

GENERAL INFORMATION

What can I store in the Motorola Smart Safe?

You can store anything you want to keep private or secure such as prescription medications, currency, passports, event tickets, jewelry, valuables, documents, media drives and other personal items.

How does the Motorola Smart Safe work?

The Motorola Smart Safe is the smartest safe – it connects to the internet through your home Wi-Fi network and sends various real-time notifications and reminders to your smartphone through the free companion Motorola Smart Safe mobile app, which is available in the App Store or on Google Play.

What are the basic security features of the Motorola Smart Safe?

The Motorola Smart Safe is equipped with many sophisticated security features including an accelerometer which provides critical security functions such as three-axis tilt, vibration- and shock-sensing as well as motion and free-fall detection. The Motorola Smart Safe also features a siren for audible alerts directly from the safe as well as bright multi-color LEDs that shows the status of the safe with a quick glance at the keypad. Further, because the Motorola Smart Safe can be connected to the internet, the safe sends out real-time notifications including security alerts to your smartphone.

How do I use the reminders feature?

The Motorola Smart Safe provides intelligent reminders that will alert you if you haven't accessed your safe to retrieve what you set the reminder for. By using the Motorola Smart Safe mobile app reminder feature, a person can input a one-time reminder (for example to retrieve tickets before a show/event or your passport before a trip) or regularly scheduled reminders for items such as prescription medications. For a medication window (the time frame when you take your medication, for example, 7:00am – 7:30am daily), you can choose to be reminded before or at the time of the event and then the intelligence of the safe will let you know if that window has past and you haven't opened your safe. This alert can continue for a set amount of time after the event to keep reminding you (and anyone else who shares the App will be alerted as well).

What are the dimensions of the Motorola Smart Safes (Bolt and Flex models)?

The exterior size of both is 6.0" h x 12.8" w x 3.4" d and the interior storage compartment of both is 5.6" h x 8.4" w x 2.5" d. The Motorola Flex Smart Safe weighs 4 lbs. and with the wings fully extended, has a width of 22.6". The Motorola Bolt Smart Safe weighs 3 lbs.

CONNECTED MODE FEATURES

Basic "Connected Mode" Features

- Remotely unlock your Motorola Smart Safe to grant access while away.
- Receive real-time alerts, notifications, and reminders.
- Manage your Motorola Smart Safe from the convenience of your smartphone.
- Track and monitor medication usage and adherence.
- Keep an eye on your Motorola Smart Safe's battery life and be notified when it is time to replace.
- Share access to your Motorola Smart Safe and send alerts to others you authorize.
- Create a calendar of custom, user-defined reminders.
- Download new features firmware updates.
- Quickly access customer support.

OFFLINE MODE FEATURES

Basic "Offline Mode" and Other General Features

- Three Ultra-Bright LED Icons
- Ultra-Loud Piezo Siren
- Water-Resistant Digital Keypad
- Humidity-Resistant Interior Compartment
- Backup Key Access
- Share access to your Motorola Smart Safe and send alerts to others you authorize.
- Create a calendar of custom, user-defined reminders.
- Download new features firmware updates.
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REGISTRATION AND FIRST-TIME SETUP

What do I need to consider when setting up my Motorola Smart Safe for the first time?

There are two primary things to consider when setting up your Motorola Smart Safe: where you want to install it and whether you want to connect it to the internet to enable the 24/7 real-time security alerts and notifications on your smartphone.

Where can I download the Motorola Smart Safe App?

The Motorola Smart Safe App is available in the App Store or on Google Play.

What is the 8-digit security registration code used for?

The 8-digit security registration code ensures that the owner, and only the owner, can register the safe and assign account users. The owner of the Motorola Smart Safe must keep this number private and protected at all times.

Where do I find the 8-digit security registration code?

The 8-digit security registration code can be found on the registration card packed inside the original retail box and it is assumed that only the owner of the Motorola Smart Safe will have access to this card. PLEASE NOTE: Please be sure to hide this card along with the Motorola Smart Safe backup keys in a very safe and private location. Do not store the registration card or backup keys inside the Motorola Smart Safe.

