

**MESA**<sup>™</sup>  
**SAFE COMPANY**

BETTER MESA SAFE THAN SORRY!<sup>™</sup>



**OPERATING MANUAL**  
MH-SERIES ELECTRONIC SAFE INSTRUCTIONS



# OPERATING MANUAL


## MH-SERIES ELECTRONIC LOCK INSTRUCTIONS

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## DEAR VALUED CUSTOMER:

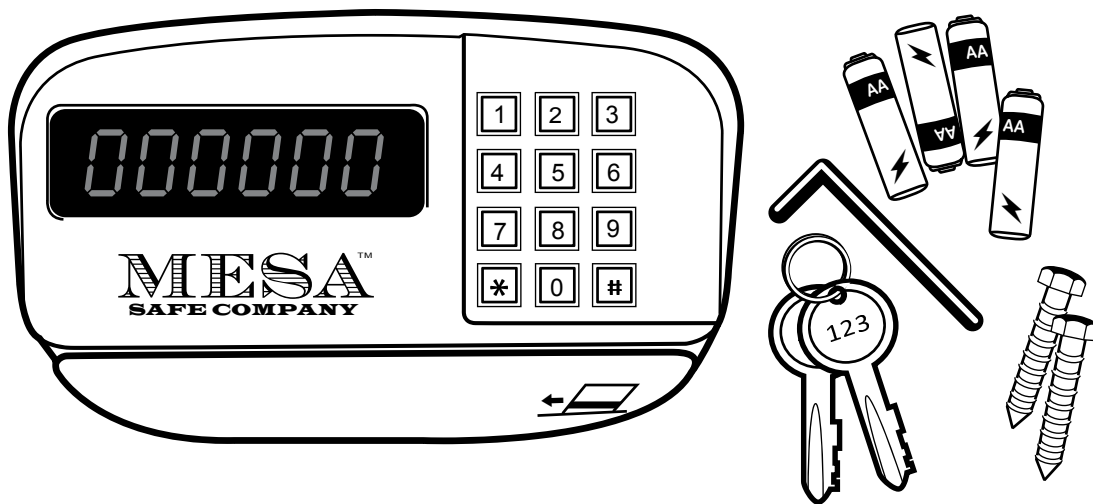
Congratulations on choosing your new MESA SAFE to secure and protect your valuables! You have made an excellent choice in your security measures. MESA SAFE COMPANY has built a solid reputation on integrity and quality craftsmanship.

We pride ourselves on delivering the best products in the industry and consistently exceed customer expectations.





 Before using your unit, thoroughly read and understand the Operating Instructions of the unit. This will ensure maximum efficiency and usability.

### IMPORTANT : DO NOT RETURN SAFE TO STORE

If you are missing parts, have difficulty programming the lock or opening your safe, or any additional questions regarding the use and care of your safe, **DO NOT RETURN** your safe to the store. Please contact MESA SAFE COMPANY *Technical Support* : **888.381.8514** [Monday thru Friday 7AM - 4PM/PST] for assistance.



## CHECK LIST

-  4AA Batteries [not included]
-  2 Override Keys [do NOT store keys in your safe]
-  1 Allen Wrench
-  2 Anchor Bolts

 **NOTE** : The lock is factory set to *Hotel Function*. [See *Changing the Lock Setting* to change to *Standard Function*]

## OPENING YOUR SAFE [For the first time]

🔑 **NOTE** : The safe comes from the factory unlocked.

### Using Personal Code

- ① To unlock the safe: Enter your **3-6 digit code**; [[ **OPENED** ]] will appear on the display & the safe will unlock
- ② To lock the safe: Enter your **3-6 digit code** then input **#**; [[ **CLOSED** ]] will appear on the display & the safe will be locked
  - ▶ This is a hotel room configuration lock. User sets new code every time the safe is used [The code you use to *unlock* the safe is the code you use to *lock* the safe. Once the safe is in the unlocked position, the safe will reset itself ready for any code]
  - ▶ Use **\*** to delete numbers that appear on the display. If **\*** is entered before your code, a [[ **-** ]] will appear rather than the number, as a security feature

