

SHERLOCK™

The smartest safe lock in the business.

OPERATOR'S MANUAL

FOR THE

SHERLOCK KEYED ENTRY ELECTRONIC LOCK SYSTEM



Fire King®
SECURITY PRODUCTS
FOR THE 21ST CENTURY

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REV 073102
P/N 800530

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1.0 INTRODUCTION

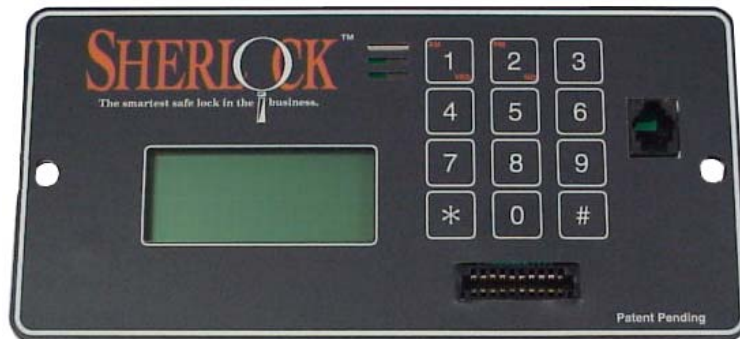
Sherlock is an electronic lock package and this manual documents its operation.

1.1 SCOPE OF DOCUMENT

This manual provides all of the information you need to operate and administrate the Sherlock electronic lock. This document specifically covers the keyed version of Sherlock supporting one or two doors. This document provides the operating instructions for all users, up to and including the owner.

1.2 SHERLOCK OVERVIEW

Sherlock is an intelligent lock package made up of a display module (outer board), a lock control module (inner board), power supply, and interconnecting cables. Electronic keys are assigned to employees, along with PINs (personal identification numbers). Up to 27 keyed employee level users may be enrolled at one time, plus managers and special purpose keys. Sherlock may be programmed to restrict access to the safe using time delays and timelocks. An audit trail records all user activity. This log may be displayed or printed. Sherlock supports advanced features such as timeout penalty for entering the wrong PIN too many times.



Sherlock Keypad

1.3 APPLICATIONS

Sherlock is designed for applications restricting safe access to certain hours with a log of user access. Sherlock is setup to provide more restricted access to the high-value inner compartment while allowing broader employee access to tills and change stored in the outer compartment. Sherlock requires an enrolled key with a valid PIN number to grant access during authorized hours. Proper application of signs combined with this technology provides maximum employee safety and theft protection. The audit trail is a log that can be used to obtain a detailed history of employee activity to determine who entered the safe and when.

2.0 FEATURES

2.1 AUDIT TRAIL

The Audit Trail is a 2000 line record of operational history. Everything that any user does is recorded in this log. This includes safe entry, door opening, and programming changes. The audit trail may be displayed or printed. Employee keys and the Store Manager key may be used to view the audit trail. The Area Manager and Owner may also print the audit data.

2.2 TIME DELAY

The purpose of an inner door time delay is to protect employees during a robbery while still allowing controlled access for legitimate purposes. Most robbers are not willing to stay in a store long enough for delay to time out. They will take what they can from the outer compartment, but will leave drop money. Only the Owner key has permission to edit the inner door delay (the factory default is 15 minutes). When a delay is set, the inner door may be accessed after the delay is satisfied by logging in a second time during a period called the Access Time. Also programmable, the default access time is 5 minutes. Once the access time has expired, the delay must once again be satisfied before the door may be accessed again.

2.3 TIMELOCK

The purpose of a timelock is to completely prevent safe access during specified hours. This not only keeps a burglar out, and keeps employees honest by not allowing them the opportunity to enter the safe outside of authorized business hours. The Area Manager or Owner key is required to edit timelocks. The Store Manager and Audit keys, however, may be used to view timelock settings. By default, the safe goes into timelock at 11:59 pm each day and comes out of timelock at 8:00 am each day. Each day can be set separately to accommodate opening and closing schedules. Note that timelock operates on a 24 hour clock. Any time after 12:00 midnight is considered the next day. Each day has 3 time slots that can be programmed (initial lock time, unlock time, and last lock time). This allows the safe to be timelocked after midnight, unlocked in the morning, and locked again prior to midnight. To disable the capability to lock during the AM or PM, "99:99" must be programmed into that time slot. The times that are programmed into the timelock can be viewed on the display screen or printed on a printer.

2.4 SYSTEM CLOCK

The system clock is essential to proper operation of timelock, delays, and audit data. The day, date and time may only be set by the Area Manager or Owner keys. Daylight Savings Time, however, can be adjusted by the Store Manager only.

