



1000-Series Biometric Safe Lock Super Code Operating Instructions

The Super Code

Please find attached the super code assigned to this unit.
This code should be retained in a secure location.

This code is used :-

- As an emergency override code to open the Ross 1000-Series Biometric Safe Lock.
- It can also be used to delete all enrolled fingerprint/password data contained on this unit.
- To link the entry pad and the safe lock together. Encrypted data is loaded from the entry pad to the safe lock to protect against illegal entry. The safe lock and the entry pad must have the same super code encryption or the unit will not work.

Recommendation in the use of the Super Code

- It is recommended that a database be maintained that lists the relevant client information, serial number of the unit and its assigned super code.
- It is recommended that a unique identifiable serial number be assigned to the unit. Via the database, the safe's serial number then identifies the super code that has been assigned. Each entry pad should also be labelled with this serial number for identification and traceability reasons.
- It is recommended that only authorized administrators manage this database. Records need to be kept of when a super code inquiry was made, and who required access to this information.

Most importantly,

- Your database needs to record any change in the link between the super code and the unit's serial number. If this link is lost or the super code has been lost, super code access is not possible. A new entry pad would need to be installed. The replaced entry pad would also need to be returned for re-programming of a new factory set super code.
- It is not recommended that an end-user be provided with the super code.

Database Example –

Serial#	User Name	Contact Details	Super Code	Inquiry Date
100001	ABC Locksmiths	James Bigley	6218206711	20/4/08
100002	XYZ SecuritySafes	Robert Henry	4209873174	

Super Code operating instructions

Getting Started – Using the Super Code.




- Using the cable supplied, connect the entry pad and the safe lock as directed in the User Manual.
- Install the battery into the entry pad. An **E7** error listed on display screen indicates a communication error has been detected. In this case, re-check the cable connections. If the error remains, push the reset button on the lock to reset the link between the entry pad and the safe lock. If the error persists, contact your supplier for further advice.
- Enter the super code assigned to this unit. If the verification is successful, the LED on the display screen flashes 'green' and the display screen will list slot # **00**.

(2) beeps sound to indicate the handle on the door can be turned to open the safe.

To change this unit's Super Code.

You need to ensure that your database records are updated to reflect the change in this unit's Super Code.

CAUTION: *It is recommended that the following instructions are performed with the safe door open.*

- Prepare the new Super Code (re: between 10 & 14 digits).
- Enter the existing Super Code and wait for the verification to complete. If successful, **00** will be listed on the display screen. The display screen LED is illuminated 'green' in colour and (2) audible beeps sound to indicate the handle can now be turned to open the safe door.
- To initiate the process to change this unit's Super Code, press and hold  until the display screen lists **P1**. This is the invitation to enter the new Super Code.
- Enter the new Super Code (re: between 10 & 14 digits), and press and hold  until the display screen lists **P2**. At this point, **P2** is the request to verify the entered Super Code.
- Re-enter the Super Code and press and hold  until **00** is listed on the display screen. This unit now has a new Super Code assigned. Update your database records accordingly.
- Please note, if the entered and re-entered Super Code do not match, the display screen will list **no**, indicating the Super Code change has been unsuccessful. Simply enter, and re-enter the revised Super Code again, as directed.

To delete ALL enrolled fingerprints and passwords.

- Enter the assigned Super Code and wait for the verification process to complete. **00** is listed on the display screen, the display screen LED is illuminated 'green' and (2) audible beeps sound to verify the Super Code entry has been successful.
- To delete all enrolled fingerprint, press and hold **6%** Delete and **12*** Finger together until (2) audible beeps sound and **dA** is listed on the display screen.
- To confirm this action is to be taken, press and hold **9%** until (2) audible beeps sound. This will result in all slot #'s being sequentially listed on the display screen to indicate the slot has been cleared.

Troubleshooting

PLEASE NOTE: Encrypted data is loaded from the entry pad to the safe lock to protect the unit from illegal entry. The safe lock and the entry pad must have the same Super Code encryption or the unit will not work.

Open the safe using this unit's assigned Super Code.

- In the event that all enrolled fingerprints and/or passwords fail to open the safe, the only option that remains is to open the safe by entering this unit's Super Code. You will need to contact the supplier of the safe to obtain the Super Code to this unit.
- Refer to the 'Getting Started' section of this guide on how to open the safe using this Super Code.

The remainder of this section deals with the options available when it is evident that entry of the Super Code has failed to open the safe, and a fault lies either with the entry pad or safe lock. This assumes that the safe door may already have been drilled open and/or the entry pad or safe lock is obviously damaged. The other assumption is that the Super Code being used is in fact the correct code.

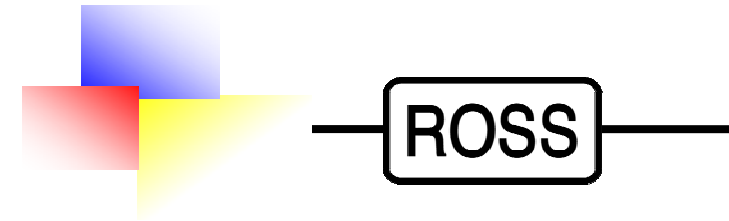
Have an entry pad available that has been assigned a Super Code that matches the faulty unit. With this –

Options: Verify that the safe lock works by connecting this new entry pad to the safe lock.

- If **unsuccessful**, remove the battery from the entry pad, connect a new safe lock to the entry pad, re-connect the battery and press the 'reset' button on the lock. If the unit can then be opened using the Super Code, then the safe lock is at fault. Re-connect the original entry pad to the new safe lock; following the procedure just outlined, and verify the unit can then be opened using the Super Code. If successful, all fingerprints enrolments are still available.
- If **successful**, then the original entry pad is at fault. All previously enrolled fingerprints will need to be re-enrolled.
- It may also prove to be the case that both the entry pad and safe lock are both at fault. In this case, a complete unit changeover will be required.

As stated earlier, if the resulting change has compromised the Super Code, change the Super Code and update your database records accordingly.

Finally, if the Super Code of any entry pad is lost, the unit will need to be re-programmed back at the factory, and a charge for this service will be applied.



1000-SERIES BIOMETRIC SAFE LOCK



SUPER CODE OPERATING INSTRUCTIONS