

NKL CX Series

Customer Manual

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Introduction

This manual has been created to assist you in operating your NKL CX Safe. In it you will find the following information:

- A listing of all available CX Safe models and features.
- Instructions on using the Touch Screen and Standard Keypad displays. Separate instructions, divided into 2 columns, will be provided for both available screen types.
- A listing of all available CX door types and instructions on how to manage them.
- Detailed step-by-step instructions for operating the safe. This includes how to add new Users, how to open the doors, how to deposit money, and many other critical safe operations.
- A section that breaks down all the major reports that can be printed on a CX Safe to help you to better understand the information that they provide.
- A troubleshooting section to help you with any issues that may occur.

Technical Support

Please contact us if you have any questions or need assistance. NKL Phone Technicians will help you troubleshoot the problem, often resolving the issue immediately. If a field technician is required they will dispatch a certified repair technician. To obtain repair service in the United States contact NKL Technical Support to determine warranty or maintenance agreement status.

Do not call your local locksmith for service. Service must be coordinated and approved by NKL to be covered under warranty conditions. Unauthorized service will void your warranty and/or terms of your service and will definitely not be paid by NKL. Outside the United States contact your dealer or distributor to obtain authorized service.

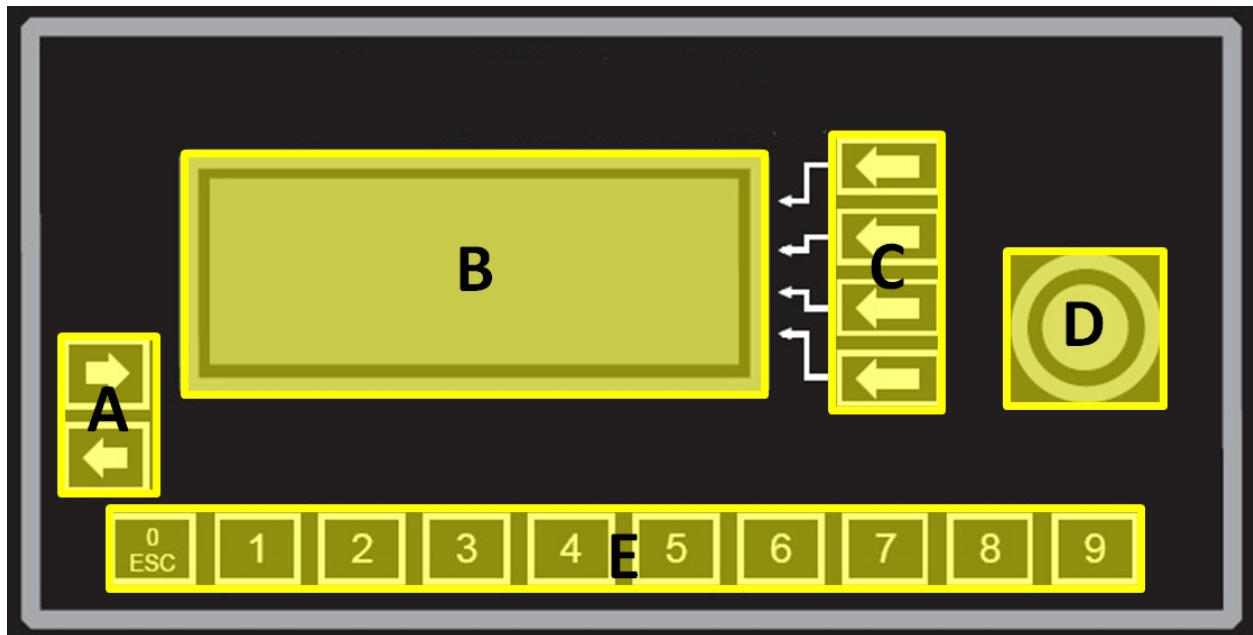
NKL TECHNICAL SUPPORT

1.800.452.4655

Screen Types

Your NKL CX Safe(s) will be equipped with either a Touch Screen interface **or** a Standard Keypad Display interface. How you program and use your safe will change depending on which screen type is installed on the safe. This manual will provide separate instructions, divided into 2 columns, for both screen types. Please keep in mind that all functions covered in this manual are available regardless of screen type of your safe.

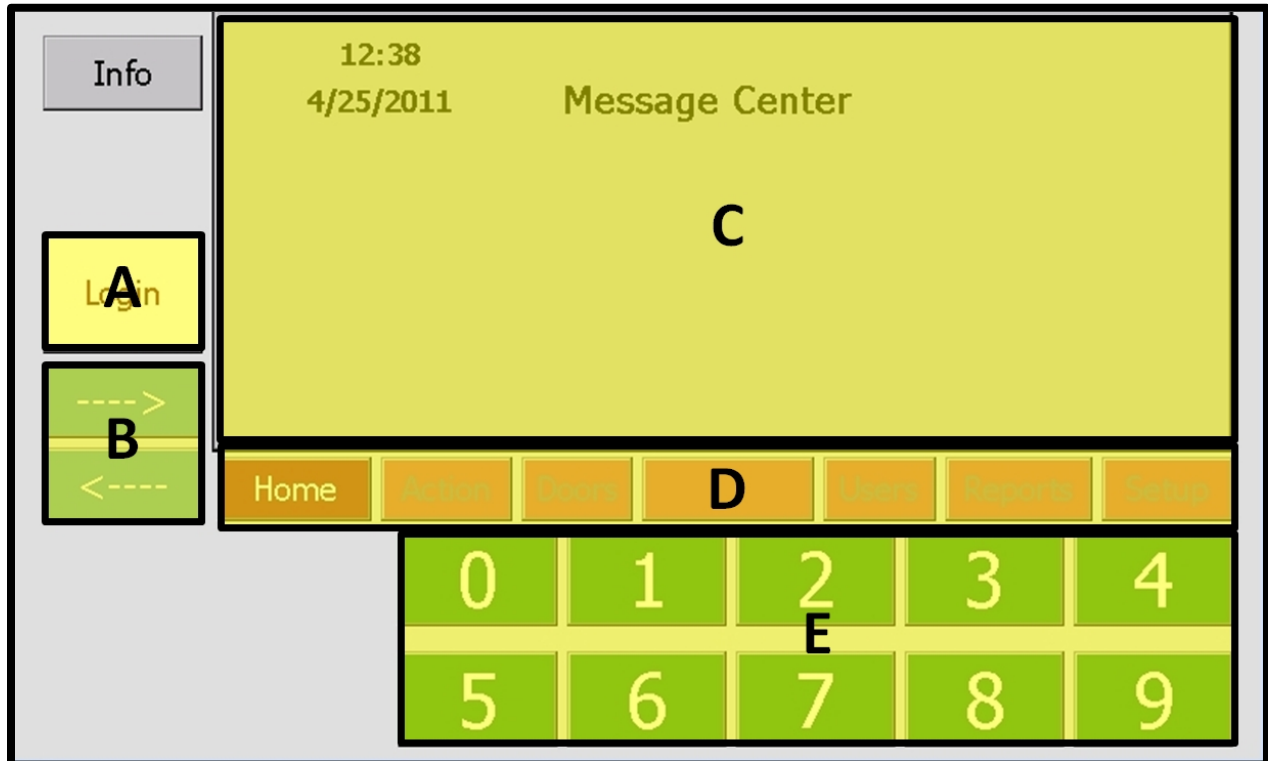
Standard Keypad Display



- A. Scroll Left/Right** - The symbols > and < are used to indicate the selection activity/arrow field to be used.
- B. Display** - 20 X 4 LCD character display area. Automatic backlight on/off.
- C. Select Buttons** - Use these buttons to choose operations on the corresponding line of the display.
- D. E-Key Reader** - Receptacle for reading e-keys (also referred to as Dallas keys).
- E. Number Buttons** - Directly enter numbers. The ESC/0 key is used to exit from a menu or function. This button is also used to enter "0" as a number.

Screen Types (Cont.)

Touch Screen Display



- A. Login** – Brings up the Login field (appears in the Message Center).
- B. Scroll Arrows** - Used to move a selection or field forward or backward.
- C. Message Center** – All system messages and menus will appear here.
- D. Menu Buttons** – A series of menus used to set up, modify, and utilize all safe functions (access limited to some functions depending on User level). The Menus are: Home, Action, Doors, Insta Btns (if enabled), Users, Reports, and Setup.
- E. Number Pad** – Used to input numbers into the safe menus and fields.

CX Safe Models and Features NKL



Model: CX-C

Dimensions:

Height: 31"

Width: 21"

Depth: 20 1/16"

Weight:

300 lbs.

Door Configuration

1 Outer Door, 2 Inner Doors

Features:

10 Column, 120 Tube Capacity
Programmable Vend Assembly

Serviceable Dual MEI Validators
(Single or Bulk)

Manual Envelope Drop



Model: CX-QS

Dimensions:

Height: 32"

Width: 27 1/2"

Depth: 23"

Weight:

440 lbs.

Door Configuration

3 Outer Doors

Features:

Electronically Locked Till Storage
Compartment (Bottom Door)

Serviceable Dual MEI Validators
(Single or Bulk)

Manual Envelope Drop

CX Safe Models and Features (Cont.)



Model: CX-MS

Dimensions:

Height: 33"

Width: 13 3/4"

Depth: 24 1/2"

Weight:

300 lbs.

