

CashTrak Operation Guide

For Series 4 Safes



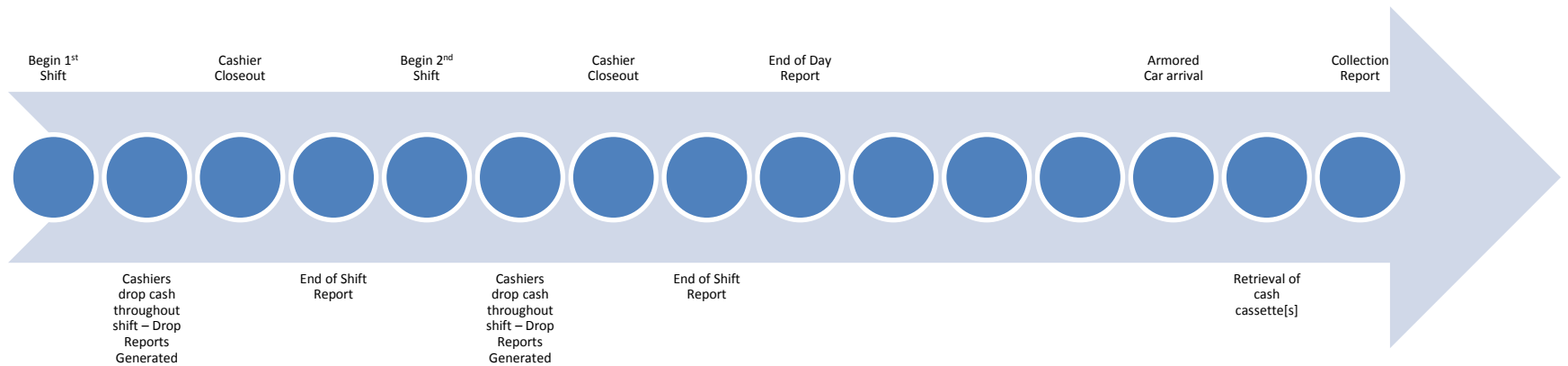
Ellenby Technologies, INC.

Ellenby Technologies, Inc.

August 2016

Rev 2

Typical Safe Usage

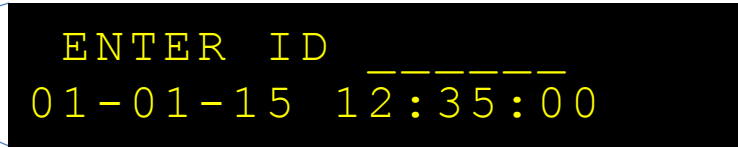
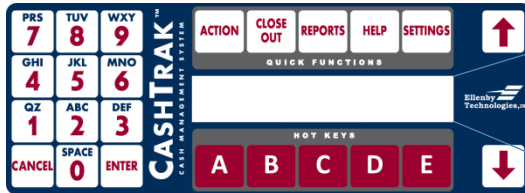


Options by Model

	CT410	CT420
Drop Activities		
Cash Drop	X	X
Envelope/Check/Coin Drop		X
Electronic Locks	O	O



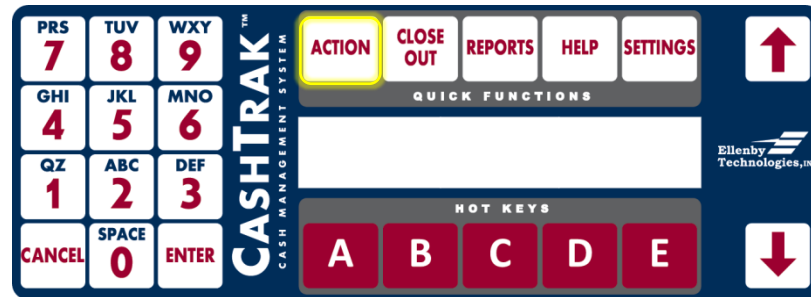
Home Screen



The home screen displays the current date and time. Entering a user ID or pressing a Hot Key will begin a cash drop sequence (see [Depositing Cash](#)).

After a period of inactivity, the display will show a scrolling message of “CASHTRAK – Press any key to continue.”

Safe Actions



The CashTrak Safe is designed to log and track all the various types of valuables stored within.

List of the various smart safe actions:

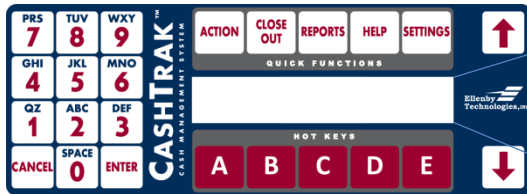
- Drop Notes (default)
- Counterfeit Mode **
- Insert Checks
- Insert Envelope
- Insert Coins
- Contact Host
- Unlock Bot. door* (*unlock bottom door*)
- Unlock Side door*

*Menu option only if door configured with electronic locks

** Requires SETTINGS -> VALIDATOR -> COUNTERFEIT MODE configuration option set to ENABLED.

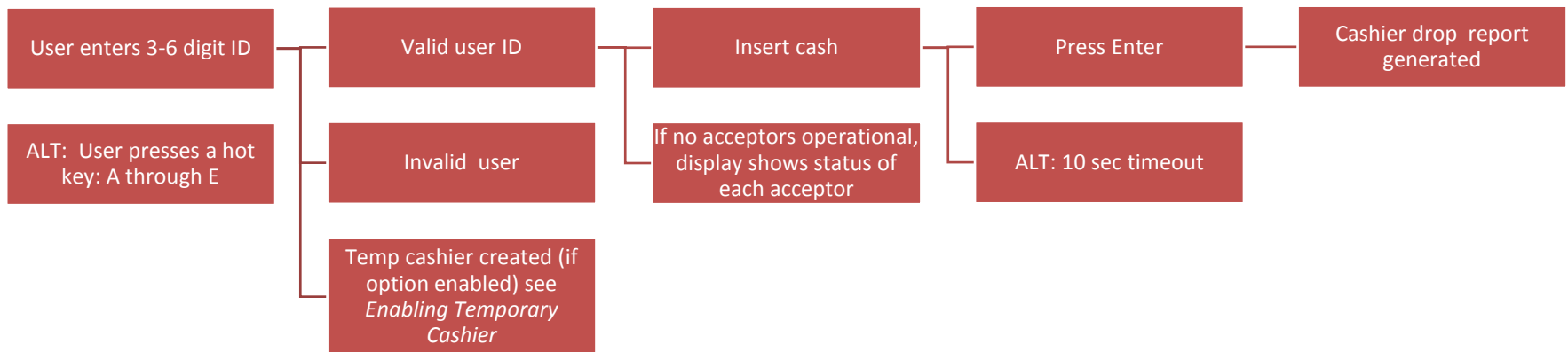
CASHIER DROP #53		
12/21/2015 04:39 pm		
CUSTOMER# 00000001		
LOCATION# 000000 SAFE# 000000		
CASHIER JIM		
Type	Currency	Amount
CASH	USD	200.00

Depositing Cash

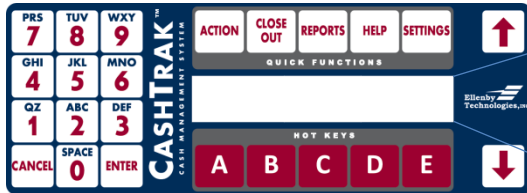


THIS BILL: \$ 0
 TOTAL: \$ 0

Depositing cash is the default action of the safe. After entering a user ID or hot key, the safe is ready to accept cash. At the completion of a cash drop, a drop report is generated.

