General User's Manual

ELECTRONIC SAFE FOR HOTELS

SERIES MD281 / MD361 / MD381 / MD406 / MD491

Dometic

THE SIGN OF COMFORT

Introduction

Thank you for choosing this product. In choosing this Dometic Safe, you have made an excellent choice.

This manual has been developed for the user to enable you to install and use your new electronic safe.

We suggest you read it carefully and keep it in case you need to consult it in the future.

Summary

1

2

3

4

Summary

This manual has been designed to help you to use the safe and to get to know what functions are available.

| 1 | 1) Immediately after each title you will find an explanation of how that function works. |

| 2 | 2) For ease of understanding, after the description of each function there is an illustration to demonstrate how it works. |

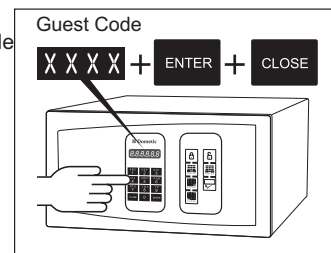| 3 | 3) In the columns at the side, you will find some very useful explanatory notes |

2

Basic functions for guests

2.2 Closing the safe

NB:
If an incorrect key is pressed whilst inputting the code, it is always possible to cancel it by pressing the CLOSE *key*

To close the safe, you need to:
1. Key in the 4 digits of the guest code

2. Press the ENTER key
3. Close the door and press the CLOSE key

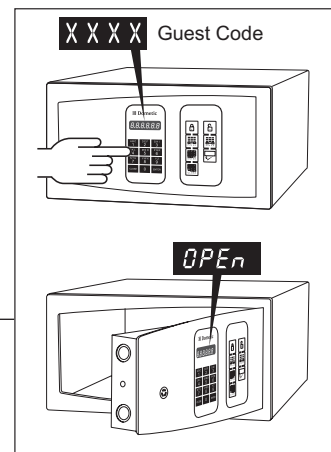The message *CLOSEd* then appears on the display, which means the safe has been closed correctly.

Guest Code

XXXX + ENTER + CLOSE

| 1 |

2.2 Opening the safe

Note:
If you have forgotten the guest code, the safe can always be opened using the master code.

To open the safe, simply key in the guest code.
1. Key in the guest code; the numbers keyed in will appear on the display.

2. Once the guest code has been keyed in, the message *OPEn* will appear on the display.
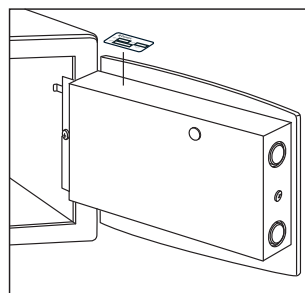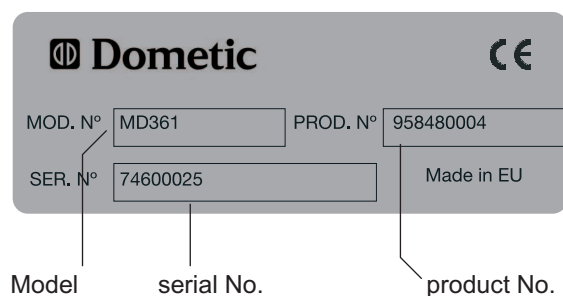
XXXX Guest Code

OPEn

| 3 |

| 2 |

Technical and mechanical features

1.1 Identifying which model.

All Dometic safes have an identification plaque where the product number, model and serial number are displayed.

These details will be useful if you need to contact our Customer Services Department and/or our Technical Department, to help us to offer you a better service.


ⅠⅠ Dometic   CE

MOD. N° MD361   PROD. N° 958480004

SER. N° 74600025   Made in EU

Model   serial No.   product No.

1.2 Mechanical features:

Materials:

- Laser-cut door and frame, 5 mm thick
- High security soldered hinges
- Monoblock mechanical construction system
- 2 solid steel 18 mm-diameter bolts
- Anti-rust coating and finished with textured liquid paint.

- **Mechanisms:**
- Independent mechanical emergency opening system.
- ADA compliant keypad with Braille references for the non-sighted.
- High luminosity 6-digit display.
- Completely automated opening and closing using motor reducer.
- Holes at the base and rear for mounting the safe
- Optionally available, mounting kit for attaching to furniture

Mounting holes

6 digit high-luminosity display

Keypad with Braille references

2 steel 18 mm-diameter bolts

Mechanical emergency opening system

Laser-cut door and frame

High security soldered hinges

Battery compartment

Steel bolts

Fully automatic opening and closing with motor reducer
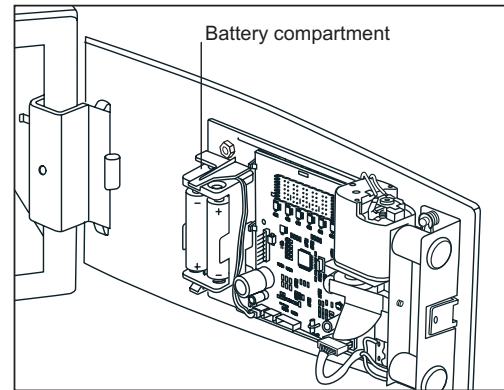
1
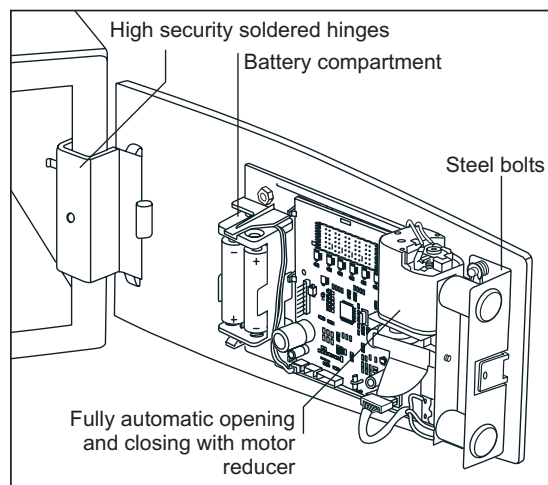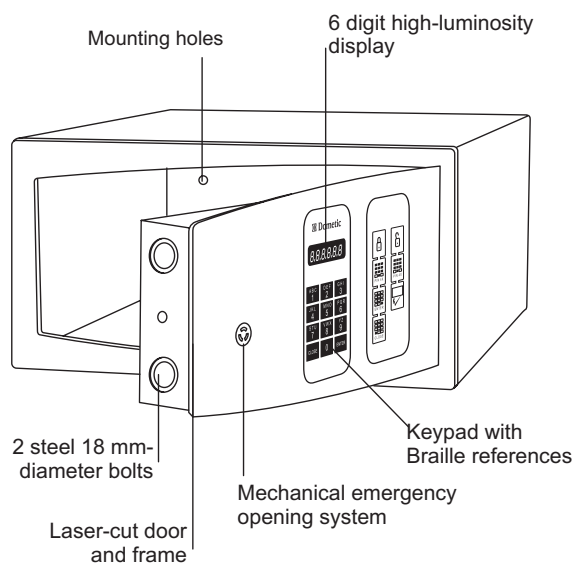
Technical and mechanical features

1.3 Electronic features:

Feed:

- ◻ Type of battery (included), 4 alkaline, AA or LR6, 1.5 V batteries
- ◻ Automatic low battery detection
- ◻ Electric transformer (optional)

Battery compartment

Environmental Conditions:

- ◻ Working temperature: 0° / 45°
- ◻ Storage temperature -20° / 60°
- ◻ Relative humidity (without condensation 0% / 90% RH)

1.4 Installation

The safe should be installed only by qualified personnel.   For correct functioning, please follow these instructions carefully.   If any damage should occur during unpacking, the Dometic after-sales department should be contacted

◻   **Installation surface:** The safe should be installed on a flat, even surface. Do not install it on a sloping or unstable surface.

◻   **Temperature:** Do not install the safe near sources of heat such as radiators, heaters or near to devices that might generate heat. Avoid areas where the temperature is 0º or above 45º.

◻   **Water and damp.** Do not install the safe near sinks, washbasins, swimming pools, etc. Avoid pouring liquids on the safe. Do not install in places with a relative humidity without condensation of more than 90% RH.

