

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

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**OPERATING MANUAL**  
**MSL-500-P ELECTRONIC LOCK INSTRUCTIONS**

# OPERATING MANUAL

## MSL-500-P 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.

Your Mesa Safe product comes with a Support Team and Warranty in place that is second-to-none. We have qualified Safe Technicians throughout the country, ready to assist you, should you have any issues regarding your safe.

Please visit us at [MESASAFE.com](http://MESASAFE.com) and scour our vastly diverse selection of products to meet your security needs. Thank you for choosing MESA SAFE COMPANY.



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

### **STOP** 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

- 9V Battery [not included]
- 2 Override Keys [test the override keys to make sure they work properly with your safe. Refer to pg.8]
- 1 Anchor Kit
- Shelves & Shelf Clips [refer to your model's specifications to make sure all required shelving is in your safe]



**IMPORTANT : To ensure safety of your belongings, you MUST change the factory set Master Code to your own unique code immediately.**

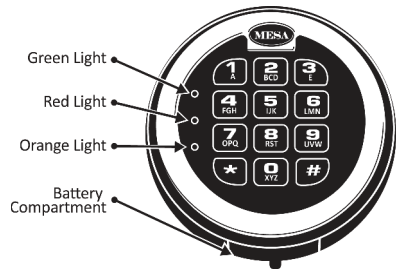
## QUICK START

- 1 Locate the screw on the back panel of door
- 2 You must remove this screw to operate safe
- 3 Keep door open & turn handle to extend the locking bolts
- 4 Install a 9-Volt Battery [not included]
- 5 Enter **\*\*\*\*\***
- 6 Turn handle before the **green** light turns off
- 7 To lock your safe, close door & turn handle back to the locked position

⚠ **IMPORTANT** : Always make sure your safe is locked before walking away!

- ▶ If your code is correct a **green** light will turn on for approximately **5 seconds** & you will also hear a '**Click**'
- ▶ If the code is incorrect, a **red** light will turn on, followed by **5 'Beeps'**

⚡ **NOTE** : Be sure to press firmly & **ONLY** use your finger tips to press the keys on the keypad. **DO NOT USE** your finger nail, a pen, etc. This will damage the keys.



## BASIC FEATURES & FUNCTIONS

▶ 6 User Codes available : **Master**, User 1, User 2, User 3, User 4, & User 5

⚡ **NOTE** : Avoid confusion - keep notes on which code belongs to which user.

- ▶ If 4 incorrect codes are entered consecutively, the keypad will **shut down** for a period of **5 minutes**. During this shut down period the keypad will not accept any codes
- ▶ Programmable time delay function can be set from **01 minutes** to **59 minutes**
- ▶ Optional dual user mode, in this mode two separate codes will need to be entered to unlock the safe

## TROUBLE SHOOTING

**The Lock Has No Response** [No Beeps]

- ▶ Make sure the battery wires in the keypad housing are not pinched & are securely connected



**IMPORTANT** : To ensure safety of your belongings, you **MUST** change the factory set Master Code to your own unique code immediately.

- ▶ Lock may possibly be in the **Lockout Penalty** mode. Wait **5 minutes** & check if the lock responds [See Wrong Try Penalty; bottom of page]
- ▶ Replace the existing batteries with new ones  
[See Changing Your Batteries; pg. 7]

### The Lock Is Responding but Does Not Unlock

- ▶ Make sure you are getting a valid response
- ▶ Make sure you get a signal with every key stroke
- ▶ Make sure you are not in Time Delay mode  
[See How To Open In Time Delay; pg. 7]
- ▶ Replace the existing batteries with new ones  
[See Changing Your Batteries; pg. 7]

☎ If the lock still does not open, contact MESA SAFE COMPANY **Technical Support** :  
**888.381.8514** [Monday thru Friday 7AM - 4PM/PST]

## SAFE OPERATION & PROGRAMMING

▶ Your **Master Code** is factory set to : **\*\*\*\*\***

⚡ **NOTE** : The **Master Code** should always be held by the owner of the safe.  
You will not be able to activate/delete users, set up single/dual entry and set up time delay without the **Master Code**.