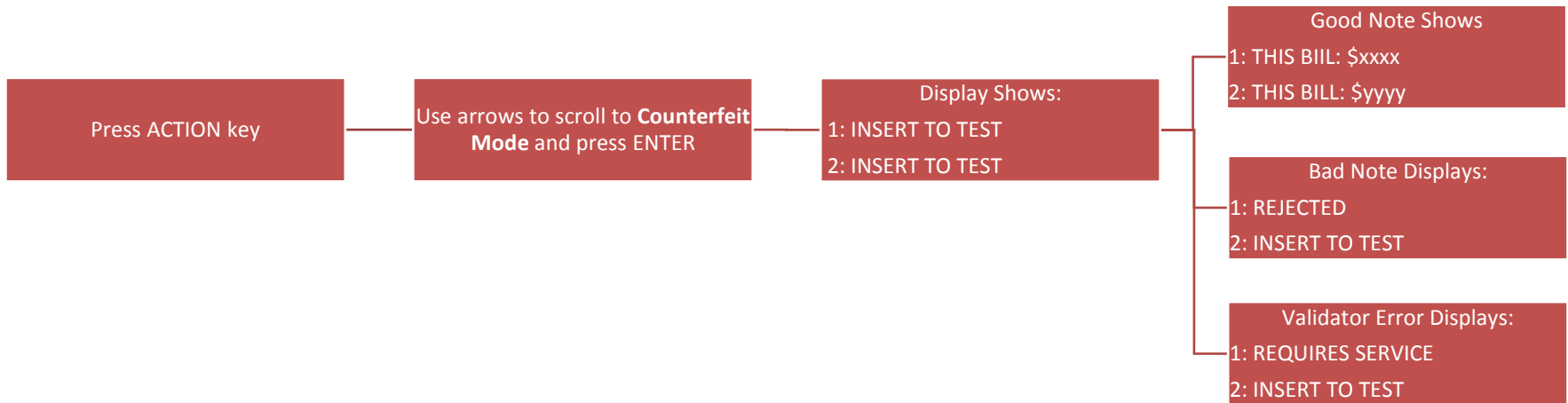


Counterfeit Mode



COUNTERFEIT MODE <
INSERT CHECKS ↓

Insert bank notes to identify the value of known good notes without stacking the note in the collection canister. Otherwise, a rejected message is displayed for notes not recognized.



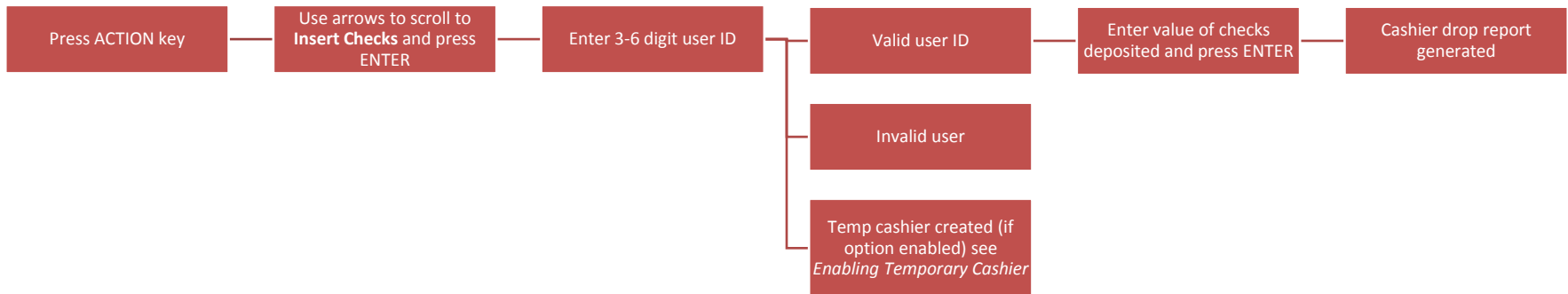
Inserting Checks

CASHIER DROP #80		
12/22/2015 10:02 am		
CUSTOMER# 00000001		
LOCATION# 000000 SAFE# 000000		
CASHIER LISA		
Type	Currency	Amount
CHK	USD	56.25



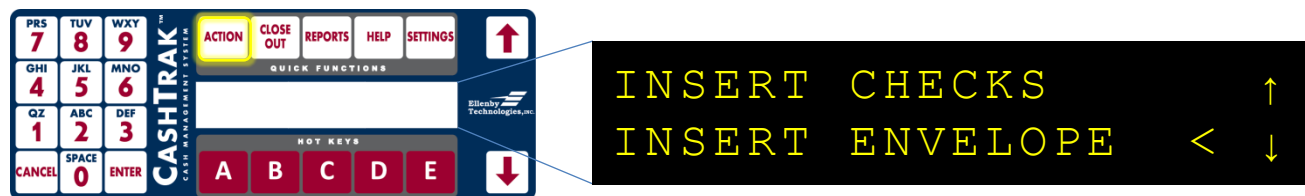
DROP NOTES
INSERT CHECKS < ↓

Checks can be deposited into safes with a deposit drop slot or additional storage compartment. The dollar value of the checks is recorded and a drop report is generated.

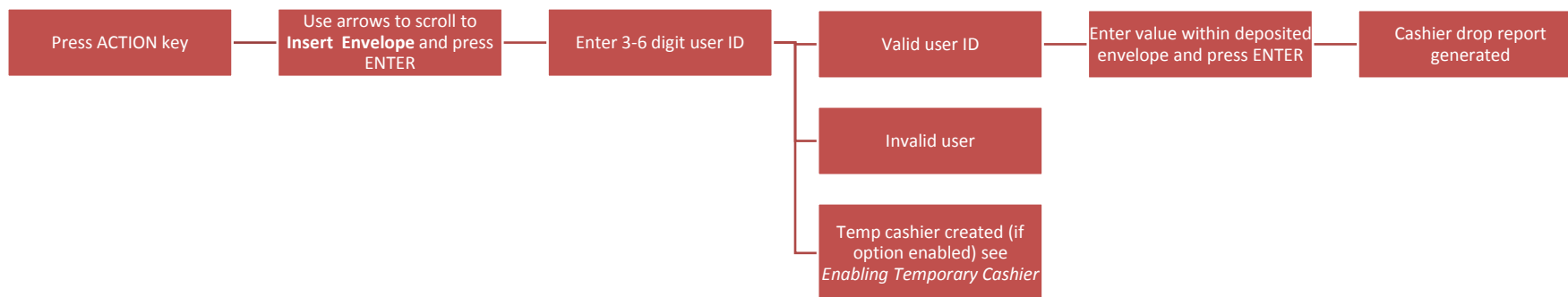


CASHIER DROP #81		
12/22/2015 10:04 am		
CUSTOMER# 00000001		
LOCATION# 000000 SAFE# 000000		
CASHIER PAT		
Type	Currency	Amount
ENV	USD	80.00

Inserting Envelopes



Envelopes with cash can be deposited into safes with a deposit drop slot. The dollar value of the envelope is recorded and a drop report is generated.



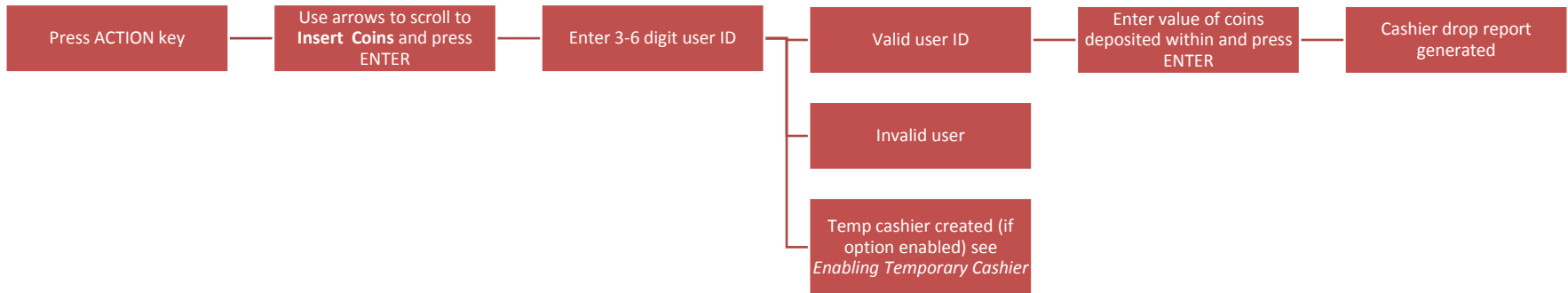
CASHIER DROP #82		
12/22/2015 10:07 am		
CUSTOMER# 00000001		
LOCATION# 000000 SAFE# 000000		
CASHIER BOB		
Type	Currency	Amount
COIN	USD	51.50