◻   **Damp Condensation:** In the following instances damp might penetrate owing to condensation:
 - If the safe is moved from a cold to a warm environment.
 - If the safe is used in a particularly damp room

If damp should occur through condensation, the safe might not work correctly. In such an event, do not use the safe for several hours and then try again.
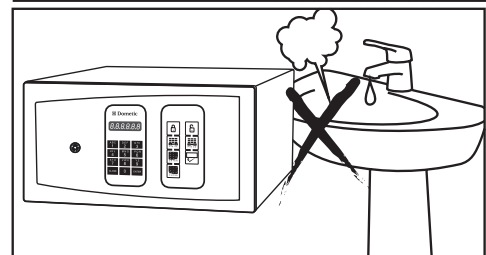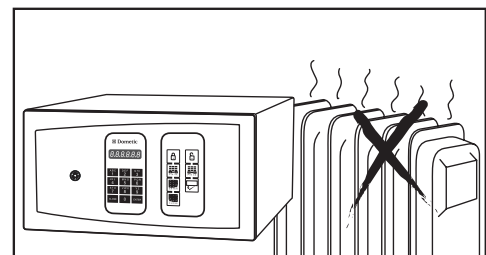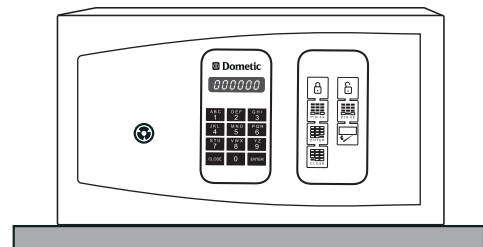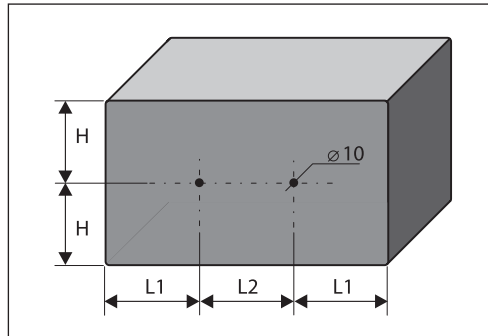
Technical and Mechanical features

1.5 Features for mounting safe

Rear holes

Model	281	361	381	406	491
H	82.5	95	95	95	95
L1	35	75	85	97.5	140
L2	210	210	210	210	210

Mesurements in m/m

Base Holes

Model	281	361	381	406	491
L1	35	75	85	97.5	140
L2	210	210	210	210	210
L3	-	-	-	378	463
L4	-	-	-	13.5	13.5
P	117.5	205	225	175	185

Mesurements in m/m

Rear Mounting

Mounting plate (optional)

Base Mounting

Mounting plate (optional)

1
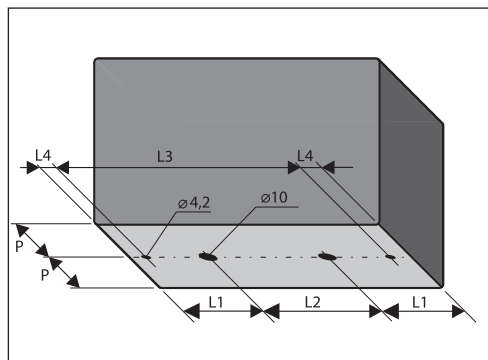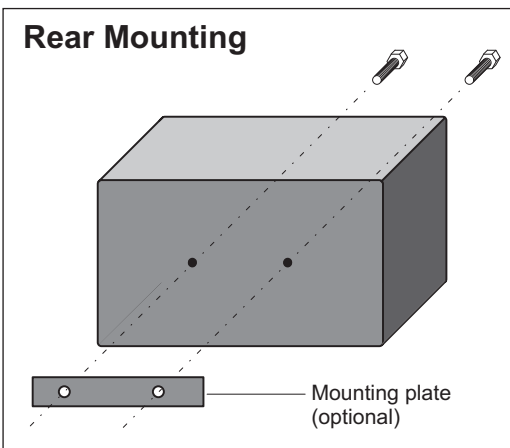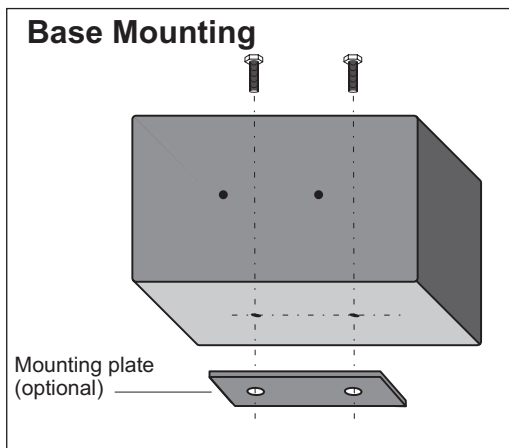
Technical and Mechanical features

1.6 Changing / inserting the batteries

1. Unscrew the screws that hold the inside covers.

2. Remove the battery holder and take out the batteries (if changing them).

3. Insert the new batteries, making sure that the polarity is in accordance with the instructions on the receptacle.

4. Check that the safe is working properly by pressing any key.

5. Replace the inside cover.

Cover
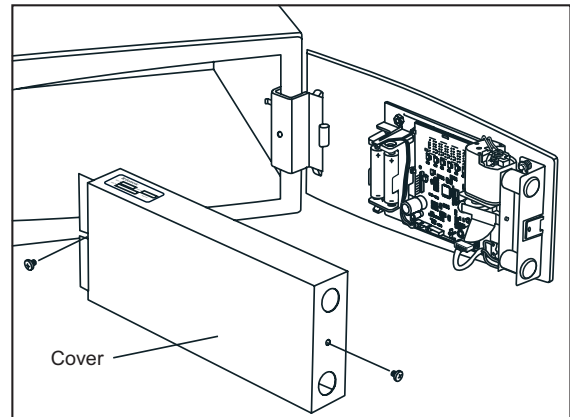
NOTE
⬜ Use only AA / LR6 1.5 V ALKALINE batteries ⬜ Change all batteries in the safe at the same time. ⬜ Avoid using different types of batteries or batteries of a different quality or different use-by date in any one safe.

NB: RESPECT THE ENVIRONMENT, DISPOSE OF USED BATTERIES IN A SUITABLE CONTAINER.

⚠️ **Note**: When the batteries need changing the safe will give a warning with the message : `bAt-LO` which will appear on the display and will give off a sound signal which will not allow the safe to be closed until the batteries have been changed.

1.7 Battery level check

Should it be considered necessary, the battery level can be checked at any time by pressing

[ENTER] [8 VWX] [8 VWX] [ENTER]

The present level of the batteries will appear on the display.   `- 6.0 -`

According to the level shown, we recommend that

LEVEL	BATTERY CONDITION
Between 6.0 and 4.9	O.K.
Between 4.8 and 4.5	We recommend changing them
Equal to or less than 4.4	Change them

Basic functions for guests

This chapter contains all the basic functions for guests to be able to open and close the safe

2.1 Keypad and display

The safe's keypad has 10 alpha-numeric keys from 0 to 9 and the keys ENTER and CLOSE which are used to programme the guest code.

ENTER This is a confirmation key, it is used to confirm the code that the guest has programmed into the safe.
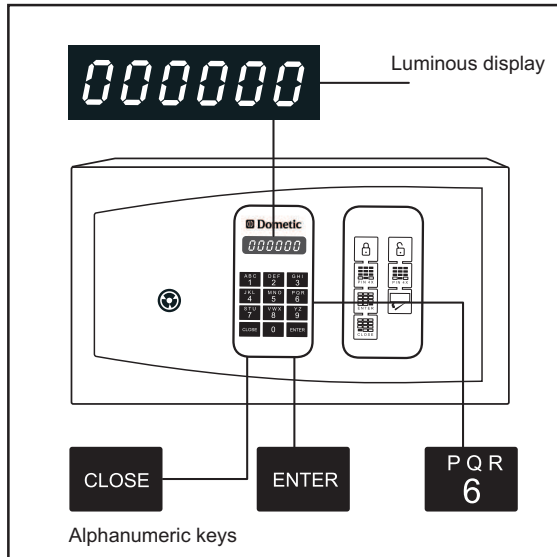
CLOSE This key has 2 functions

 To close the safe when the code has already been input.
 To cancel the programming process.