Door Configuration

2 Outer Doors (including base)

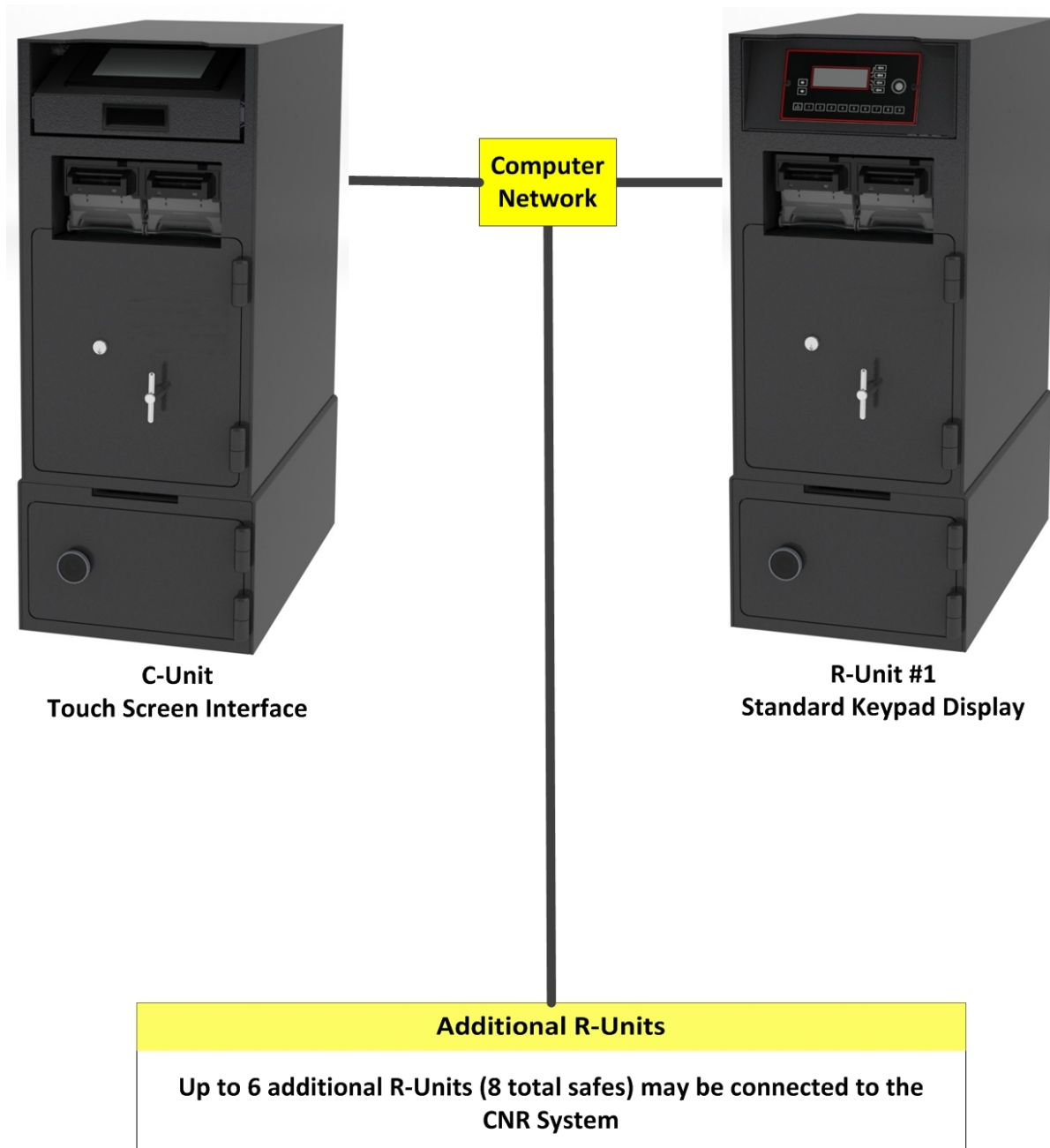
Features:

**Serviceable Dual MEI Validators
(Single or Bulk)**

**Base for Manual Envelope Drops (door
lock may be mechanical or electronic)**

Control – Remote (CnR) Systems

Control – Remote Safe setups are an available feature with the NKL CX Safe line. CnR allows multiple safes to be connected together and operate as one system as opposed to multiple separate safes. The system will contain 1 Control unit safe and **up to 7** Remote unit safes connected to it via standard computer network. The following diagram provides a basic overview of a CnR CX Safe system:



Control – Remote (CnR) Systems (Cont.)

Control Unit (C-Unit)

- One (and only one) safe must be designated the C-Unit of the system. This safe may be any NKL CX Safe model (see pages 3-4) but **MUST** have a touch screen interface.
- The C-Unit receives audit information from all the connected R-Units in the system. This means that when certain reports are printed the totals that are calculated are from all the safes in the system, not just the C-Unit.
- The Armored Car procedure is initiated from the C-Unit safe's touch screen.
- All reports are printed from the C-Unit's touch screen.
- All settings and users are entered using the C-Unit's touch screen.

Remote Units (R-Units)

- Up to 7 R-units may be connected to 1 C-Unit. These safes may be any NKL CX Safe model (see pages 3-4) but they **MUST** have a Standard Keypad Display interface.
- If you want to perform a validated drop, manual drop, or vend coin it will be initiated from that particular R-Unit's Standard Keypad Display. The C-unit **does not** control these R-Unit functions.

User Levels

You can assign 1 of 4 distinct User levels to each User on the CX Safe. The permissions of each User level are listed below:

User Level	Permissions
Administrator	<ul style="list-style-type: none">• May modify some configuration level settings on the safe• May print all system reports• May enroll and edit all User levels• May NOT open any safe doors
Manager	<ul style="list-style-type: none">• May open the safe doors (but only with permissions enabled)• May print all system reports• May enroll or edit Manager and Cashier level Users
Cashier	<ul style="list-style-type: none">• May open the safe doors (but only with permissions enabled)• May print a Shift Report and EOD Report (only if EOD permissions are enabled)• May not enroll or edit any Users
Reports Only	<ul style="list-style-type: none">• May print all system reports• May not perform any other functions on the safe

Logging In

All Users must log in before using the CX Safe:

Logging In

Available functions will be limited to your User level (see previous section). Please note that your safe may be set up so that it only requires a User ID instead of a User Number and PIN. In this instance only the User ID needs to be entered when logging in.

Touch Screen

- 1) Press **Login**
- 2) Use the **number pad** to enter your **User Number**
- 3) Touch the field next to **User Pin**
- 4) Enter your **PIN Number** using the **number pad**
- 5) Press **Done**

Standard Keypad Display

- 1) Press any number key other than **ESC/0** on the standard keypad to bring up the Login Screen
- 2) Use the **number keys** to enter your **User Number**
- 3) Press **DONE**
- 4) Use the **number keys** to enter your **User PIN**
- 5) Press **DONE**

Door Types

The way each door functions when it is opened will vary depending on its type. The following chart details how each door type behaves when it is opened on a CX Safe. Please note that the door types are set up on your CX Safe in the factory or during the initial install of the safe. If you believe that one or more of the doors on your safe are not functioning as they should, please contact NKL Technical Support at **1.800.452.4655**.

Door Type	When Opened...
Validated Drop	Screen prompt will appear asking the User if they are removing cash from the validator cassettes.
Manual Drop	Screen prompt will appear asking the User if they are removing the contents of the manual drop compartment.
Vend	Screen prompt will appear asking the User if they are loading tubes into the vend assembly. This type of door is only found on CX-C Safes.
Storage	The door will open without any screen prompts.

User Management Functions

The following section covers the basic User management functions on your NKL Control Unit CX Safe.

Enrolling a New User

Make sure that the first User you enroll is a Manager Level User with permissions for all doors. Please note that the safe will automatically assign a User Number for each User you enroll. All users will be required to immediately change their PIN the first time they log in.

Touch Screen

- 1) **Log In** (Manager/Administrator)
- 2) Select the **Users** menu.
- 3) Select **New User**.
- 4) Select the blank field next to name. A keypad will appear allowing you to enter the User name. Press **DONE** when finished.
- 5) Select the drop down field next to **Level** to select the Users permission level.
- 6) If desired, select the **Status** drop down menu to change the status of the User. A User must be set to **Active** to operate the safe.
- 7) Select the **ID** field and then use the number pad to enter a Personal ID. This number **must be 3-9 digits long**. It is recommended that you enter the same User Number that was automatically assigned earlier in the procedure.
- 8) Select the **Pin** field and then enter **2-2-2-2** using the number pad.
- 9) Set the **User Permissions** as desired. Permissions include door accesses, Vend permission (CX-C only) and access to run an EOD Report (Cashiers only). To enable permission, check the box next to it by touching the screen.
- 10) Select **Save User**. A dialog box will appear asking if you are sure you want to save the User. Select **Yes** to save the User.

Standard Keypad Display

- 1) **Log in** as a Manager or Administrator.
- 2) Select **SUPERVISORY** (Manager only)
- 3) Select **KEYS** and then select **ENROLL KEY**.
- 4) **E-Key User** – Present E-Key to be enrolled
- 5) **Keyless User** – Select **KEYLESS**, select **USER NUMBER**, and make a note of the assigned User Number.
- 6) Select the User's permission level.
- 7) Use the number buttons to enter a 9-digit Personal ID then select **DONE**.
- 8) Enter the User's name. Select UP LETTER and DOWN LETTER as needed to scroll through the alphabet until you reach the desired letter. Use the scroll buttons to move the cursor left and right. Names may be up to 15 characters long. Select **DONE** to accept the name when finished.
- 9) **Enter 2-2-2-2** as the PIN
- 10) **Reenter 2-2-2-2** to confirm the PIN.
- 11) The screen will momentarily indicate **CHOOSE DOOR PERMISSION FOR USER** and will then advance to a screen where you choose which door or doors the new user will have permission to access.
- 12) Select **DOORS** to enable access (* indicates enabled) then select **DONE**.
- 13) Select **ALLOW VEND** to enable vend permission (* indicates enabled, CX-C only).
- 14) Select **ALLOW PRINT EOD** (Cashiers) to enable permission to print the EOD Report (* indicates enabled).