Inserting Coins

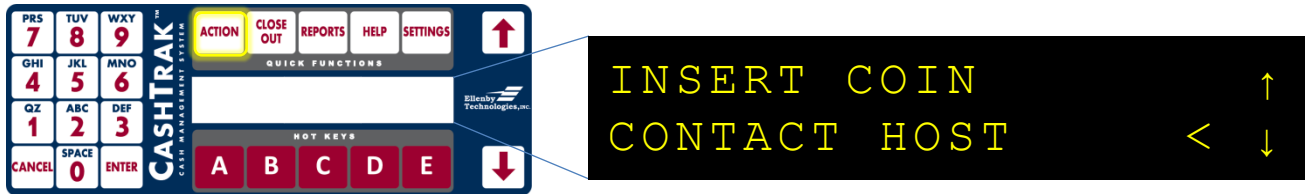


INSERT ENVELOPE ↑
INSERT COIN < ↓

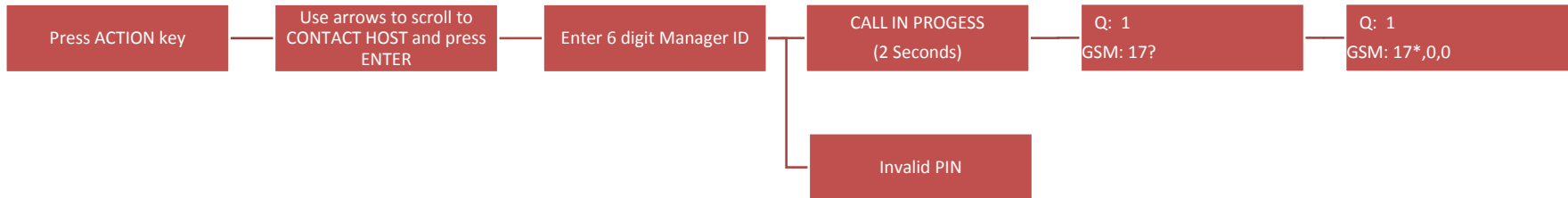
Loose, bagged, or rolled coin can be deposited into safes with an additional storage compartment. The value of the coin is recorded and a drop report is generated.



Contact Host



Transmits all pending events and safe configuration data to the HOST. The signal strength and queue count are presented during the call. The status message is displayed at the end of the conversation and updated every second until the CANCEL key is selected.

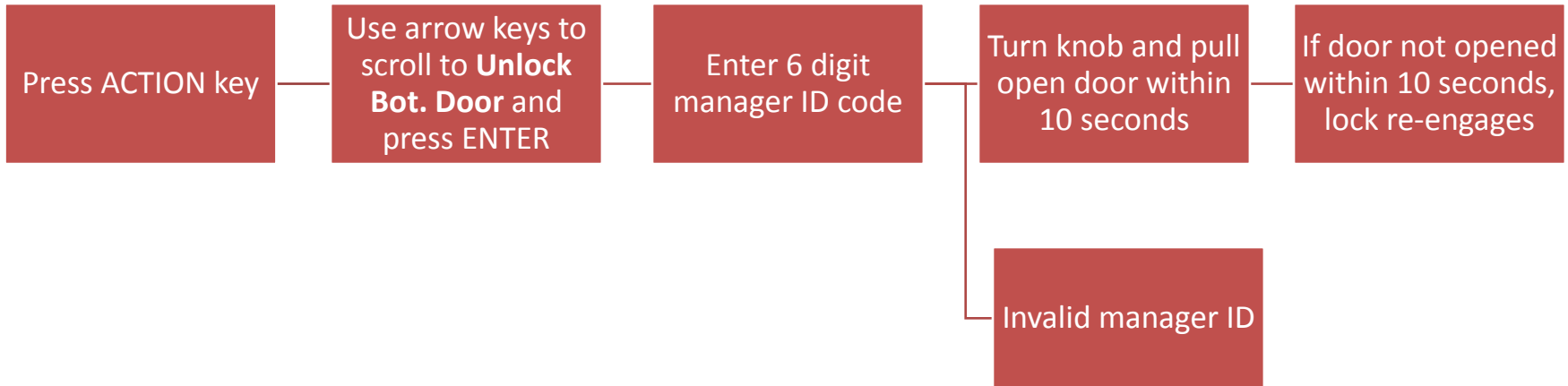


Opening Bottom Door

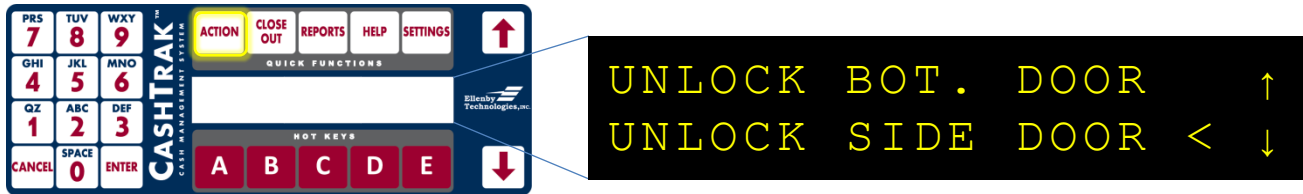


INSERT COIN ↑
UNLOCK BOT. DOOR < ↓

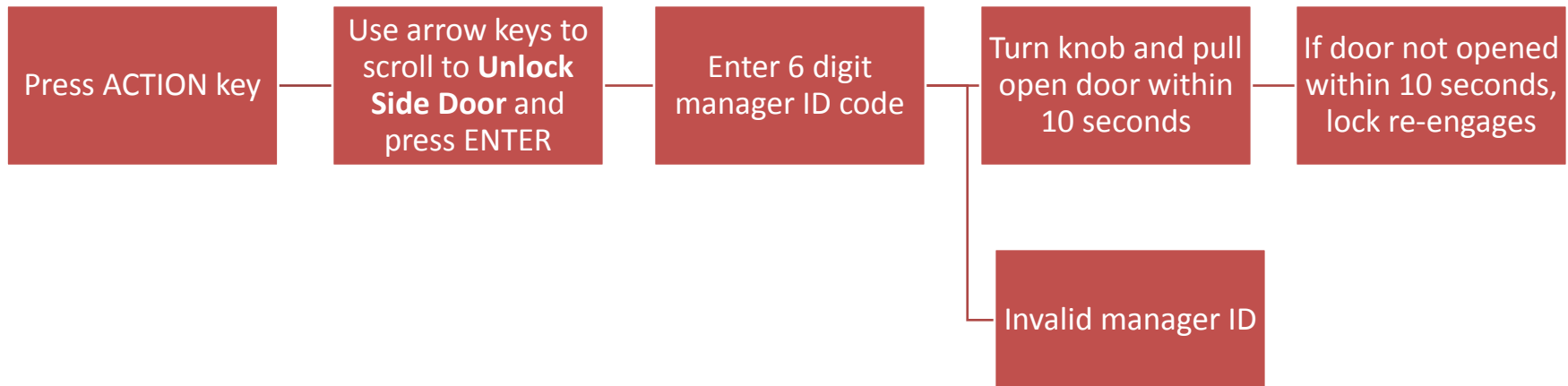
For safes with an electronic lock on the bottom door, use the ACTION menu to unlock this door. This operation requires manager credentials.



Opening Side Door

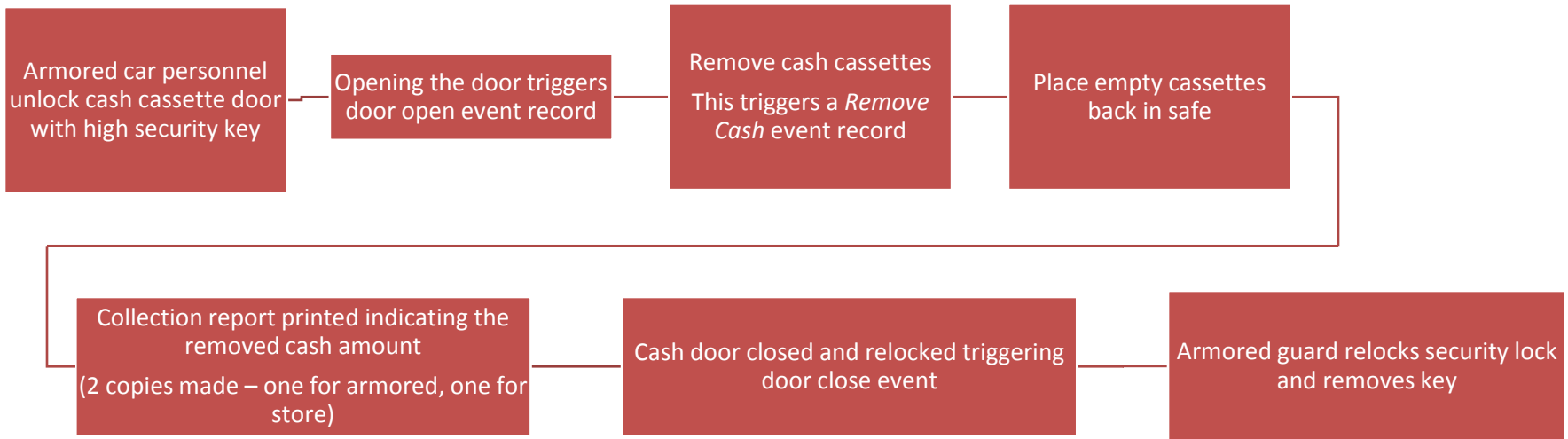


For safes with an electronic lock on a side safe door, use the ACTION menu to unlock this door. This operation requires manager credentials.