2.5 USERS

Up to 27 Employee keys may be enrolled in the Sherlock, plus managers. Users are identified by an electronic key and four-digit PIN. While up to 27 Employee keys may be enrolled, only one key of each of the other key types may be enrolled at any time. For example, you cannot have two Store Managers keys enrolled in the same safe, but you will usually have an Area Manager and a Store Manager both enrolled. The Sherlock Key Chart illustrates the permissions of each key type. Note that key type 28 is not listed (key type 28 is reserved for factory use only). In general, only your company's loss prevention management may order replacement keys. Keys are encoded by the factory for key type. The Key Count feature is used to see which user numbers are currently assigned to keys.

FUNCTION:	EMPLOYEE USERS 01 - 27	STORE MGR USER 29	AREA MGR USER 30	OWNER USER 31	AUDIT USER 32	ARMOR CAR USER 33
OPEN SAFE DOORS	X	X				
VIEW AUDIT DATA	X	X	X	X	X	
PRINT AUDIT DATA			X	X	X	
VIEW KEY COUNT		X	X	X	X	
PRINT KEY COUNT			X	X	X	
DELETE KEY		X	X	X		
ADD KEY			X	X		
VIEW TIMELOCK		X	X	X	X	
SET TIMELOCK			X	X		
SET DAY/DATE/TIME			X	X		
ADJUST DAYLIGHT SAVING		X				
SET INNER DOOR DELAY				X		
CHANGE PIN CODE	X	X	X	X	X	
BYPASS DELAY & T/L						X

Sherlock Key Chart

2.5.1 Employees

Employee Keys are assigned to Users 01 through 27 and have permission to access doors, view the audit log, and may change their own PIN number. These keys are enrolled by the Area Manager or Owner keys.

2.5.2 Store Manager

The Store Manager key (User 29) may open doors, change their own PIN, delete keys, view audit data, view key count, or view timelock settings, and adjust daylight savings. This is the highest level key is normally retained by store personnel. These keys are enrolled by the Area Manager or Owner keys.

2.5.3 Area Manager

The Area Manager key (User 30) cannot open safe doors, but can view or print audit and key data, change clock and timelock settings, and may enroll or delete other keys. This key is purchased as an Area Manager Key and is self enrolling with verification from an enrolled employee key.

2.5.4 Owner/Super

The Owner key (User 31), sometimes called a "super" key, has the same permissions as the Area Manager with the additional ability to change the inner door delay. This key is normally retained by the company security manager. This key is purchased as an Owner (Super) Key and may be enrolled by an Area Manager key.

2.5.5 Audit

The Audit key (User 32) has only the ability to view or print audit and key data and view timelock settings. This key is purchased as an Audit Key and may be enrolled by an Area Manager or Owner key.

2.5.6 Armor Car

The Armor Car key (User 33) has the unique ability to override time delay and timelock. Whenever the Armor Car key logs in, an Employee key or Store Manager key must immediately log in to open the doors. This allows nearly instant access to the Armor Car carrier while still making a specific user responsible for allowing the armor car carrier to make the pickup. Armor Car may not perform any other function. This key is purchased as an Armor Car Key and may be enrolled by an Area Manager or Owner key.

2.5.7 System

Certain events logged in the audit trail cannot be assigned to a specific user, such as a time locked and time unlocked. These entries will appear in the audit trail assigned to User 40, or System.

2.5.8 Employee Key Count

Users 29 to 32 may check the key count to see what user numbers are currently assigned to keys. A user number that has been enrolled with a key is marked "Y" while unused user numbers marked with a "N." It should be noted that enrolling a key to a position already taken will cause the old key to be automatically deleted from the system (replaced by the new key). Note that user numbers 31 and above will not appear.

2.6 POSITIVE USER IDENTIFICATION

PIN numbers are used to verify keys. Each user's PIN is four digits long and must be entered whenever the key is presented. Any user may change their own PIN at any time. Note: if the Owner's PIN is ever lost, contact Fire King Security Products Technical Service for assistance. If an incorrect PIN is entered 5 times consecutively, the unit will go into a 10 minute penalty period where no keypad or key input is accepted. This prevents continuously attempting different PIN numbers until finding one that works.

2.7 EXTERNAL POWER SUPPLY

Internal circuitry is powered by an external 5 to 12 V_{DC/AC} supply. A standard 120 V_{AC} adapter (North America only) with 9 V_{DC} output is provided with your safe. Outside North America, your dealer can provide you with the proper power supply adapter. The power supply is external to the safe so that if it ever fails, the power supply can be serviced or replaced without entering the safe.