### Using a Credit Card [Any card with a magnetic strip]

- ① To unlock the safe: Slide your credit card firmly from right to left with the magnetic strip down; [[ **OPENED** ]] will appear on the display & the safe will be locked
  - ② To lock the safe: Slide your credit card firmly from right to left with the magnetic strip down; [[ **CLOSED** ]] will appear on the display & the safe will be locked
    - ▶ This is a hotel room configuration lock. User sets new card every time the safe is used. [The card you use to unlock the safe is the card you use to lock the safe. Once the safe is in the unlocked position, the safe will reset itself ready for any card]
- ⚠ **IMPORTANT** : Swipe your card firmly & evenly from right to left. If an incorrect direction or swiping speed too fast or too slow, [[ **ERROR** ]] or [[ **AGAIN** ]] will appear on the display. You will need to swipe your card again. The card to unlock the safe should be the same as the card to lock the safe. If not, [[ **E-CARD** ]] (error card) will appear on the display.

## LOCK-OUT PENALTY

- ▶ When the safe is in the locked position [[ **E-Code** ]] or [[ **E-Card** ]] will appear on the display after an invalid entry.
- ▶ If an incorrect code or card is used **4** consecutive times & [[ **E-Code** ]] or [[ **E-Card** ]] appeared on the display after every incorrect entry, the safe will go into a lock-out period of **15 minutes**. During the period, when pressing a button on the keypad, [[ **HOLD##** ]] will appear on the display. The **##** represents the time that is remaining in the lock-out period.

## USING THE OVERRIDE FUNCTIONS

- ▶ If [[ E-Code ]], [[ E-Card ]] or [[ ERROR ]] appear on the display after entering your code or swiping your card to unlock the safe, you will need to use the *Override Code*, *Override Card* or *Override Keys*
- ▶ If [[ E-BAR ]] appears on the display, you will need to use the *Override Keys*

### Using the Override Code

- ❶ Input : #-#; [[ SUPER ]] will appear on the display [do not pause between #-# entries]
- ❷ Input : *Override Code*; the safe will unlock
  - ▶ The default **Override Code** is: **\*\*\*\*\***

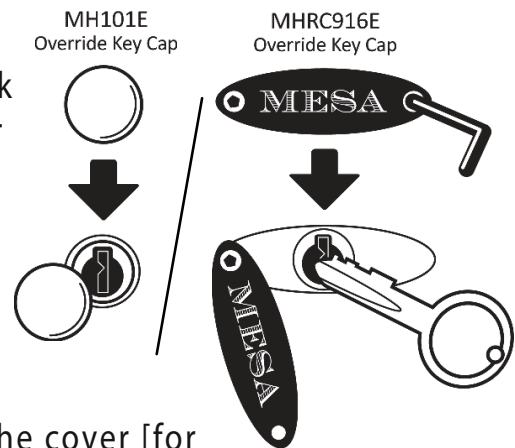
⚠ **IMPORTANT** : Because the codes are factory set, we highly recommend changing the codes to your own unique codes immediately!

### Using the Override Card

- ❶ Swipe the *Override Card*, the safe will unlock [See *Changing the Override Card* to set your card]

### Using the Override Keys

- ❶ Locate the small round cap [on *MH101E*], or the oval emblem [on *MHRC916E*], just below the right side of the keypad
- ❷ Using the allen wrench (included), remove the cover [for *MH101* Model, simply remove the cap with your finger tips]
- ❸ Insert the *Override Key* & turn *clockwise*, a ¼ turn & open door
- ❹ To remove the key, turn the key *counter-clockwise*, a ¼ turn, back to the inserted position



⚡ **NOTE** : The *Override Key* will only work when safe is in locked position.

⚠ **IMPORTANT** : Do NOT store the *Override Keys* in the safe!

## CHANGING THE OVERRIDE

### Changing the Override Code

⚡ **NOTE** : The safe must be in the unlocked position

- ❶ Input: \* - \*; [[ PROG ]] will appear on the display
- ❷ Input: **\*\*\*\*\*** ; [[ OLD ]] will appear on the display
- ❸ Input: *Override Code* - #; [[ NEW ]] will appear on the display
  - ▶ The default **Override Code** is: **\*\*\*\*\***
- ❹ Input a new 6-digit code - #; [[ AGAIN ]] will appear on the display
- ❺ Re-Input the new *Override Code* - #; [[ GOOD ]] will appear on the display. The *Override Code* has been successfully changed.