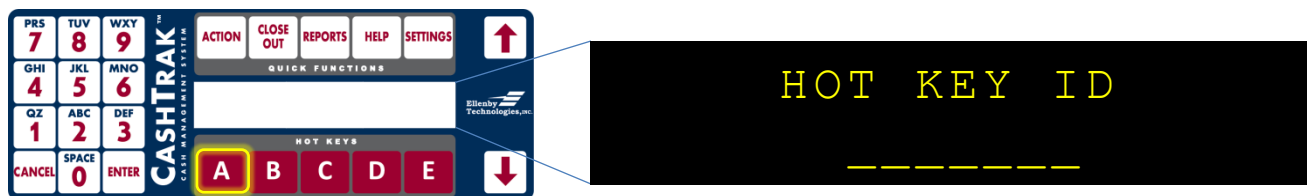


Making a Cash Collection (Middle Door)

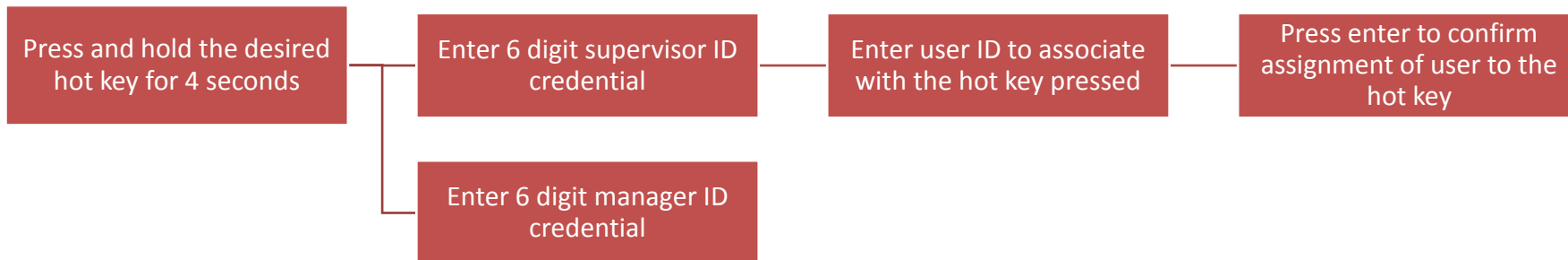
COLLECTION REPORT #70			
12/22/2015 09:51 am			
CUSTOMER# 00000001			
LOCATION# 000000 SAFE# 000000			
Last: 12/21/15 05:53pm			
This: 12/22/15 09:51am			
Power Cycles:			
Off 12/22/15 09:40am			
On 12/22/15 09:41am			
Deposits by User			
LISA	USD	223.50	
PAT	USD	200.00	
BOB	USD	80.00	
JIM	USD	215.03	
Deposits by Denomination:			
	CNT	Canister 1	Canister 2
USD	1 9	4.00	5.00
USD	5 10	15.00	35.00
USD	10 30	150.00	150.00
USD	20 10	80.00	120.00
			=====
NET DEPOSIT:			559.00
Subject To Count:			
1	CHK	USD	56.03
1	ENV	USD	60.00
1	COIN	USD	43.50
			=====
3	TOTAL	USD	159.53
MGR SIGN: _____			



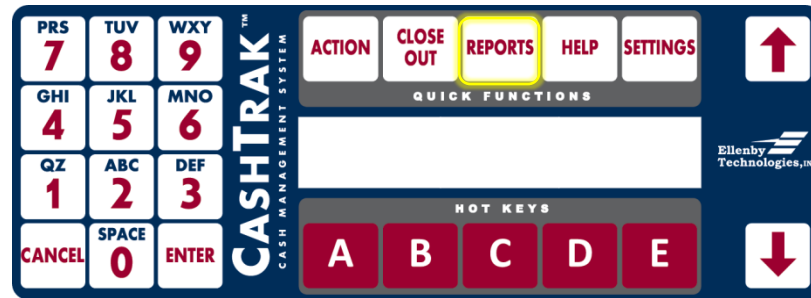
Assigning a Hot Key to a User



A manager can assign each of five different Hot Keys to a particular user. This saves time as the user does not have to enter their ID number each time they make a drop.



Reporting



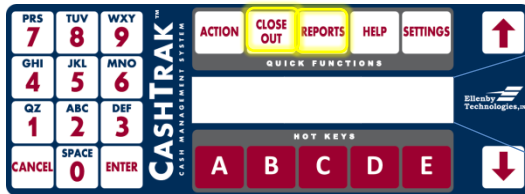
An array of common reports can be generated directly from the safe keypad.

List of the various smart safe report types and permissions:

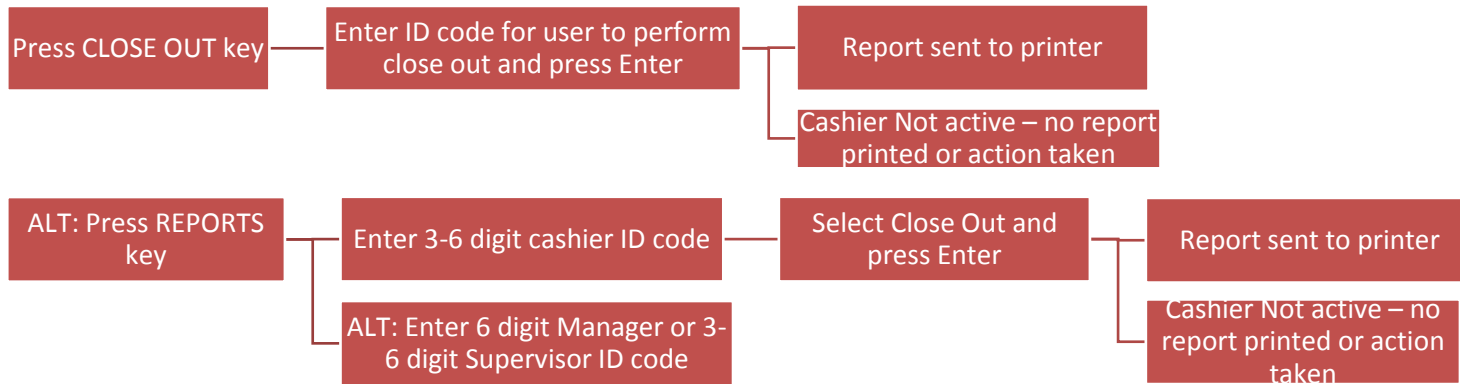
Report Types	Manager	Supervisor	Cashier
Cashier Close Out	X	X	X
Cashier Detail	X	X	X
Cashier Status	X	X	
Display Cash	X		
Safe Status	X	X	
End Shift	X	X	
End of Business Day	X	X	
Archive Reports	X	X	
Diagnostics	X	X	

Close Out

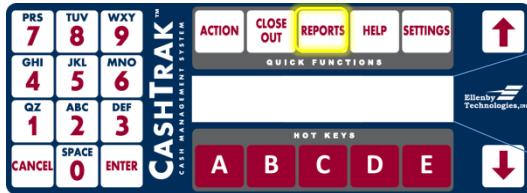
CASHIER CLOSE-OUT #96			
12/22/2015 10:23 am			
CUSTOMER# 00000001			
LOCATION# 000000 SAFE# 000000			
CASHIER LISA			
Start: 12/22/15 09:48am			
End: 12/22/15 10:23am			
CASH	USD		555.00
CHK	USD		138.61
ENV	USD		145.00
COIN	USD		79.00
			=====
TOTAL	USD		917.61



Closes out a single user and prints a corresponding Cashier Close-Out. Report indicating the total deposits for that individual from start of activity until the close out time. Because Close Out reports are so commonly used, there is a dedicated function key.



