Electronic key management system
Unboxing and installation quick start guide

KEYper
ASSA ABLOY

Key management simplified

Shipment inspection

I. Shipment packaging

Your **Elite Key Management System** will arrive on a shipping pallet. Each cabinet is packaged separately.

1a. Wall board mounting option packaging

If you ordered the **wall board** mounting option, your shipment will look similar to *Fig. 1*.

1b. Stand mounting option packaging

If you ordered the **stand** mounting option, we will have already mounted the cabinet to the stand prior to shipping. It will look similar to *Fig. 2*.

*Note: Your **Sales Order (SO)** will be affixed to the outside of the box. **Before opening the shipment**, ensure that the SO matches your order. If not, **contact KEYper**.*

Sales Order

Fig. 1 – Wall-mounted system on shipping pallet

Fig. 2 – Stand-mounted system on shipping pallet

1c. Back-to-back mounting option packaging

If you ordered the **back-to-back (B2B) stand** mounting option, one of the cabinets will have been mounted on the stand prior to shipping. The **second cabinet** will be in its own box at the foot of the stand. See *Fig. 3* below.

*Note: If you paid for **installation**, **contact KEYper** to schedule. If not, **you are responsible for mounting the second cabinet** to the stand. Please refer to the **B2B Stand Mounting Instructions**.*

Mounted

Unmounted

Fig. 3 – Back-to-back units on shipping pallet with one cabinet mounted, wrapped and unwrapped

1d. Box information label

Each **box** in the shipment is **labeled** with the following information, as seen in *Fig. 4* below.

1. **SO#:** This is the **Sales Order number**.

   1 ➔ SO#: _123456_

2. **Cab Config:** The format for this information is as follows:

   2 ➔ Cab Config: _MKE288XC_

   - 🔑 **MKE** (for an electronic system)

   3 ➔ Location: _Sales Department_

   - 🔑 **# of key positions in the cabinet** (between 32 and 288)

   4 ➔ Cab # ___1___ of ___4___ in System Spec

   - 🔑 **XC** (for a kiosk cabinet) or **XA** (for an add-on cabinet)

   Fig. 4 – Example box information label

*Note: If you ordered a **B2B mounting configuration**, the box will contain 2 cabinets. In this case, the **Cab Config** line on the box will **list both cabinets** contained in the box.*

3. **Location:** This is **where the system will be located**, i.e., Sales Department. If you did not specify in your order and have purchased multiple systems, we will designate the location as **Location A**, **Location B**, etc.

4. **Cab # __of __in System Spec:** This indicates the **position of the cabinet** in the system followed by the **total number of cabinets** in the system.

⚠ **Warning:** *Add-on cabinets are programmed to pair with a specific kiosk cabinet and in a predetermined order. The cabinets alone can weigh up to 300 lbs (136 kg), not including additional mounting solutions and accessories included in the packaging. **It is imperative that you ensure the boxes are in the correct physical location prior to unboxing***.

II. Sales Order

If you ordered **multiple systems** with **add-on cabinets**, these details will be noted on the **Sales Order (SO)**.

See the example in *Fig. 5* where a customer has ordered 3 systems and specified the departments where they will be installed.

*Note: If you ordered **multiple duplicate systems** (i.e., 2 MX 288 Large Cabinets and 2 MX 288 Large Add-On Cabinets) and **did not specify the location** for each system, we will designate one system as being for **Location A** and the other for **Location B**. Use this information to match up your main kiosk cabinets with their designated add-on cabinets.*

Fig. 5 – Example Sales Order

*Note: **Add-on cabinets** do not have a touchscreen computer. They are managed by the **main kiosk cabinet** to which they are connected. See **Fig. 6**. These add-ons have been programmed to work with a specific kiosk cabinet and **must be carefully matched** at the time of installation or they will not work as expected.*

Fig. 6 – Example of a main kiosk cabinet and an add-on cabinet

Unboxing

I.   Shipment contents

Inside the shipment, you will typically find the following:

Key management cabinet(s) – See *Fig. 7* below.

Fig. 7 – Example of a main kiosk cabinet and an add-on cabinet

Wall board(s) or **pre-mounted stand(s)** – See *Fig. 8* below.

Mounting Instructions

Fig. 8 – Wall board (left) and stand-mounted small cabinet (right)

APC UPS battery backup(s) – See *Fig. 9* below. See **UPS Battery Backup Setup Instructions**.