How does the Motorola Flex Smart Safe install and uninstall?

The Motorola Flex Smart Safe has a no-tool installation system utilizing its expandable compression wings which allows the unit to be installed in cabinets, drawers and shelves of varying widths or depths up to 22.6". The wings are easily adjusted with a removable knob, which when extended during installation, exerts pressure on the side walls allowing the unit to be installed securely in seconds. The Motorola Flex Smart Safe can also be removed in seconds with the quick release wing lock, and if installed properly, leaves behind no damage whatsoever.

How does the Motorola Bolt Smart Safe install and uninstall?

The Motorola Bolt Smart Safe has pre-drilled holes in the back steel plate to allow for secure mounting to a wall. For ease of installation, mounting hardware is included as well as a drilling template to help determine the location of the drill holes.

Why do I have to be careful when installing the Motorola Smart Safe in a drawer?

While the Motorola Smart Safe is perfectly at home in a drawer, it creates some challenges for the motion detection because the opening and closing of the drawer will cause the tamper alarm to sound. It is for this reason that the tamper alarm is set to "off" by the default. The tamper alarm can be toggled to "on" by referencing the quick start guide or by going to the motion detection section of this page.

INSTALLATION AND REMOVAL

Motorola Flex Smart Safe Installation Video

Motorola Flex Smart Safe Pro 30-Second Installation Video

What are the "expandable wings"?

The Motorola Flex has expandable wings which may be used to secure the safe in a cabinet, drawer, or other suitable location. Carefully follow the steps below to install the Motorola Flex and optionally arm the safe with tamper detection.

How do I use the expandable wings to secure the Flex?

- Ensure the Wing Lock inside the safe compartment is positioned on the right side (indicated by "Lock").
- Position the Motorola Flex as evenly spaced as possible between any two (2) fixed sidewalls, such as within a medicine cabinet, kitchen cabinet, bathroom vanity, or bedroom drawer, with a maximum spread between the two sidewalls of 22.6". The safe does NOT need to be in the exact center, as the wings, when extended outward, will gently move and center the safe for proper alignment. For maximum security against unauthorized removal, make sure the back of the unit is touching or resting against the rear wall of the enclosure so the safe cannot be forced backwards and then pulled forward. **IMPORTANT:** Make sure there are no objects or obstructions between the sides of each wing and the fixed sidewalls.
- Install the Wing Extender Knob (included) into the center of the Wing Extender Gear and check that it is seated firmly.
- To extend the wings, turn the knob counter-clockwise (to the left) according to the "Extend" directional arrows on the knob. A "clicking" sound should be heard while extending the wings. If no clicking sound is heard while extending the wings, check to be sure the Wing Lock is positioned to the right in the "Lock" position. **IMPORTANT:** Only hand-tighten the Wing Extender Knob. Do NOT over-tighten, use extreme force or use a tool to turn the Wing Extender Knob.
- To complete the installation, keep turning the Wing Extender Knob counterclockwise until each wing is firmly pressed against the interior sidewall of the cabinet, shelf or drawer but do not over-tighten. The silicone Wing Pads should compress slightly to ensure a firm fit and proper grip.

- Once installed, be sure to leave the Wing Lock to the right in the "Lock" position to prevent the wings from retracting or losing their grip against the sidewall. For more space inside the safe, you may remove the Wing Extender Knob and cover the Wing Extender Gear with the included Wing Extender Gear Cover. Securely store the Wing Extender Knob together with the Backup Keys and Registration Card but please NEVER place them inside the safe at any time.

I want to install the product in a drawer, can I do that?

If you plan to install or keep the Motorola Flex Smart Safe in a drawer, please ensure the Tamper Alert feature is toggled/set to Off (it was shipped this way by default). Otherwise the motion detection alert and alarm will be triggered on each drawer open/close.

WIFI CONNECTION

How do I setup my Motorola Smart Safe to connect to the internet over Wi-Fi?

Please download and use the companion Motorola Smart Safe App available in the App Store or on Google Play to configure the Motorola Smart Safe Pro to the internet.