User Management Functions (Cont.)

Edit an Existing User

Please note that you cannot edit yourself. The Users you are allowed to edit will be limited to your User level.

Touch Screen

- 1) Log in (Manager/Administrator).
- 2) Select the **Users** menu.
- 3) Select **Edit User**.
- 4) Use the scroll arrows to navigate to the User you want to edit.
- 5) Change any of the User's settings or permissions using the same fields and options that were used to enroll the User.
- 6) Select **Save User**. A dialog box will appear asking if you are sure you want to save the changes made to the Users information. You may select **Yes** to save or **No** to cancel.

Standard Keypad Display

- 1) Log in (Manager/Administrator).
- 2) Select **SUPERVISORY** (Managers only)
- 3) Select **USERS**
- 4) Select **DISPLAY/EDIT USERS**
- 5) Use the **top scroll arrow** to navigate through the Users on the system. Once you find the User you want to edit select **EDIT USER**.
- 6) **The next screen displays 3 menus:**
 - **STATUS** – change the User's status to either Active, Inactive, or Deleted
 - **DOOR PERMISSIONS** – Set individual door permissions for the User
 - **USER PERMISSIONS** – Set EOD and Vend Column Permissions for the User.
- 7) Press the **ESC/0** key to return out of the menus when finished.

Deposit Functions

The following section covers the functions used to make deposits and how use the “Insta Button” feature on your NKL Control Unit CX Safe.

Validated Drop

Please note that once activated the validators will automatically time out after 30 seconds of inactivity and complete the deposit.

Touch Screen

- 1) Log in (Cashier/Manager).
- 2) Select the **Actions** menu
- 3) Select **Validated Drop**.
- 4) Insert currency into the validators.
- 5) Select **Done** when finished.
- 6) A receipt will automatically print detailing the transaction.

Standard Keypad Display

- 1) Log in (Cashier/Manager)
- 2) Select **OPERATIONS** (Manager only).
- 3) Scroll down and select **VALIDATED DROP**.
- 4) Insert currency into validators.
- 5) Select **DONE**.
- 6) A receipt will automatically print detailing the transaction.

Manual Drop

By default, all NKL CX Safes are set up for manual drops. The default manual drop categories are: Cash, Check, and Credit Card (C.C.)

Touch Screen

- 1) Log in (Cashier/Manager).
- 2) Select the **Actions** menu.
- 3) Select **Manual Drop**.
- 4) Enter a **DROP ID** if desired by first selecting it and then using the keyboard that appears.
- 5) Select the field next to Cash, Check, or C.C. (Credit Card) depending on what type of drop you have. Input the value of the drop using the number pad.
- 6) Select **Done**.
- 7) Select **Yes** to confirm the drop or **No** to cancel.

Standard Keypad Display

- 1) Log in (Cashier/Manager).
- 2) Select **OPERATIONS** (Manager only).
- 3) Scroll down and select **MANUAL DROP**.
- 4) Enter a **DROP ID** if desired using the keypad
- 5) Select the **drop type** (Cash, Check, or C.C.) then enter the **amount**.
- 6) Select **DONE**.

Deposit Functions (Cont.)

Insta Buttons

The Insta Button feature allows a user to set up a common system function to 1 button. This allows a user to quickly access that function for the remainder of their shift. Please note that the Insta Button feature must be enabled on your system before you can use it. Please contact NKL Technical Support at 1.800.452.4655 if you need assistance.

Touch Screen

To assign a functions to the Insta Buttons:

- 1) Log In (Cashier/Manager)
- 2) Select the **Insta Buttons** menu
- 3) There will be 4 vertical columns representing the 4 available Insta Buttons. Each Insta Button may be assigned to 1 of the following functions:
 - **Val. Drop** – initiate a validated drop
 - **Man. Drop** – initiate a manual drop
 - **Vend** – initiate a vend (CX-C only)
 - **Shift Rpt.** – print a shift report
 - **Cancel** – no function
- 4) Select the function you wish to assign to each Insta Button and then press **Set** to save.

To use an Insta Button:

- 1) Log in (Cashier/Manager)
- 2) Select Insta Buttons (CnR Safe only)
- 3) Select the Insta Button you wish to activate. The feature assigned with that Insta Button will begin immediately.

To release an Insta Button:

- 1) Log In (Cashier/Manager)
- 2) Select the **Insta Buttons** menu
- 3) Set each Insta Buttons you wish to release to the **“Cancel”** and then press **Set** to save.

Standard Keypad Display

Manager Login:

- 1) Log in (Manager)
- 2) Select **OPERATIONS**.
- 3) Scroll down and select **INSTA BUTTONS**.
- 4) Continue to Procedure section below.

Cashier Login:

- 1) Log in (Cashier)
- 2) Scroll down and select **INSTA BUTTONS**.
- 3) Continue to Procedure section below.

Procedure:

- 1) Select any of the “OPEN” Select buttons.
- 2) A list of 4 function types will be displayed on the next screen: **Validated Drop, Manual Drop, Vend, and Shift Report**. Selecting one of these functions will assign that function to the select from the previous Insta Button).
- 3) Press the **ESC button** until you are returned to the main screen.
- 4) To use the Insta Button, press any **Select** button from the main screen and then select the **Insta Button** you want to use. The feature assigned with that Insta Button will begin immediately.
- 5) To release an Insta Button, return to **the INSTA BUTTON menu** and **select the active Insta Button you wish to cancel**. You will be asked if you wish to “Release This Insta Button?” Selecting **YES** will set the Insta Button back to “OPEN” status.

Coin Vending Functions

The following section covers the coin vending functions used with a NKL CX-C Safe (only).

Loading Coin Tubes

*The process for loading coin tubes into the vend assembly of a CX-C safe.
Please note that to perform this procedure you must be a Cashier or Manager with permission to open the outer door. It is highly recommended that you write down the amount of tubes being loaded **before** the procedure is started.*

Touch Screen

- 1) Log in (Cashier/Manager).
- 2) Select the **Doors** menu.
- 3) Select the **Vend (Outer) Door**.
- 4) Select **Yes** when asked to load tubes.
- 5) Open the Vend Door when prompted.
- 6) A screen will appear which allows you to load tubes into each column. Load all the tubes into the columns first and then enter the amounts using the touch screen.
- 7) Press **Done** when finished.
- 8) Close the Outer Door and a receipt showing what you added will automatically print.

Standard Keypad Display

- 1) Log in (Cashier/Manager).
- 2) Select **OPERATIONS** (Manager only).
- 3) Select **OPEN DOORS**.
- 4) Select **VEND DOOR (Outer Door)**
- 5) Select **YES** when asked if you are loading tubes.
- 6) Open the Outer Door when prompted
- 7) Load all the tubes into the columns first and then enter the number of tubes being added to using the number keys and scroll buttons on the keypad. Press **DONE** when finished.
- 8) Close the Outer Door and a receipt showing what you added will automatically print.

Vending Coin Tubes

If enabled, Vend Delay Timers will begin counting down immediately after a roll is dropped.

Touch Screen

- 1) Log in (Cashier/Manager).
- 2) Select the **Actions** menu.
- 3) Select **Vend**.
- 4) There will be a screen with 10 buttons representing each column of coin tubes. **Select which column you wish to vend from.**
- 5) The screen will instruct you to "Turn knob for column X now". Turn the knob on the column you selected to drop the tube and then turn it back to its original position.
- 6) A vend receipt will automatically print.

Standard Keypad Display

- 1) Log in (Cashier/Manager).
- 2) Select **OPERATIONS** (Manager only).
- 3) Scroll down and select **VEND**.
- 4) Enter the desired column number to vend.
- 5) Select **DONE**.
- 6) Turn the knob of the column that you chose until a roll is vended.
- 7) Return the knob to its normal position.
- 8) A vend receipt will automatically print.

Coin Vending Functions (Cont.)

Buying Change

Please note that vend permissions DO NOT apply when buying change.

Touch Screen

- 1) Log in (Cashier/Manager).
- 2) Select the **Actions** menu.
- 3) Select **Buy Change**.
- 4) Insert currency into the validators.
- 5) Press **Done**.
- 6) The normal "Vend" screen will appear. The total buy change fund amount remaining is displayed at the top of the screen.
- 7) Press any column button and that column will vend. Continue to do this until the funds are exhausted or press **Done** to deposit the remaining amount.

Standard Keypad Display

- 1) Log in (Cashier/Manager)
- 2) Select **OPERATIONS** (Manager only).
- 3) Scroll down and select **VALIDATED DROP**.
- 4) Insert currency into validators and press **DONE** when finished.
- 5) Select **YES** when the screen reads "BUY CHANGE?"
- 8) Enter the column number and then press **VEND** to vend coin from a column. Continue to do this until the funds are exhausted or press **DONE** to deposit the remaining amount.

Zeroing Columns

Zeroing allows you to completely clear the tube count in each individual vend column.

Touch Screen

- 1) Log in (Manager/Administrator).
- 2) Select the **Setup** menu.
- 3) Select **Zero Columns**.
- 4) A screen will appear which shows the current count for each column with a checkbox for each column that says "**Zero?**"
- 5) **Check any columns you wish to clear** and then press **Done**.
- 6) A receipt will automatically print.