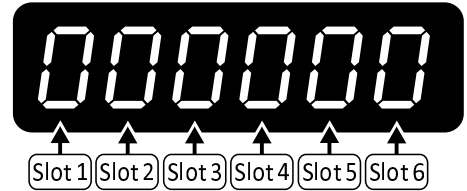
## Changing the Override Card

⚡ **NOTE** : The safe must be in the unlocked position

- ① Input: \* - \*; [[ PROG ]] will appear on the display
- ② Input: \*\*\*\*\* ; [[ CARD ]] will appear on the display
- ③ Swipe the card you wish to set as the new **Override Card**; [[ GOOD ]] will appear on the display. The **Override Card** has been successfully changed

## CHANGING THE LOCK SETTINGS

⚡ **NOTE** : The safe must be in the unlocked position



- ① Input: \* - \*; [[ PROG ]] will appear on the display
- ② Input: \*\*\*\*\* ; [[ CODE ]] will appear on the display followed by a **6-digit number**
- ④ The 1<sup>st</sup> **6-digit number** is now displayed & **Slot #1** will be '*Blinking*' [Slots: refer to graph]
  - ▶ Default setting is: \*\*\*\*\*
  - ▶ To advance to the *next Slot* without making changes to the *current Slot*, enter the number displayed in the *current Slot*
  - ▶ Input # if you do *not* want to make any changes to the 1<sup>st</sup> **6-digit number** & would like to move on to the 2<sup>nd</sup> **6-digit number**
  - ▶ Input: \* if you would like to start over & go *back* to **Slot #1**
- ⑤ **Slot #1 : Entry Display**
  - ▶ Input: 0 to **disable Entry Display**. The numbers entered will **not** display
  - ▶ Input: 1 to **activate Entry Display**. The numbers entered **will** display
    - ▶ When *Entry Display* is **activated**, Input : \* before entering **code** & the numbers entered will **not** display for added security
- ⑥ **Slot #2 : Code Display**
  - ▶ Input: 0 to **disable Code Display**. The code entered will **not** be displayed after the safe is locked
  - ▶ Input: 1 to **activate Code Display**. The code entered **will** display for 2 **seconds** after the safe is locked
- ⑦ **Slot #3 : Hide Button**
  - ▶ When *Entry Display* is **activated**, Input : \* before entering **code** & the numbers entered will **not** display
  - ▶ Input: 0 to **disable Hide Button** function
  - ▶ Input: 1 to **activate Hide Button** function

**⑧ Slot #4 : Audit Function**

- ▶ Input: **0** to **disable** *Audit Function*
- ▶ Input: **1** to **activate** *Audit Function*

**⑨ Slot #5 : Locking Function**

- ▶ Input: **1** to place the lock into *Standard Lock Mode*  
**If *Standard Lock Mode* is selected:**
  - ① The 1<sup>st</sup> code/card you use to lock the safe will be the **set** code/card
  - ② Once the code/card is set, you only need to input **#** to lock the safe
  - ③ You will need to input your set code/card to unlock the safe
  - ④ To **change** your set code/card, you will need to go back into the *Lock Settings* [Refer back to *Changing the Lock Settings*]
  - ⑤ Place the lock function into *Hotel Lock Mode*
  - ⑥ Go back into the *Lock Settings*
  - ⑦ Place the lock into *Standard Lock Mode*
- ▶ Input: **2** to place the lock into *Hotel Lock Mode*  
 [This is the **default** mode]

**⑩ Slot #6 : Unused Slot**

- ▶ Input: **1** if not already entered. This slot does not disable or activate any functions

**⑪ Input: # to confirm the 1<sup>st</sup> set of *Lock Settings* & move forward to the 2<sup>nd</sup> set of *Lock Settings***

- ▶ If you do not want to make any changes to the 2<sup>nd</sup> set of *Lock Settings*, input **#** again

**The 2<sup>nd</sup> set of *Lock Settings*****⑫ The 2<sup>nd</sup> 6-digit number [default setting: \*\*\*\*\*] is now displayed & Slot #1 is '*Blinking*'****⑬ Slot #1 : Invalid Entry**

- ▶ Input a number from **1-9 digits** to set the number of times allowed for entering an **invalid code** or **card** before placing the lock into the *Lock-Out Penalty*

**⑭ Slot #2 : Code Length**

- ▶ Input **3** to set the code length to a **3-digit** code
- ▶ Input **4** to set the code length to a **4-digit** code
- ▶ Input **5** to set the code length to a **5-digit** code
- ▶ Input **6** to set the code length to a **6-digit** code
- ▶ Input **7** to set the code length to a **3-6 digit** code



