

Safe Lock Technical Training

Two-Day Hands-On Training Agenda

DAY 1

Cencon • Auditcon • LA GARD 700 Series

DAY 2

Axessor Apexx Series • Software • eBox • Hands-On Scenarios

Training Objectives

- Identify the primary components and applications of the Cencon, Auditcon, LA GARD 700 Series, and Axessor Apexx product families.
- Properly install, connect, initialize, commission, and configure safe lock system components.
- Perform common user and administrator programming functions and understand primary operating modes.
- Retrieve and interpret audit information and perform common service and maintenance procedures.
- Diagnose common installation, configuration, communication, and operational issues using product-specific troubleshooting workflows.

Training emphasis: Participants should leave the course able to install, commission, configure, operate, audit, and perform first-level troubleshooting on the systems covered.

Format: Instructor-led technical training with product demonstration, guided configuration, and hands-on exercises.

↓ **See detailed daily agenda** ↓

Day 1

Cencon ATM Security Lock System

Product & System Overview

- Cencon purpose and typical ATM/cash-handling applications
- Lock, keypad, Smart Key, and software ecosystem
- System operation and security concepts
- Shelved/Factory Mode and identification of active lock modes

Operating Modes

- Bank Mode — purpose, typical use, user access, and single/dual access
- First Line Maintenance (FLM) Mode — OTC workflow, FLM Smart Key, and Close Seal process
- Route Mode — route personnel, Route Smart Key, OTC workflow, and Close Seal process
- Differences between Bank, FLM, and Route operation and transitions between modes

Installation — Hands-On

- Review lock and input unit components
- Install Cencon lock on training stand; route/connect cabling and verify bolt operation
- Initial power-up and installation verification before commissioning

Initialization & Activation — Hands-On

- Initialize lock using the Red SA Key
- Activate applicable operating modes and verify configuration
- Perform initial opening, retrieve/record Close Seal, return lock to Shelved Mode

OTC & Service Workflow — Hands-On

- Receive an OTC and perform an FLM/Route opening
- Use the appropriate Smart Key, complete service operation, secure the lock, and retrieve Close Seal
- Review common OTC/service-call issues

Troubleshooting & Service

- Identify current lock mode and diagnose Smart Key recognition or OTC issues
- Review initialization/activation issues, basic recovery workflow, and escalation points

Auditcon

Overview & Installation — Hands-On

- Product purpose, typical applications, lock/keypad components, users, and audit concepts
- Install Auditcon lock on training stand; connect keypad and verify operation

Programming & Audit — Hands-On

- Initial setup, administrator/manager functions, user setup, combination management, and operational settings
- Retrieve and review audit information and discuss common audit/service applications

Basic Troubleshooting

- Installation, programming/access, and audit communication issues
- Basic recovery procedures

Day 1 (continued)

LA GARD 700 Series

Product Family Overview

- 700 Series platform, applications, lock types, keypads, and system components
- Model overview: 700 Basic / 702 / 702D, 703, 704, and 705
- Standard versus display keypad; single-lock versus multi-lock configurations
- Model capabilities and selection considerations

Installation — Hands-On

- Lock/keypad installation, cable routing, battery/power considerations, and functional verification
- Tamper Evident keypad — installation requirements and security considerations
- Serviceable keypad — installation requirements and service access considerations

700 Basic Programming — Hands-On

- Initial setup, Master/Manager concepts, user setup, combination changes, basic operation, and reset considerations

702D Programming — Hands-On

- Display keypad navigation and initial configuration
- User management, Time Delay, Confirmation Window, Dual User, Time Delay Override, and audit functionality

704 Multi-Lock Programming — Hands-On

- Multi-lock system architecture and configuration
- Assign/identify locks and manage user access across multiple locks
- Dual User, Time Delay, override functions, multi-lock operation, and testing