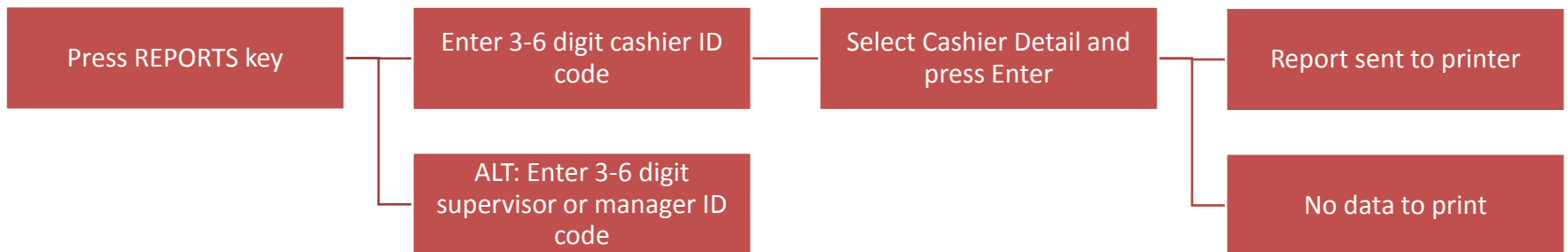
Cashier Detail



CASHIER DETAIL < ↑
 CASHIER STATUS ↓

CASHIER DETAIL				
12/22/2015 10:23 am				
CUSTOMER# 00000001				
LOCATION# 000000 SAFE# 000000				
CASHIER LISA				
Start: 12/22/15 09:48am				
End: 12/22/15 10:23am				
Drop Details:				
12/22/15 09:48am	CASH	USD		180.00
12/22/15 09:51am	COIN	USD		43.50
12/22/15 10:02am	CHK	USD		56.25
12/22/15 10:20am	CASH	USD		16.00
12/22/15 10:20am	CASH	USD		220.00
12/22/15 10:21am	CASH	USD		139.00
12/22/15 10:22am	ENV	USD		95.00
12/22/15 10:22am	ENV	USD		50.00
12/22/15 10:22am	COIN	USD		35.50
12/22/15 10:23am	CHK	USD		69.80
12/22/15 10:23am	CHK	USD		12.56
Drop Summary:				
	CASH	USD		555.00
	CHK	USD		138.61
	ENV	USD		145.00
	COIN	USD		79.00
				=====
TOTAL	USD			917.61

Cashier Detail reports show a single user’s deposit activity (if the user is active) or their last active shift (if the user is not active). The user ID of interest must be used when prompted after pressing the REPORTS key.



Cashier Status



Cashier Status reports show which cashiers are still active, or optionally all enrolled cashiers. Only a Supervisor or Manager may generate this report.

CASHIER STATUS
12/22/2015 10:26 am
CUSTOMER# 00000001
LOCATION# 000000 SAFE# 000000

ALL CASHIERS

ID	Name	Started	Amount
555555	BRIAN	M --/-- --:--	
444444	BOB	M 12/22 09:49am	131.50
333	FAT	S 12/22 09:49am	280.00
333333		M --/-- --:--	
1111	JIM	C --/-- --:--	
22222	LISA	C --/-- --:--	

Legend: --/-- Inactive
C - Cashier S - Supervisor
* - Temp. Cashier M - Manager

CASHIER STATUS
12/22/2015 10:28 am
CUSTOMER# 00000001
LOCATION# 000000 SAFE# 000000

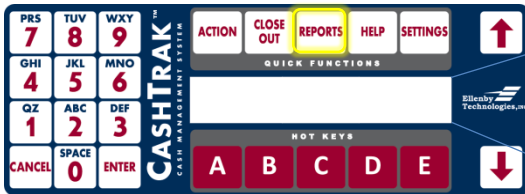
ACTIVE ONLY CASHIERS

ID	Name	Started	Amount
444444	BOB	M 12/22 09:49am	131.50
333	FAT	S 12/22 09:49am	280.00

Legend: --/-- Inactive
C - Cashier S - Supervisor
* - Temp. Cashier M - Manager



Display Cash



CASHIER STATUS
DISPLAY CASH

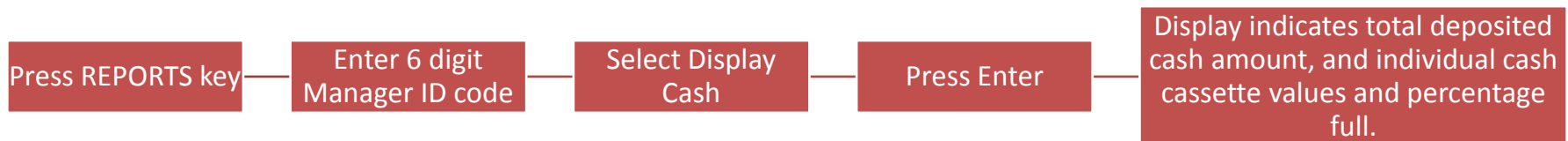
Total cash value deposited in cassettes

DEP USD:	375
CAN 1:	27 2%
CAN 2:	28 2%

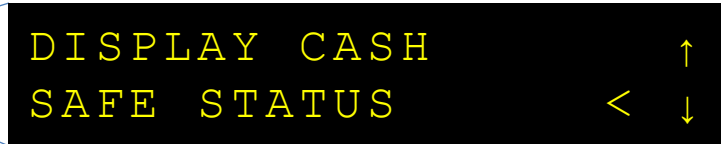
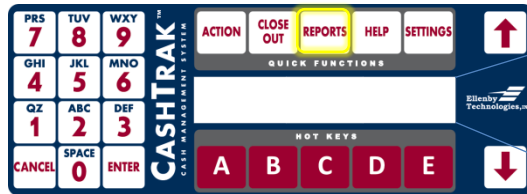
Number of notes in each cash cassette

Percentage full for each cash cassette

Display cash allows for a manager to query how much cash is in the safe and how full the cassettes are. [on the display only – not printed]

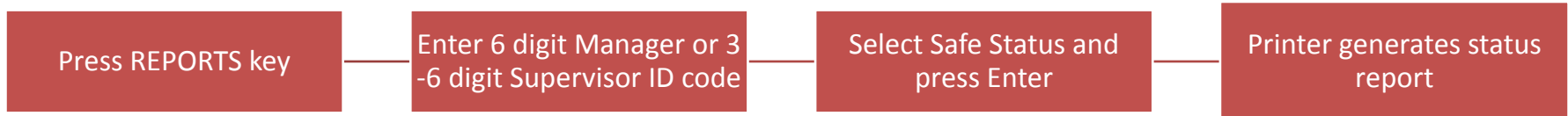


Safe Status

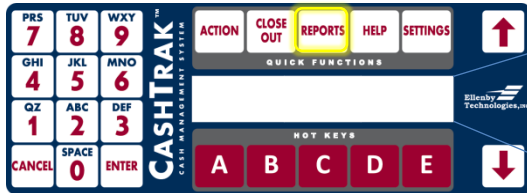


STATUS REPORT	
12/22/2015 10:42 am	
CUSTOMER# 00000001	
LOCATION# 000000 SAFE# 000000	
Deposit Canister Totals:	
USD 1	25.00
USD 5	50.00
USD 10	100.00
USD 20	200.00
=====	
DROP USD:	375.00

Safe status shows a detailed breakdown of canister (cassette) totals.



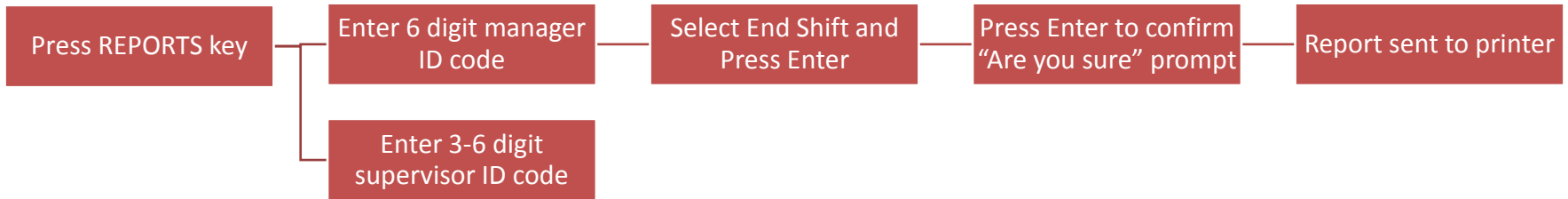
Shift Report



SAFE STATUS
END SHIFT

Allows a Manager or Supervisor to end the current shift, closing out all cashiers and generating a Shift Report.