## HOW TO OPEN YOUR SAFE

### Single User Mode [Default Setting]

- ① Input : **Code** - # [light stays green for **5 seconds**]
- ② Turn the handle clockwise before the green light disappears
  - ▶ **Example** : 1\*\*\*\*\*
  - ▶ Invalid Code: **Red light** along with **5 'Beeps'**

### Dual User Mode

[Please refer to Setting Single User & Dual User Mode; pg. 6]

- ① Input : **1<sup>st</sup> Code** - # [lock will '**Beep**' 2 times]
- ② Input : **2<sup>nd</sup> Code** - # [light stays green for **5 seconds**]
- ③ Turn the handle clockwise before the green light disappears
  - ▶ **Example** : 1<sup>st</sup> **Code** - # - 2<sup>nd</sup> **Code** - #
  - ▶ Invalid Code: **Red light** along with **5 'Beeps'**

### Wrong Try Penalty

If **4 wrong codes** are entered, the keypad will not accept any codes for **5 minutes**. If you press any key during this penalty, the **orange** light will turn on for approximately **2 seconds** and you will hear a '**Beep**'.

## CHANGING THE MASTER CODE [Code length : 3 - 8 digit code]

🔑 **NOTE :** Always perform this operation with the door opened! Test the new code several times before closing the door.

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 8-8-8-# [lock will 'Beep' 2 times]
- ③ Input : *Current Master Code*-# [lock will 'Beep' 2 times]
- ④ Input : *New Master Code*-# [lock will 'Beep' 2 times]
- ⑤ Re-Input : *New Master Code*-# [light stays green for 3 seconds]
  - ▶ *Example :*  
\*-\* -8-8-8-# - *Master Code* - # - *New Master Code* - # - *New Master Code* - #
  - ▶ Unsuccessful Code Change: 5 'Beeps' [the old code is still valid]; repeat steps 1 - 5

## ACTIVATE USER CODES [Code length : 3 - 8 digit code]

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 3-3-3-# [lock will 'Beep' 2 times]
- ③ Input : *Current Master Code*-# [lock will 'Beep' 2 times]
- ④ Input : [User#] - # [User#: Specify which user you would like to activate: 1, 2, 3, 4 or 5]
- ⑤ Input : *New User Code* - # [lock will 'Beep' 2 times]
- ⑥ Re-Input : *New User Code* - # [light stays green for 3 seconds]
  - ▶ *Example :*  
\*-\* -3-3-3-# - *Master Code* - #-4-# - *New User Code* - # - *New User Code* - #
  - ▶ Unsuccessful Code Activation : 5 'Beeps' [repeat steps 1 - 6]

## CHANGE USER CODES [Code length : 3 - 8 digit code]

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 4-4-4-# [lock will 'Beep' 2 times]
- ③ Input : *Current User Code*-# [lock will 'Beep' 2 times]
- ④ Input : [User#] - # [User#: Enter the User # that identifies the *Current User Code* on Step 3]
- ⑤ Input : *New User Code* - # [lock will 'Beep' 2 times]
- ⑥ Re-Input : *New User Code* - # [light stays green for 3 seconds]
  - ▶ *Example :*  
\*-\* -4-4-4-# - *User 2 Code* - #-2-# - *New User Code* - # - *New User Code* - #
  - ▶ Unsuccessful Code Change : 5 'Beeps' [repeat steps 1 - 6]



**IMPORTANT :** To ensure safety of your belongings, you **MUST** change the factory set Master Code & User Codes to your own unique codes as soon as possible.

## DELETE USER CODES

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 6-6-6-# [lock will 'Beep' 2 times]
- ③ Input : *Current Master Code*-# [lock will 'Beep' 2 times]
- ④ Input : [User#] - # [lock will 'Beep' 2 times]  
[User#: Specify which user you would like to delete: 1, 2, 3, 4 or 5]
- ⑤ Re-Input : [User#] - # [light stays green for 3 seconds]

▶ *Example :*

\*-\**-6-6-6-#-Master Code-#-1-#-1-#*  
[This will delete User 1]

▶ Unsuccessful Code Deletion : 5 'Beeps' [repeat steps 1 - 5]