700 Series Software — Hands-On

- Software purpose and supported functions
- Connect lock system to PC and discover connected system
- Review/configure system settings, manage users, download/review audits, and discuss firmware updates

Troubleshooting & Service

- Identify keypad/model configuration and compatibility considerations
- Lock/keypad pairing, reset/replacement, multi-lock communication, and common programming errors

Day 1 Review

- Product/application comparison
- Hands-on competency review
- Questions and troubleshooting scenarios

Day 2

Axessor Apexx Series

Platform Overview

- Apexx platform purpose and typical financial/retail applications
- Connected versus offline operation
- System components: Apexx lock, keypad, eBox, Apexx Series Software, and Safe Locks mobile application
- Motorized Deadbolt and Latch Bolt options; single-lock and multi-lock configurations
- System capacity, scalability, and primary security functions

System Architecture

- CAN bus device communication and multi-lock daisy-chain architecture
- Keypad/lock relationships and eBox role in connected systems
- Network communication overview
- Power options: AC, PoE, battery backup, and USB-C emergency power

Physical Installation — Hands-On

- Install Apexx lock on multi-lock training safe
- Install/connect keypad and multiple locks; properly daisy-chain components
- CAN bus termination; install/connect eBox; verify physical communication

Initial Commissioning — Hands-On

- Initial keypad startup and first-lock commissioning
- Create administrator credentials; add additional locks and eBox
- Verify devices and test lock operation before software connection

Operating & Security Functions

- User ID/PIN structure, roles, and permissions
- Bank Mode, Dual User, Time Delay, Time Delay Override, and Time Lock
- Holiday/lockout schedules, Wrong Try Penalty, Duress, and sequential/multi-lock operation

Day 2 (continued)

Apexx Series Software & Connected Operation

Software Overview

- Software architecture and purpose
- Software users versus lock users
- Regions and system organization; roles and permissions
- Lock system management, user management, audits, dashboard/system status, and firmware visibility

Connecting a Lock System — Hands-On

- Access PC Connect from the keypad and establish USB connection
- Discover connected devices and add/configure the lock system
- System Configuration and Device Configuration
- Users, Roles, Lock Groups, Holidays, and Schedules
- Save configuration and verify operation at the lock system

Networked Apexx / eBox

- eBox purpose and connection of a lock system to the network
- eBox communication status and online versus offline operation
- Software communication concepts, audit synchronization, and system status monitoring

Audit & Monitoring

- Audit event overview; retrieve, filter, review, and export audit information
- Dashboard monitoring: battery status, firmware levels, eBox connection status, critical audits, and bolt status

One-Time Codes & Dispatching

- OTC concepts, standard workflow, and code expiration
- Individual and Dual Mode; route concepts
- Safe Locks mobile application workflow for requesting/receiving OTCs and completing an opening

Firmware & Software Maintenance

- Identify component firmware versions and understand lock/keypad/eBox version considerations
- Software update concepts, compatible system versions, and post-update verification

Day 2 (continued)

Apexx Troubleshooting & Practical Application

Troubleshooting — Hands-On Scenarios

- Lock not detected during commissioning
- Keypad/lock communication issue
- USB connection timeout or device not discovered in software
- eBox offline
- User cannot access assigned lock
- Configuration does not appear at the lock
- Firmware mismatch/update issue
- Audit information not appearing as expected
- Recovery workflow and escalation process

Final Practical Exercise

- Install and connect a complete Apexx lock system
- Commission keypad and locks and create administrator credentials
- Configure a multi-lock system and connect it to Apexx Series Software
- Create users, assign access, and configure selected security settings
- Perform lock openings and generate/retrieve audit events
- Diagnose and resolve a simulated system fault

Training Wrap-Up

- Product and application review
- Common field-service scenarios
- Documentation and support resources
- Final questions and practical competency review

Training emphasis: Participants should leave the course able to install, commission, configure, operate, audit, and perform first-level troubleshooting on the systems covered.