2.8 DISPLAY MODULE

The display module (outer board) provides an LCD display and a standard numeric keypad with soft touch membrane, key port, and RJ11 data port for printer output. A speaker is provided to signal the user when certain action is required, certain events are complete, or when some other special condition exists.

2.9 LOCK MODULE

A small circuit board mounted inside the protected interior of the safe communicates with the display module via internal cable. This inner board stores encrypted key and PIN data. It also energizes the electronic locks when conditions are met.

3.0 OPERATION

3.1 IDLE SCREENS

When the screen is in an idle state it will indicate either "System Ready" or "Timelocked."

3.1.1 System Ready

Normal access is allowed whenever the screen indicates "System Ready." Remember, if a delay is set on the inner door, that delay must still be satisfied in order to open the inner door.

```
Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
```

3.1.2 Timelocked

When the screen says "Timelocked" then the safe cannot be opened except with the armor car key (User 33). Aside from timelock, all other functions operate normally.

```
Sherlock
SAFE TIMELOCKED
MONDAY
07/22/02 08:40 A
```

3.2 CHANGE PIN

Any enrolled user (except Armor Car key) can change their own PIN at any time. Although Sherlock does not require you to change your PIN, we recommend that all users change their PIN on a regular basis to minimize the chance of their PIN data being "shared" by others.

1. Present key. If you see "NOT A VALID KEY," see your manager to have your key enrolled.
2. Enter the appropriate 4 digit PIN code. If you see "INVALID CODE", you have either entered the incorrect PIN code or the User Number needs to be added to the lock. See your manager.

NOTE: If an invalid PIN code is entered 5 consecutive times, the lock will delete the key from the system.

3. Employees select ADMINISTRATION (press "2") or Managers select KEYS (press "2").
4. Employees select PIN# CHANGE (press "2") or Managers select CHG PIN# (press "1").
5. Enter the new 4 digit PIN code.
6. Re-enter the new 4 digit PIN code.
7. The PIN code has been changed. The unit confirms by displaying the message PIN # CHANGED REMOVE KEY. Remove your key and the normal idle display will return. The safe is now ready for normal use.

```
USER #01
CODE? ____
PRESS # TO EXIT
07/22/02 08:40 A
```

```
USER #01: SAFE=1
ADMINISTRATION=2
```

```
ADMIN: AUDIT=1
PIN # CHANGE=2
```

```
ENTER NEW PIN
CODE? ____
```

```
REENTER NEW
CODE? ____
```

```
PIN# CHANGED
REMOVE KEY
```

```
Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
```

3.3 OPENING DOORS

A common capability of safe users is the ability to open doors. Note that when the safe is timelocked, no access is permitted unless the Armor Car user is available.

3.3.1 Open Outer Door

The outer door may be opened at any time, except when the idle display indicates Safe Timelocked. During timelock refer to Section 3.3.3 for Armor Car access. Only Employee and Store Manager keys may open safe doors.

1. Present key.
2. Enter your 4 digit PIN code.
3. Select SAFE (press "1").
4. Select OUTER (press "1").
5. While SAFE UNLOCKED is flashing on the display, the safe outer door can be opened by turning the handle.
6. After approximately 5 seconds, the lock automatically relocks and you are reminded to remove your key.
7. Close the safe door and make sure the handle rotates to the closed and locked position. The safe is again ready for normal use.

```
USER #01  
CODE? _____  
PRESS # TO EXIT  
07/22/02 08:40 A
```

```
USER #01: SAFE=1  
ADMINISTRATION=2
```

```
SAFE ACCESS  
OUTER=1 INNER=2
```

```
SAFE UNLOCKED  
  
MONDAY  
07/22/02 08:40 A
```

```
Sherlock  
REMOVE KEY  
MONDAY  
07/22/02 08:40 A
```

```
Sherlock  
SYSTEM READY  
MONDAY  
07/22/02 08:40 A
```

3.3.2 Open Inner Door

The inner door may be opened at any time, except when the idle display indicates Safe Timelocked. During timelock refer to Section 3.3.3 for Armor Car access. If your inner door is programmed with a delay, you must log in once, satisfy the delay requirements, then log in again during the access time to open both of the safe doors. Sherlock automatically unlocks the outer door when it unlocks the inner door so that you do not have to open the outer door separately. Only Employee and Store Manager keys may open safe doors.