SHIFT REPORT #106			
12/22/2015 10:47 am			
CUSTOMER# 00000001			
LOCATION# 000000 SAPE# 000000			
From: 12/22/15 07:52am			
To: 12/22/15 10:47am			
Canister Note Counts This Shift:			
USD	1:	36	
USD	5:	95	
USD	10:	65	
USD	20:	30	
Value of Drops Since Last:			
Collection:			
CASH	USD		736.00
CHK	USD		138.61
ENV	USD		225.00
COIN	USD		87.00
TOTAL			1,186.61
Shift Report:			
CASH	USD		1,761.00
CHK	USD		194.64
ENV	USD		285.00
COIN	USD		130.50
TOTAL			2,371.14
EOD Report:			
CASH	USD		1,295.00
CHK	USD		194.64
ENV	USD		285.00
COIN	USD		130.50
TOTAL			1,905.14



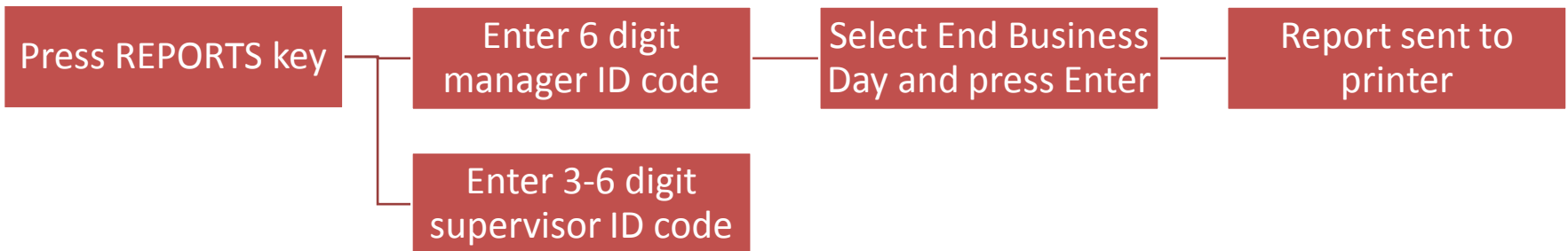
End of Day Report



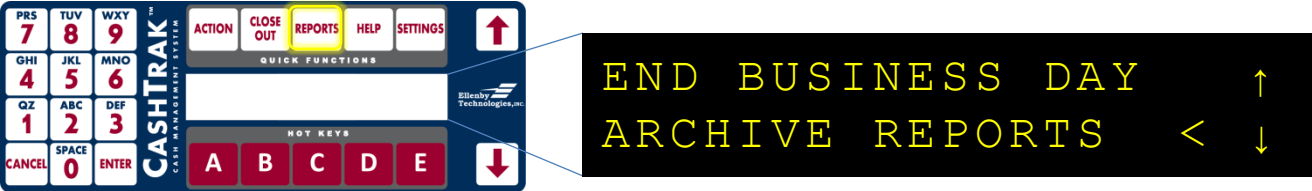
END SHIFT ↑
 END BUSINESS DAY < ↓

END OF DAY REPORT #107			
12/22/2015 10:50 am			
CUSTOMER# 00000001			
LOCATION# 000000 SAFE# 000000			
From: 12/22/15 03:00am			
To: 12/22/15 10:50am			
Manager: 333333			
Last Collection: 12/22/15 09:56am			
TOTAL	USD		0.00
Value of Drops Since Last: !E			
Collection:			
CASH	USD		736.00
CHK	USD		138.61
ENV	USD		225.00
COIN	USD		87.00
TOTAL	USD		1,186.61
EOD Report:			
CASH	USD		1,295.00
CHK	USD		194.64
ENV	USD		285.00
COIN	USD		130.50
TOTAL	USD		1,905.14

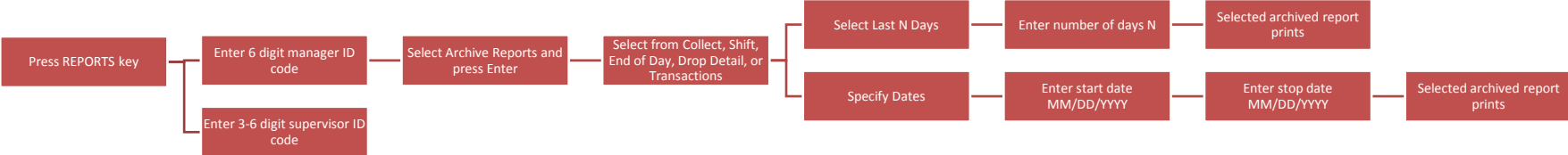
Optionally allows a Manager or Supervisor to end the business day, closing out all cashiers and generating an End-of-Day Report. If this manual EOD is used on a given business day, it will replace the automatically-scheduled EOD for that day.



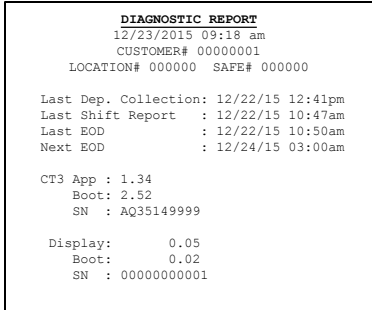
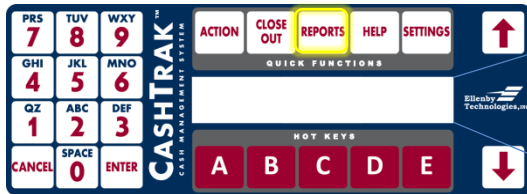
Archived Reports



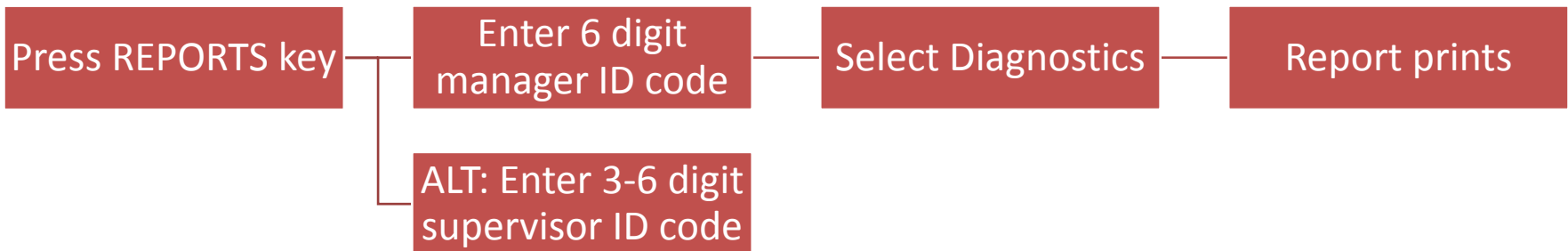
For each of the several types of reports, the supervisor or manager can reprint historical data for the last specified number of days or all reports from a specified date range.



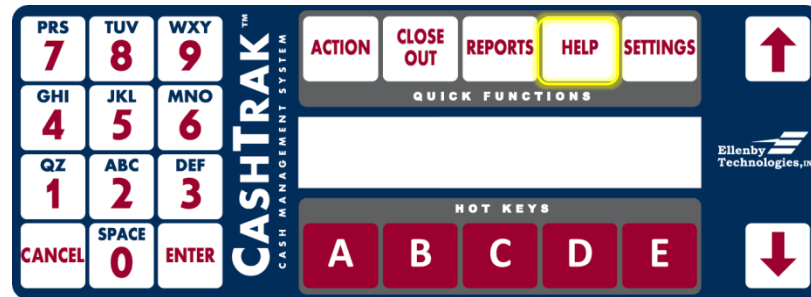
Diagnostics



Shows detailed information on the safe's components, including: model numbers, serial numbers, and firmware levels.