Fig. 9 – Example of the APC UPS battery backup box

Accessories box(es) – located inside the cabinet(s). See *Fig. 10* below.

Fig. 10 – Example of the accessories box

Warning: *At every step of the unboxing process, inspect the shipment and the boxes contained therein. If you notice any **damaged** or **missing items**, please **stop** and **contact KEYper** immediately.*

1a. Cabinet information sticker

Each cabinet has a **sticker** affixed to its **key bag** that provides the following information, as seen in *Fig. 11*:

1. **Customer**: This is the name of **your business** as well as any **area or department** you specified in your order.

2. **Cabinet**: The format for this information is as follows:
   6-digit SO # – position of the cabinet in the system – total # of cabinets in the system.

*Note: It is best practice to **connect your cabinets in the order indicated** by the labeling. In the example in *Fig. 11*, there are 4 total cabinets in the system. Cabinet #1 is always the **main kiosk cabinet** in the system.*

1 → Customer *Joe's Preowned Cars - Sales Department*

2 → Cabinet *123456* - *1* - *4*

3 → SN# *MXC2880388031122*

4 → Key# *41212*

Only Authorized Personnel Should Remove at time of setup!

Fig. 11 – Cabinet information sticker

3. **SN#**: This is the **serial number** of the cabinet. Always check to ensure the SN# on the cabinet matches that on the sticker when setting up your system. See *Fig. 12* below.

Model: MX
SN: MXC2880388031122

Fig. 12 – Serial Number location and information sticker
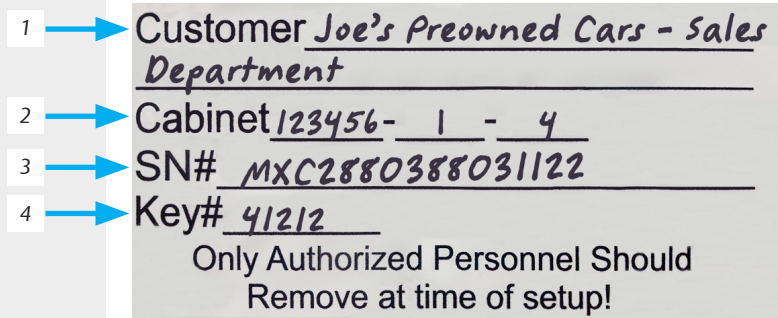
4. **Key#**: Each cabinet is assigned a pair of unique **hard override cabinet keys** that come zip-tied to its handle in a key bag. In the event of a power loss or to open the cabinet without logging in, you may use this key. They should be kept in a secure location, never inside the cabinet itself. See *Fig. 13* below.

Fig. 13 – Hard override cabinet keys

Note: If alarms are enabled on your system, opening the cabinet with the key will trigger and log an alarm.

1b. Puck locks

If you ordered one or more **puck locks** for your system, they will come installed on the cabinet(s) below the handle (if you ordered one) or above **and** below the handle (if you ordered two). See *Fig. 14*.

These **puck locks** can be inserted and locked at the end of the day or when the cabinet is not in use for **extra protection from unauthorized access**. Simply **unlock and remove the puck lock** when your cabinet is in use. See *Fig. 15* below.
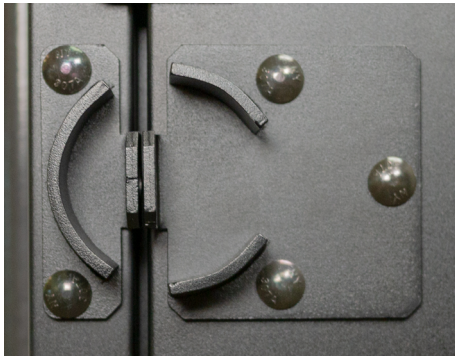

Fig. 14 – Single puck lock on cabinet door

Fig. 15 – Puck lock removed for operation

Unlike the hard override cabinet keys, **every puck lock in your system** or at your location will be tooled to use **the same set of keys**. This eliminates the need to keep up with an exponential number of keys.

As with the cabinet keys, each puck lock will arrive with **2 copies of the key**. All of the keys for each of the cabinets will come in the **key bag** zip-tied to the handle of the cabinet. That means if you ordered a cabinet with two puck locks, your key bag will contain 6 keys.

