for hidden guest codes or the letter *V*, for visible guest codes;
- the last 7 figures of the serial number of the safe.

E.g.: the name of the audit trail file with hidden guest codes downloaded from the safe whose serial number is 01234567 will be *H1234567.log*

Heading

The audit trail file begins with a heading, containing the version of the firmware installed on the safe, as well as the serial number of the safe. The format is as follows:

```
|------------|----------|-----------------------------------------------------|
|            eSIGNO Hospitality Safe audit trail                                |
|            FW ver: 01.01   S/N: 01234567                                      |
|------------|----------|-----------------------------------------------------|
```

Audit trail record

Every record in the safe's audit trail features the date, time and type of operation.

```
|------------|----------|-----------------------------------------------------|
| DD/MM/YYYY | hh:mm:ss | Operation                                           |
|------------|----------|-----------------------------------------------------|
| 01/01/2013 | 12:02:21 | Opened with 1234                                    |
| 01/01/2013 | 12:01:17 | Closed with 1234                                    |
| 01/01/2013 | 12:00:20 | Opened with key                                     |
```

The table below lists all the possible types of operations.

Type of operation		Description
Open	with guest code (hidden)	`Opened with guest code`
	with guest code (visible)	`Opened with NNNN`
	with Master 2 code	`Opened with Master2`
	with Master 3 code	`Opened with Master3`
	with key	`Opened with key`
Close	with guest code (hidden)	`Closed with guest code`
	with guest code (visible)	`Closed with NNNN`
Download audit trail	with hidden guest codes	`Log download, hidden guest code`
	with visible guest codes	`Log download, visible guest code`
Change Master code	Staff (level 2)	`Master2 code changed`
	Administrator (level 3)	`Master3 code changed`
Error due to mechanical problem	when opening	`Opening failed with NNNN`
	when closing	`Closing failed with NNNN`
Setting date/time	done by user	`Date/time changed to: GG/MM/YYYY - HH:MM:SS – DST_NNN`
	done by DST	`Time changed by DST from: HH:MM:SS to: HH:MM:SS`
Firmware update		`FW update`
Block due to wrong codes entered		`Block due to repeated errors`

N.B.: when the safe is opened using the Master codes, only the level of the code is displayed and not the digits that make up the code.

Security Code

The audit trail file concludes with a window containing a Security Code. This hexadecimal code can be used by CISA to guarantee the integrity of the file, should disputes arise regarding the interpretation of the audit trail.

```
|------------|----------|-----------------------------------------------------|
|            Security code: 11223344556677889900112233445566                    |
|------------|----------|-----------------------------------------------------|
```

Should you need to verify the integrity of the audit trail file, please go to the page Products → CISA eSIGNO hotel safe on the www.cisahotels.com website and follow the procedure described.

4.8 PROGRAMMING THE MASTER CODES

Master codes (which are always 8 digits) can only be programmed using a code whose level is the same or higher than the code to be programmed.
To guarantee maximum security for the client, CISA is unable to retrieve the safe's factory set Master codes once they have been changed by the user. **Should you lose or forget the current Master Administrator code (level 3), you will not be able to carry out any maintenance operations. To restore these functions, you must replace the safe's electronic board.**
Follow the procedure below to change the Staff Master code (level 2):

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter a Master code, either level 2 or 3.	The digits appear as they are entered; when complete, *L2 OP* or *L3 OP* appear on the screen depending on the Master code entered.	Short beep as each key is pressed.
3	Press 2 (operation code)	*Code* appears on the screen.	Short beep as the key is pressed.
4	Enter the new Master 2 code.	The digits appear as they are entered; when complete, *repeat* appears on the screen.	Short beep as each key is pressed.
5	Repeat the new Master 2 code.	The digits appear as they are entered; when complete, *done* appears on the screen.	Short beep as each key is pressed. Long beep when procedure is complete.

Follow the procedure below to change the Master Administrator code (level 3):

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 3 (operation code)	*Code* appears on the screen.	Short beep as the key is pressed.
4	Enter the new Master 3 code.	The digits appear as they are entered; when complete, *repeat* appears on the screen.	Short beep as each key is pressed.
5	Repeat the new Master 3 code.	The digits appear as they are entered; when complete, *done* appears on the screen.	Short beep as each key is pressed. Long beep when procedure is complete.