Luminous display

Alphanumeric keys

NB: Whilst the display is flickering, the mechanical part of the safe is working and it is not possible to enter new information.

Only numbers can be input into the safes. However, to make it easy to remember the code entered, the numbers can be related to the corresponding letters on each key.

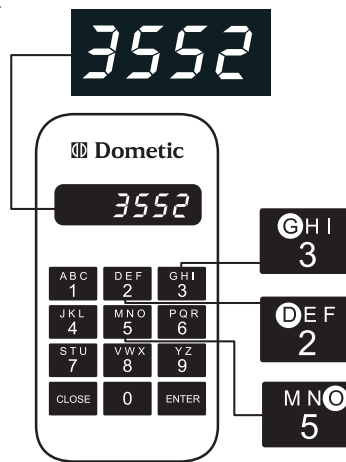**Example**: The guest code 3552 corresponds to the letters GOOD.

Example:

⚠ The instructions for opening and closing the safe are presented graphically on the door.
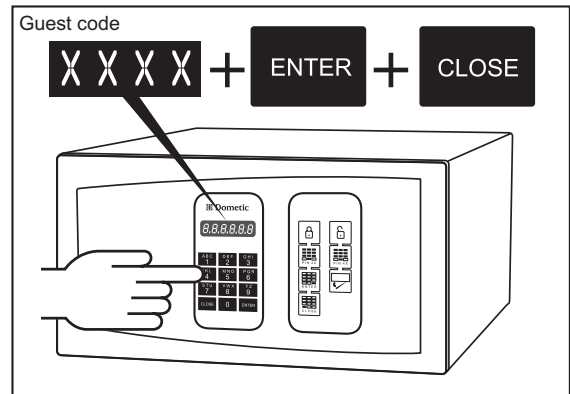
2
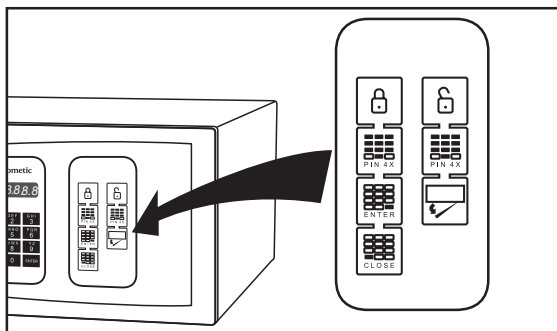
Basic functions for guests.

2.2 Closing the safe

To close the safe it is necessary

1. To enter the 4-digit guest code.

2. Press the key. ENTER

3. Close the door and press the CLOSE key

Alter finishing this operation, the message **CLOSEd** will appear in the display, which means that it has closed correctly.

2.3 Opening the safe

To open the safe, simply key in the guest code.

1. Key in the guest code. The numbers keyed in will appear on the display.

2. Once the guest code has been keyed in the message will appear in the display. **OPEn**
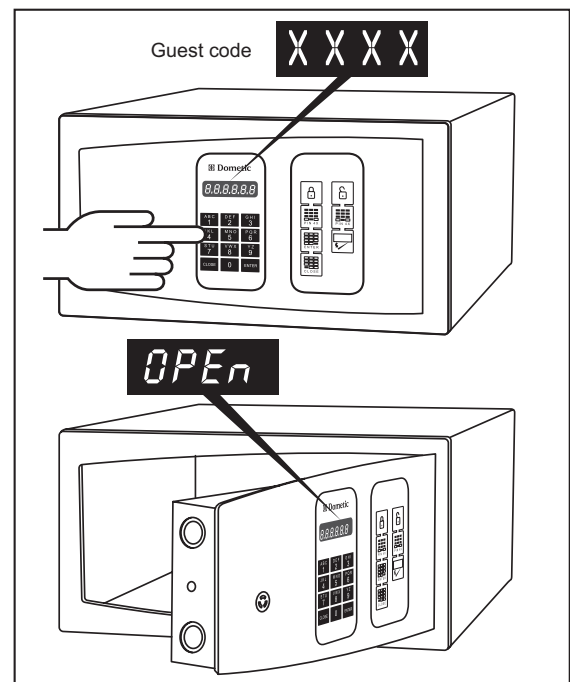
2.4 Security blocking

The safes are protected so that they cannot be opened by malicious persons.

SAFE BLOCKS AFTER 5 INCORRECT CODES HAVE BEEN ENTERED: Safe blocks for 6 minutes; this starts after 5 consecutive incorrect attempts. Each error is indicated on the display with an **Error** message. After 5 incorrect attempts, the safe blocks. If an attempt is made to press any key, the message **Error5** appears in the display

⚠️ **Note**: After 6 minutes, the safe will automatically unblock.

Advanced functions for the hotel management.

This chapter contains the safe's advanced function, which can only be used by the hotel management. These functions are used for carrying out all operations, for example: a record of operations for audit monitoring (optional), opening with the master codes, etc.

3.1 Factory master code

⚠ *CAREFUL: If the master code is forgotten, nobody, not even Dometic, can recover it, so we most strongly recommend that the code be handled CORRECTLY AND SAFELY.*

All Dometic safes have a master code which has been previously programmed at the factory. This code is known as the FACTORY MASTER CODE.

The factory master code is `210104`

As with the emergency key, the master code enables the safe to be accessed without using the guest code.

The master code will be particularly useful to you when guests leaving the hotel have left the safe door shut or when guests have forgotten their code.

⚠ **NOTE:** For your security, we most strongly recommend that you change the factory master code for your own code. (See point 3.3 for how to change the master code).

3.2 Opening the safe using the master code

1. Press the key `ENTER`

2. Key in the master code

3. Press the `ENTER` key. The display will show the message `dELAY`

4. The safe will open automatically in 10 seconds.

Master code

ENTER + X X X X X X + ENTER

dELAY

Note: If there is too long a delay when the digits are being keyed in, the display will turn off and it will be necessary to start again from point 1.
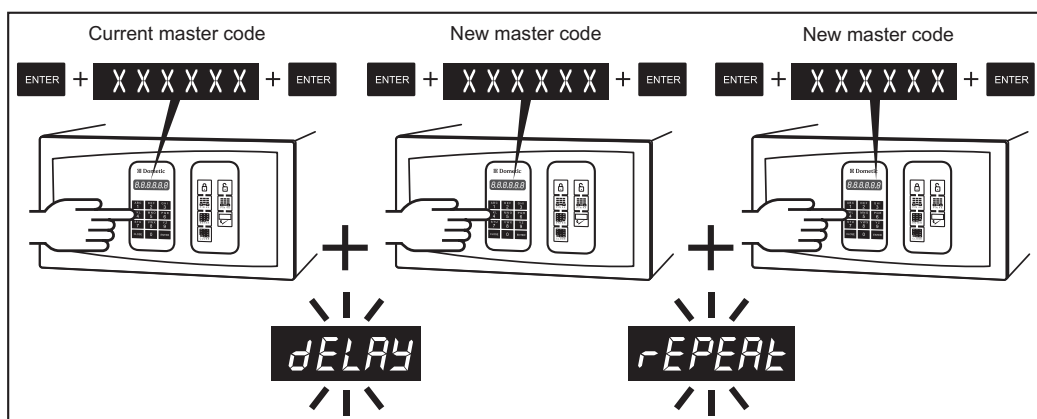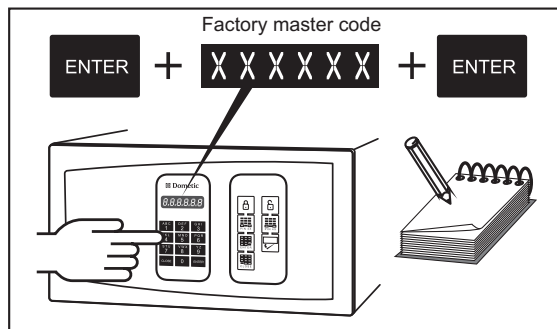
3

Advanced functions for the hotel management.

3.3 Changing the master code

⚠️ For your security, we strongly recommend that you change the factory master code for your own code. We suggest that you make a note of the new master code when you have programmed it in and that it is kept in a safe place.