1. Present key.
2. Enter your 4 digit PIN code.
3. Select SAFE (press "1").
4. Select INNER (press "2").
5. The delay will begin to count upward. To cancel the delay, press "0."
6. When the delay ends, the safe will beep and the access time will begin. The access time will count up on the screen while idle until the access time ends. You may terminate the access time count at any time by pressing "0."
7. During the access time repeat steps 1 through 2 above. The safe will then indicate that it is unlocked and you may open both safe doors. The safe will only remain unlocked for about 5 seconds. To open, turn the handle and pull the outer door open, then reach in and turn the inner door knob and pull the inner door open.
8. After the safe doors are closed you may immediately reopen them as long as the access time is counting on the screen (follow Steps 1 through 2 above). You may terminate the access time count at any time by pressing "0."
9. Close both safe doors and make sure the outer door handle rotates to the closed and locked position. Remove your key. The safe is again ready for normal use.
10. Regardless of whether the doors are open or whether they have been opened, the timer will reset when the access time ends and the delay must be satisfied from the beginning before the inner door may be opened again.

```

USER #01
CODE? ____
PRESS # TO EXIT
07/22/02 08:40 A
  
```

```

USER #01: SAFE=1
ADMINISTRATION=2
  
```

```

SAFE ACCESS
OUTER=1 INNER=2
  
```

```

TIME DELAY
00 MIN 03 SEC
CANCEL=0
07/22/02 08:40 A
  
```

```

READY INSERT KEY
00 MIN 03 SEC
CANCEL=0
07/22/02 08:55 A
  
```

```

USER #01
CODE? ____
PRESS 0 TO EXIT
07/22/02 08:55 A
  
```

```

SAFE UNLOCKED

MONDAY
07/22/02 08:55 A
  
```

```

Sherlock
REMOVE KEY
MONDAY
07/22/02 08:56 A
  
```

```

READY INSERT KEY
01 MIN 58 SEC
CANCEL=0
07/22/02 08:57 A
  
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 09:00 A
  
```

3.3.3 Armor Car Access

The purpose of the Armor Car key is to allow immediate access to one or both safe doors regardless of timelock and delay status.

1. Present Armor Car key.
2. Enter Armor Car 4 digit PIN code.
3. Present your key.
4. Enter your 4 digit PIN code.
5. The safe will then indicate that it is unlocked and you may open both safe doors. The safe will only remain unlocked for about 5 seconds. To open, turn the handle and pull the outer door open, then reach in and turn the inner door knob and pull the inner door open. Remove your key.
6. Close both safe doors and make sure the outer door handle rotates to the closed and locked position. The safe is again ready for normal use.

USER #33
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A

CONFIRM ARMOR
PRESENT KEY
07/22/02 08:40 A

USER #01
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A

SAFE UNLOCKED

MONDAY
07/22/02 08:40 A

Sherlock
REMOVE KEY
MONDAY
07/22/02 08:40 A

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A

3.4 KEYS AND USERS

Refer to the key chart and Section 2.5 for more information about types of keys and users. The Store Manager, Area Manager, and Owner keys are the only keys with permission to delete other keys. This procedure shows an Area Manager key.

3.4.1 Delete Key

By deleting a user, their user number becomes available for assignment to a new user. Meanwhile, it disables the user number. Managers may delete any user except User 30.

1. Present key.
2. Enter your 4 digit PIN code.
3. If the user logging in is the Store Manager, select ADMINISTRATION (press "2").
4. Select KEYS (press "2").
5. Select DELETE (press "2").
6. Enter the two-digit user number to be deleted.
7. You will be prompted to verify your decision. To continue with deleting the user select YES (press "1").
8. The display will briefly indicate the user is deleted, then will return you to the Keys screen. Remove your key to return to the idle screen.

```

USER #30
CODE? ____
PRESS # TO EXIT
07/22/02 08:40 A
  
```

```

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4
  
```

```

CODES:CHG. PIN=1
DELETE=2 ADD=3
EMP COUNT=4
  
```

```

DELETE #__
  
```

```

DELETE #01?
DELETE YES=1 NO=2
  
```

```

DELETE #01?
***DELETED***
  
```

```

CODES:CHG. PIN=1
DELETE=2 ADD=3
EMP COUNT=4
  
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
  
```

3.4.2 Add Employees

Add a key to the system by enrolling a key to an available user number. Check the Key Count to determine which slots are available. Keys for level 29 and below are standard Sherlock keys. The Store Manager key has added permissions because of User Number assignment only. Only the Area Manager (or Owner/Super) key can enroll Users 01 through 29. This procedure assigns a user number to a key and enables it with an active PIN. Once the key and PIN are issued to the individual, that individual may change their own PIN. Keys for the Area Manager and above are specially coded for their permission level and require a different procedure.