Note: *If you would prefer to have a **unique set of keys** for each of your puck locks, <u>contact KEYper</u>. Alternately, a locksmith can re-key the puck locks for you.*

1c. Accessories box

Each cabinet comes with its own **accessories box**, located inside the cabinet for shipping. The accessories box contains critical items and should be kept with the cabinet or in a secure location.

Each accessories box is **labeled** and should be matched with the cabinet to which it belongs.

The **contents sticker** on the front of the box lists the items in your order. See *Fig. 16*.

Part	Qty	Part	Qty	Part	Qty	Part	Qty
Power Cord	1	Stand Feet		Tamper Seals	300	Key Pouches	
Power Brick	1	Stand Clamps		Cable Seals		HC Housing Pairs Packs	
Rj485 Cable	1	Fob Reader	1	Rivet Gun		Cutter	
Cable Mgmt	1	Emergency Fob Release		Rivets		HC Fob Reader	
Other Accessories:							
Packed By: SG				Checked By: MT			

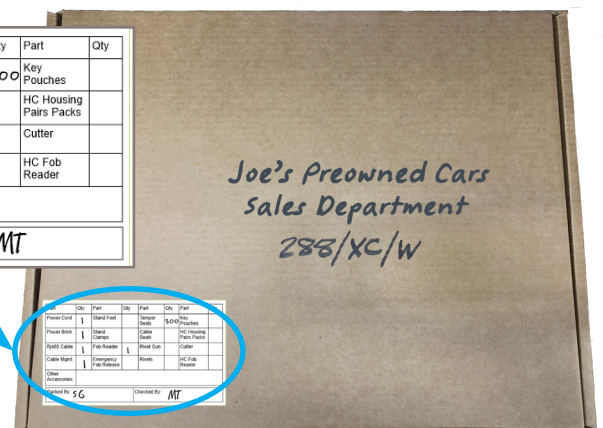*Joe's Preowned Cars Sales Department 288/XC/W*

Fig. 16 – Example of an accessories box and its contents sticker

Typically, the **accessories box** contains the following items, as seen in *Fig. 17*:

1. **Power cord**

2. **7' Ethernet cable**

3. **Tamper seals** for MX systems or **cable seals** for MXi systems (not pictured)

4. **Cable management pack**

5. **Power brick**

6. **Desktop fob reader** for MX main kiosk cabinets

7. **Emergency iFob release tool** for MXi systems

8. **Stand feet and stand wall clamps** (only included if you ordered the stand mounting option)

Fig. 17 – Typical accessories box contents

*Note: In the event of a power outage, you may use the **emergency iFob release tool** to manually remove the iFobs from an MXi cabinet. **Firmly insert the tool into the blank socket** at the beginning or end of the row, **turn the dial** to the desired position number, **press and hold** the red button, and **remove the iFob** (see **Fig. 18**).*
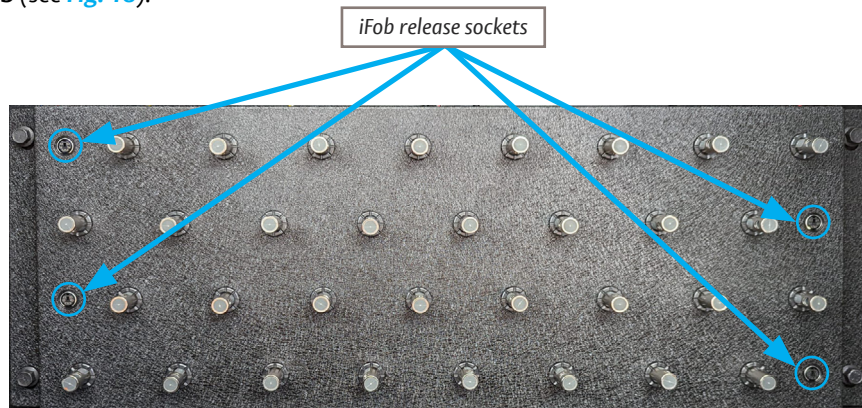

Fig. 18 – Emergency iFob release sockets

⚠ **Warning:** Please **exercise caution** when ordering KEYper accessories online. **Counterfeit products exist online** and may **compromise your system and/or void your warranty**. See our **Counterfeit Product Disclaimer** for more information.

