



Mobile Application Guide



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Download the Mobile Application

Once you have a subscription plan, download the mobile application. Please visit Google Play or the App Store and search for **Parcel Safe Systems**. You will know you have the right

app when you see this logo  .



Google Play

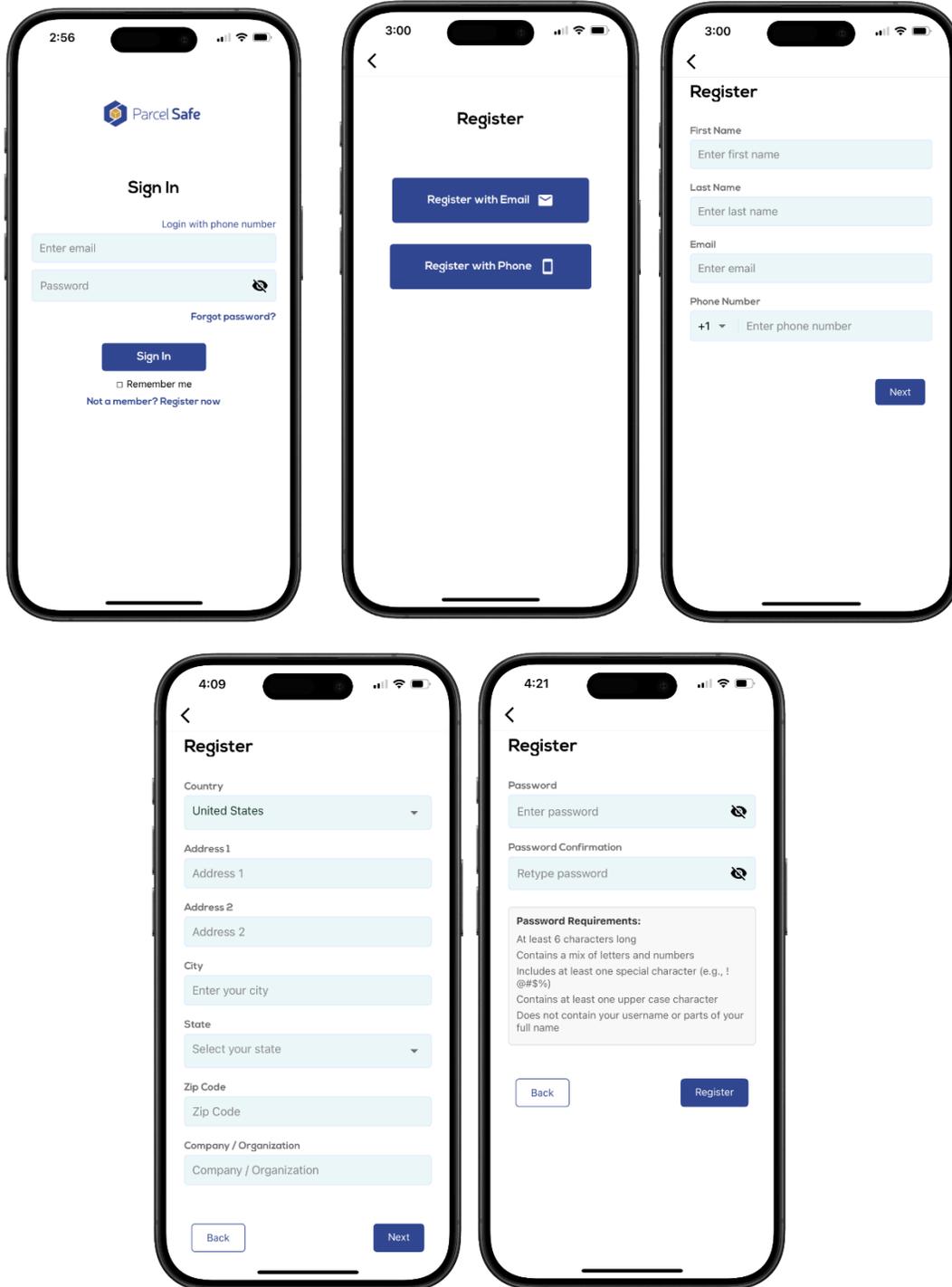


App Store

App marketplace by Apple

Register Your Safe

Once you have downloaded the mobile application, use the app to Register your account with Parcel Safe Systems. When registering, use the address that you want to reference if you ever need to contact our Support team. Then, create a password for your mobile app.



After you enter your Password and click “Register”, a one-time password (OTP) will be sent to confirm that your information was entered correctly. The OTP will be sent to your email, or mobile number, depending on which one you used to Register. An example of the OTP email is shown below.