1. Present Area Manager key.
2. Enter your 4 digit PIN code.
3. Select KEYS (press "2").
4. Select ADD (press "3").
5. Enter the two-digit User Number you are assigning to this key.
6. Remove the Area Manager key.
7. Insert the new key being enrolled.
8. Assign an initial four-digit PIN number for this user. Reenter this PIN to verify the PIN assignment.
9. Remove the Employee key and the display will return to the normal idle display.

USER #30
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4

CODES:CHG. PIN=1
DELETE=2 ADD=3
EMP COUNT=4

ENTER EMPLOYEE #
TO ADD _____

REMOVE KEY
CANCEL=0

INSERT KEY
TO BE ADDED
CANCEL=0

ENTER NEW PIN
CODE? _____
CENCEL=0

REENTER NEW
CODE? _____

PIN # CHANGED
REMOVE KEY

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A

3.4.3 Add Area Manager or Above

The following procedure may be used to enroll a new (or replacement) Area Manager key. Note that when a new Area Manager key is enrolled, it automatically replaces any previously enrolled Area Manager key. You must also have a valid Employee key (01 to 29) to validate the new Area Manager key.

1. Present new Area Manager key.
2. The display will indicate that the key is invalid.
3. To change the new key's status to valid, select YES (press "1").
4. Remove the new Area Manager key when prompted.
5. Present an enrolled Employee key.
6. Enter the 4-digit PIN for this key.
7. Remove the Employee key. The display will return to the idle screen.

```
INVALID A/M KEY
CHANGE YES=1 NO=2
```

```
07/22/02 08:40 A
```

```
REMOVE KEY
```

```
07/22/02 08:40 A
```

```
INSERT ANY
VALID KEY
```

```
07/22/02 08:40 A
```

```
USER #01
CODE? ____
PRESS 0 TO EXIT
07/22/02 08:40 A
```

```
REMOVE KEY
```

```
07/22/02 08:40 A
```

```
Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
```

3.4.4 Employee Key Count

Use the Employee Key Count to check which user numbers are assigned to keys. Users 29 through 32 may check the Key Count.

1. Present key.
2. Enter your 4 digit PIN code.
3. If the user logging in is the Store Manager, select ADMINISTRATION (press "2").
4. Select KEYS (press "2").
5. Select EMP COUNT (press "4").
6. To view the count select LOOK (press "1").
7. The display will show a chart with User Numbers 01 to 30 arranged as three rows of 10 each representing 01 to 10, 11 to 20, and 21 to 30 respectively. If a key is assigned to the User Number it will be indicated with a "Y." If no key is assigned to the User Number, it will be indicated with a "N."
8. Remove your key to return to the idle screen.

```

USER #30
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A
    
```

```

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4
    
```

```

CODES:CHG. PIN=1
DELETE=2 ADD=3
EMP COUNT=4
    
```

```

EMPLOYEE COUNT
LOOK=1 PRINT=2
    
```

```

EMP# 1234567890
1-10 YYNNNNYNNN
11-20 NNNNNNNYYY
21-30 NNNNNNNYYY
    
```

```

CODES:CHG. CODE=1
DELETE=2 ADD=3
COUNT=4 EXIT=5
    
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
    
```

3.5 ADJUST DAYLIGHT SAVINGS

The daylight savings time adjustment feature is only available to the Store Manager (User 29). The option will only appear on the menu in April and October, and will automatically be removed from the display once it has been used. Do not activate the DST adjustment between 11 PM and 1 AM to ensure there are no conflicts with the date and day of week. DST should be adjusted at the start of business on the Sunday when DST takes effect.

1. Present Store Manager key.
2. Enter your 4 digit PIN code.
3. Select ADMINISTRATION (press "2").
4. Select DST (press "6").
5. The display will indicate that time has changed, then will prompt you to remove your key.
6. Remove your key to return to the idle screen.

```

USER #29
CODE? _____
PRESS 0 TO EXIT
04/22/02 09:40 A