1d. Additional items

Depending on your order, your shipment may also contain these **additional items**, as seen in *Fig. 19* and *Fig. 20*:
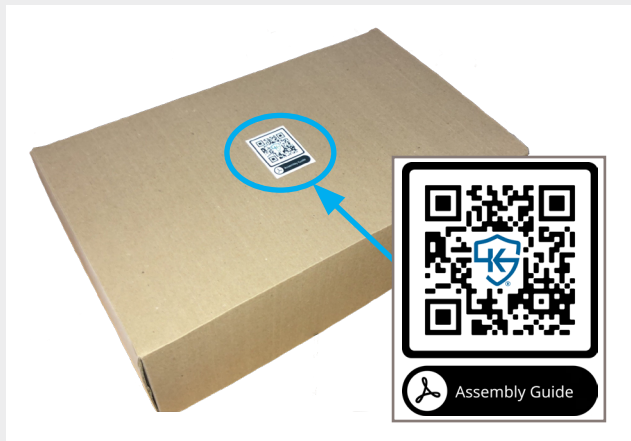
🔑 **Cable management shelf**

Fig. 19 – Example of the cable management shelf and QR code
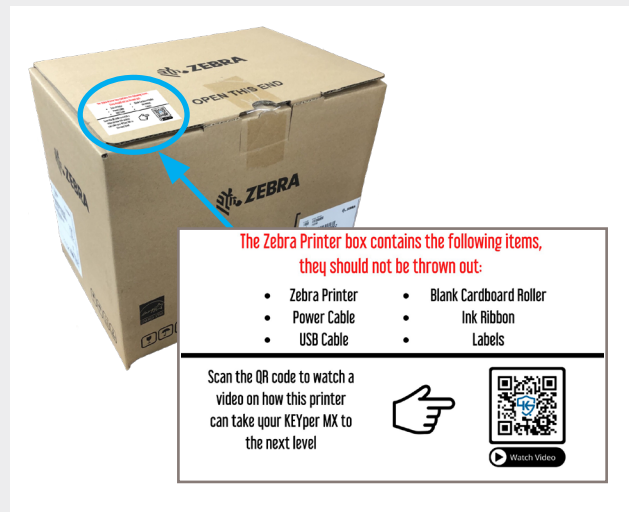
🔑 **Zebra printer and accessories**

Fig. 20 – Example of the Zebra printer box and contents sticker

Note: If you ordered extra Zebra ribbons or rolls along with the printer, they will come in a separate box.

The Zebra printer and cable management shelf each has a **QR code** affixed to the box, as seen in *Fig. 19* and *Fig. 20*. Scan these for further information and assembly instructions.

> ⚠️ **Warning:** *After unboxing your items, check the contents against the **SO** and the **contents sticker(s)** for accuracy. Immediately report any discrepancies to **KEYper**. Ensure that all accessories and other items are kept together and in an accessible location so as to avoid misplacing any component(s) of your system.*

Location requirements

I.   General requirements

The following requirements apply to the **location** of your Elite Key Management System:

- 🔑 A **grounded AC outlet** within 3' (0.9m) of the main cabinet

- 🔑 An **Ethernet connection** within 48" (1.2m) of the main cabinet

Note: Whether or not you ordered installation from KEYper, the information provided in the [Site Preparation Agreement](#) is useful for all installations. See [Fig. 21](#) for a partial list.

System Installation Requirements

All requirements must be met prior to installation. Please click each box to acknowledge.

* Electrical

☐ A grounded AC outlet within 3 feet (1 meter) of the main cabinet.

Note: Each cabinet draws less than 1.6A and each UPS draws additional power. Ensure that the AC outlet is protected with a circuit breaker that is appropriately sized for the number of cabinets and UPS units plugged into it.

* Power Requirements

☐ A UPS (Uninterruptible Power Supply) is highly recommended and available from KEYper.

Note: Ensure that all cabinets are plugged into a battery backup outlet on the UPS and not the surge protected outlets.

* Data Access *(click the box(es) that apply)*

☐ Standalone systems: Internet access across port 443

☐ Networked systems: Internet access across port 444

☐ Mail server access across ports 25, 487, or 565

* Admin Rights to PC

☐ Administrative rights to load device drivers on remote PCs designated for key system administration.

* IP Address

☐ IP Address (IP V4 or V6, DHCP or Static Configuration)

* Data Connection

☐ Active Cat5 (or higher) network cable connection *(preferred)*.