## SETTING SINGLE USER & DUAL USER MODE

**Single User Mode** [Only 1 code needed to open safe]

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 1-5-8-# [lock will 'Beep' 2 times]
- ③ Input : *Current Master Code*-# [lock will 'Beep' 2 times]
- ④ Input : 1-# [light stays green for 3 seconds]

▶ *Example :*

\*-\**-1-5-8-#-Master Code-#-1-#*  
[This will set Single User Mode]

▶ Unsuccessful Mode Set : 5 'Beeps' [repeat steps 1 - 4]

**Dual User Mode** [2 separate codes needed to open safe]

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 1-5-8-# [lock will 'Beep' 2 times]
- ③ Input : *Current Master Code*-# [lock will 'Beep' 2 times]
- ④ Input : 2-# [light stays green for 3 seconds]

▶ *Example :*

\*-\**-1-5-8-#-Master Code-#-2-#* [This will set Dual User Mode]

▶ Unsuccessful Mode Set : 5 'Beeps' [repeat steps 1 - 4]

[To use this mode, refer to *How To Open Your Safe* on pg. 4]

## SETTING TIME DELAY [0 - 59 minute time delay]

- ① Input : \* - \* [lock will 'Beep' 2 times]
- ② Input : 1-5-9-# [lock will 'Beep' 2 times]
- ③ Input : *Current Master Code*-# [lock will 'Beep' 2 times]
- ④ Input : *Time Desired (0-59)*-# [light stays green for 3 seconds]

01 = 1 minute Time Delay                      59 = 59 minute Time Delay  
00 = Will turn Time Delay mode off

- ▶ *Example* : \*-\***-1-5-9-#-Master Code-#-03-#**  
[This will set the **Time Delay** period to **3 minutes**]
- ▶ Unsuccessful Change : **5 'Beeps'** [repeat steps 1 - 4]
- ▶ The **Master Code** will override the **Time Delay**

## HOW TO OPEN IN TIME DELAY MODE

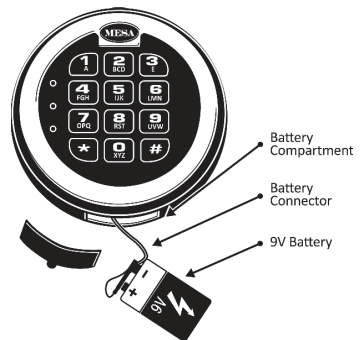
- ➊ Enter any valid code other than the **Master Code**
- ➋ Once the code is entered the **Time Delay** will activate
- ➌ During the **Time Delay**, codes will not be accepted. When you press any key, the light will stay **orange** for **3 seconds**
- ➍ The lock will '**Beep**' continuously & the **green** light will flash for the last **30 seconds** of the **Time Delay** period
- ➎ Once the continuous '**Beeps**' stop, the lock will unlock for **5 seconds**
- ➏ Turn the handle to open safe

## LOW BATTERY WARNING [Time to change your battery]

- ▶ When you enter your code, a **green** light & a **red** light will turn on for approximately **5 seconds**; you will also hear **10 'Beeps'**. The safe will probably not unlock when you get this response
- ▶ When you enter your code, a **green** light will turn on for approximately **1 second**. The safe will not unlock when you get this response
- ▶ If your keypad has no response [no **beeps**; no **lights**]

## CHANGING YOUR BATTERY

- ➊ Locate the battery cover on the bottom edge of the keypad & remove the cover by pulling on the tab
  - ➋ Carefully & gently remove the **9-V** battery from the compartment
- ⚠ **CAUTION** : Hold onto battery connector to avoid pulling wires out of housing.
- ➌ Carefully re-insert the new **9V** battery, do not force the battery into the compartment
  - ➍ The lock will retain all current codes & settings





# OVERRIDE KEY INSTRUCTIONS

## CHECK LIST

Before proceeding, make sure you have your Override Key available.