Standard Keypad Display

- 1) Log in (Administrator /Manager).
- 2) Select **SAFE SETUP** (Admin Only)
- 3) Select **VAL/VEND SETTINGS** (Admin only)
- 4) Select **OPERATIONS** (Manager only).
- 5) Select **ZERO COLUMNS**
- 6) Use the scroll buttons to select a column and then press **ZERO AMOUNT** to clear the tube count.
- 7) Press **DONE** when finished.
- 8) A receipt will automatically print.

Opening Doors and Content Removal

The following section covers the procedure for Opening the Doors on a CX Safe. Please note:

- When certain doors are opened, a prompt will appear on the display asking what to do with the contents. **More information on door types is available on page 12 of this manual.**
- Some validator doors require that a key be inserted and turned into a fire switch to activate the lock of the door.

Opening a Door

Delay, timelock, and permission settings may apply. If a door is not opened and then not closed before time runs out: a violation will be logged into the audit, the screen will flash a warning message and the buzzer will sound continuously.

Touch Screen

- 1) Log in (Cashier/Manager)
- 2) Select the **Doors** menu.
- 3) **Select the desired door** to open.
 - If there is a door delay, a countdown timer will begin and will be visible in the Message Center.
 - If the requested door is in timelock you will be notified in the Message Center.
- 4) **If applicable to the door you are opening (see page 12)**, a prompt will appear asking what you would like to do with the contents.
- 5) **When OPEN DOOR "X" NOW!** is displayed open the door.
- 6) Shut safe door(s) when you are finished.

Standard Keypad Display

- 1) Log in (Cashier/Manager).
- 2) Select **OPERATIONS** (Manager only).
- 3) Select **OPEN DOORS**.
- 4) Select the desired door to open.
 - If there is a door delay, wait until the door delay ends (keypad will beep) and then repeat the above steps.
 - If the requested door is in timelock you will be notified on the screen.
- 5) **If applicable to the door you are opening (see page 12)**, a prompt will appear asking what you would like to do with the contents.
- 6) **When OPEN DOOR "X" NOW!** is displayed open the door.
- 7) Shut safe doors when you are finished.

Opening Doors and Content Removal *(Cont.)*

Armored Car Removal Procedure – CnR Safe Setup

*All the validator contents on a CnR system are removed during an Armored Car procedure.
The process is initiated from the touch screen of the Control Unit safe.*

- 1) Log in (Cashier/Manager)
- 2) Select the **Doors** menu.
- 3) Select **“Armored Car – Validated Doors”**
- 4) Select **Yes** to “Are you removing cash?”
- 5) Select **Yes or No** to “Are you removing cash from the remote units?”
 - *If you selected Yes continue to step 6*
 - *If you selected No please go directly to step 12*
- 6) On the next screen, all Remote Unit safes on the system will be listed and will each have yellow button underneath that reads **“Add to AC”**. Pressing the yellow **“Add to AC”** button will add that particular Remote unit to the AC Removal Procedure. When selected the button will change from yellow **“Add to AC”** to blue and **“Remove”**
- 7) Once you have selected all the Remote Unit safes that you wish to empty, press the **Start AC** button at the top of the screen.
- 8) Go to the nearest Remote Unit safe, insert the fire switch key, turn the fire switch key to activate the lock, and then open the door.
- 9) Remove the contents from the Remote Unit’s validator cassettes, reinsert the cassettes, and then close the Remote Unit door.
- 10) **Repeat steps 8 and 9 for all remaining Remote Unit safes on the system.**
- 11) Press the **End AC** button on the touch screen. The safe will sync for a few moments before continuing.
- 12) Select **Yes** when asked “Are you removing cash from the C-Unit?”
- 13) Insert the fire switch key, turn the fire switch key to activate the lock, and then open the door of the Control Unit safe.
- 14) Remove the contents from the Control Unit’s validator cassettes, reinsert the cassettes, and then close the Control Unit door.
- 15) Press the **“Done with C-Unit Door Open Procedure”** button to finish the Armored Car Removal Process.
- 16) A report will print detailing the procedure.

Change Order Functions

Your safe has an **optional** Change Order feature that allows you to pay for any change orders you have made with a 3rd party provider (bank, armored car, etc.). Please note that the change order feature must first be activated on the safe before it can be used. If you wish to use this feature, please contact NKL Technical Support at **1.800.452.4655** for assistance.

Creating a Change Order

Once a change order value is determined, you may enter the change order into the system:

Touch Screen

- 1) Log in (Manager)
- 2) Select the **Actions** menu.
- 3) Select **CHANGE ORDERS**.
- 4) Select **Create** to add the change order (up to 8 change orders may be created).
- 5) Press the **Total** field, enter the predetermined amount of the called in change order, and then press **Update**.
- 6) The **Future Change Order** check box allows you to select whether you want the change order to occur **during** the next armored pickup (leave the box unchecked) or **after** the next armored pickup (check the box)
- 7) You may continue to add change orders or simply leave the Change Order screen to finish.

Standard Keypad Display

- 1) Log in (Manager)
- 2) Select **OPERATIONS**,
- 3) Scroll down and select **CHANGE ORDER**.
- 4) The following screen displays all current change orders in the system. Up to 8 separate change orders may be entered into the system at once. Select the change order that you wish to enter.
- 5) Enter the dollar amount of the change order that will be delivered. Use the UP Scroll Arrow to change the order delivery from **Next** (default) to **Future**. Next indicates that the change order will arrive during the next armored car pickup.
- 6) Select **DONE**.
- 7) You will be returned to the main change order screen that displays all current change orders.

Change Order Functions (Cont.)

Editing or Deleting an Existing Change Order

Touch Screen

- 1) Log in (Manager)
- 2) Select the **Actions** menu.
- 3) Select **CHANGE ORDERS**.
- 4) Select the change order from the list that you wish to edit and then select the Total field. Enter a new value and press **Update** to change the value
- 5) You may alternatively press the **Delete** button to remove the change order from the system.

Standard Keypad Display

- 1) Log in (Manager)
- 2) Select **OPERATIONS**
- 3) Scroll down and select **CHANGE ORDER**.
- 4) Select an existing change order that you wish to change or delete and then select **EDIT/DELETE**.
- 5) Pressing the DOWN Scroll Button will delete the change order from the system.
- 6) Use the number buttons to enter a new change order value and
- 7) Press **DONE** when finished

Funding a Change Order

Once a change order has been called in and a total value of the order is received, you may pay for that change order directly on site using the safes validators.

Touch Screen

- 1) Log in (Manager)
- 2) Select the **Actions** menu.
- 3) Select **CHANGE ORDERS**.
- 4) Select the change order from the list and then press the **FUND** button.
- 5) Insert cash into the validators. A progress screen is given indicating the amount of cash dropped. Press **Done** when finished.
- 6) You may choose fully or partially fund the change order. A receipt will print indicating the change order amount, the fund amount, and the remaining amount needed (if any). A progress bar is given next to the change order showing the current funding amount.

Standard Keypad Display

- 1) Log in (Manager)
- 2) Select **OPERATIONS**.
- 3) Scroll down and select **CHANGE ORDER**.
- 4) Select the change order that you wish to fund.
- 5) Select **FUND**.
- 6) Insert cash into the validators.
- 7) Select **DONE** when finished.
- 8) You may choose fully or partially fund the change order. A receipt will print indicating the change order amount, the fund amount, and the remaining amount needed (if any).

Change Order Functions (Cont.)

Completing a Change Order

Any "Current" change orders are automatically completed when opening the validator door and choosing to remove the cash from the validator cassettes. Once the content removal is completed, any change orders that were designated "Future" will automatically be changed to "Current" status, allowing you to fund those orders before the content removal.

Touch Screen

- 1) The process begins immediately after selecting **Yes** to removing cash from the validators during a door open procedure.
- 2) Select the change order being delivered from the **Change Orders Due** dropdown box.
- 3) Enter the value of the change order delivery into the **Delivery Amt.** field and then press the **Update** button.
- 4) If the amount funded matches the amount being delivered, you may choose **Done** to complete the order and continue.
- 5) If the amount funded does not match the amount being delivered, 3 options are available: **Fund**, **Refuse**, or **Accept Difference**.
 - **Fund** – pressing **Fund** allows you to complete the funding of the change order using the safe's validators. Insert money into the validator until the order is completely funded and then press **Done**. When you are returned to the main change order screen, press **Done**.
 - **Refuse** – pressing the **Refuse** button cancels the change order delivery process. Refusing a change order clears it out of the system completely. After refusing the order press **Done**.
 - **Accept Difference** – pressing **Accept Diff.** accepts the funding shortage. After accepting the difference press **Done**.
- 6) If multiple change orders are being delivered, select the next change order from the Change Orders Due dropdown and repeat the above steps. When all change orders are reconciled the removal procedure will continue on normally.

Standard Keypad Display

- 1) The process begins immediately after selecting **YES** to removing cash from the validators during a door open procedure.
- 2) Select **YES** when asked if you are delivering a change order.
- 3) Enter the dollar amount of the change order being delivered.
- 4) If the change order has not been fully funded or if the delivery amount exceeds the funding amount, a screen will appear displaying the order amount (Ordr), the amount funded so far (Fund), and the delivery amount. You must select 1 of 4 available option to reconcile the change order:
 - **Re-enter Delivery** – allows you to adjust the delivery amount.
 - **Fund Order** – Allows you to finish funding the change order using the validators.
 - **Refuse Order** – Cancels the change order completely. No change will be delivered.
 - **Accept Difference** – Completes the change order even though it was not fully funded.
- 5) Once the change order is reconciled, the removal procedure will continue on normally.