Note: WiFi can be used, but for best results, a strong signal is required.

* SMTP Server

☐ SMTP server information provided (required for alerts).

Fig. 21 – Partial list of the requirements in the site preparation agreement

II.   Additional requirements for wall-mounted systems

If you ordered a **wall-mounted configuration**, these additional requirements apply:

- 🔑 Wall space of at least **67" high and 29" wide** for a single **large** cabinet. See [Fig. 22](#).

- 🔑 A **minimum of 1"** between wall boards and a **maximum of 5'** between cabinets. See [Fig. 25](#).

*Note: We recommend that the top edge of the wall board be hung **67" from the floor for a large cabinet**. This places the screen in the kiosk at a good height for most users and allows space below the cabinet for cabling or the optional cable management shelf. For other sizes, see our [Mounting Specifications](#).*
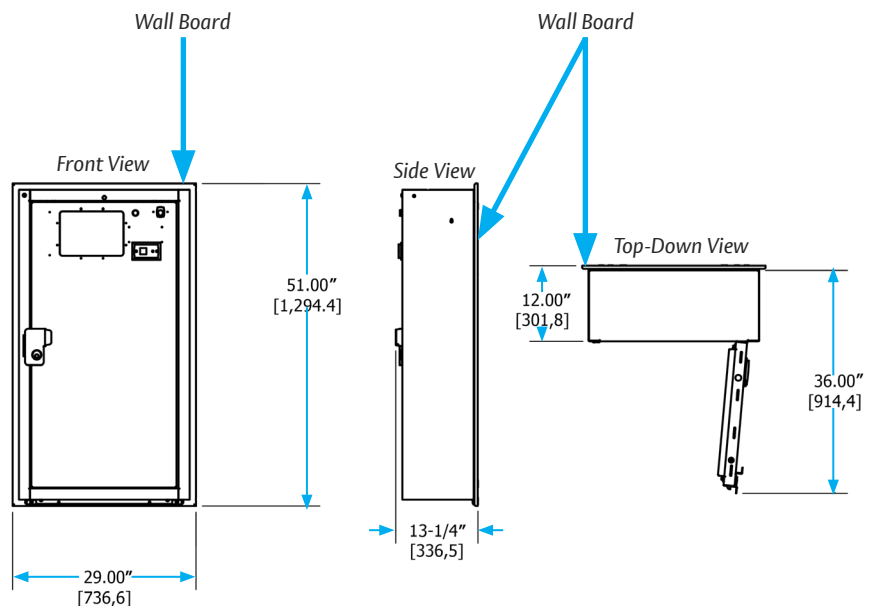
Wall Board

Wall Board

Front View

Side View

Top-Down View

51.00"
[1,294.4]

12.00"
[301,8]

36.00"
[914,4]

13-1/4"
[336,5]

29.00"
[736,6]

Fig. 22 – Typical wall-mounted cabinet dimensions agreement

Setup

> ⚠️ **Warning:** *Prior to installing or setting up the wall-mounted cabinet(s),* **it is the customer's responsibility to attach the wall board(s) to the wall.** *Wall board(s) should be installed by a certified professional. Please see the* <u>Site Preparation Agreement</u> *for installation requirements.*

Note: <u>Contact KEYper</u> *to schedule or purchase your* **installation**. *Once installation is complete, proceed to the* <u>Elite System Operation Quick Start Guide</u>.

If your system has been **mounted to a stand or wall board**, proceed as follows:

1. Insert the **power cable** into the **power brick** and plug the assembly into the **wall outlet** or the optional **UPS battery backup**. See *Fig. 17* and *Fig. 23*.