What happens if the internet service for my Wi-Fi goes down?

If you lose your wireless internet connection, the Motorola Smart Safe will not be able to send real-time alerts to your mobile phone, but the events will be stored in memory locally on the Motorola Smart Safe, and when back online it will send you all the stored notifications that occurred while offline. While offline, you can still benefit from the LEDs and audible alerts as long as there are working batteries in the unit.

TECHNICAL INFORMATION

What smartphone operating systems are supported for the Motorola Smart Safe mobile app?

Currently the Motorola Smart Safe App is supported for use on iOS and Android devices.

Is the Motorola Smart Safe FCC approved?

Yes, the Motorola Smart Safe has been tested and approved for use by the FCC.

What type of batteries does the Motorola Smart Safe require?

The Motorola Smart Safe requires four (4) new Alkaline AA batteries (not included). IMPORTANT: 1. Do NOT use or place rechargeable batteries in the Motorola Smart Safe battery compartment. 2. Do NOT mix old and new batteries. 3. Do NOT mix alkaline, standard (carbon-zinc), or rechargeable batteries.

What is the expected battery life?

The four (4) AA batteries are expected to last approximately four (4) months under normal usage conditions. Normal use is considered to be opening and closing the Motorola Smart Safe two (2) times per day.

Does the Motorola Smart Safe work with multiple users on the same unit?

Yes, the Motorola Smart Safe App allows you to have one owner and multiple users for each Motorola Smart Safe. The owner of the Motorola Smart Safe can invite other users to share the Motorola Smart Safe by simply logging into the mobile app or web portal and sending out an email invitation.

Why does the Motorola Smart Safe go to "sleep"?

The Motorola Smart Safe goes to "sleep" (low-power mode) for a number of reasons. "Sleeping" means the safe is not connected to the internet (though it is still actively sensing various types of events and remains fully armed!). Here are the main reasons the Motorola Smart Safe goes to "sleep": 1. Physical Security – This is intended to ensure that someone is physically in front of the Motorola Smart Safe to "wake it up" during a remote open and it is not accidentally opened without a designated person being present to retrieve, store or audit the contents. 2. Network Security – By only opening an internet connection for a short period of time, the Motorola Smart Safe minimizes external network threats. 3. Conserve Energy – By only awakening to send events or when being used, the Motorola Smart Safe conserves energy.

How do I wake up the Motorola Smart Safe?

Press any button on the keypad to "wake up" the device and take it out of low power mode. If the Motorola Smart Safe was previously registered and connected, this will wake up the safe and the Wi-Fi LED will briefly blink blue/yellow before turning to a solid blue to signify a successful connection.

TAMPER DETECTION

Toggle Tamper Detection

The Motorola Smart Safe has a sophisticated tamper detection system that reacts to motion, free-fall, shock, vibration and three-axis tilting. By default, the tamper detection system is factory set to OFF. The tamper detection system can be toggled between ON and OFF as follows: with the door open, press and hold the "0" key for 5 seconds until the safe beeps, then release the "0" key. The tamper detection system will toggle between ON and OFF with each use of this sequence.

ACCESS CODES

Access Codes

To set your 4-8 digit access code: 1. With the door open, press and hold the "ENT" key until the unit beeps. 2. Enter a 4-8 digit access code on the keypad then press the "ENT" key. The unit will beep and the "Status" LED will flash yellow three times and then turn solid yellow. 3. Re-enter the same access code again and then press "ENT" key to confirm the new user access code. If the combination is accepted, the Motorola Smart Safe will beep and the "Status" LED will flash green three times. Otherwise, the LED will flash red three times and you must repeat steps 1 through 3.

ADDING USERS

How do I add a user?

To add a user, follow these simple steps: 1. Open the Motorola Smart Safe app. 2. From the main screen, select "Users". 3. Enter the email address of the user you want to add. 4. Choose the specific Motorola Smart Safe(s) you want the new user to have access to. 5. Follow any remaining on-screen instructions.