Administrative Functions

Change System Date

Touch Screen

- 1) Log In (Administrator).
- 2) Select the **Setup** menu.
- 3) Select **Set Date**.
- 4) Edit the **Month (MM), Day (DD) and Year (YY)** fields next to "Step 2" by selecting each one and using the number pad to type in the values.
- 5) Select **Done** to save the changes.

Standard Keypad Display

- 1) Log in (Administrator)
- 2) Select **SUPERVISORY**
- 3) Select **TIME**
- 4) Select **DATE**
- 5) Use the number pad to **enter the date** and press **DONE**.
- 6) Use the select arrow to **change the day of the week** and then Select **DONE** to save the changes.

Change System Time

Touch Screen

- 1) Log In (Administrator).
- 2) Select the **Setup** menu.
- 3) Select **Set Time**.
- 4) **Edit the hour and minute fields** underneath "EDIT TIME:" by selecting them and then using the number pad to type in the values.
- 5) Select **Done** to save the changes.

Standard Keypad Display

- 1) Log in (Administrator)
- 2) Select **SUPERVISORY**
- 3) Select **TIME**
- 4) Use the number pad to **enter the time in military format**.
- 5) Select **DONE** to save the changes.

Enable Daylight Savings Time

Touch Screen

- 1) Log in (Manager)
- 2) Select the Setup menu.
- 3) Select **Set DST**.
- 4) Set **DAYLIGHT SAVINGS** to **DST ON** to enable or **DST OFF** to disable the automatic daylight savings time adjustment.
- 5) When **DST ON** is selected, the "**Region**" drop down box will appear. Verify that this field is set to your current region (default is United States).
- 6) Select **DONE** to save the changes.

Standard Keypad Display

- 1) Log in (Administrator)
- 2) Select **SUPERVISORY**
- 3) Select **TIME**
- 4) Select **DAYLIGHT SAVINGS**.
- 5) Use the scroll buttons to select the correct DST region.
- 6) Select **DONE** to save the changes.

Administrative Functions (Cont.)

Setting Up a Fixed End of Day

You may set up the End of Day to automatically end at a specific time every day as opposed to ending it manually by printing an EOD Report (see page 35). Please note that an EOD Report can be set up to print whenever a Fixed End of Day procedure is executed.

Touch Screen

- 1) Log In (Administrator)
- 2) Select the **Setup** menu.
- 3) Select **Set Fixed EOD**.
- 4) Set Enable End of Day to **ON**. Doing so will make 2 additional fields appear: **Time** and **EOD**.
- 5) Enter the time (in military format) when you wish the Fixed End of Day to occur.
- 6) Select the **EOD** type:
 - **Auto Print** – when selected the safe will End the Day at the specified time and automatically print the EOD report.
 - **Screen Notification** – When selected causes a warning message to appear at the specified time instructing you to log in and end the business day. **Please note with this EOD type selected, you will still be required to manually end the business day by running an EOD Report (see page 35)**
- 7) Press **Done** to save all changes.

Standard Keypad Display

- 1) Log In (Administrator).
- 2) Select **SAFE SETUP**.
- 3) Select **MORE** twice.
- 4) Select **FIXED EOD**.
- 5) Select **YES** to enable Fixed EOD.
- 6) Select **YES** to enable EOD Auto Print. With this enabled, the EOD report will print when the business day is ended.
- 7) The following screen asks you to enter the time that you want the EOD to occur every day. **Enter the time (in military time)** and then press **DONE**.
- 8) You may select the **RECEIPT SETTINGS** menu to set up what type of receipt information is printed when the Auto EOD is performed. Enable/Disable each option using the Select buttons and scroll through the pages using the Scroll buttons. The receipt options are: VALIDATED DROP, MANUAL DROP, CHANGE FUND, CHANGE DELIVERY, and VEND.
- 9) When finished, press the **ESC/0** key repeatedly to return to the main screen.

Reports Overview

A variety of reports can be printed on a CX Safe to accommodate all of your accounting and auditing needs. Report access and use is different depending on the User level being used:

- **Administrators and Managers-** Can access all reports.
- **Cashiers -** Can only access the Shift and EOD Reports (and only if this permission was enabled when they were enrolled).

Accessing the Reports Menu

<i>Touch Screen</i>	<i>Standard Keypad Display</i>
<ol style="list-style-type: none">1) Log in2) Select the Reports menu.3) Select the report you wish to print.	<ol style="list-style-type: none">1) Log in2) Select SUPERVISORY (Administrator only).3) Select OPERATIONS (Manager only).4) Select REPORTS.5) Scroll and select the report you wish to print.

Configuration Report

The Config Report prints a list of all configuration settings (timelock, door delays, etc.) of the CX Safe:

CX CONFIGURATION LIST
 02/01/12 @ 19:12
 USER #003
 MANAGER 2
 SITE ID: MY STORE
 STORE #: 1234

COMPANY CODE: 0
 SAFE SERIAL #: SP112233445
 CX SOFTWARE VER: 3.5.3.28
 EZ SOFTWARE VER: 3.5.3.28

KEY DEACTIVATE TIME: 00 MONTHS
 KEY DELETE TIME: 00 MONTHS
 PIN LIFE: 00 MONTHS

DST: OFF

24HR LOCKOUT SCHED.

1.	00/00/00
2.	00/00/00
3.	00/00/00
4.	00/00/00
5.	00/00/00
6.	00/00/00
7.	00/00/00
8.	00/00/00

DOOR 1
 DOOR NAME: VEND DOOR
 DOOR TYPE: VEND
 FIRE TIME: 00 SECONDS
 DELAY: 00 MINUTES
 ACCESS: 05 MINUTES
 ALARM: 05 MINUTES
 DOOR BEHIND: NONE
 TWO KEY ACCESS: NO
 SENSOR SETTINGS: SENSOR 1&2
 DOOR EXISTS: YES

TIMELOCK STATUS

	UNLOCK	LOCK	UNLOCK	LOCK
SUNDAY	00:00	00:00	00:00	00:00
MONDAY	00:00	00:00	00:00	00:00
TUESDAY	00:00	00:00	00:00	00:00
WEDNESDAY	00:00	00:00	00:00	00:00
THURSDAY	00:00	00:00	00:00	00:00
FRIDAY	00:00	00:00	00:00	00:00
SATURDAY	00:00	00:00	00:00	00:00

Date, time, who printed the report, and store information.

Safe software versions, serial number and factory information.

User login settings.

A 24-Hour Lockout prevents anyone from opening the safe on the dates that are specified. This can be useful for stores that are not open on certain holidays.

Lists all the settings for Door 1:

- **Name** = The name of the door, configured at install
- **Type** = See page 12 of this manual
- **Fire time** = amount of time user has to turn the fire switch key once a door open procedure is initiated
- **Access** = amount of time User must wait before they are allowed to open the door.
- **Alarm** = amount of time the door can be open before the warning alert buzzer activates.
- **Door Behind** = is this door located behind another?
- **Two Key Access** = 2 Users required to open the door?
- **Sensor Settings** = should always be set to "1&2"
- **Door Exists** = does the door exist on the safe.
- **Timelock Status** = specific time ranges during each day of the week (2 per day allowed) during which the door will lock and not allow any users to open it.

CONTINUED ON NEXT PAGE

Configuration Report (Cont.)

DOOR 2
 DOOR NAME: VALIDATED CASH
 DOOR TYPE: VA:IDATED DROP
 FIRE TIME: 60 SECONDS
 DELAY: 00 MINUTES
 ACCESS: 05 MINUTES
 ALARM: 05 MINUTES
 DOOR BEHIND: 01
 TWO KEY ACCESS: NO
 SENSOR SETTINGS: SENSOR 1&2
 DOOR EXISTS: YES

TIMELOCK STATUS

	UNLOCK	LOCK	UNLOCK	LOCK
SUNDAY	00:00	00:00	00:00	00:00
MONDAY	00:00	00:00	00:00	00:00
TUESDAY	00:00	00:00	00:00	00:00
WEDNESDAY	00:00	00:00	00:00	00:00
THURSDAY	00:00	00:00	00:00	00:00
FRIDAY	00:00	00:00	00:00	00:00
SATURDAY	00:00	00:00	00:00	00:00

COLUMN VALUES
 COL 01 - \$.50
 COL 02 - \$.50
 COL 03 - \$ 2.00
 COL 04 - \$ 2.00
 COL 05 - \$ 5.00
 COL 06 - \$ 5.00
 COL 07 - \$ 10.00
 COL 08 - \$ 10.00
 COL 09 - \$ 20.00
 COL 10 - \$ 20.00

VEND DELAY: 02 MINUTES
 VEND LIMIT: NO LIMIT
 BUY CHANGE: ENABLED
 FIXED EOD ENABLED: NO
 MANUAL DROPS ENABLED: YES

DROP 1 NAME: CASH
 INCLUDE IN REPORTS: YES

DROP 1 NAME: CHECK
 INCLUDE IN REPORTS: YES

DROP 1 NAME: C.C.
 INCLUDE IN REPORTS: YES

Lists all the settings for Door 2:

- **Name** = The name of the door, configured at install
- **Type** = See page 12 of this manual
- **Fire time** = amount of time user has to turn the fire switch key once a door open procedure is initiated
- **Access** = amount of time User must wait before they are allowed to open the door.
- **Alarm** = amount of time door can be open before the warning alert buzzer activates.
- **Door Behind** = is this door located behind another?
- **Two Key Access** = 2 Users required to open the door?
- **Sensor Settings** = should always be set to "1&2"
- **Door Exists** = does the door exist on the safe.
- **Timelock Status** = specific time ranges during each day of the week (2 per day allowed) during which the door will lock and not allow any users to open it.