2. See **UPS Battery Backup Setup Instructions**.

Fig. 23 – UPS battery backup

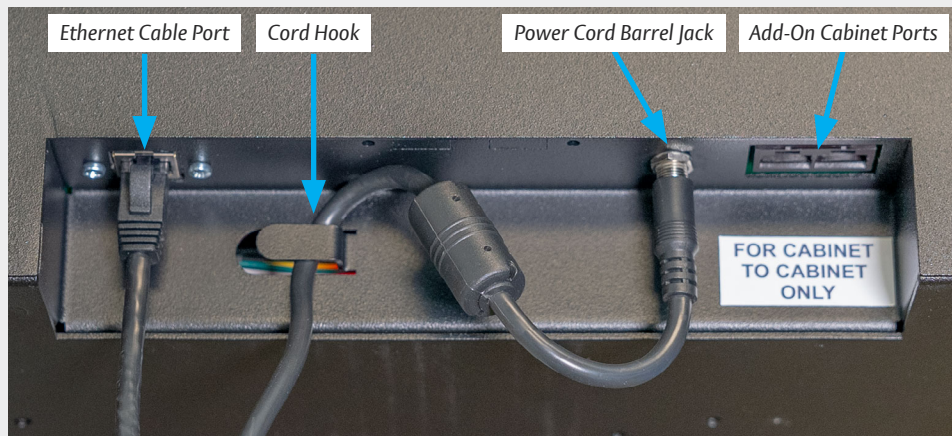3. Plug the **power cable** into the **barrel jack** on the bottom back of the cabinet. See *Fig. 24* below.

| Ethernet Cable Port | Cord Hook | Power Cord Barrel Jack | Add-On Cabinet Ports |

FOR CABINET TO CABINET ONLY

Fig. 24 – Power cable installation as seen from back of cabinet

Note: *Loop the cable over the* **cord hook** *seen in* *Fig. 24* *to ensure that the power cable doesn't get pulled out. This is especially important if you have not purchased the* **cable management shelf**, *which organizes the power supplies and prevents the cables from hanging down to the floor.*

4. While viewing the cabinet from the back, as seen in *Fig. 24*, plug the **RJ45 Ethernet cable** from your network into the *leftmost* port in the main cabinet. See *Fig. 25*.

- 🔑 If you have multiple cabinets, connect the first **add-on cabinet** to the **main kiosk cabinet** with the direct connect cable in the *rightmost* pair of ports. See *Fig. 24* and *Fig. 25*.

- 🔑 Each additional add-on cabinet should be plugged into the preceding cabinet using the *rightmost* pair of ports.

Note: *As noted in the* **Shipment inspection** *section of this guide, each cabinet has been programmed to be connected in a particular order. Follow the order indicated on the box and the* **Cabinet information sticker** *on each cabinet.*
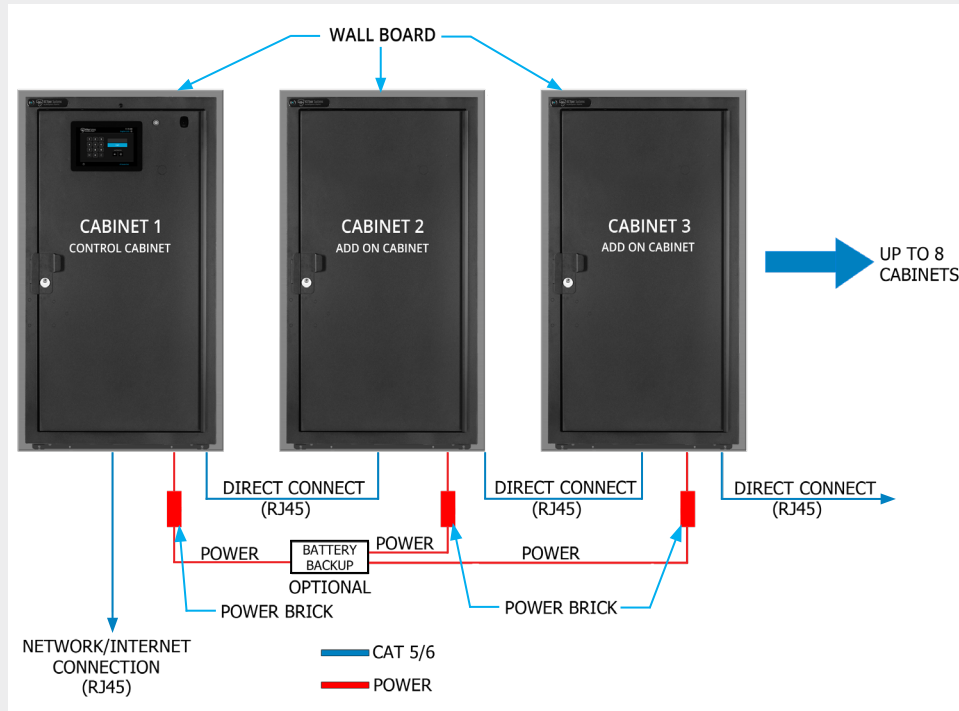