Factory master code

ENTER + XXXXXX + ENTER

Current master code   New master code   New master code

ENTER + XXXXXX + ENTER   ENTER + XXXXXX + ENTER   ENTER + XXXXXX + ENTER

dELAY   rEPEAE

1. With the safe CLOSED, key in the current master code which is recorded in the memory. The display will show the message dELAY

2. You have 8 seconds to key in the new 6-digit master code. The display will show the message rEPEAE

3. You have 8 seconds to key in the new 6-digit master code again. A sound signal will confirm that it has been recorded correctly.

4. Key in the new master code and, after 10 seconds, check that the safe will open.
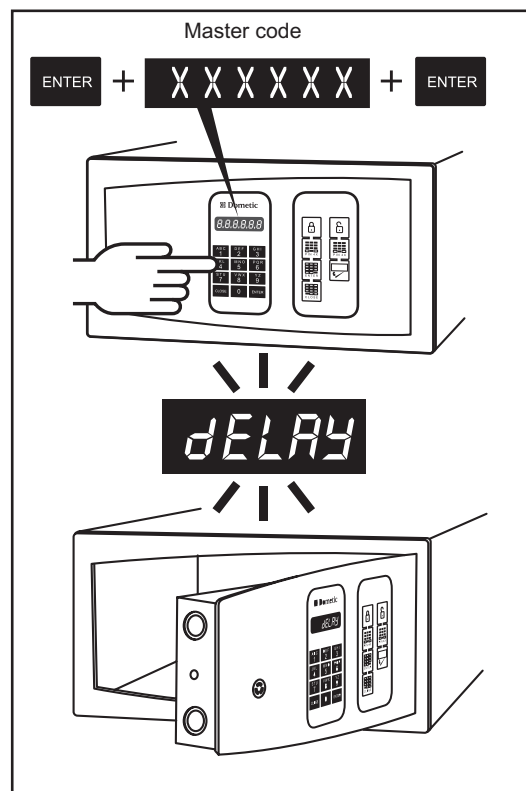
Master code

ENTER + XXXXXX + ENTER

dELAY

3.4 Emergency opening key

The safes are equipped with a mechanical security lock to open the safe in case of emergency.
In this way, it is always possible to open the safe, even if the electronic circuit is damaged. However, we suggest that the use of the mechanical key be restricted and that only one authorised person should be allowed to use it.

⚠ We suggest that all emergency keys be kept in a safe place – only authorised personnel should use them.

Warning: Avoid keeping the emergency key inside the safe, as it would not be possible to use it, should it be necessary to do so. We suggest the key be kept in a safe place that only authorised personnel have access to.
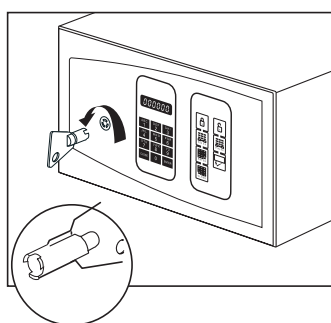
1. The emergency opening mechanism is protected by a plastic cover or a handle. Please, unscrew it to access the lock.
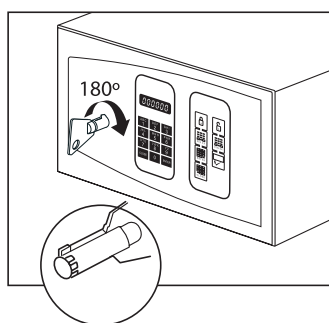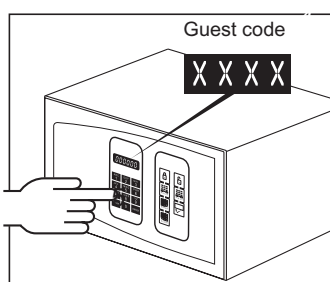

2. Insert the key and turn it approximately 180º to the right until the bolts slide completely home.
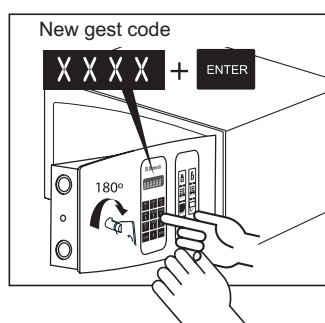
3. Keep the key in this position, approximately 180º, open the door and programme in a new 4-digit guest code.
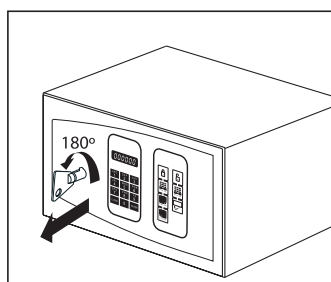
4. Turn the emergency key to the left and remove it.

5. Key in the programmed guest code and the door will open.

⚠ The emergency opening will be recorded in the Audit record (optional) by means of electronic monitoring.

3

Advanced functions for the hotel management.

3.5 Remote emergency opening system R.E.O.S (optional)

Owing to a new, exclusive development operated via the internet, using software especially designed by Dometic, we are able to offer you enhanced security and convenience.

In order to open the safe in addition to the code entered into the safe you will need internet access.
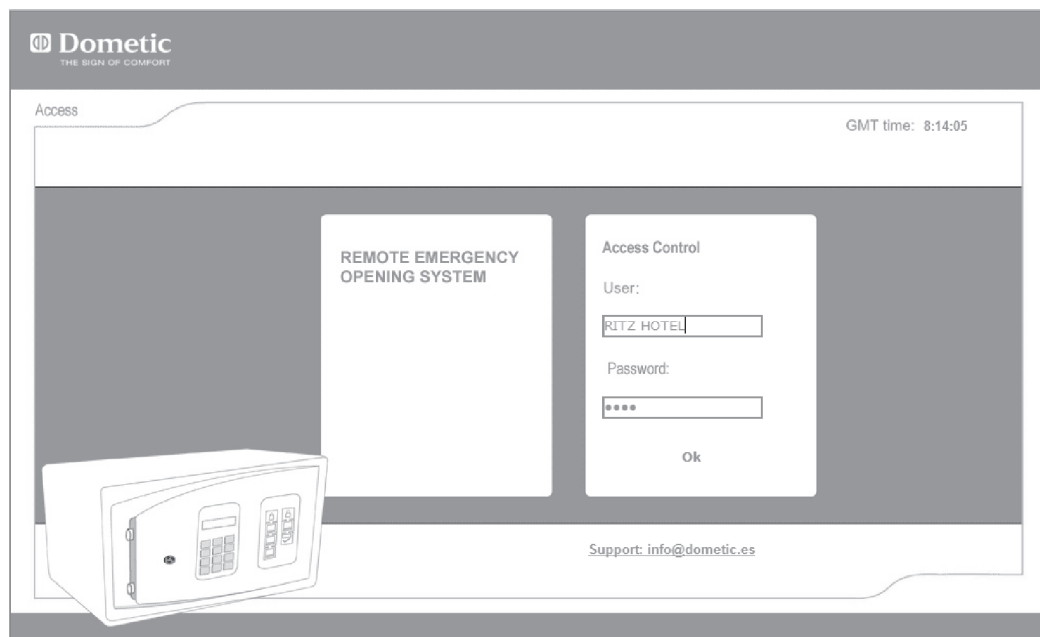
3.5.1 Factory R.E.O.S. code

For security reasons, we recommend changing the factory R.E.O.S. code to a new code of your own. We suggest that you write down the new R.E.O.S. code that you have programmed in and that you keep it in a safe place.