The value per tube in each vend column.

Vend settings

- **Delay** = amount of time a User must wait after vending a tube before they can vend another.
- **Limit** = total value of tubes that Users are allowed to vend per business day. Resets when business day is ended.
- **Buy Change** = Is Buy Change feature enabled?

Manual drop settings.

CONTINUED ON NEXT PAGE

Configuration Report (Cont.)

MANUAL CASH FUND ENABLED: NO

INSTA BUTTONS ENABLED: YES

LOGIN TYPE: USER NUMBER AND PIN

CHANGE ORDERS: OFF

BILL VALUES

01 - \$ 1.00
 02 - \$ 2.00
 03 - \$ 5.00
 04 - \$ 10.00
 05 - \$ 20.00
 06 - \$ 50.00
 07 - \$ 100.00

LIFETIME VALIDATOR TOTALS

VALIDATOR 1
 UNKNOWN - 0
 \$ 1.00 - 1231
 \$ 2.00 - 2
 \$ 5.00 - 1096
 \$ 10.00 - 658
 \$ 20.00 - 366
 \$ 50.00 - 152
 \$ 100.00 - 127

TOTAL BILL COUNT: 3632

VALIDATOR 2
 UNKNOWN - 1
 \$ 1.00 - 1141
 \$ 2.00 - 0
 \$ 5.00 - 1430
 \$ 10.00 - 611
 \$ 20.00 - 312
 \$ 50.00 - 176
 \$ 100.00 - 111

TOTAL BILL COUNT: 3782

BARCODE SCAN DEP.: OFF

NETWORK SETTINGS

NO NETWORK

END OF REPORT

- **Manual Cash Fund** = feature not used
- **Insta Buttons** = shows if the Insta Button feature is enabled (see page 19).
- **Login Type** = can be set to "User Number and Pin" or "User ID"
- **Change Orders** = shows if the Change Order feature is enabled (see page 20).

Factory bill values for the safes validators.

Total lifetime bill counts for Validator 1.

Total lifetime bill counts for Validator 2.

Barcode scanner and network settings.

Cash Report

The Cash Report details all current values of the vend columns, manual drops, and validated drops in the safe. These values are not affected by ending the business day (EOD Report).

<p>CASH REPORT 02/01/12 @ 19:12 USER #003 MANAGER 2 SITE ID: MY STORE STORE #: 1234</p>	<p><i>Date, time, who printed the report, and store information.</i></p>														
<p>COLUMN STATUS</p> <p>COL 01 - 12 @ \$.50 COL 02 - 12 @ \$.50 COL 03 - 12 @ \$ 2.00 COL 04 - 12 @ \$ 2.00 COL 05 - 12 @ \$ 5.00 COL 06 - 12 @ \$ 5.00 COL 07 - 12 @ \$ 10.00 COL 08 - 11 @ \$ 10.00 COL 09 - 12 @ \$ 20.00 COL 10 - 12 @ \$ 20.00</p>	<p><i>Current number of tubes in each column and the value of each individual tube in the column.</i></p>														
<p>COLUMN BALANCE</p> <p>COL 01 \$ 6.00 COL 02 \$ 6.00 COL 03 \$ 24.00 COL 04 \$ 24.00 COL 05 \$ 60.00 COL 06 \$ 60.00 COL 07 \$ 120.00 COL 08 \$ 110.00 COL 09 \$ 240.00 COL 10 \$ 240.00</p>	<p><i>Total value of each column. This is calculated by taking the number of tubes and multiplying it by the value of each tube in the column.</i></p>														
<p>VALIDATOR TOTALS</p> <p>VALIDATOR 1</p> <table><tr><td>\$ 1.00:</td><td>13 = \$ 23.00</td></tr><tr><td>\$ 2.00:</td><td>1 = \$ 2.00</td></tr><tr><td>\$ 5.00:</td><td>5 = \$ 25.00</td></tr><tr><td>\$ 10.00:</td><td>5 = \$ 50.00</td></tr><tr><td>\$ 20.00:</td><td>10 = \$ 200.00</td></tr><tr><td>\$ 50.00:</td><td>2 = \$ 100.00</td></tr><tr><td>\$ 100.00:</td><td>1 = \$ 100.00</td></tr></table>	\$ 1.00:	13 = \$ 23.00	\$ 2.00:	1 = \$ 2.00	\$ 5.00:	5 = \$ 25.00	\$ 10.00:	5 = \$ 50.00	\$ 20.00:	10 = \$ 200.00	\$ 50.00:	2 = \$ 100.00	\$ 100.00:	1 = \$ 100.00	<p><i>Current bill counts and values for Validator 1.</i></p>
\$ 1.00:	13 = \$ 23.00														
\$ 2.00:	1 = \$ 2.00														
\$ 5.00:	5 = \$ 25.00														
\$ 10.00:	5 = \$ 50.00														
\$ 20.00:	10 = \$ 200.00														
\$ 50.00:	2 = \$ 100.00														
\$ 100.00:	1 = \$ 100.00														

CONTINUED ON NEXT PAGE

Cash Report (Cont.)

VALIDATOR 2			
\$ 1.00:	13 =	\$ 23.00	← Current bill counts and values for Validator 2.
\$ 2.00:	1 =	\$ 2.00	
\$ 5.00:	5 =	\$ 25.00	
\$ 10.00:	5 =	\$ 50.00	
\$ 20.00:	10 =	\$ 200.00	
\$ 50.00:	2 =	\$ 100.00	
\$ 100.00:	1 =	\$ 100.00	← Total amount of cash in both validators. This is calculated by adding the total amount of cash in validator 1 and the total amount of cash in validator 2
VALIDATED DROP TOTAL:		\$ 1000.00	
UNKNOWN BILLS:	0		← Total number of unknown bills taken by the validators.
CASH DROP:	\$ 30.00		← Current manual drop totals
CHECK DROP:	\$ 10.00		
C.C. DROP:	\$ 10.00		
END OF CASH REPORT			

Manual Detail Report

The Manual Detail Report details all current manual envelope drops in the safe:

MANUAL DETAIL REPORT	
CASH DROP REPORT	
00123 USER #003 MANAGER 2 CASH DROP: \$30.00 DROP ID: A	02/01/12 19:08:03 MANAGER

CASH DROP TOTAL: \$30.00	
CHECK DROP REPORT	
00124 USER #003 MANAGER 2 CHECK DROP: \$10.00 DROP ID: A	02/01/12 19:08:04 MANAGER

CHECK DROP TOTAL: \$10.00	
C.C. DROP REPORT	
00125 USER #003 MANAGER 2 CASH DROP: \$10.00 DROP ID: A	02/01/12 19:08:06 MANAGER

C.C. DROP TOTAL: \$10.00	
END OF MANUAL DETAIL REPORT	

All cash manual drops are listed separately here.

The total value of all cash manual drops is listed here

All check manual drops are listed separately here.

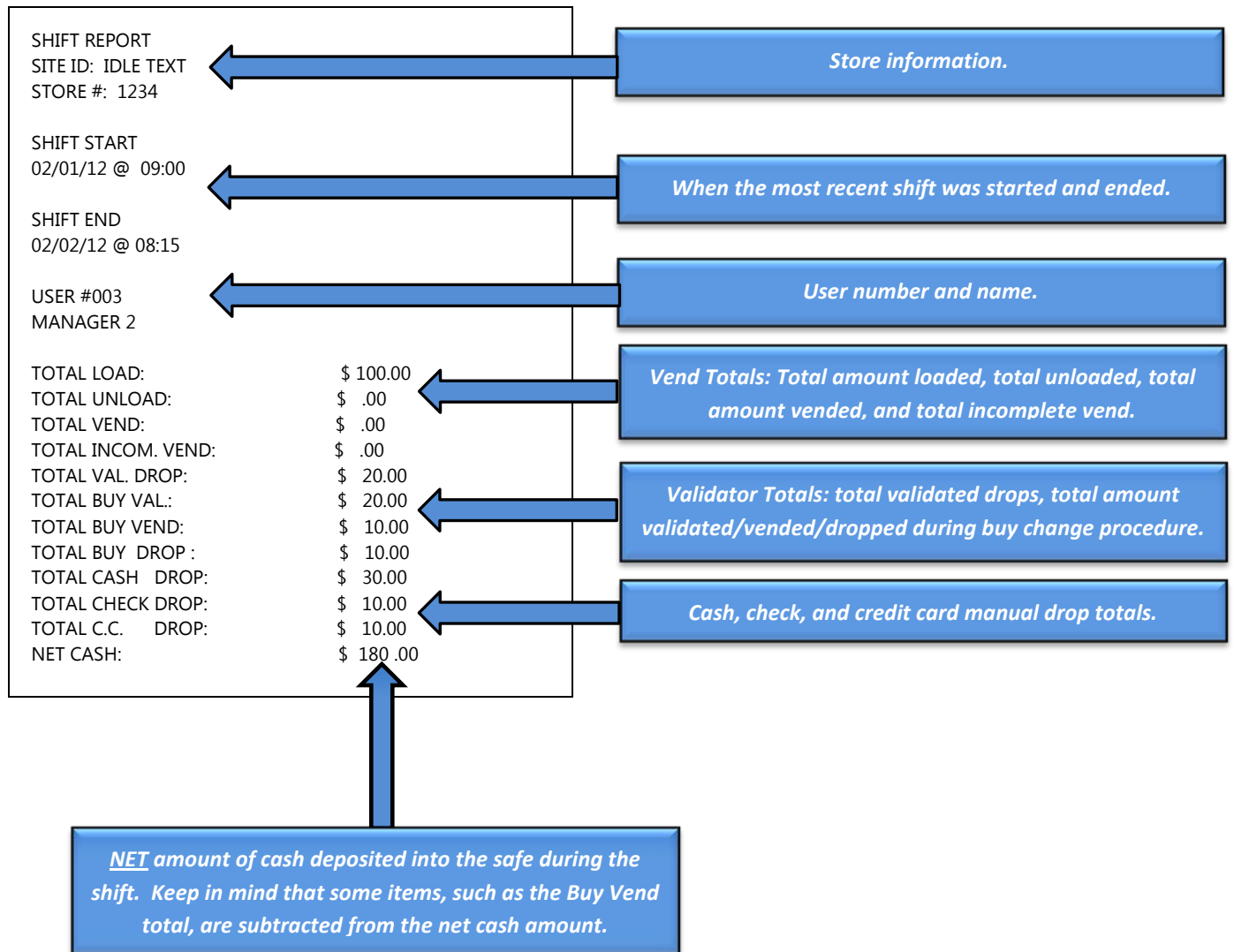
The total value of all check manual drops is listed here

All C.C. manual drops are listed separately here.