Help

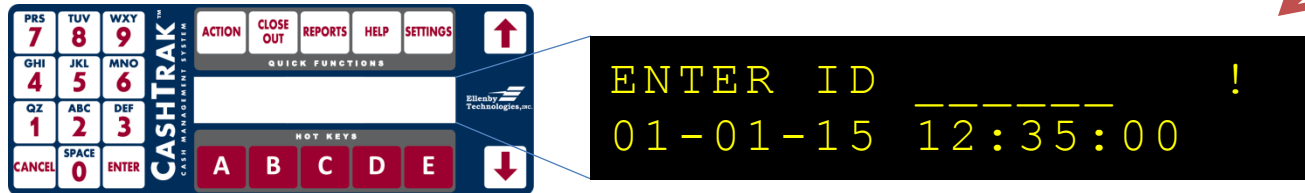


The help menu stores options for viewing safe fault conditions. This menu is available to all safe users.

List of the help options:

- View Errors
 - Comm failures
 - Bill validator reported faults
 - Other system-wide errors
- Diagnostics
 - Shows queue depth to the server
 - Cellular related data (signal strength, error codes, modem ID codes)
 - Ethernet related data (IP address, link status, MAC address)

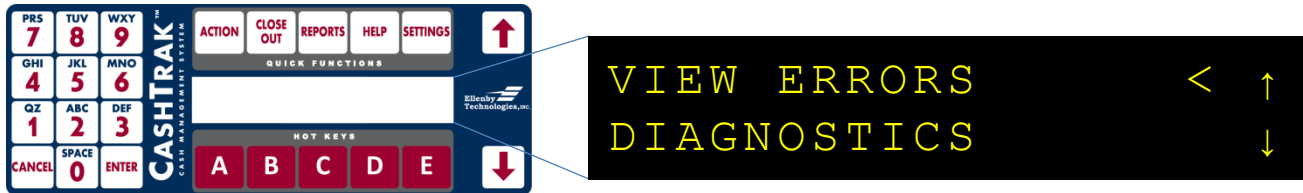
Problem Indicators on Home Screen



The presence of an exclamation point ‘!’ on the top right corner of the home screen is an indication of a communication problem. Press the HELP key and navigate to [Host Comm Fail](#) to learn more about the problem.

The presence of a dollar sign ‘\$’ on the top right corner of the home screen is an indication of a bill validator problem. Press the HELP key and navigate to [Validator Fail](#) to learn more about the problem.

Host Comm Fail



Host communication failures occur if the safe is unable to communicate its data to the designated server. (see [Configuring Communication Link](#)) This may be the result of:

- (1) An incorrect IP address or Port number within the safe settings
- (2) A poor cellular or hard-wired Ethernet connection
- (3) An issue with the server application

Any communication failure will generate a '!' character on the top right corner of the home screen.

Selecting the Host Comm Fail by pressing the Enter key will provide the following information:

NN: Length of message queue waiting to be sent

SS: Cell tower signal strength (if applicable) 0-31

Lower numbers indicate higher signal strength

99 indicates a problem (check antenna, SIM card)

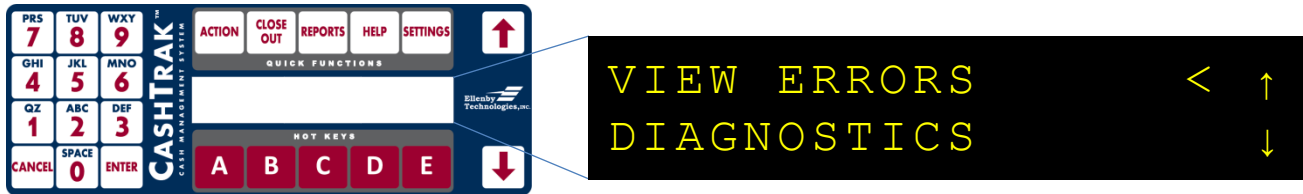
c: optional character – '*' indicates OK, '?' indicates the modem is busy

DD: Driver numeric codes – non-zero value indicates possible hardware connection issue (check antenna and connection from controller to antenna inside safe)

XX: Secondary driver numeric code

Q: NN
GSM: SS_c, DD, XX

Validator Fail

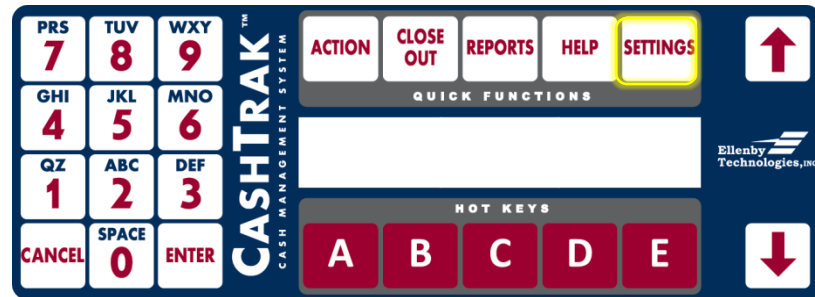


A bill validator failure will appear if one or more validators are reporting failure conditions. Selecting the Validator Fail message and pressing the Enter key will show the state of the validators installed in the safe. Any of the below failures will generate a ‘\$’ character on the top right corner of the home screen.

Possible Validator Failure Conditions	Meaning
CANISTER REMOVED	Bill acceptor’s sensors indicate canister is missing or not inserted properly
CANISTER FULL	Safe controller believes the canister has reached its capacity
VALIDATOR MISSING	Bill acceptor is not responding to the safe controllers attempts to communicate
VALIDATOR JAMMED	Bill acceptor is unable to function due to mechanical problem in either acceptor head or in the canister
NON RECOVERABLE	Bill acceptor reports a condition that prevents operation
CALIBRATING	Bill acceptor reports a condition that prevents operation

1 : VALIDATOR JAMMED
2 : VALIDATOR OK

Settings

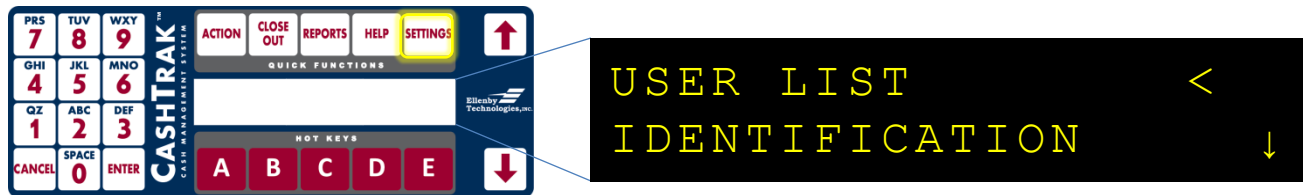


The settings menu provides authorized managers the ability to change safe configurations and parameters.

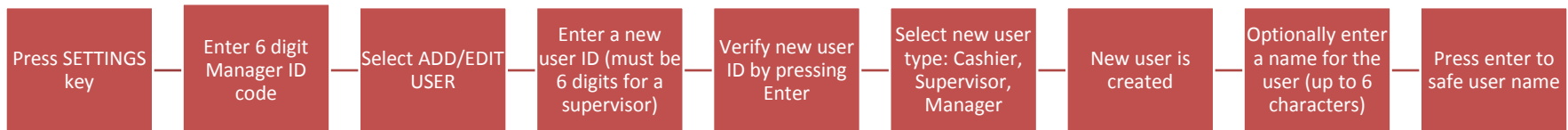
List of the various smart safe settings:

- User List
- Identification
- Date/Time
- Printer
- Network
- Validator
- Security
- General

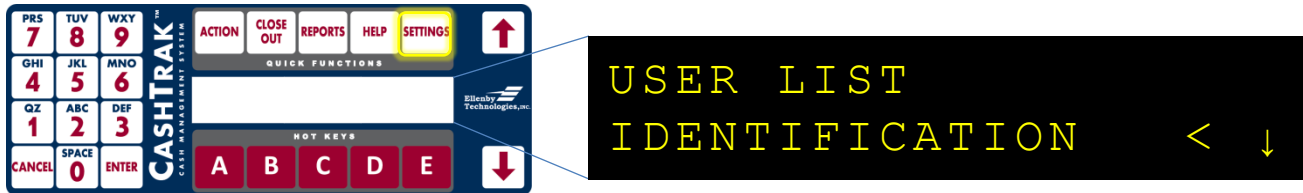
Adding a user



The process for adding or editing a user is the same. If editing a user, enter a valid pre-existing ID to change the privilege level and/or name fields for the existing user.