The factory R.E.O.S. code is: `210104`

 As with the emergency key, the R.E.O.S. code together with the internet-operated software will enable access to the safe even without using the guest code.
This code will be particularly useful if guests leave the hotel room, having left the safe door closed or when guests forget their code
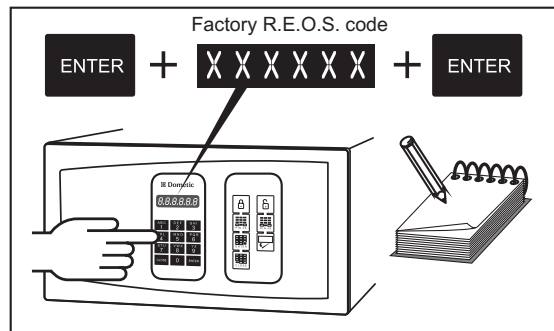
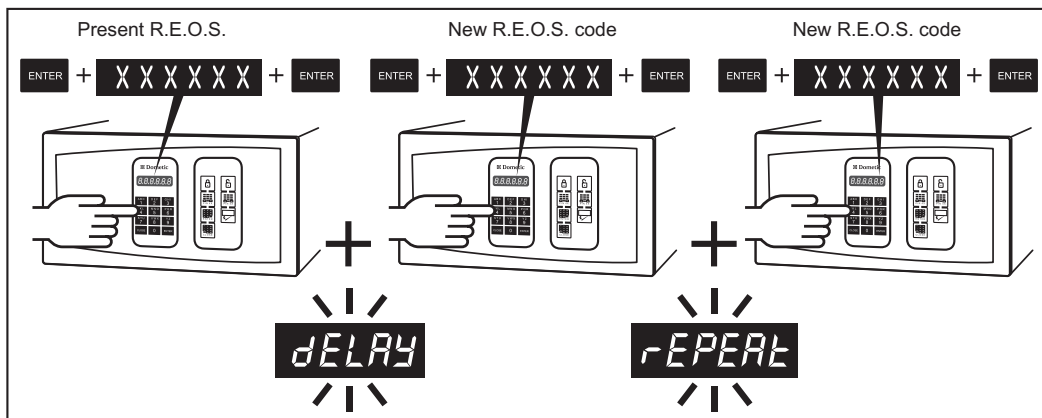## Advanced functions for the hotel management.

3.5.2 Changing the R.E.O.S. code

⚠️ For your security, we recommend that you change the factory R.E.O.S. code for one of your own. We suggest you make a note of the new R.E.O.S. code that you have programmed in and keep it in a safe place.

Factory R.E.O.S. code

ENTER + X X X X X + ENTER

Present R.E.O.S.   New R.E.O.S. code   New R.E.O.S. code

ENTER + X X X X X X + ENTER   ENTER + X X X X X X + ENTER   ENTER + X X X X X X + ENTER

dELAY   *rEPEAt*

1. With the safe CLOSED, key in the present R.E.O.S. code, which is recorded in the memory. The display will show the message mensaje *dELAY*

2. You have 8 seconds to key in the new 6-digit R.E.O.S. code. The display will show the message *rEPEAt*

3. You have 8 seconds to key in the new 6-digit R.E.O.S. code again. A sound signal will confirm that it has been recorded correctly.

### 3.5.3 Opening the safe using the R.E.O.S. code.

1. Key in the R.E.O.S. code into the safe. After 5 seconds an alpha-numeric code will appear on the display (for example, 52115 Ab271). Remember to bear in mind that the safe will display the code in two blocks (example, the first block is 52115 and the second block is Ab271).
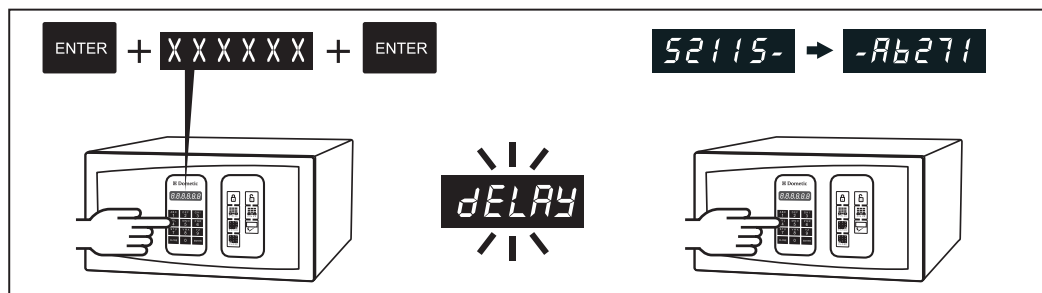
2. If you already have access to the webpage, go to the address **www.webreos.com.**
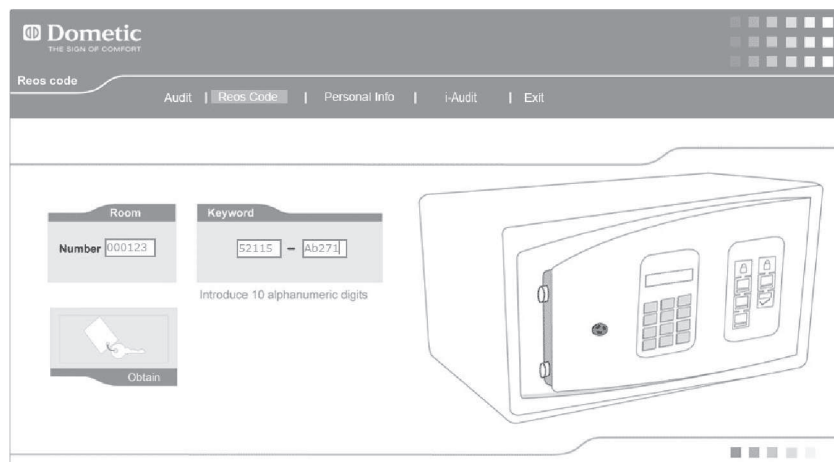
3. Choose your language.
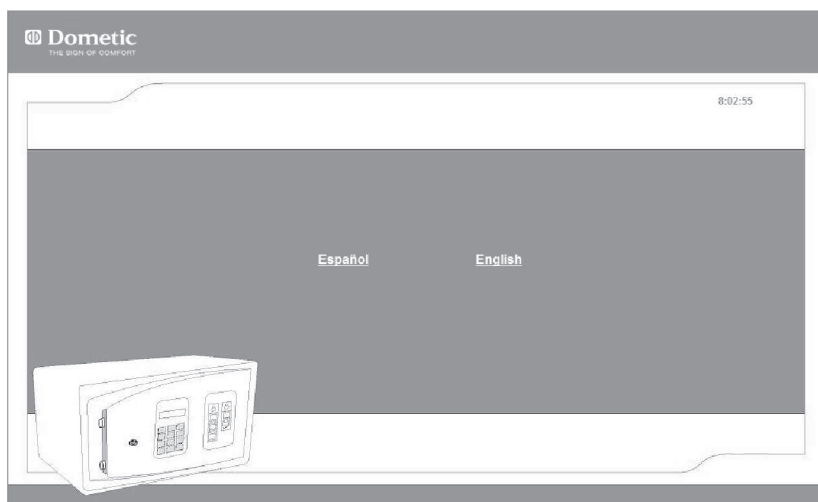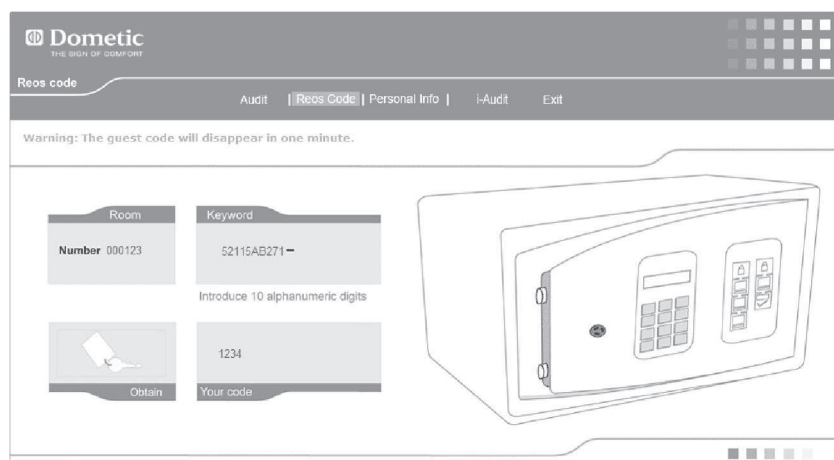

