LiveSafe

User Guide

904701J

Table of Contents

1 Introduction to LiveSafe

The LiveSafe is an intelligent safe that supports and protects employees at the Point of Sale. The compact dimensions of the LiveSafe ensure that it can be installed next to or under the cash register.

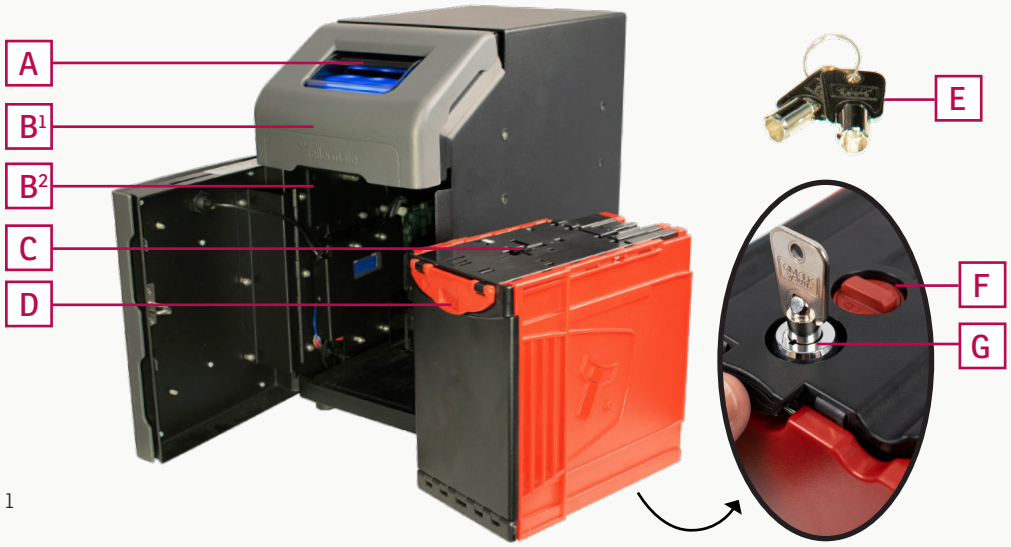
After acceptance, the banknotes are immediately placed in the safe. The LiveSafe counts the number of the respective notes (denominations) and forms the total of the contents. Before being secured in the cassette each banknote will be validated.

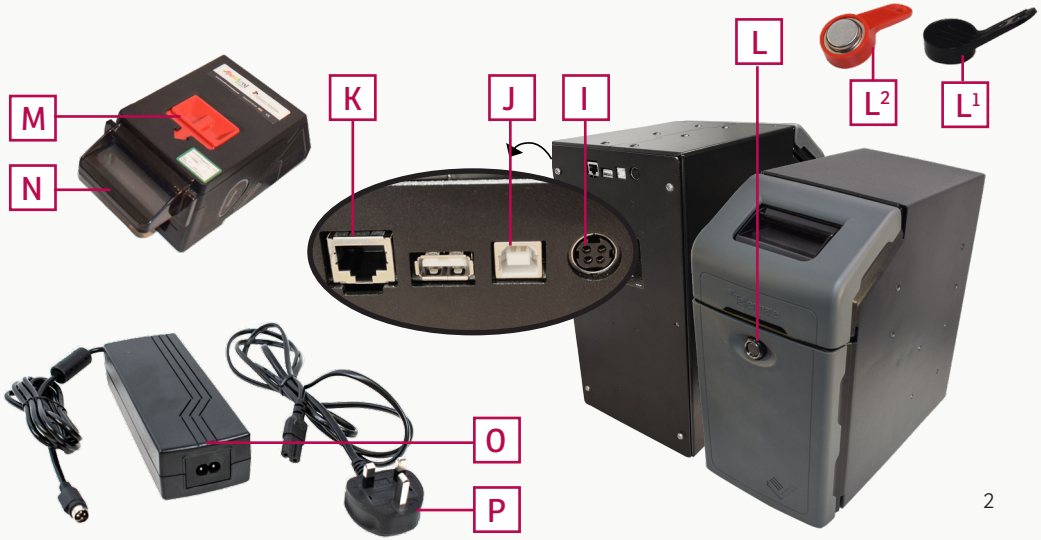
By using iButton keys (electronic keys) and lockable cassettes, the LiveSafe and the cassette can only be opened by authorised persons.