4.9 SETTING THE DATE AND TIME

The date and time must be set correctly if the audit trail is to be coherent with the actual times of the recorded events.
The safe's internal clock can be adjusted following the procedure below:

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 4 (operation code)	*hh-nn* appears on the screen.	Short beep as the key is pressed.
4	Enter hours and minutes.	Each digit entered appears in its respective position; when complete, *dd-nn* appears on the screen.	Short beep as each key is pressed.
5	Enter day and month.	Each digit entered appears in its respective position; when complete, *yyyy* appears on the screen	Short beep as each key is pressed.
6	Enter year.	Each digit entered appears in its respective position; when complete, *DST_EUR* appears on the screen.	Short beep as each key is pressed.
7	Use keys 1 and 3 to select either no DST/DST (Europe, USA, no DST, Australia or New Zealand).	Possible no DST/DST settings given, expressed as *DST_nnn*.	Short beep as each key is pressed.
8	Press ↵ to confirm the settings.	*done* appears on the screen.	Long beep when procedure is complete.

WARNING

- The date and time set are lost if the batteries are disconnected for more than 2 minutes.
- To check the safe's date and time settings, close the door and press C once, followed by ↵ twice.

4.10 VIEWING SERIAL NUMBER AND FIRMWARE VERSION

Follow the procedure below to view the serial number and the firmware version of the safe on the display:

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 5 (operation code)	The 8-digit serial number appears on the display in two parts: 1st part: Sn--NN 2nd part: NNNNNN The firmware version appears in this format: F VVVV Each part appears on the display for 5 seconds and is repeated twice. To view the following part, press ↵ . To interrupt the sequence, press C .	Short beep as the key is pressed.

4.11 SETTING THE BRIGHTNESS OF THE DISPLAY

The brightness of the display can be modified to adapt to the lighting in the room where the safe is installed. Follow the procedure below:

	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Press C and then ↵ .	The letter *P* appears on the screen.	Short beep as each key is pressed.
2	Enter the level 3 Master code.	The digits appear as they are entered; when complete, *L3 OP* appears on the screen.	Short beep as each key is pressed.
3	Press 6 (operation code)	*bright* appears on the screen with the default brightness.	Short beep as the key is pressed.
4	Press 1 or 3 to decrease or increase the brightness of the display respectively.	*bright* appears on the screen with the level of brightness selected.	Medium beep when maximum or minimum brightness is reached. Short beep as each key is pressed.
5	Press ↵ to confirm.	*done* appears on the screen.	Long beep when procedure is complete.

N.B.: please note that when the brightness of the display is increased, battery life is reduced. The right balance between these two parameters should be decided by the security manager.

4.12 VIEWING THE DATE/TIME AND BATTERY STATUS

To check the safe's date, time and battery status, close the door and press C once, followed by ↵ twice.

The following screens will appear on the display one after the other:

- hour and minute, expressed as *hh-nn*;
- day and month, expressed as *dd-nn*;
- year, expressed as *yyyy*;
- no DST/DST setting, expressed as *DST_nnn*;
- battery status.

Battery status is displayed in one of the following ways:

- *H-batt*: batteries are charged;
- *L-batt*: batteries are low, with a residual autonomy of approximately 500 cycles;
- *tooLoB*: batteries are dead; the safe cannot be locked until the batteries have been replaced.

4.13 UPGRADING THE FIRMWARE

The firmware installed on the safe can be upgraded using a normal SD card.
The name of the firmware files is in the following format: *SFWvvrr.bin*, where *vv* indicates the version and *rr* the revision.
Follow the procedure below to upgrade the firmware:

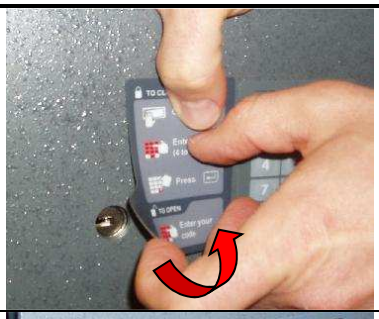
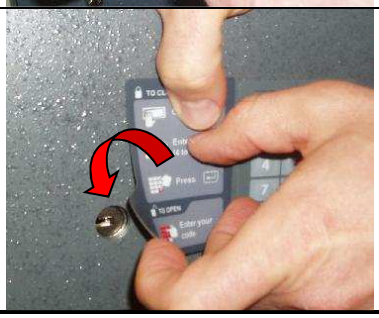
	ACTION	***DISPLAY***	***ACOUSTIC SIGNAL***
1	Upload the upgraded firmware onto the SD card using a PC.	-	-
2	Insert the SD card in the slot on the door.	-	-
3	Remove the batteries.	-	-
4	Press any button.	-	-
5	Reinsert the batteries.	*L3code* appears on the screen.	-
6	Enter the level 3 Master code, followed by ↵.	The digits appear as they are entered; when complete, *FUP* flashes intermittently on the screen.	-
7	Wait until the firmware upgrade is complete.	If the upgrade is successful, *done* will appear on the screen; in the event of an error, *FUPErr* will be displayed.	When the procedure is complete, a medium length beep is emitted to indicate success; a double beep to indicate an error.
8	Remove the SD card.	-	-
9	Reset the date and time, following the relevant procedure.	-	-