4. Enter your user name and password. Click **Accept.**
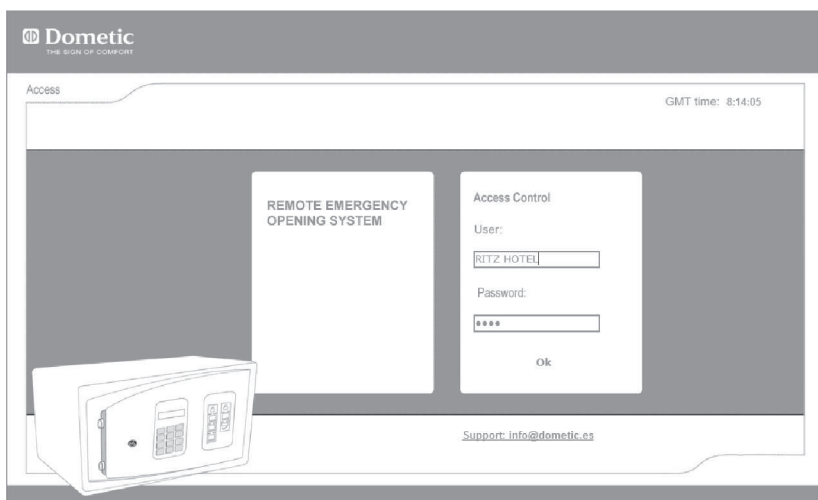
5. Enter the room number and the alpha-numeric code (E.g. 52115 Ab271) and select Obtain.
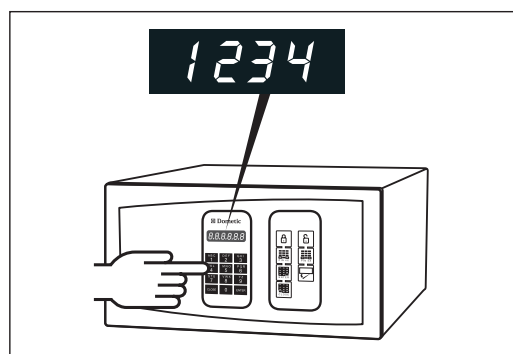

6. Make a note of your code (Example 1234).

Note: For security reasons, the code will remain on-screen for one minute only.

7. Key the code given into the safe and the door will open automatically.

Advanced functions for the hotel management.

3.6 Audit Trail (iAudit).

Optionally, the safes have a permanent memory (the audit trail stores the last 1,000 events in its memory). Where necessary, the hotel staff can consult the audit trail for any safe to find out what took place and when. The safes have a connector to connect to the SD card reader, in which it is possible to store up to the last 1,000 events.

The audit trail is an excellent tool for checking when the safe has been opened and the code used to do so. It is possible to trace back and find who actually opened the safe (whether a guest or a member of the hotel staff). In this way, it is possible to reconstruct the whole history of a safe's openings.

To read the audit trail:
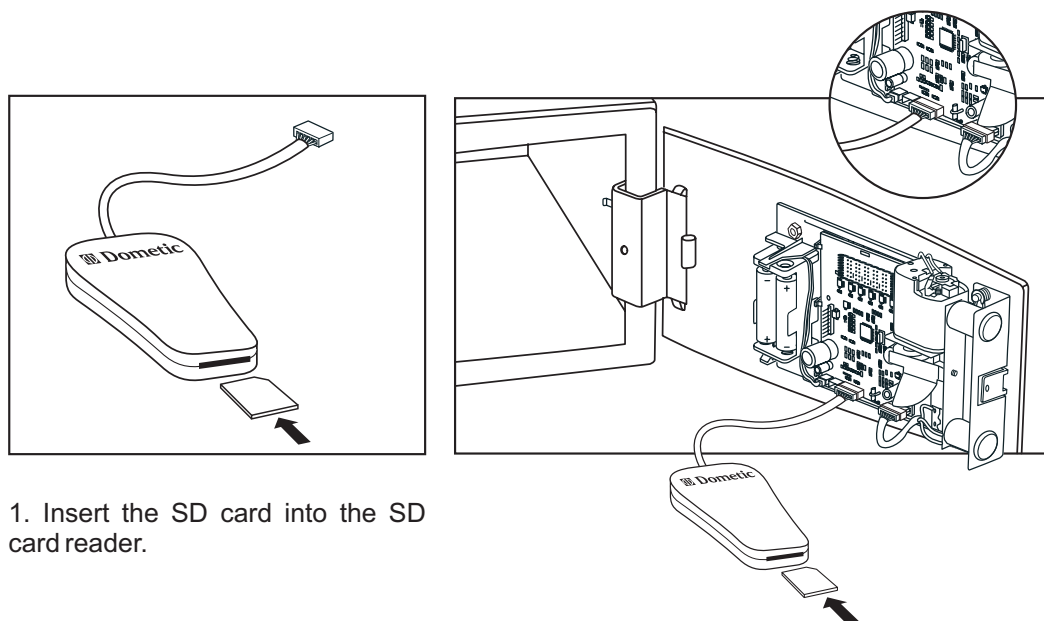
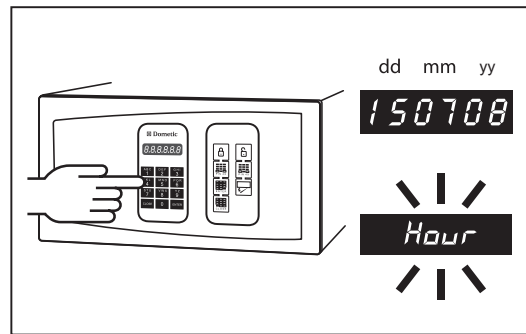1. Insert the SD card into the SD card reader.

2. Unscrew the screws holding the cover situated at the back of the safe door and connect the SD card reader to the electronic circuit connector
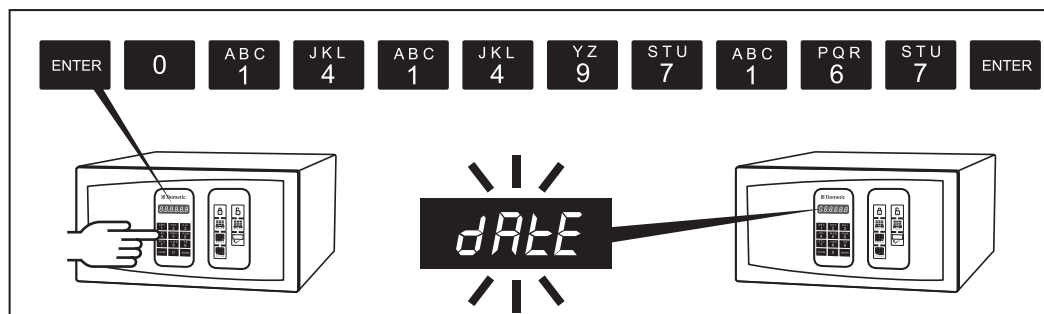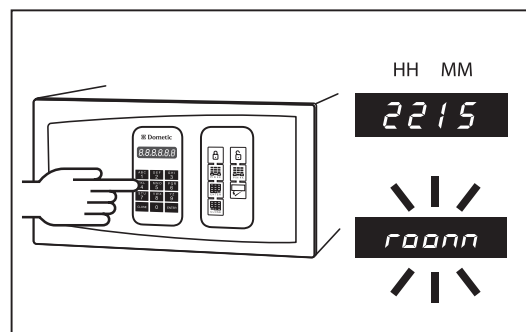
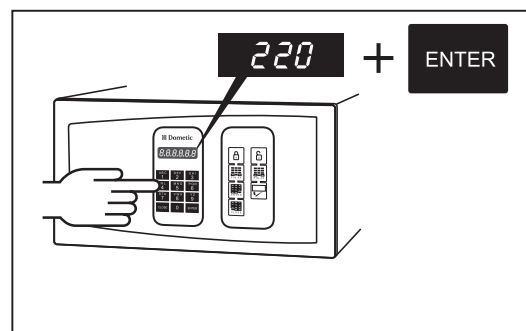3. Press ENTER 0141497167 ENTER . The display will show the message *dAtE*