**15 Slot #3 & #4 Lock-Out Period**

- ▶ Input a number 00-99 to set the length of the *Lock-Out Penalty*
- ▶ *Example* : For 5 minutes enter 0 in Slot #3 & 5 in Slot #4

**16 Slot #5 Override Function [Code & Card]**

- ▶ Input 0 to disable the *Override Function*
- ▶ Input 1 to use the *Override Code* entry only, disables the *Override Card*
- ▶ Input 2 to use the *Override Card* entry only, disables the *Override Code*
- ▶ Input 3 to use the *Override Code & Card* together. Input the *Override Code* then swipe *Override Card*
- ▶ Input 4 to use either the *Override Code* or the *Override Card*

**17 Slot #6 Unused Slot**

- ▶ Input 0 if not already entered. This slot does not disable or activate any functions

- 18 Input: # to confirm the 2<sup>nd</sup> set of *Lock Settings* & [[ GOOD ]] will appear on the display

**SETTING THE DATE & TIME**

⚡ NOTE : You will only need to set the date & time to use the *Lock Opening Records* function. The safe must be in the unlocked position.

- 1 Input: \* - \*; [[ PROG ]] will appear on the display

- 2 Input: \*\*\*\*\* ; [[ DATE ]] will appear on the display followed by a 6-digit number

- ▶ The 6-digit number represents the year - month - day
- ▶ *Example*: December 1, 2013 = 131201

**3 Slot #1 & #2 :**

- ▶ Enter the Year

**4 Slot #3 & #4 :**

- ▶ Enter the Month

**5 Slot #5 & #6 :**

- ▶ Enter the Day

**7 Input: # to confirm the date setting & move on to the clock**

- ▶ The 6-digit number represents the hour - minute - second
- ▶ When adjusting the hour, you will need to use *military* time [24-hr rotation]

- ▶ *Example*: 7:25:59am = 072559

**8 Slot #1 & #2 :**

- ▶ Enter the Hour



9 Slot #3 & #4 :

▶ Enter the **Minutes**

10 Slot #5 & #6 :

▶ Enter the **Seconds**

7 Input: # to confirm the *clock* setting, [[ **GOOD** ]] will appear on the display

## VIEW LOCK OPENING RECORDS [Audit Trail]

⚡ **NOTE** : The safe must be in the **unlocked position**.

1 Input: \* - \*; [[ **PROG** ]] will appear on the display

2 Input: \*\*\*\*\* ; [[ **GOOD** ]] will appear on the display followed by a 6-digit number

▶ One opening record uses **two** screens:

① The 1<sup>st</sup> screen displays the **date** that the safe was **opened**

② The 2<sup>nd</sup> screen displays the **time & method** used to open the safe

[**Method**: user code, card, override code, etc.]

### Method Reference [What Opened the Safe?]

▶ *User Code*: 1 is displayed

▶ *Override Code*: 2 is displayed

▶ *User Card*: 5 is displayed

▶ *Override Card*: 6 is displayed

▶ *Example*: Safe was open at **3:30:00pm** by the *Override Code* = \*\*\*\*\*



### 3 Navigating through the Open Records

▶ Press **2** to go *back* to the previous record

▶ Press **8** to go *forward* to the next record

▶ Press **6** to show the *next screen* of a specific record

▶ Press **4** to show the *previous screen* of a specific record

▶ Press **5** to go to the *latest Lock-Opening* record

4 Input: \*; [[ **GOOD** ]] will appear on the display & the *Lock-Opening Records* will close

## THE ANCHOR KIT

To maximize the security of your safe, MESA recommends using the anchor kit [provided] to bolt down your safe. The safe can be anchored to a wall, floor, etc., or a MESA Model **MP-Pedestal** [see [MESASAFE.COM](http://MESASAFE.COM) for more info].

- ❶ Choose a suitable & convenient location for your safe. Set the safe in place & locate the anchor holes provided on the safe to mark the area to be drilled on the wall, floor, desk, etc.
    - ▶ If bolting your safe to a wall, please ensure that the safe is resting on a supporting surface; *i.e., floor, table, shelf.*
  - ❷ After marking the drill spots, move the safe aside and drill holes of the appropriate diameter & depth for the type of hardware being used & the mounting surface. [**Anchor Kit:** refer to *Checklist* for all items included]
  - ❸ Place safe back, aligning the anchor holes over the holes drilled, & install the fasteners as required.
- ⚠ **IMPORTANT :** If bolting down your safe from the bottom, be sure to remove the feet pads.

