

MEDIXSAFE FAQs:

FREQUENTLY ASKED QUESTIONS

1) How do I sync the time on my MedixSafe with the current time?

In your software, right click the device you wish to sync, and select [Sync Time](#).

2) How do I download an access log?

Right click the device from which to download and select [Download Log](#). The access log will be displayed on the screen. Click [Search](#) on the top menu bar, and then select [Log Search](#). Enter the date and time range, and then click the [Search](#) button. Once the search results are displayed, click on [Export](#). In the Export dialog window, select the desired export format and option. Next, select the location where you want the file to be saved. Click [Start Export](#).

3) How do I change the IP address, subnet mask, and default gateway on my MedixSafe?

On your safe's keypad, press MENU (enter admin credentials if needed), then press F3/▼ until you get to OPTIONS. Press OK, then press F3/▼ until you get to COMM OPT, and press OK. Press F3/▼ until you get to IP ADDRESS, and press OK. Enter the desired IP address. Press OK, then press F3/▼ to SUBNET MASK, and press OK. Enter the desired subnet mask, and press OK. Press F3/▼ to GATEWAY, and press OK. Enter the default gateway, and press OK. Press F1/ESC: You will be prompted to save the changes you made. Press OK to save, and then press F1/ESC until you are back at the main screen (clock).

4) How do I enroll a user?

In the software, click [User Management](#) at the top menu of the main screen. In the User Management window, you will see a plus sign (+). Click the plus sign to add new user. Input user information, then click the check button at the top right of that window to save.

NOTE

If the user will be using an RFID proximity card for access:

You will need to input the entire set of numbers printed on the card in the [Card No.](#) window before saving.

If the user will be using an HID proximity card for access:

You will need to enter the **first set** (shorter set) of numbers printed on the outside of the card before saving.

5) How do I set up an administrator for the software?

First, the administrator must be enrolled as a user under [User Management](#). (See Question 5)

Click [System Management](#) at the top menu of the main screen. Next, select [Administrator Management](#) from the dropdown menu. Click the [Administrator](#) button in the lower left corner of the Administrator Settings window, and then select [Add Administrator](#). Select the user to be designated as an administrator, then click ok, and then click ok again. Next click the double green check marks in the top right corner to allow full control and access to the software. Click [OK](#) to save.

NOTE

The default administrator password will be the User/Administrator ID #.

6) How do I change the administrator's default password?

Navigate to the [Administrator Management](#) window. (See Question 6)

Select the administrator you wish to edit, and then click [Edit Password](#). Enter the user ID # in the Old Password field, and then enter the new password. Click the [OK](#) button to save.

NOTE

The software will now require a username and password each time it is opened.

7) How do I set Dual Authentication?

(This requires users to provide two forms of credentials to access the safe.)

Click [Group](#) on the top menu of the main screen. In the Group Settings window, click on the Description field next to Group 1. Enter a description for all users that will access the safe(s), such as Employees, Paramedics, EMTs, etc. Click the Time Zone1 field, and type 1. Click on the Verify Mode field, and then click the down arrow to display a list of available access modes. Select the mode(s) you wish to use.

NOTE

In the Verify Mode dropdown, “/” represents “or” and “&” represents “and”.

PW&RF = Password **AND** RF Prox Card (Requires both to unlock the safe)

PW/RF = Password **OR** RF Prox Card (Requires either to unlock the safe)

Once the verify mode has been selected, click the [Save](#) button at the bottom of the window. Then, click the [Close](#) button.

Now these changes need to be uploaded to the safe(s). On the main screen, select the safe(s) to which the changes will be applied, and then click [Upload Settings](#) on the top menu. Then select the device, select [AC Options](#) only, and then click [Upload](#).

8) How do I check / change the IP address on my computer?

A. Windows XP <http://support.microsoft.com/kb/305553>

B. Windows 7&8 <http://windows.microsoft.com/en-gb/windows/change-tcp-ip-settings#1TC=windows-7>

9) How do I upload user templates to the MedixSafe(s) from the database?

On the main screen, click the [PC to Device](#) button on the top menu bar. Next select the safe(s) to which you are uploading users. Select the users to be uploaded, then click [Upload](#).

10) How do I download user templates from the MedixSafe and add them to the database?

On the main screen, click the [Device to PC](#) button on the top menu bar. In the device list, select the safe from which to download, and then click [Browse Users in Device](#). Any users that are **NOT** in the local database will be listed in the New User window on the right. Select the users to add to the database, and click the [Download](#) button.