The firmware upgrade does not delete or modify the following information:

- serial number;
- contents of safe audit trail;
- guest code;
- Master Staff and Administrator codes (levels 2 and 3).

4.14 MECHANICAL OVERRIDE

The safes are fitted with a cylinder with a mechanical override key. The mechanical override key should only be used when the safe cannot be opened electronically.

	ACTION	***PICTURE***
1	The hole for the emergency key is behind the label with the instructions. Remove this label, starting from the lower left corner.	
2	Insert the key in the cylinder and turn it until the door opens.	
3	Turn the key back to its original position to remove it from the lock.	
4	Put the label back in place, covering the key hole.	

WARNING

- The override key can only be used to open the safe. It cannot be used to lock it.
- Every time the safe is opened with the emergency override key, it is recorded on the audit trail and can therefore be traced by downloading the audit trail as described in the relevant section.
- No messages appear on the display and no acoustic signal is emitted when the safe is unlocked using the override key.

5 SAFE MAINTENANCE

Safe maintenance procedures are described in the paragraphs below.
The following tools are needed to carry out safe maintenance:

- Torx T25 screwdriver;
- 10mm spanner (to adjust the door spring only).

N.B.: the safe door cannot be dismantled in this model.

5.1 CLEANING THE SAFE

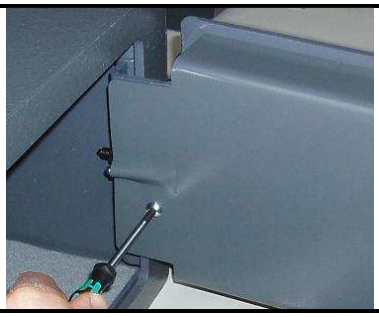
Use a soft cloth that has been slightly dampened with water or liquid detergent to clean the safe.
We recommend you do not use detergents containing alcohol, ammonia or abrasive substances.

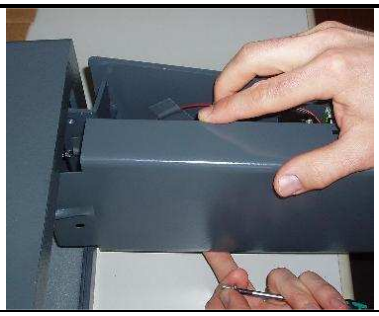
5.2 ADJUSTING THE DOOR SPRING

	ACTION	***PICTURE***
1	Open the door and use the 10mm spanner to loosen the nut between the two hinges that hold the safe door in place.	
2	Adjust the dowel until the desired degree for opening the door has been reached.	
3	Tighten the nut using the 10mm spanner.	-

5.3 REMOVING AND MOUNTING THE DOOR COVER

Removing

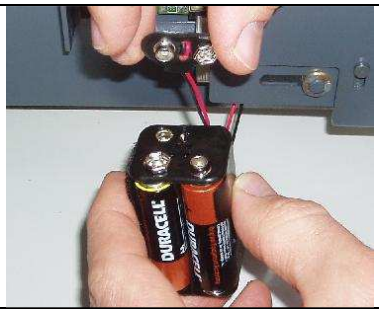
	ACTION	***PICTURE***
1	Open the safe door and use the Torx screwdriver to unscrew the screw that holds the door cover in place.	

2	Remove the cover.	
3	Keep the cover and Torx screw together in a safe place.	-

Mounting
Position the cover, placing it carefully over the LED lighting and screw the Torx screw tight.