## CHANGING THE BATTERIES

- ❶ With the door open, remove the battery compartment cover located on the inside of the door by pulling down the clip to release it
  - ❷ Install **4AA** alkaline batteries [not included], note the polarity markings (-/+ ) in the battery compartment to ensure proper installation
  - ❸ Re-attach the battery compartment cover back into place
- ⚠ **IMPORTANT :** Do not use rechargeable batteries, mix alkaline with non-alkaline batteries, or mix old and new batteries.

## TROUBLESHOOTING

THE ISSUE	WHAT'S GOING ON	THE SOLUTION
[[ <b>LO-BATT</b> ]]	The batteries are low	Change your batteries
[[ <b>E-BAR</b> ]]	The door is not closed properly / The bolts are not locking	Override Keys must be used to unlock & re-lock safe, then remove keys & try code.
[[ <b>HOLD##</b> ]]	4 repeated incorrect user attempts. Lock-Out Penalty was initiated.	Wait 15 minutes then input correct user code/card
[[ <b>E-CODE</b> ]]	Incorrect user code entry	Verify user code & re-enter
[[ <b>E-CARD</b> ]]	Incorrect card used/not swiping the same card originally used to open safe	Swipe original card used to open safe
[[ <b>ERROR</b> ]] or [[ <b>AGAIN</b> ]]	Card was swiped incorrectly from left to right / Card was swiped too fast or too slow	Evenly re-swipe card from left to right

**To view Battery Levels, input [#] when safe is in the *locked* position**

[[ <b>BATT-H</b> ]]	Battery level is high
[[ <b>BATT-L</b> ]]	Battery level is low

## HOW TO ORDER KEYS

- ① Contact Mesa Safe's Sales Department for availability & prices :  
**800.490.5624**
- ② You will need to provide your Proof of Purchase [receipt/invoice]. If you can't provide a Proof of Purchase, please send a notarized document stating that you are the owner of the safe [you must send the original notarized document by mail, copies will NOT be accepted]
- ③ Make sure these items are on your notarized document: Name, Safe Number, Key Number [stamped on the key lock], Mailing Address

## IMPORTANT INFORMATION ON SAFE USAGE

- ▶ Hold on to your Proof of Purchase [receipt/invoice].  
You will need this to order keys or use the Warranty Service
- ▶ Do not open your safe if it is lying on its side, back or top.  
Only open your safe when it is in the upright position
- ▶ Do not slam the door. Extreme shock can damage the lock or jam the bolt work system
- ▶ Do not shut the door with the locking bolts in the locked position.  
This may damage the locking bolts & create problems unlocking & locking the safe
- ▶ Do not overstuff contents in the safe so that the door must be forced shut.  
Bolt work may jam as a result
- ▶ Keep liquids away from the keypad. Liquids can damage the keypad
- ▶ If you experience a difference in the feel of the operation, inconsistency or difficulty opening or operating the safe, **DO NOT LOCK THE SAFE.**  
**Immediately contact our Professional Tech Assistants at MESA SAFE COMPANY Customer Care : 888.381.8514** [Monday thru Friday 7AM - 4PM/PST]

## REGISTER YOUR SAFE

To aid with warranty coverage, please register your product online or complete the enclosed registration card.

**Register your safe online at [MESASAFE.COM/register](https://mesasafe.com/register) --or--**

Fill out the *Registration Card* included with your safe & mail to:

**Customer Service P.O Box 52282 Irvine, CA 92619**

## **1** MESA SAFE COMPANY LIMITED 1 YEAR WARRANTY

Mesa Safe Company will guarantee your Mesa Safe free from defects for a period of one year from original purchase date on manufacturer defects only. This warranty is non-transferable and only applies to original owner with proof of purchase from an authorized dealer.

Mesa Safe Company will not, under any circumstances, be liable to the initial consumer for any incidental, consequential, special, exemplary, or punitive damages arising out of the purchase or use of any Mesa Safe Company product(s). Mesa Safe Company's liability for any breach of this warranty shall be limited exclusively to repair or replacement of the defective product(s), as described above or a refund of the product(s). In no event shall Mesa Safe Company's obligation under this warranty exceed the price of the original product(s). Under no circumstances will Mesa Safe Company be held liable for contents stored inside the Safe(s).

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. Mesa Safe Company 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 will vary from state to state.



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