```

```

USER 29: SAFE=1
ADMINISTRATION=2

```

```

ADMIN: AUDIT=1
PIN# CHANGE=2
DEL KEY=3 T/L=4
EMP CNT=5 DST=6

```

```

TIME ADJUSTED

```

```

Sherlock
REMOVE KEY
SUNDAY
04/22/02 08:40 A

```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A

```

3.6 SET SYSTEM CLOCK

One of the most important features for system security, usability, and even employee safety is the system clock. The clock ensures that the timelock activates during the proper hours. This protects people as well as contents and ensures employees have appropriate access during business hours. Only the Area Manager (or Owner/Super) key has permission to change the system clock.

1. Present Area Manager or Owner/Super key.
2. Enter your 4 digit PIN code.
3. Select TIMES (press "3").
4. If using Owner/Super key, select TIME DELAY (press "1").
5. The day of the week will be shown. To scroll through the days of the week press "2," if necessary, then press "1" to accept the day of the week shown.
6. The time of day will be shown. If the current time is correct, press "1." To change the time setting press "2."
7. If you selected to change the time, enter the new time. This must be a value between 01:00 and 12:59. Enter "1" for AM and "2" for PM after the time value.
8. The date will be shown (MM/DD/YY format). If the current date is correct, press "1." To change the date setting press "2."
9. If you selected to change the date, enter the new date. This must be entered in MMDDYY format.
10. Remove your key and you will automatically return to the idle screen. Verify that the correct day of the week, date and time are displayed.

```

USER #30
CODE? ____
PRESS 0 TO EXIT
07/22/02 08:40 A
    
```

```

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4
    
```

```

TIME /DATE=1
TIME DELAY=2
    
```

```

MONDAY
OK=1 CHANGE=2
    
```

```

OK=1 CHANGE=2
CURRENT 08:40 A
    
```

```

AM=1 PM=2
NEW __:__ _
CURRENT 08:40 A
    
```

```

CHANGED
OK=1 CHANGE=2
CURRENT 07/22/02
    
```

```

CHANGED
__/__/__ NEW
07/22/02 CURRENT
    
```

```

Sherlock
REMOVE KEY
SUNDAY
04/22/02 08:40 A
    
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
    
```

3.7 SET INNER DOOR DELAY AND ACCESS TIME

The delay time is the waiting period you must satisfy before opening the inner door. Access time is period following completion of the delay during which users may immediately open the inner door. The Owner/Super (User 31) is the only key with permission to edit the inner door delay and access times.

1. Present Owner/Super key.
2. Enter your 4 digit PIN code.
3. Select TIMES (press "3").
4. Select TIME DELAY (press "2").
5. The current delay will be shown. To change the delay press "1." Press "2" to accept the delay shown.
6. If you chose to change the delay, enter the new delay (the old delay will be shown below). Note that the minimum delay is 2 minutes.
7. The current access time will be shown. To change the access time press "1." Press "2" to accept the access time shown. Note that the minimum access time is 2 minutes.
8. If you chose to change the access time, enter the new access time (the old access time will be shown below).
9. Remove your key return to the idle screen.

```

USER #31
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A
  
```

```

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4
  
```

```

TIME/DATE=1
TIME DELAY=2
  
```

```

TIME DELAY
CURRENT 15 MIN.
CHANGE YES=1 NO=2
  
```

```

NEW  _ MIN.
CURRENT 15 MIN.
  
```

```

ACCESS TIME
CURRENT 05 MIN.
CHANGE YES=1 NO=2
  
```

```

NEW  _ MIN.
CURRENT 05 MIN.
  
```

```

Sherlock
REMOVE KEY
MONDAY
07/22/02 08:40 A
  
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
  
```

3.8 SET TIMELOCK

Timelock prohibits access to the safe during the hours specified. Timelock settings include a lock time, unlock time, and a second lock time. Having two lock times allows for starting timelock after midnight if the previous day does not go into timelock before midnight. The second lock time allows the timelock to take effect before midnight. Enter 99:99 for either lock time to disable that lock time. The Area Manager (or Owner/Super) key is required to edit timelocks.

1. Present Area Manager or Owner/Super key.
2. Enter your 4 digit PIN code.
3. Select TIMELOCK SET (press "4").
4. Select LOOK (press "1").
5. The timelock settings for Sunday are displayed first. To make a change select CHANGE (press "2"). To keep the settings for this day of the week and move to the next day select NEXT (press "1"). *In this example the first lock time is 99:99 because the previous night locked prior to midnight. If the safe is not going to lock before midnight, set the second lock time to 99:99 and set the proper first lock time on the next day of the week.*
6. If you choose to change the timelock settings, AM and PM will be displayed at the bottom of the screen and the cursor will go to the beginning of the first lock time. Enter the time desired. Remember to use 12-hour time and select AM ("1") or PM ("2") for each line.
7. When all lines are entered NEXT and CHANGE will again appear at the bottom of the screen. Select NEXT (press "1") to go to Monday. Repeat Steps 6 through 8 until all days are set. When you reach Saturday the display will instead say REVIEW and EXIT to let you know you have cycled through all days.
8. To end editing, select EXIT (press "2") and remove your key.