4. Key in the date in the following format: dd/mm/yy. The message `Hour` will appear in the display.

5. Enter the current time in the 24 hour format HH-MM. The message `roonn` will appear on the display.

6. Key in the room number and press ENTER. The transfer of data from the safe memory to the SD card will begin automatically.
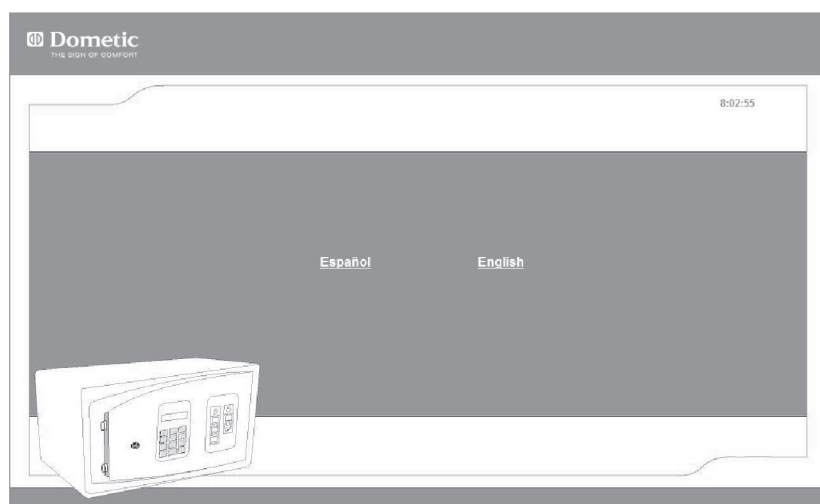
⚠ The process will be finished when the safe display turns off and three beeps sound.

3

Advanced functions for the hotel management.

3.7 Reading the iAudit

1. If you already have access to the WEB page, go to the address **www.webreos.com.**

2. Insert the SD card in your computer's card reader
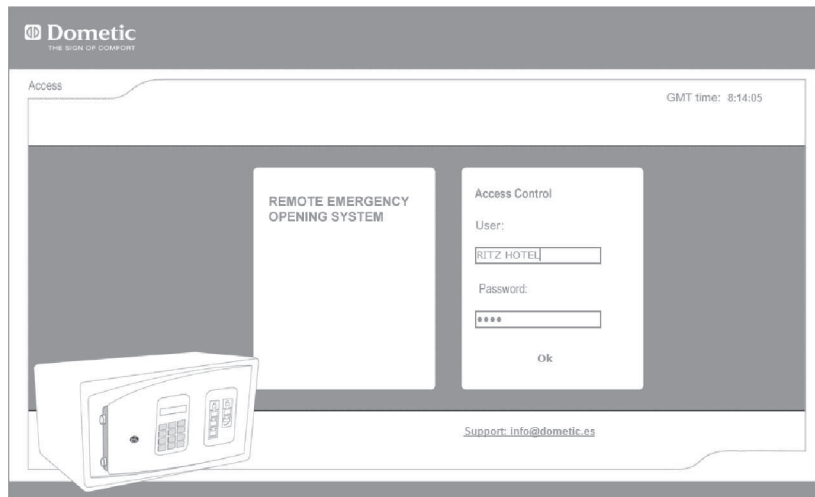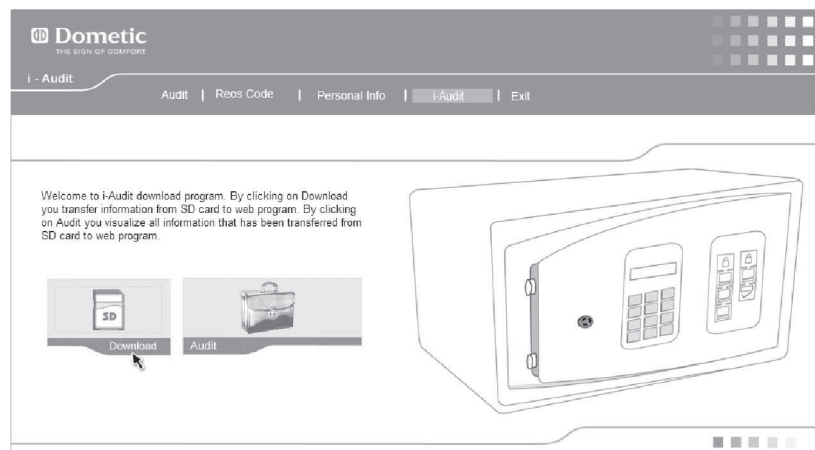
3. Select your language.

3.7 Reading the iAudit.

4. Key in your user name and password. Click **Accept**.
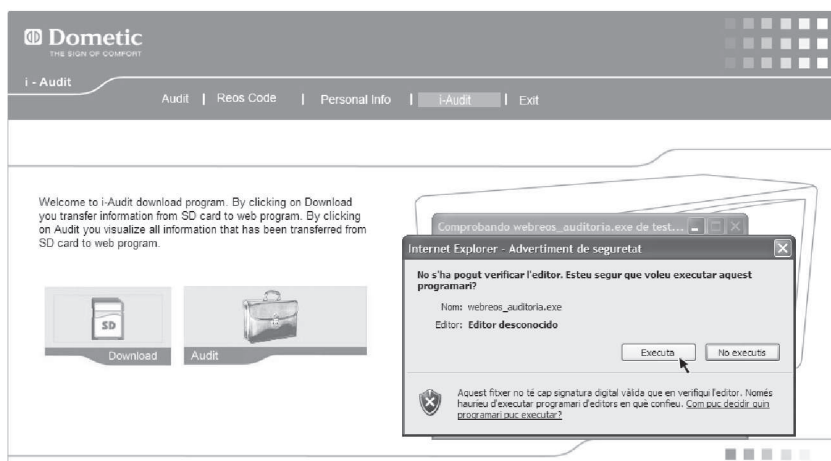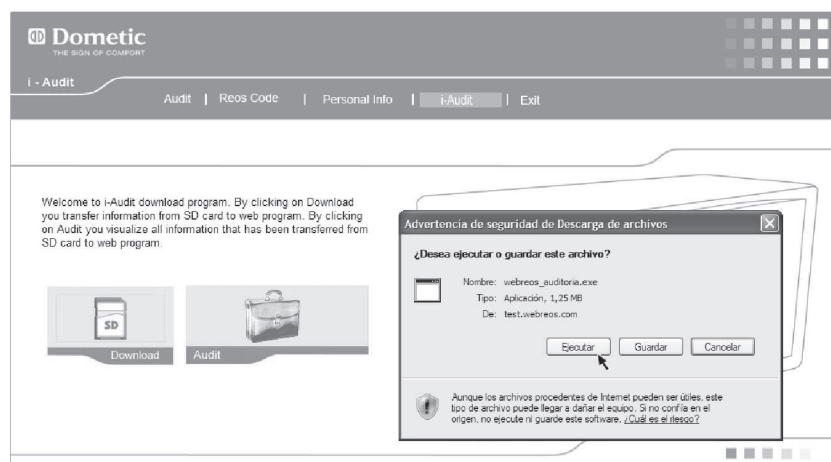