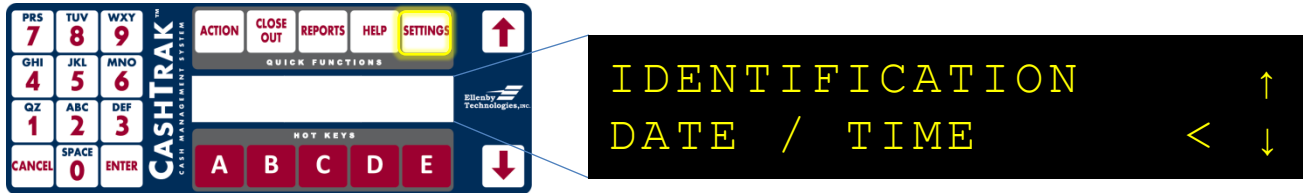
Set Safe Identification



Identification numbers are used to specify unique codes for deployed CashTrak safes. They are displayed in the headers of many reports and networked transaction messages.



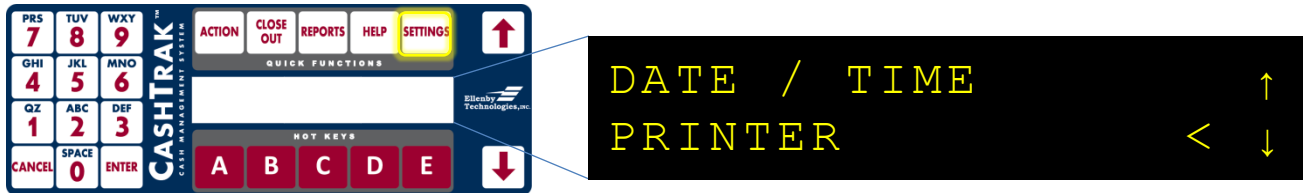
Set End-of-Day Time



Automatic EOD events can be generated by the CashTrak Safe. The EOD event will occur at the specified EOD time.



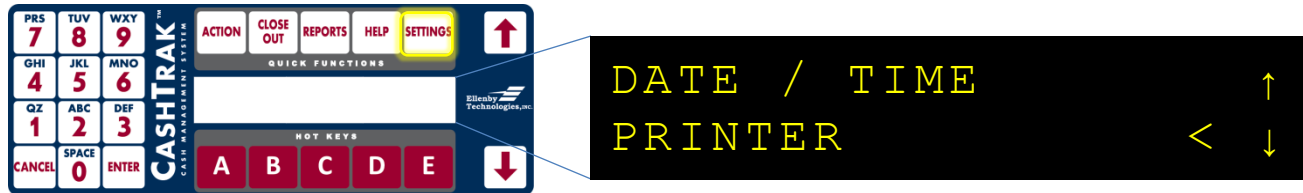
Enable printed drop receipts



Drop receipts print at the conclusion of every user cash drop into the safe. (See Depositing Cash)



Enable printed Principal reports

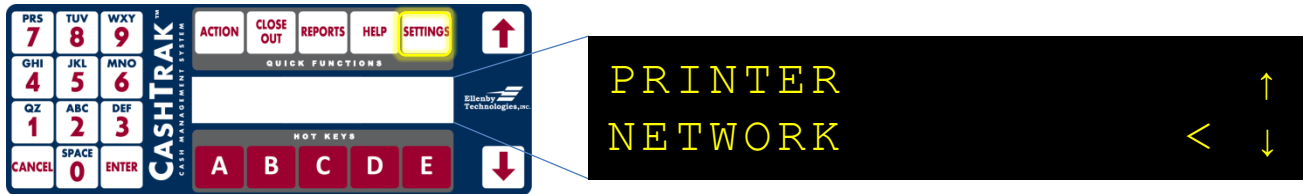


Principal reports include: [Close Out Reports](#), [Shift Reports](#) and [End-of-Day Reports](#). In all three cases, generating one of these reports closes out all cashiers and provides a report summarizing either the cashier transactions, the shift summary, or the business day summary, respectively.

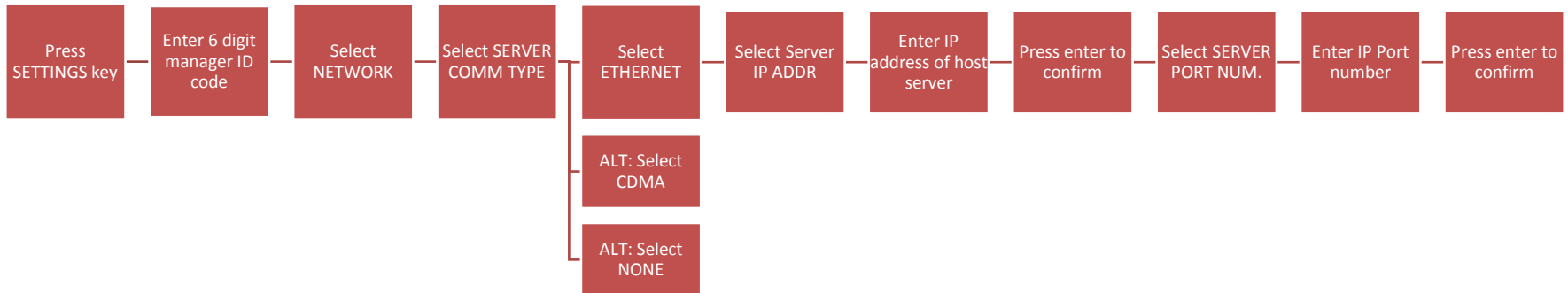
Using the printer configuration menu, these reports can be disabled from printing when these events occur. If a Manager or Supervisor initiates a Shift Report, for example, the thermal printer will only print the report if **Principal Reports** are enabled. If disabled, the shift will still be ended but there will be no paper receipt generated.



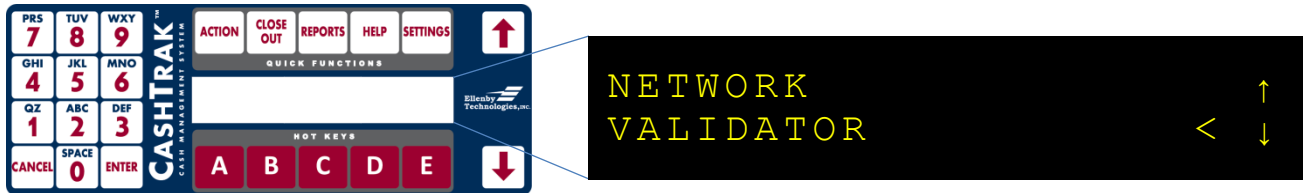
Configuring communication link



The safe may be connected to a hosted server using a cellular modem or Ethernet connection options.



Counterfeit Mode configuration



COUNTERFEIT MODE determines the accessibility of the COUNTERFEIT MODE -> ACTION menu item. When DISABLED (Default) the COUNTERFEIT MODE -> ACTION menu item is hidden.



Obscuring User ID codes



Obscuring ID codes ensures that when entering a code, the display shows only asterisks to keep the code more secure.



Enabling Temporary Cashiers

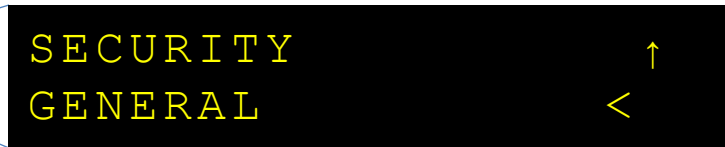
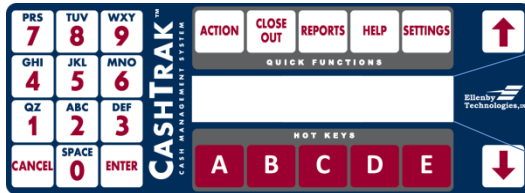


Temporary cashiers, when enabled, are created when a cashier enters a user ID that is not existing in the system to deposit money into the safe. The first time an unrecognized user ID is entered, the safe will respond with “INVALID PIN”. If that same ID is entered within 10 seconds, a temporary cashier with that ID will be created to allow for the cash drop. This feature is useful for stores with policies favoring the security of getting loose cash into the safe over the traceability of the particular cashier involved in the drop. Temporary cashiers can also perform non-cash drops.

Temporary cashiers are automatically deleted when a Close Out event occurs. Close out events include a manual Close Out, manually generating a Shift Report, or an End of Day report (manual or automatic)



Beeper



Enabling the beeper provides audio feed back when keys are pressed and for other activities such as rejected bills during a cash deposit. The duration and cadence of the beep is dependent on the activity. The default is YES.

NOTE: Requires either a controller equipped with a beeper or an OLED display with firmware revision 1.24 or higher.