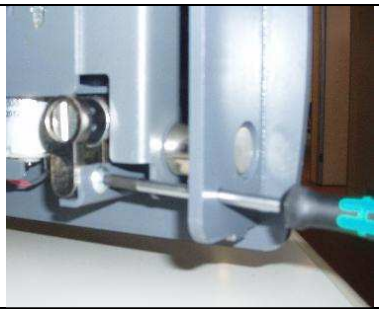
5.4 REPLACING THE BATTERIES

If the low battery warning (*L-batt*) appears on the display when opening and closing the safe, replace them as follows:

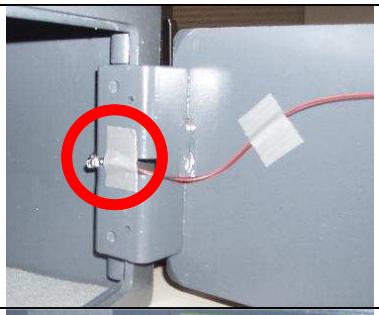
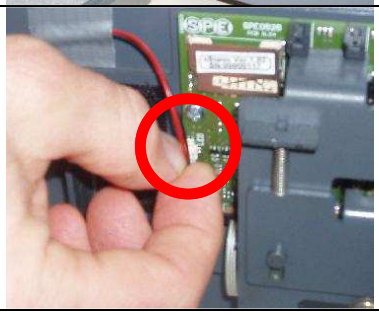
	ACTION	***PICTURE***
1	Remove the door cover (see relevant section).	-
2	Press C . The safe light will go out if it is on.	-
3	Check the display is off.	-
4	Replace the dead batteries **within 2 minutes**, making sure to match polarity (the direction to insert the batteries is printed on the battery holder). If this procedure is not completed within 2 minutes, the date and time have to be reset.	
5	Put the cover back in place (see relevant section).	-
6	Check the date and time settings by pressing C + ↵ + ↵ . If necessary, set the date and time following the relevant procedure.	-

- Only use AA LR6 1.5V alkaline batteries.
- The 4 batteries used in the same safe must be the same type, age and quality and must be replaced at the same time.
- Avoid inserting batteries with the wrong polarity, causing external short circuits due to contact with metal objects or recharging flat batteries.
- CISA recommends you check the batteries at the end of each season.
- Always dispose of used batteries in the proper manner, placing them in the containers provided for this purpose.

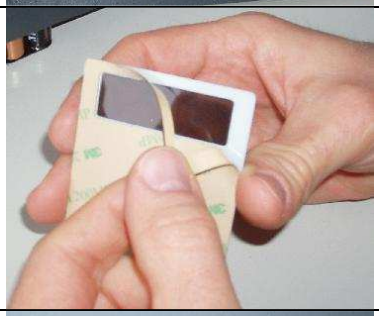
5.5 REPLACING THE MECHANICAL OVERRIDE CYLINDER

	ACTION	***PICTURE***
1	Remove the cover (see relevant section).	-
2	Remove the plastic cap on the door and then unscrew the screw which holds the cylinder to the door.	
3	Replace the mechanical cylinder and position the new cylinder, lining it up so the fixing screw goes in its housing.	-
4	Tighten the screw to hold the cylinder to the door.	See step 2
5	Put the plastic cap back on the door.	-
6	Put the cover back in place (see relevant section).	-

5.6 REPLACING THE LED LIGHTING

	ACTION	***PICTURE***
1	Remove the door cover (see relevant section).	-
2	Remove the tape holding the LED in place.	
3	Disconnect the connector from the electronic board.	
4	Put the new LED in place using the tape and reconnect the connector to the electronic board.	See steps 2 and 3
5	Put the cover back in place (see relevant section).	-

5.7 REPLACING THE KEYPAD

	ACTION	PICTURE
1	Remove the cover (see relevant section) and the battery pack.	-
2	Disconnect the keypad connector from the electronic board.	
3	Starting from one corner, remove the keypad from the front of the door.	
4	Peel the protective film off the back of the new keypad.	
5	Feed the keypad connector through horizontal slot in the door.	
6	Line the keypad up with the display, make sure it is central and stick it onto the door.	
7	Connect the connector to the electronic board.	See step 2
8	Put the cover back in place (see relevant section).	-

6 TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES
Error appears on the display	Wrong code
bloc appears on the display	Lock out
The safe does not open/close and no messages appear on the display	Batteries completely dead Electronic board out of order
No messages appear on the display but the safe works correctly	Display out of order
The safe works correctly and the relative messages appear on the display but the deadbolt does not move	The motor or related power supply circuit is out of order
The key does not turn	Wrong key Mechanical cylinder out of order
The door does not open even though the safe works correctly (the sound of the motor can be heard)	Internal mechanism out of order Safe installed on a sloping surface Strong friction on the deadbolt
The door does not close even though the safe works correctly (the sound of the motor can be heard)	Door misaligned An object is hampering the deadbolt action