5. Select iAudit on the menu and click on **Download**.

3.7 Reading the iAudit.

6. Follow the instructions in the program.

7. The card reading will start and finish automatically.
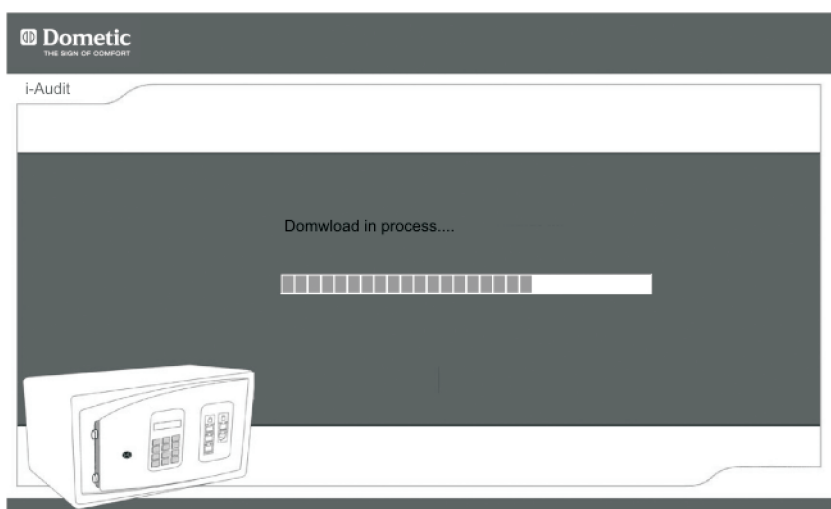
3.7 Reading the iAudit.
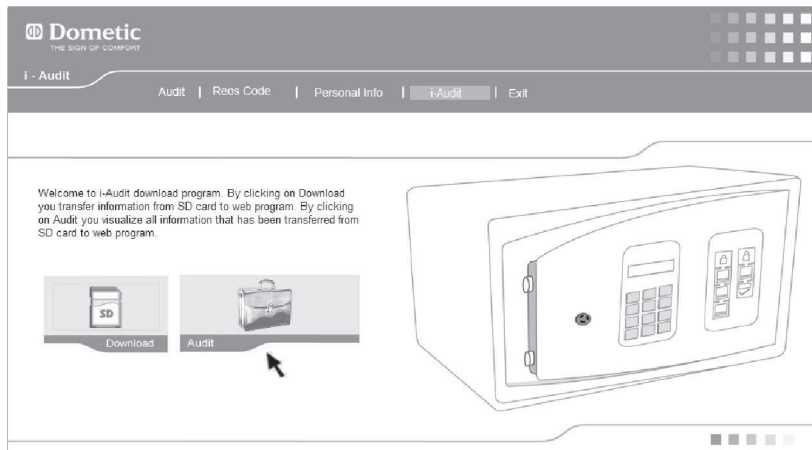
8, Click on the **Audit** icon (Picture A). You can view on screen (Picture B) or, if you wish, print (Picture C) all activity at the safe.

Picture A
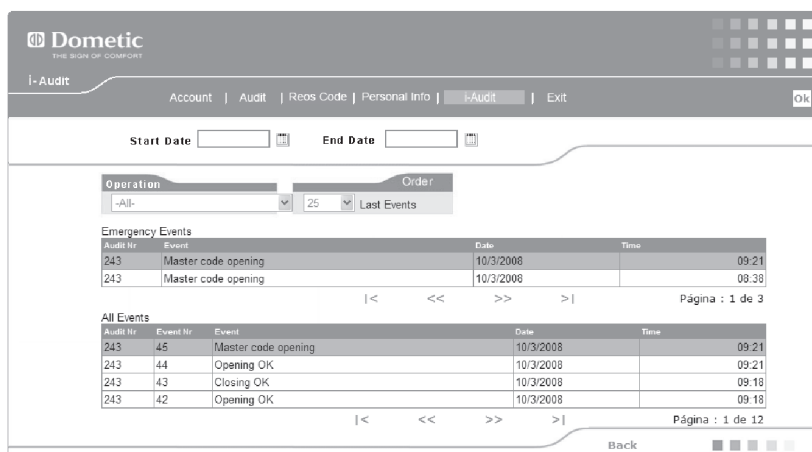
Picture B
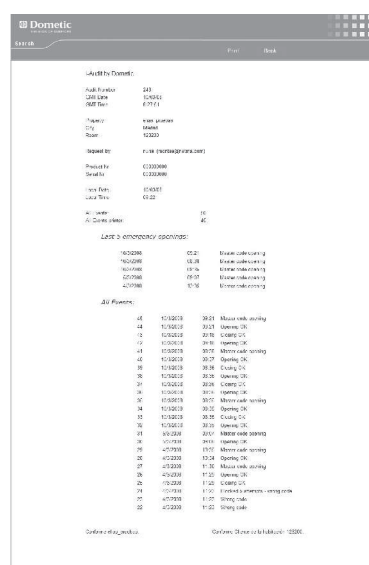
Picture C

3

Advanced functions for the hotel management.

3.8 Safe activation system (optional)

To activate the safe, the guest should insert the activation pin in the lower part of the door. Without the special activation pin, the safe will not work.

Activation pin

Problems and solutions

4.1 Display messages

Certain messages may appear on the safe's display. Their explanations can be found in the following table.
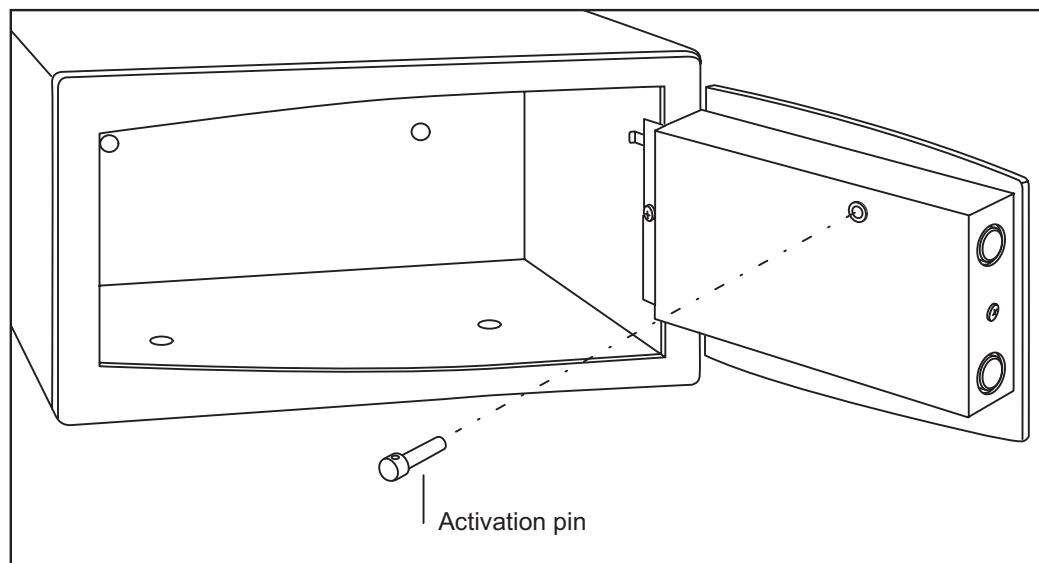
LIST OF MESSAGES	Display	Sound
Press CLOSE	COdE	2 short beeps
Press ENTER		3 short beeps
Press 0 to 9	0-9	1 short beep
ENTER followed by CLOSE	COdE	
Key in correct guest code	OPEn	
Error in motor block	Error2	4 long beeps
Incorrect sequence	Error	1 long beep
Checking system	888888	
Wait, when opening with master code	dELAY	
Repeat master code	rEPEAt	
After changing batteries		2 short beeps
Low battery detected	bAt-LO	2 long beeps
Error entering opening code	Error	1 long beep
5 consecutive errors	Error5	3 long beeps
Programming error	Error	1 long beep
Enter date	dAtE	
Enter time	Hour	
Enter room number	roonn	
Blocked owing to 20 events in 10mins	Errorb	3 long beeps
Fault in SD card reader connection	Er-Sd01	1 long beep
SD card reading in process	CSd20	
End of SD card reading	dSd XX	3 short beeps

4

Problems and solutions

4.2 Possible problems which might occur and their solutions

EFFECT	DISPLAY MESSAGE	CAUSE	SOLUTION
Bolts are not sliding completely home on closing.	Error2	• Closing microruptor not detected	• Check there is nothing inside the safe impeding the bolts from moving. • Check the connection between the engine block and the electric circuit • Replace the engine block
The safe is emitting a long beep.	Error	• Incorrect number sequence • Programme time run out • Incorrect personal code	• Key in correct sequence • Pause less than 8 seconds between pressing keys • Enter correct code
When any key is touched, safe emits consecutive beeps and does not allow any activity.	Error5	• Safe blocked owing to 5 attempts to open it with an incorrect code.	• Wait 6 minutes, not touching any keys, for the safe to unblock automatically, then key in the correct code. • Open with the mechanical emergency key.
The safe will not shut	bAt-LO	• Low battery detected	• Replace batteries
The safe is not accepting the master code	Error	• Wrong master code	• Key in correct master code
The emergency key is not turning		• Wrong key	• Check that the key number is correct and turn it clockwise through 180º
The safe is not emitting any signals		• Batteries flat • The batteries are not properly connected	• Change the batteries • Check the connection and the polarity
No code can be entered	Errorb	• Blocked owing to 20 opening and closing operations in less than 10 minutes	• Wait 6 minutes, not touching any of the keys, for the safe to unblock • Open with the mechanical emergency key

◑ Dometic

THE SIGN OF COMFORT