2 What is Inside the Box?

2.1 Item Breakdown

A	Note reader feed position
B^1	Cover of the note reader
B^2	Door to access cash cassette
C	Cash cassette
D	Handle to remove the cassette
E	Key(s) for the cassette
F	Manual interlock of the cassette
G	Lock of the cash cassette
I	Power connection
J	USB-connection
K	Ethernet port
L	Electronic iButton-lock of the LiveSafe
L^1	Operator iButton to enable the note feed
L^2	Collector iButton to open the LiveSafe door
M	Latch to open note reader
N	Nozzle of the note reader
O	Power adapter
P	Power cord UK plug





2.2 Cassette Lock Versions

There are 3 versions of LiveSafe cassettes, depending on the security procedures: 2 manual plastic locks, one barrel lock and one manual plastic lock and 2 barrel locks.

2 Plastic locks | Plastic lock + Barrel lock | 2 Barrel locks

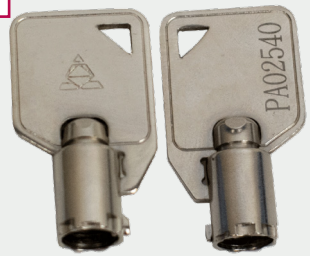
VERY IMPORTANT:

Using the incorrect key in the lock can cause lock damage. Please, identify them and use carefully.

1

Position 1
OUTER KEY (955139R)
Camlock Series 28
Key Number H413732

2



Position 2
INNER KEY (955147A)
Key Number PA02540

3 Set Up

3.1 Links to Other LiveSafe Guides

For additional user guides such as LiveDrawer Manager, Touch System, Partner Solutions and support documentation visit **www.tellermate.com/support/**

3.2 iButton Keys

LiveSafe is operated by the use of an electronically programmed iButton. There are 2 levels of iButton:

- **Operator iButton:** Will permit the operator to deposit money to LiveSafe. The operator's pre-programmed details will be logged against each deposit. An operator key can be registered, re-named, or deleted via the device or software you are using with LiveSafe.
- **Collector iButton:** Will permit the user of this iButton to open the LiveSafe door and remove the cassette. The collector's pre-programmed details will be logged against each deposit. A collector key can be registered, re-named, or deleted via the device or software you are managing LiveSafe through.

3.3 Opening and Removing the LiveSafe Cassette

- Hold the Collector iButton onto the electronic lock of the LiveSafe. The door will unlock.
- Open the door of the LiveSafe.
- Pull the red handle to remove the cassette.

3.4 Opening the Cassette

- Unlock the manual red platic lock by turning it clockwise.
- Unlock the barrel lock with the assigned key.
- Open the cassette by lifting the lid.

3.5 Replacing the Cassette

- Ensure that the cassette is locked.
- Align the cassette with the cassette holder inside LiveSafe.
- Push forward carefully until you feel resistance.
- You will hear the note feeder cycle through to confirm that the cassette has successfully been replaced and the LiveSafe has re-initialised.
- Push the LiveSafe door shut. You will hear it click, give it a pull to make sure.

4 LED Diagnostics

4.1 LED Diagnostics

Should you encounter a technical error with the LiveSafe, it will show this flashing lights system at the feeder. Please see below the table for error codes and their meanings.

SEQUENCE OF FLASHES				INDICATED STATUS ERROR	CORRELATIVE ACTION
Red	Blue	Yellow	Green		
0	0	0	0	None	None
1		1		Network Issue	Check network: Ethernet cable, IP address, firewall, etc.
		0	1	NTP Date & Time incorrect	Check configured NTP server
	1		0	Note Path Open (Top Cover)	Close the Top Cover
	2			Note Path Jam in the Feeder	Follow Instructions on 4.2 *Note jam in the feeder*
	3			Unit Not Initialised	Contact Tellermate
	4			Straightener Mechanical Failure	Contact Tellermate
2	1			Cassette Removed	Insert an empty cassette into LiveSafe
	2			Cassette Jam	Follow instructions on 4.3 *Note jam inside the cassette*
Always ON	0			Cassette Full	Remove cassette and insert an empty one into LiveSafe
0	0	Always ON	0	LiveSafe working standalone	LiveSafe not able to find other safes. Check LAN configuration

Should the LiveSafe show an error code that is not in this table, please contact our customer service team.

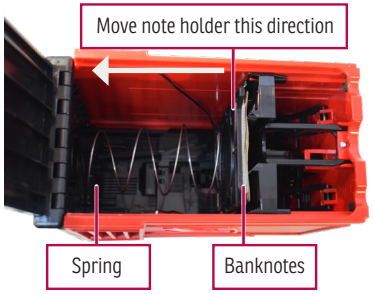
Phone: 01633 276868 | **Email:** cst.uk@tellermate.com
Operating hours: Mo-Thu 8am to 5pm, Fr 8am to 4pm, exceptions apply.