6.1 SUMMARY OF DISPLAY MESSAGES

OPERATION	***DISPLAY***
Open	*Open*
Close	*Closed*
Wrong code or error during operation	*Error*
Error code (from 0 to 9)	*E#*
Lock out	*bloc*
Programming mode	*P*
Operator level and operation code	*L#_OP_*
Procedure successfully completed	*done*
Download audit trail	*Log-dn*
Change Master code (first entry)	*Code*
Change Master code (second entry)	*repeat*
Placemark for hour and minutes	*hh-nn*
Placemark for day and month	*dd-nn*
Placemark for year	*yyyy*
Set no DST/DST	*DST_nnn*
Safe serial number	*Sn*
Set display brightness	*bright*
Batteries charged	*H-batt*
Batteries dead	*L-batt*
Batteries flat	*tooLoB*
Firmware upgrade	*FUP*
Firmware upgrade (full form)	*FUPE*
Error during firmware upgrade	*FUPErr*

OPENINGS LOG

DATE	TIME	ROOM NUMBER	GUEST NAME	GUEST SIGNATURE	STAFF MEMBER NAME	STAFF MEMBER SIGNATURE	REASON FOR REQUEST	OPEN MODE	SAFE CONTENTS	NOTES

QUICK GUIDE TO INSTALLING THE ESIGNO SAFE

PREPARATION

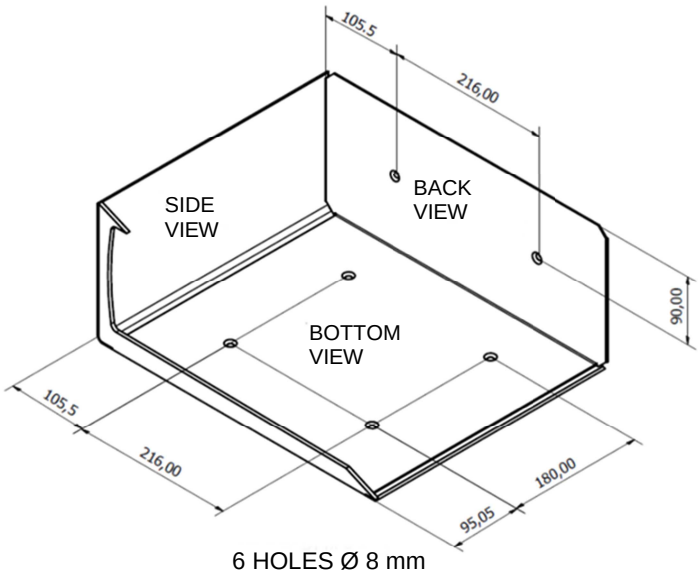
- Take the box labeled "KEYS AND INSTRUCTIONS INSIDE".
- Remove the safe from the packaging, taking care not to scratch any furniture or floors it is placed on.
- A **black plastic bag containing the emergency keys**[2] is taped to the back of the safe: remove the bag and keep it in a safe place.
- Position the safe on a horizontal (not sloping) surface that is strong enough and large enough to bear the weight of the safe and any objects it may contain when installed.
- If the model is fitted with an internal power socket and therefore has a cable at the back of the safe, it must be connected to the electric mains by professional electricians only, in compliance with regulations in force in the country where the safe is being installed. The cable is 1.5 m long and is not supplied with a plug. The safe's internal power socket is 16A - 250V AC.
- Open the safe by entering the code 555555.
- Remove and keep in a safe place the "**QUICK GUIDES TO USING THE ESIGNO SAFE"** [2] and the optional **Service Kit** [2], consisting of:
  - Torx T25 screwdriver;
  - 10mm spanner;
  - SD card to download the safe audit trail, also contains an electronic copy of the user manual.

SECURING THE SAFE IN PLACE

Secure the safe to the wall and/or a shelf using the two holes on the back wall or the four holes on the base respectively (see figure). Fixing screws are not provided.

- Avoid using silicon or other adhesives to secure the safe; this could hamper future maintenance operations.
- Make sure the location chosen for the safe is protected from leaks and other objects that could damage the safe.
- When installing the safe inside wardrobes, make sure there is adequate clearance when the door is open, as per the table below.