REMOTE OPENING

I am trying to remote open the Motorola Smart Safe and it is not working?

The most common problem with remote opening is that the unit is "sleeping". You can confirm the Motorola Smart Safe is awake by checking to make sure the Wi-Fi LED is solid blue. If it is not, momentarily press any button on the keypad to wake up the device. The Wi-Fi LED will briefly blink blue/yellow before the LED turns into a solid blue.

TROUBLESHOOTING

The Motorola Smart Safe was shipped locked in the retail box, how do I open it?

Because the Motorola Smart Safe Pro ships without batteries and the safe door closed, you can only first open it by inserting one of the backup keys into the keyhole and turning the key counter-clockwise until the safe compartment door opens. Please note, the two backup keys are packed in a small plastic bag and placed in the door handle on the outside of the safe. PLEASE REMEMBER TO NEVER PLACE EITHER BACKUP KEY IN THE MOTOROLA SMART SAFE AT ANY TIME.

How do I install new batteries?

Open the Motorola Smart Safe by inserting one of the backup keys into the keyhole and turning the key counter-clockwise until the safe compartment door opens. The battery compartment is located on the inside left side wall. Push the lip of the battery compartment cover towards the back of the unit to open the compartment cover. Once open, insert four (4) new Alkaline AA batteries into the battery compartment, ensuring correct polarity as shown in the Quick Start Guide or on the inside of the battery compartment door. Carefully align and securely close the battery compartment cover.

There is no power or nothing works, what can I do?

Make sure fresh batteries are inserted correctly paying close attention to polarity as shown in the Quick Start Guide and on the inside of the battery compartment door. If there is still no power or the LED lights do not illuminate upon a key press on the keypad (other than in a keypad lockout), try inserting new batteries.

I installed the unit towards the front of my kitchen cabinet using the expandable wings and it does not feel secure, how can I improve the installation?

We recommend installing the Motorola Smart Safe so its back is firmly touching the rear of a cabinet wall to maximize installation stability.

The Tamper alarm siren will not turn off?

Simply enter your user access code and press the "ENT" key to turn off the alarm (Note: If you also want to open the Motorola Smart Safe, enter your user access code and "ENT" again to open the unit). You can also use the backup key to open the unit which will also automatically turn off the alarm.

I entered the wrong code three (3) times and now the Motorola Smart Safe keypad is locked.

[Note: A locked keypad means that when any key is pressed, none of the LED lights on the keypad turn on and the device appears to have dead batteries] For security reasons, entering a wrong passcode 3 times in a row will result in a timed lockout of the keypad. Wait five (5) minutes and try again. A user can also use the back-up key at any time to open the unit, and if needed, then reset the user passcode following the user access code reset instructions.

Where do I find my serial number?

The serial number of the unit can be found in three (3) places:

1. It is printed on the Motorola Smart Safe Registration Card.
2. It is on the bottom of your Motorola Smart Safe retail packaging box.
3. It is on the FCC/Legal sticker on the back of the Motorola Smart Safe unit.

What kind of "reset" options are there?

Soft Reset (always try this first) Restarts device. Keeps all settings including the latest firmware version installed. Open the Motorola Smart Safe door, remove the battery cover for 5 seconds, reinstall/close the battery cover. Hard Reset (try this if the Soft Reset does not work) Soft Reset plus erases all of the stored Wi-Fi settings only. Keeps the latest firmware version installed. Open the Motorola Smart Safe door, remove the battery cover for 5 seconds, press and hold down the "CLR" key on the keypad, reinstall/close the battery cover while continuing to hold the "CLR" key. Once the battery cover is firmly closed and you hear the lock motor churn, release the "CLR" key, and you will hear the motor churn again and the LEDs will begin to light up.

SUPPORT OPTIONS

How can I contact customer support to obtain help with my Motorola Smart Safe?

Telephone (available 7 days a week between 8:00am and 11:00pm (ET)): 800-485-8904 Email: support@smartsafe.com

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What is the expected response time to get a reply?

Customer service response times are generally 24 hours or less. This estimate is subject to change at any time.