```

USER #30
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A
    
```

```

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4
    
```

```

TIMELOCK SETTING
LOOK=1 PRINT=2
    
```

```

SUN LOCK 99:99 AM
UNLOCK 08:00 AM
LOCK 11:59 PM
NEXT=1 CHANGE=2
    
```

```

SUN LOCK 99:99 AM
UNLOCK 08:00 AM
LOCK 11:59 PM
AM=1 PM=2
    
```

```

SAT LOCK 99:99 AM
UNLOCK 08:00 AM
LOCK 11:59 PM
REVIEW=1 EXIT=2
    
```

```

Sherlock
REMOVE KEY
MONDAY
07/22/02 08:40 A
    
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
    
```

3.9 VIEW AUDIT TRAIL

The data logged in the audit trail sets Sherlock apart from other lock packages because you can look back through the last 2000 actions taken and see who did what, and when. Everything is recorded. For example, if User 06 opens the outer door, the audit trail will show the exact time and date that User 06 opened the door. It will also show when the door was shut and if a violation was involved. System events such as power cycles are also recorded. The Store Manager and above may review the audit trail.

1. Present key.
2. Enter your 4 digit PIN code.
3. Select AUDIT (press "1").
4. Select DISPLAY AUDIT (press "2"). *Print audit is not available to Store Manager.*
5. The display will indicate the first date of the audit trail to display. To accept this setting select OK (press "1") or to change the start date select CHANGE (press "2") and enter a new date (MMDDYY format).
6. The display will next indicate the last date of the audit trail to display. To accept this setting select OK (press "1") or to change the start date select CHANGE (press "2") and enter a new date (MMDDYY format).
7. Starting with the first entry on the start date, the screen will display the audit data, one entry at a time. Select NEXT (press "1") to scroll forward through the entries. Select EXIT (press "2") and remove your key to stop scrolling and return to normal operation.