TECHNICAL DATA		
External dimensions H/W/D		190 / 430 / 350 mm 7.5 / 16.9 / 13.8 inch
Depth D	with door open (ajar)	from 370 to 430 mm from 14.6 to 16.9 inch
	with door open 90°	740 mm 29.1 inch
Weight		11,6 kg 25.57 lbs.



6 HOLES Ø 8 mm

ADJUSTING THE DOOR SPRING

The safe door automatically opens thanks to a spring which is set to open the door at least 5° (approximately 2 centimetres) when the safe is on a horizontal surface.
Once the safe has been securely fixed, we recommend you test the door a couple of times to ensure it opens at least 5°. Should the door not open, adjust the dowel on the rear of the hinge (see manual for details).

Once installation is complete, leave the door open (ajar).
Keep the Emergency Keys [2] **, "QUICK GUIDES TO USING THE ESIGNO SAFE"** [2] **and the optional Service Kit** [2] **in a safe place.**

[2] If two or more safes are purchased together, one set of these items is supplied for the entire batch and can be found inside the packaging labeled "KEYS AND INSTRUCTIONS INSIDE".

QUICK GUIDE TO USING THE ESIGNO SAFE

CODES

Type of code	Level	Description	Factory set code	Personalised code
Guest Code	1	from 4 to 6 digits, set by the guest every time the safe is locked	555555	set by the guest
Staff Master code	2	8 digits, can be personalised, allows staff to open the safe when guests forget their code	67154182	
Master Administrator code	3	8 digits, can be personalised, opens the safe and allows the operator to perform maintenance	38316780	

START UP

For security reasons we recommend you change the factory set Master Codes (level 2 and 3). Follow the procedure below, record your personalised codes and keep them in a safe place.

To check the time, date, DST table and battery status press C then ↵ and then ↵.

BASIC FUNCTIONS

To lock with guest code: enter a code of your choice (from 4 to 6 digits) and press ↵.
To open with guest code: enter the guest code used to lock the safe.
To delete display and cancel current operation: press C.

EMERGENCY FUNCTIONS *(we recommend you read the security procedures described in the User Manual)*

To open with Master Code: press C, ↵ and then enter Master Code (level 2 or 3).
To open with mechanical key in case of electronic failure: remove the instruction label to access the cylinder.

MAINTENANCE OPERATIONS *(only performed with Master Administrator Code level 3)*

Warning: should you lose or forget the Master Administrator Code (level 3), you will not be able to carry out any maintenance operations. To restore these functions, you must replace the safe's electronic board.

CHANGING MASTER CODES LEVEL 2 AND/OR 3 (ALWAYS CARRY OUT WITH THE DOOR OPEN)

1	Press C, then ↵ and then enter the Level 3 Master Code.
2	Press 2 (to change Master Code 2) or 3 (to change Master Code 3).
3	Enter the 8 digits of the new Master Code.
4	Repeat the 8 digits of the new Master Code.

SETTING THE TIME, DATE AND DST TABLE *(always carry out with the door open)*

1	Press C, then ↵ and then enter the Level 3 Master Code.
2	Press 4.
3	*hh-nn* appears on the display: enter hours and minutes.
4	*dd-nn* appears on the display: enter day and month.
5	*yyyy* appears on the display: enter year.
6	Use keys 1 and 3 to select the DST table desired, among the following options: Europe, USA, no DST (no table), Australia or New Zealand.
7	Press ↵ to confirm the choice.

DOWNLOADING THE AUDIT TRAIL *(always carry out with the door open)*

1	Insert an SD card in the slot on the top of the door, with the electrical contacts facing the outside of the safe.
2	Press C, then ↵ and then enter the Level 3 Master Code.
3	Press 0 (audit trail with guest codes hidden) or 1 (audit trail with guest codes visible).
4	*Log-dn* blinks on the display, and finally the message *done* appears. The .log file can be read on any computer and its integrity can be verified online: www.cisahotels.com → "Products" → "CISA eSIGNO hotel safe"

OTHER MAINTENANCE OPERATIONS *(always carry out with the door open)*

View serial number and firmware version	C, ↵, Level 3 Master Code, 5 The 8-digits serial number appears on the display in two parts
Adjust brightness of display	C, ↵, Lev.3 Master Code, 6. Press 1 or 3 to adjust and ↵ to confirm.

The user manual can be found on the SD card provided with the Service Kit (optional) or requested at the following e-mail address assistenzacasseforticisa@irco.com