Fig. 25 – Power and network connections

UPS battery backup setup instructions

I. Setup

The battery backup is shipped with one battery cable disconnected. To **connect the battery** to enable operation, follow these steps:

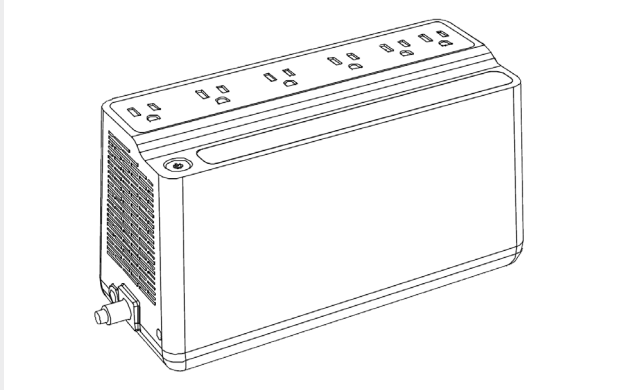1. Remove the **Stop! Connect the Battery** label that covers the outlets. See *Fig. 26*.

Fig. 26 – Remove the label

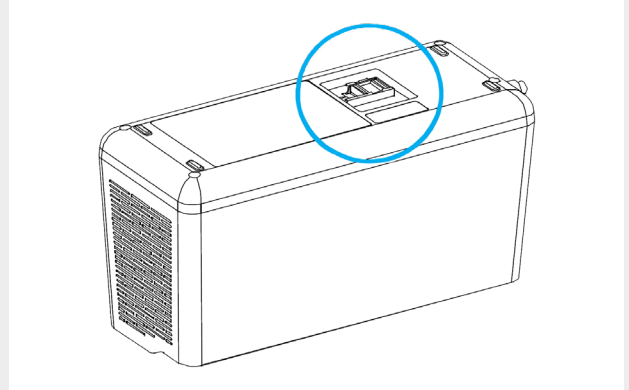2. The **battery connector** is located on the **underside** of the unit. See *Fig. 27*.

Fig. 27 – Battery connector location

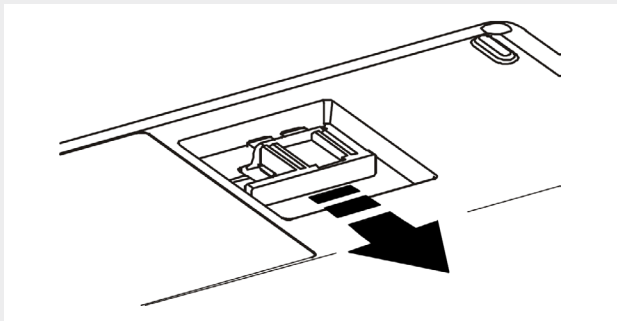3. Slide the **battery connector handle** away from its disconnected position. See *Fig. 28*.

Fig. 28 – Battery connector handle

4. Turn the battery connector to a **90-degree upright position** and push it into the unit. See *Fig. 29*.
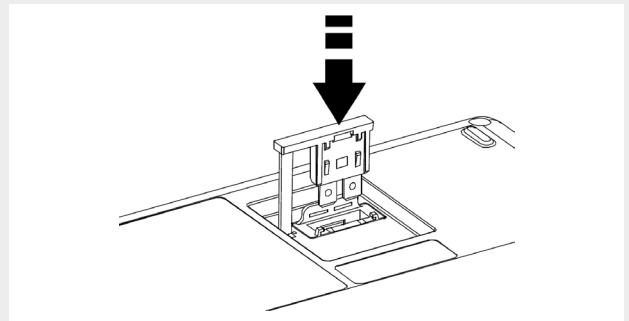