```

USER #30
CODE? _____
PRESS # TO EXIT
07/22/02 08:40 A
  
```

```

ADMIN: AUDIT=1
KEYS=2 TIMES=3
TIMELOCK SET=4
  
```

```

PRINT AUDIT=1
DISPLAY AUDIT=2
  
```

```

START 07/01/02
OK=1 CHANGE=2
  
```

```

ENTER DATE TO
START __/__/__
  
```

```

THRU 07/21/02
OK=1 CHANGE=2
  
```

```

ENTER DATE TO
THRU __/__/__
  
```

```

DATE 07/01/02
07:25A KEY #06
OUTER DOOR UNLK
NEXT=1 EXIT=2
  
```

```

Sherlock
REMOE KEY
MONDAY
07/22/02 08:40 A
  
```

```

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A
  
```

3.10 PRINTING DATA

Users with appropriate permission may print audit trail data, timelock setup data, and employee key count data. A standard serial line printer must be connected to Sherlock via the front panel RJ11 connector. Connect the printer and ensure it has power, paper, ribbon, etc., before attempting to print. Sherlock data output is 2400 baud, 8 data bits, no parity, 1 stop bit. The following procedure includes the additional steps which you will need to follow whenever printing, regardless of which data you are printing.

1. After choosing to PRINT, your data (audit, timelock, or employee count) you will be prompted to connect the printer. Make sure the printer is connected and ready to print.
2. Select READY (press "1") to begin printing. If a problem occurs and you need to cancel the procedure, select RESET (press "2").
3. Once printing begins you may manually stop the printing by pressing any number.
4. If the display indicates NO PRINTER CHECK, there is a problem with the printer or its data connection. Check your hardware setup and select RETRY (press "1") when you believe your setup is correct.
5. When Sherlock has finished printing a message will appear briefly on the screen to advise you, then remove your key and it will return to its normal idle display.

CONNECT PRINTER
READY=1 RESET=2

PRINTING AUDIT
CANCEL = ANY KEY
MONDAY
07/22/02 08:40 A

NO PRINTER CHECK
RETRY=1 RESET=2

AUDIT PRINTOUT
COMPLETE
MONDAY
07/22/02 08:40 A

Sherlock
SYSTEM READY
MONDAY
07/22/02 08:40 A

4.0 SERVICE

You are encouraged to familiarize yourself with Sherlock. Understanding its features and characteristics will drastically diminish the need for assistance. However, should you experience difficulties, you may call **1-800-452-4655 (812-948-8400 outside USA)** to speak to a factory technician. This telephone number is monitored 24-hours a day. Although you may experience a reasonable delay during evenings and holidays, a technician will return your call promptly. Do not call your local locksmith for service! Service must be coordinated and approved by Fire King Security Products to be covered under warranty conditions.

4.1 TROUBLESHOOTING

PROBLEM	PROBABLE CAUSE	CORRECTIVE ACTION
Safe will not allow access to any authorized employees.	Time lock. <i>Sherlock is equipped with a timelock feature.</i>	If the safe has entered the time lock period, you must wait for the time lock period to expire in order to access the safe (usually the next day). Only User 29 or User 30 can edit the timelock settings.
Lost PIN.	Sherlock uses the employee PIN as an assurance against unauthorized use. The factory does not have access to your PIN, nor can your user number be made functional without it.	Contact your supervisor for further assistance. Suggested action is to re-enroll the affected user number with a new PIN.
Error Message: Invalid Key.	The key contacts are dirty, it is not enrolled or has been damaged.	Clean the key contacts with a pink eraser. If the key still indicates invalid, check the employee key count for an open User Number and attempt to reenroll the key. If the key will not enroll, replace the key. If no keys respond or if all keys indicate invalid, contact Fire King Security Products Technical Support.
Message: ERROR DELAY	Your PIN was entered incorrectly five consecutive times.	Sherlock will not respond to your touch for 10 minutes.
No display and no response to keypad touch.	The most likely cause is loss of AC power. Check the power supply is plugged in and that the outlet is providing power. Check that the power supply is plugged into the safe.	Plug in the power supply and ensure the outlet has power. If Sherlock remains inoperable, call the Fire King Security Products Technical Service department.

4.2 PREVENTATIVE MAINTENANCE

Your Sherlock electronic lock system should provide you with years of trouble free performance. We do recommend that you regularly wipe the keypad and display with a soft cloth with rubbing alcohol (use sparingly). Use rubbing alcohol and a cotton swab to clean keypad key contacts. Use a pink eraser to clean keys. Do not attempt to wash your safe's hinges or other moving parts and never use any cleaning chemicals, water, or other liquids on exposed electronics.

4.3 PRODUCT WARRANTY

The warranty statement below applies to safes manufactured by Fire King Security Products and sold under the brand names FireKing, NKL, Gary or Meilink. When installed on other brands, the warranty is provided by that safe manufacturer. If Sherlock is installed as an upgrade to an existing product, regardless of the brand, the parts carry a 90 day warranty from date of purchase.

FIRE KING SECURITY PRODUCTS ONE YEAR LIMITED WARRANTY

If a mechanical, electronic, or operable part of the Sherlock electronics malfunctions or breaks down during normal use, Fire King Security Products will, at our option, repair or replace such part free for a period of one year from the date of installation. External devices, not manufactured by Fire King Security Products (such as transformers and UPS devices), are warranted for ninety (90) days from date of installation..

Warranty Service is available by contacting your dealer or by contacting Fire King Security Products at 800-452-4655 (812-948-8400 outside USA). Fire King Security Products reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before any warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the merchantability and fitness for a particular purpose are excluded, except as stated above. Fire King Security Products disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights as well, which vary from state to state.

4.3.1 Things That Void Warranty

Your warranty will be void if you misuse or abuse the safe or electronics, apply incorrect power source, remove or substitute parts, use the product in an application it was not intended for, or use any sort of sharp object to press the keypad. Unauthorized service will also void your warranty.

4.3.2 Duration of Warranty

Your warranty, as stated above, applies to safes manufactured by Fire King Security Products. This includes FireKing, Meilink, NKL and Gary brand names. When Sherlock electronics are sold as an upgrade to an existing safe, the parts are covered by a 90 day parts warranty. For safes sold with Sherlock where the safe brand is not manufactured by Fire King Security Products, the warranty is provided by that safe manufacturer.

4.4 OBTAINING WARRANTY SERVICE

Sherlock is manufactured by Fire King Security Products and may be distributed on FireKing, NKL, Gary, or Meilink brands by Fire King Security Products. Sherlock may also be installed on virtually any safe. Warranty conditions vary depending on safe brand and country.

4.4.1 Inside USA, Fire King Security Product Safes (FireKing, NKL, Gary or Meilink Brands)

Contact Fire King Security Products at 800-452-4655 or 812-948-8400. We will verify your warranty status and dispatch a qualified local safe technician to repair your safe. Contacting a locksmith directly will void your warranty. When you contact Fire King Security Products be prepared to provide your safe serial number as well as contact information.

4.4.2 Inside USA, Other Fine Brands

Contact your safe manufacturer for warranty service.

4.4.3 Outside USA

Contact your local distributor for assistance.

Fire King[®]
SECURITY PRODUCTS
FOR THE 21ST CENTURY

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