The total value of all C.C. manual drops is listed here

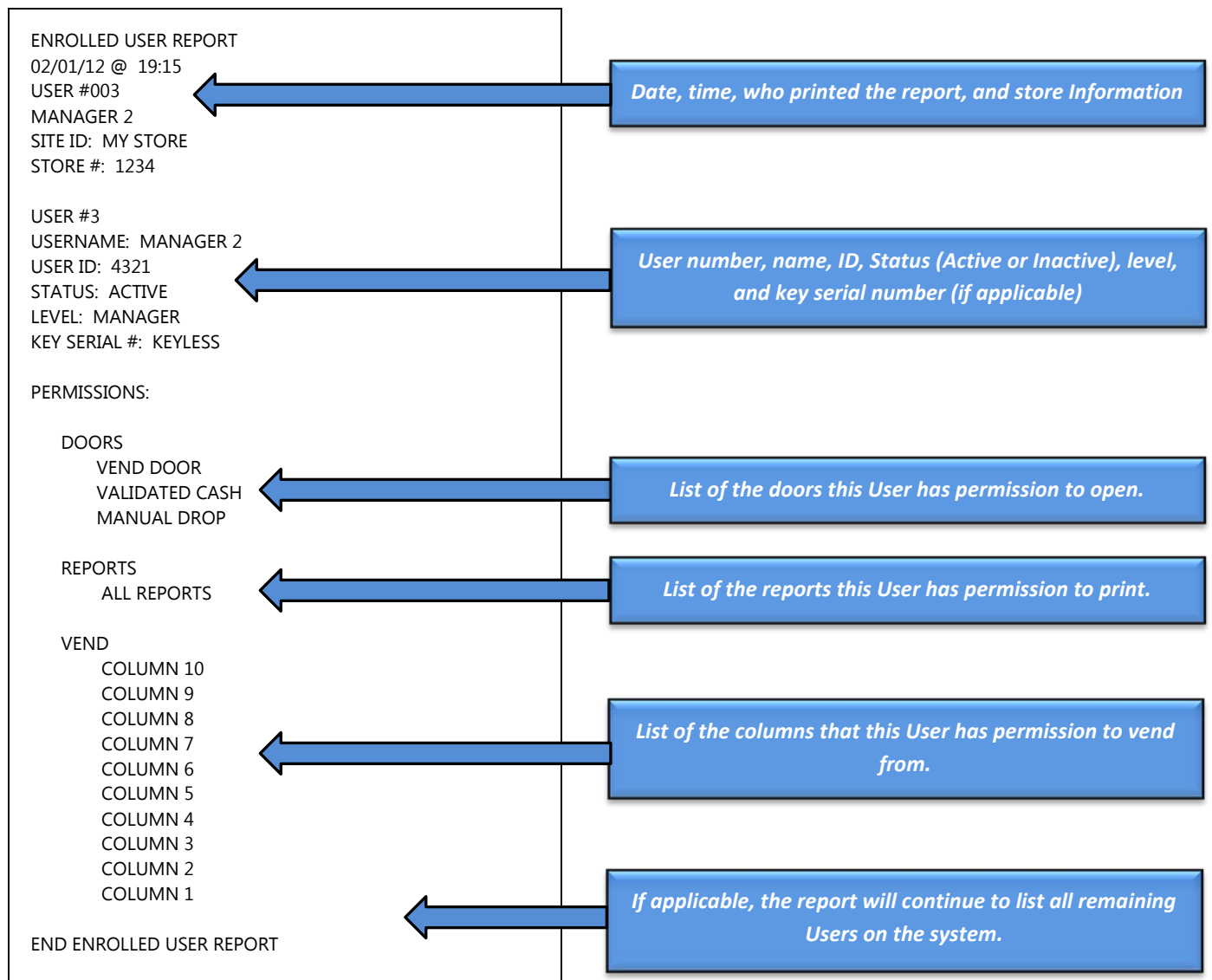
Shift Report

The Shift Report prints all accounting activity for a User or Users during the current business day. Managers and Administrators may select all Users printing this report. Cashiers may only print their own Shift Report.



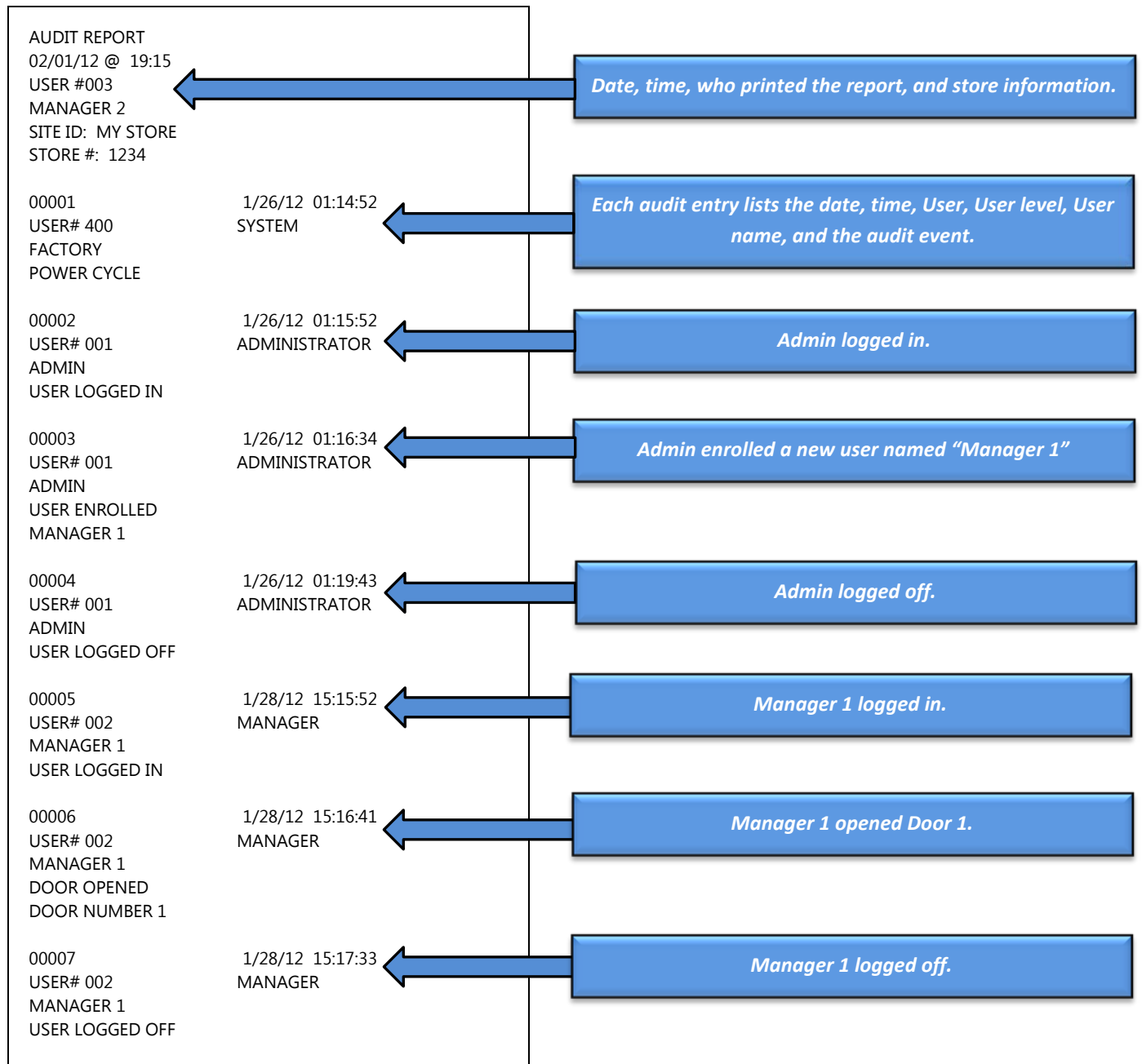
User Reports

The User reports include the Enrolled User Report and the Deleted User Report. The Enrolled User Report lists all current users on the system. The Deleted User Report lists all Users that have been deleted from the safe. Both reports provide the details of each User's information including User level and Login information. Because the information given and the layout of these reports are virtually identical, only the Enrolled User Report will be covered below:



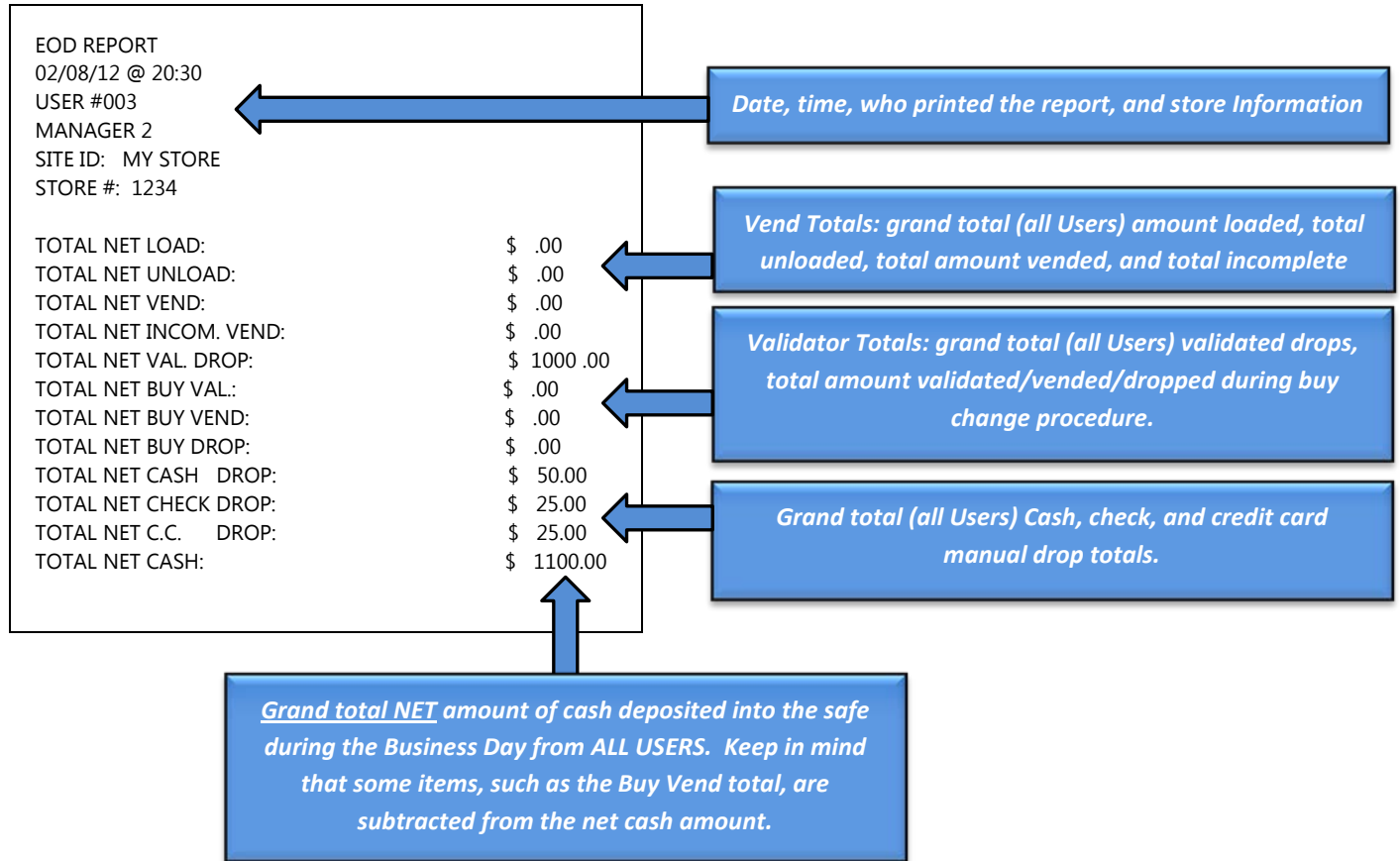
Audit Report

The Audit Report allows the User to prints every audit event (log in, open door, etc.) for the selected user and date range. You may select all Users or individual users when printing this report. If your safe has a touch screen display, you are also given the option to display the report on the screen or print it out. The following report demonstrates a few of the different audit event types you may see on an Audit Report. Keep in mind there are many more audit event types that can appear on an Audit Report.



EOD Report

The EOD Report (also known as a Z Report) **ends the current business day and clears all User accounting totals**. In addition to the EOD Report a **Shift Report** (see page 32) is printed for all Users that were active during that business day, a **Cash Report** (see page 29), and a **Manual Detail Report** (see page 31) are also printed.



PLEASE NOTE: Immediately after the EOD Report (above) prints, the following reports will also print:

- **Shift Report** for each User that was active during the Business Day – See page 32
- **Cash Report** – See Page 29
- **Manual Detail Report** – See Page 31

Grand X Report

The Grand X Report is identical to the EOD Report (page 35) ***except it does NOT end the current business day or clear the user accounting totals.***

Previous Reports

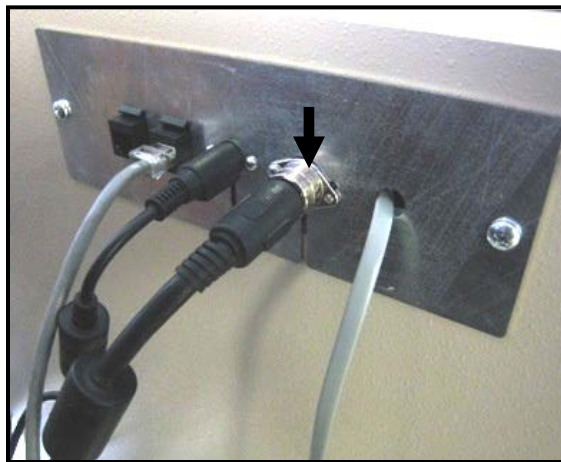
Your CX Safe allows you to print any previous versions of the following reports. When printing these reports, you will be asked to specify the date range and the Users (individual User or all) that you wish to print on the reports.

- **Previous EOD Report** - Prints out an EOD Report for the User(s) and date range that you provide.
- **Previous Deposits** – Prints out all validated and manual deposits that were made for the User(s) and date range that you provide.
- **Previous Shift Report** - Prints out a Shift Report for the User(s) and date range that you provide.

Troubleshooting

No Safe Power

- **Problem(s)**
 - Touch Screen or Display is blank/inoperative
- **Possible Solution(s)**
 - Make sure that the safe power supply is plugged into a working wall outlet and is also connected to the proper port on the back of the safe (pictured below).



**Actual back panel layout may vary but connector will be identical*

Printer is Not Working

- **Problem(s)**
 - The printer is not working/printing
- **Possible Solution(s)**
 - The “Paper” light will be on if the printer is out of paper. Install another roll of paper into the printer.
 - Press the “Feed” button to ensure the feeding mechanism is sound.
 - If the paper is jammed, remove the paper roll, tear off the end, and then reinstall the roll.
 - Reset main safe power (see section above) to reboot the safe and the printer.
 - If the printer continues to malfunction, please contact NKL Technical Support (see page 3).

Troubleshooting *(Cont.)*

Validator is Not Accepting Currency – Single Note Validators

- **Problem(s)**

- A Single Note Validator has a bill jam and/or will not accept any currency

- **Possible Solution(s)**

- Remove the head from the safe by pulling up on the release bar underneath it and then pulling it out of the safe:



- Check for a jammed bill on the back side of the head and remove it if necessary.
- Open the head by clasping the yellow latch and opening the head like a clam shell:



- Remove any jams or debris from the inside of the head.
- When finished close the head, reinstall it into the safe, wait for it to reset, and then attempt to make a validated drop.
- If the validator continues to malfunction, please contact NKL Technical Support (see page 3)

Troubleshooting *(Cont.)*

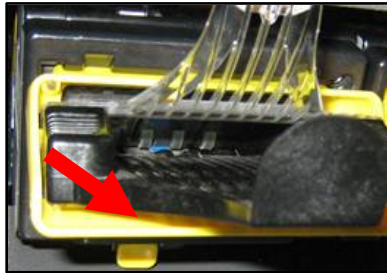
Validator is Not Accepting Currency – Bulk Note Validators

- **Problem(s)**

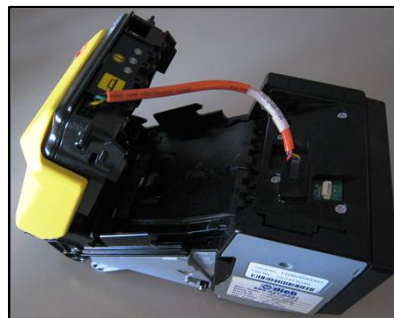
- A Bulk Note Validator has a bill jam and will not accept any currency

- **Possible Solution(s)**

- Remove the head from the safe by pushing the yellow button underneath it and then pulling it out of the safe:



- Check for a jammed bill on the back side of the head and remove it if necessary.
- Remove the front bill tray by squeezing the yellow portion and pulling it away from the rest of the head. Check for any jams in the area that the bill tray was removed from.
- Carefully open the back side of the head by clasping the yellow release latch and opening the head like a clam shell. The orange cable will prevent you from opening the head all the way, but there should be adequate room to remove any jams.



- When finished reassemble the head, reinstall it into the safe, wait for it to reset, and then attempt to make a validated drop.
- If the validator continues to malfunction, please contact NKL Technical Support (see page 3)

Troubleshooting (Cont.)

A Tube is Jammed in the Vend Assembly (CX-C only)

- **Problem(s)**
 - A tube is jammed inside one of the vend assembly's columns. This issue is normally caused by improper loading of the tube and results in the tube being crooked inside of the vend column.

- **Possible Solution(s)**
 - To clear a jam, open the outer door of the safe. Once inside, try and remove the jam by using a small screwdriver or similar device to manipulate the tube into the correct position through the access slots of the vend column.