4.2 Note Jam in the Feeder

- Should a note get stuck inside the feeder, please open the cover of the LiveSafe.
- Press the red latch up und carefully pull out the reader from the LiveSafe.
- Open the cover of the reader by pulling the red latch to the front and carefully lift the cover up.
- Remove the jammed note and close the cover.
- Carefully re-insert the reader back into the LiveSafe.

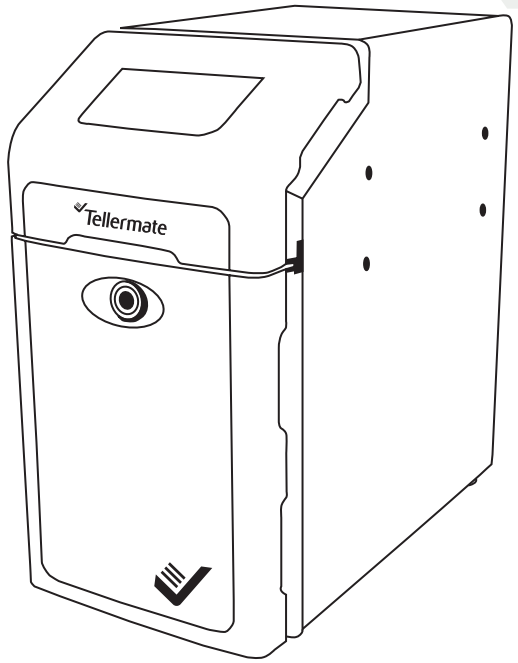
4.3 Note Jam Inside the Cassette

- Should a note jam occur inside the cassette, please open the LiveSafe with your iButton.
- Carefully remove the cassette, by pulling the red handle. Unlock the red manual lock with a turn clockwise. Unlock the second lock with your key and open the cassette.
- To remove the note jam, pull back the note holder on the spring. Remove all notes.



IMPORTANT:

Once a cassette is removed from the LiveSafe, you need to book that amount into your banking. Re-insert the EMPTY cassette into the LiveSafe.



5 LiveSafe Technical Specification

Dimensions:	• 340 mm d x 180 mm w x 340 mm h
Weight:	• 14.5 kg
Power supply:	• AC INPUT 100-24-V~,2.5A,50-60Hz • DC OUTPUT 24VDC 6.66A
External interfaces:	• SD card slot for updates • Hardware requirements: - the SD card must meet the following requirements: Minimum: 4GB – Class 4; Maximum: 32GB – Class 10 • USB A • USB B • Ethernet
Note Feed:	• Short edge, single note

Detection Technology and Features:

The spectral head is a highly secure and technologically advanced banknote validator. State of the art spectral sensors offer complete note image capture by scanning over 4.8 million data points to authenticate the validity of notes.

The unit boasts 99%+ first time acceptance of new and street grade notes with a note-to-note processing time of 2 seconds.

The unit contains several security features including optical and mechanical anti-strimming technology that delivers outstanding fraud protection and cutting-edge note centring mechanism.

Hyperspectral all ranges from IR to UV, no magnetic detection.

- 100% note image capture - 4.8 million data points
- 99%+ first time acceptance of new and street grade notes
- Stained note detection
- 2 second note to note processing

Unit Operation:

The unit is operated, enabled and opened with iButton security technology.

Each iButton has its own unique serial number identification, the device is programmed by the guaranteed unique 64-bit registration number that allows for absolute traceability.

The thick stainless steel casing of the iButton ensures resistance against dirt, dust, moisture, shock and other environmental hazards.

The button shape helps to establish a proper alignment with the probe and ensures reliable communication with a speed of 16.3kbps.

Environmental requirements

Environment	Minimum	Maximum
Temperature	+3°	+50°
Humidity	5%	95% non-condensing

Media Requirements:

The spectral head is capable of handling multiple denominations simultaneously, the media that can be accepted includes but is not limited to:

- Paper notes
- Polymer notes
- Windowed notes

The minimum and maximum dimensions for media are:

	Minimum	Maximum
Lenght	110mm	170mm
Width	56mm	82mm

Network Requirements:

LiveSafe requires a LAN network to work.

- Local NTP Server or Internet access
- Preconfigured fixed IP address or a DHCP Server working on LAN

Fixings:

The LiveSafe is secured with 2 x metal plate brackets

- 202mm angled width x 224mm height
- With 2 x M6x50 and 2 M6x10 screws for each plate.

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