Fig. 29 – Push in battery connector

II. Safe and effective use

To safely and effectively use the battery backup, **plug the cabinet(s)** into the **4 battery backup + surge protection outlets**. Do not use the 2 surge protection outlets for this purpose. See *Fig. 31*.
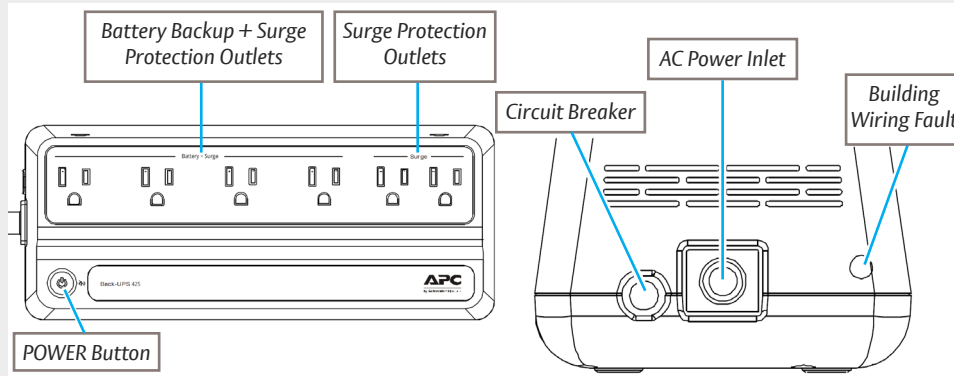

Fig. 31 – Labeled UPS

*Note: The **battery backup + surge protection outlets** provide battery power for a limited amount of time. The **surge protection outlets** are only suitable for nonessential devices.*

To **turn on** the battery backup, **press the POWER button**.

- It will illuminate **green** and emit a single **short beep**. This indicates that the unit is on and providing protection for connected equipment. See *Fig. 30*.

To **turn off** the battery backup, **press and hold the POWER button** for at least 2 seconds.

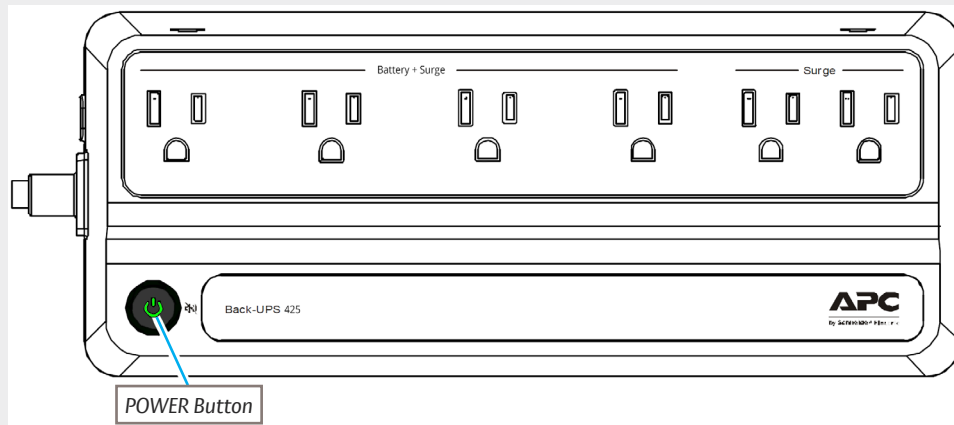- When the unit emits a **beep**, release the button and the UPS will turn off.

Fig. 30 – Illuminated POWER button – unit is ON

III. Additional information

Backup battery runtime depends on the number of cabinets plugged into the unit and their use. In the event of a power outage, **runtime is approximately 30 minutes**.

Note: Additional items plugged into the UPS will reduce runtime. See Fig. 32.

1 UPS may be used for **up to 4 KEYper cabinets**. Beyond that, an additional UPS will be required per 4 cabinets.

*Note: To purchase additional APC Model BE425M **UPS battery backup(s)** with a 425 VA rating from KEYper, **contact us** and request part number **ATX020**.*

For further information about the APC UPS battery backup, please refer to the **manufacturer's instructions**.

Fig. 32 – UPS with items plugged in

To **purchase** a **Cable Management Shelf** to better organize the cables and battery backup, **contact KEYper** and request part number **AMX169**. See *Fig. 33*.

Fig. 33 – Cable management shelf front (left) and back (right) views

Contact us

> **Congratulations!** *Your* **Elite Key Management System** *is installed and ready to be used. If you purchased* **training**, Contact KEYper *to schedule your session and begin* **registering assets, adding users**, *and* **customizing your system**. *If you have not purchased training, please refer to the* Elite System Operation Quick Start Guide *to get started with your Elite Key Management System.*

Each cabinet has a **contact information sticker** affixed to its side, as seen in *Fig. 34*. Please contact us at any time – we're here to help!

KEYper
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For Technical Support
call us at: 704-455-9400
or scan the QR code to contact us

Contact Us

Fig. 34 – KEYper contact information sticker