If you need to order a new Override Key, contact MESA SAFE COMPANY

**Customer Care : 888.381.8514** [Monday thru Friday 7AM - 4PM/PST]



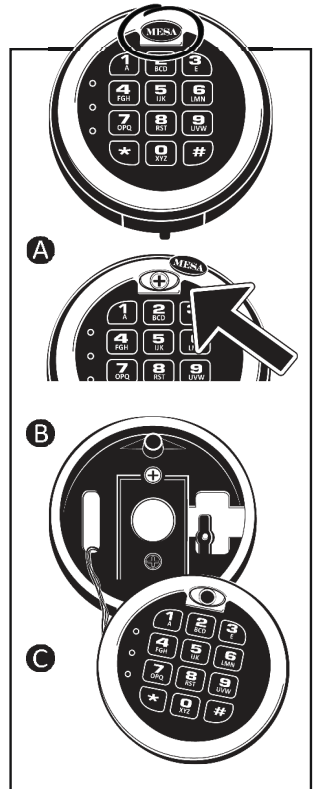
- ▶ 1 Override Key
- ▶ 1 Phillip's Head Screw-Driver  
[not included]

**⚠ CAUTION : REMOVE THE BATTERY. Do NOT pull or tug on keypad face or wires. It is crucial that these wires stay intact & connected for the lock to operate. Please note: you are liable for any damages that occur to the lock while accessing the override key slot.**

## LOCATING THE OVERRIDE KEY

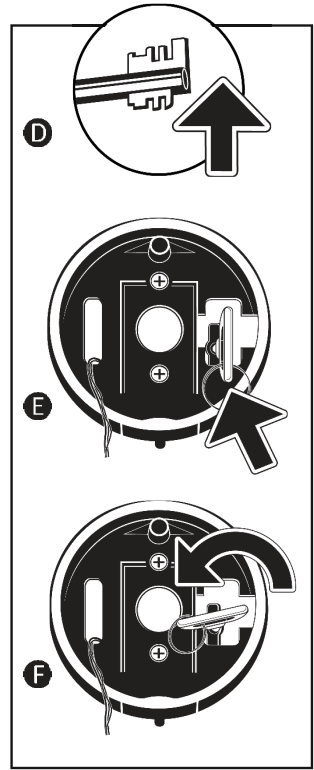
The Override Key is concealed yet easy to access in case of an emergency or loss of code.

- 1 Remove the battery.
- 2 Looking at the keypad, locate the "MESA" bubble sticker; top, center.
- 3 Remove this bubble sticker.
  - ▶ Place the bubble sticker aside, face down, so to not stick to anything
  - ▶ Do not lose bubble sticker
  - ▶ See Figure A
- 4 Using a Phillip's Head screw-driver, remove the screw connecting the keypad face to the keypad collar.
  - ▶ See Figure B
  - ▶ **Keypad Face** : the keypad & surrounding chrome edge
  - ▶ **Keypad Collar** : the black housing that is attached to the safe. Houses the battery, wires & electronic component
- 5 Carefully let the keypad face hang with wires still attached.
  - ▶ See Figure C



## USING THE OVERRIDE KEY

- ❶ With the keypad face removed, locate the override key slot inside the keypad collar, on the left.
  - ▶ See Figure E
- ❷ Using your key, with the larger/longer notches facing UP, place the key into the slot.
  - ▶ You may need to angle the key slightly in order for it to slide in properly.
  - ▶ See Figure D
- ❸ Make sure the key slides completely into the slot, the pin fitting into the end of the key.
  - ▶ See Figure E
- ❹ Once key is snug, **turn counter clockwise** [left] to the **8 o'clock position**. Your safe will be unlocked.
  - ▶ See Figure F



## REMOVING THE OVERRIDE KEY

- ❶ Make sure the safe is in the locked position
  - ▶ You will not be able to turn the key if the safe is in the unlocked position.
- ❷ Once the safe is locked, turn the key **clockwise** [right] and pull out of slot.

## REINSTALL THE KEYPAD FACE

⚠ **CAUTION** : Be **EXTREMELY** careful with the wiring. Do **NOT** pinch wires in between the keypad face & the keypad collar.

- ❶ With your fingers, carefully grip the keypad face, holding it so the face is out & the numbers are right side-up.
- ❷ Re-attach to the keypad collar by inserting **bottom first**, so the notch connects, then carefully press/push into keypad collar casing.
- ❸ Once the keypad face is snug in place, screw the keypad face back to the keypad collar & replace the "MESA" bubble sticker.



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MESASAFE.COM . 800.490.5624  
337 W. FREEDOM AVE. ORANGE, CA 92865