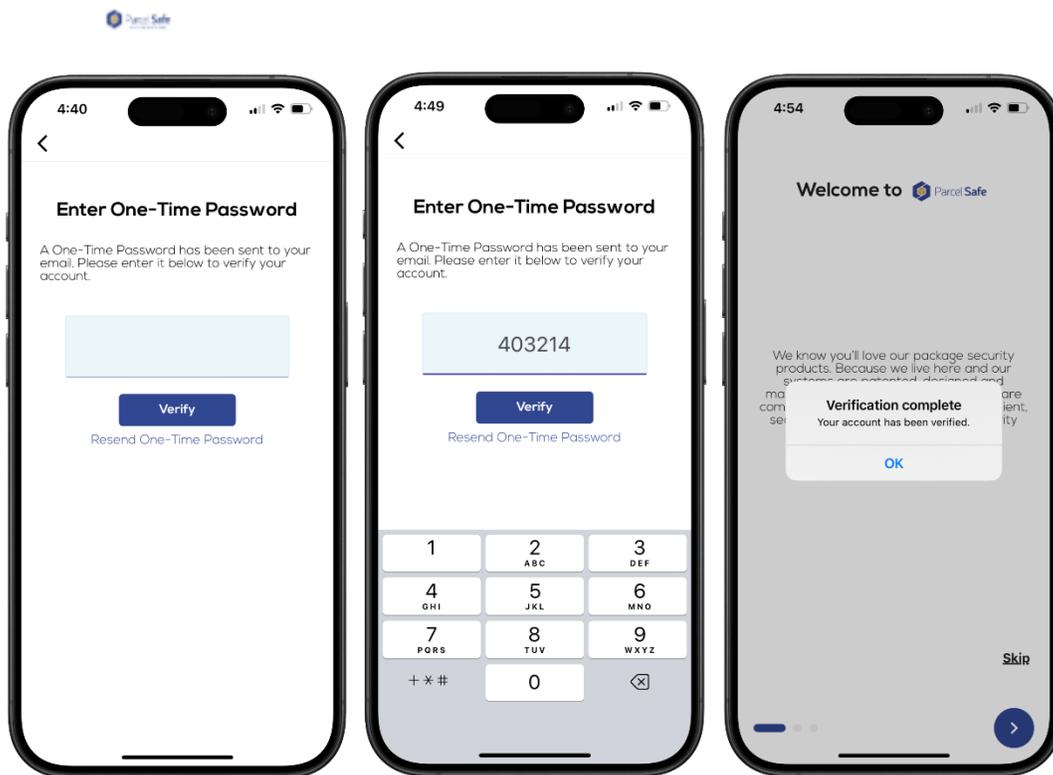
Welcome to Parcel Safe Systems, Emma

To complete the setup of your new account, we need to verify your email address. Please enter the following One-Time Password (OTP) in the designated field on the verification page:

Your One-Time Password (OTP): **403214**

If you did not sign up for Parcel Safe, please disregard this message or let us know immediately at [Support Contact Information](#). For any assistance or questions, feel free to contact our support team.

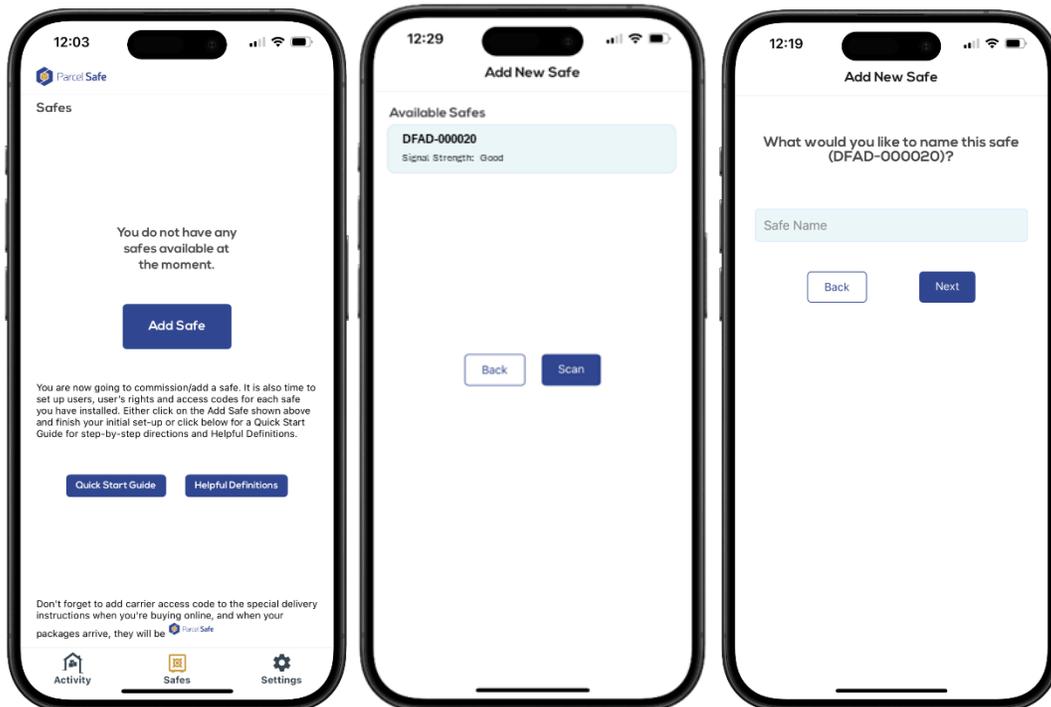
Thank you for choosing Parcel Safe Systems!



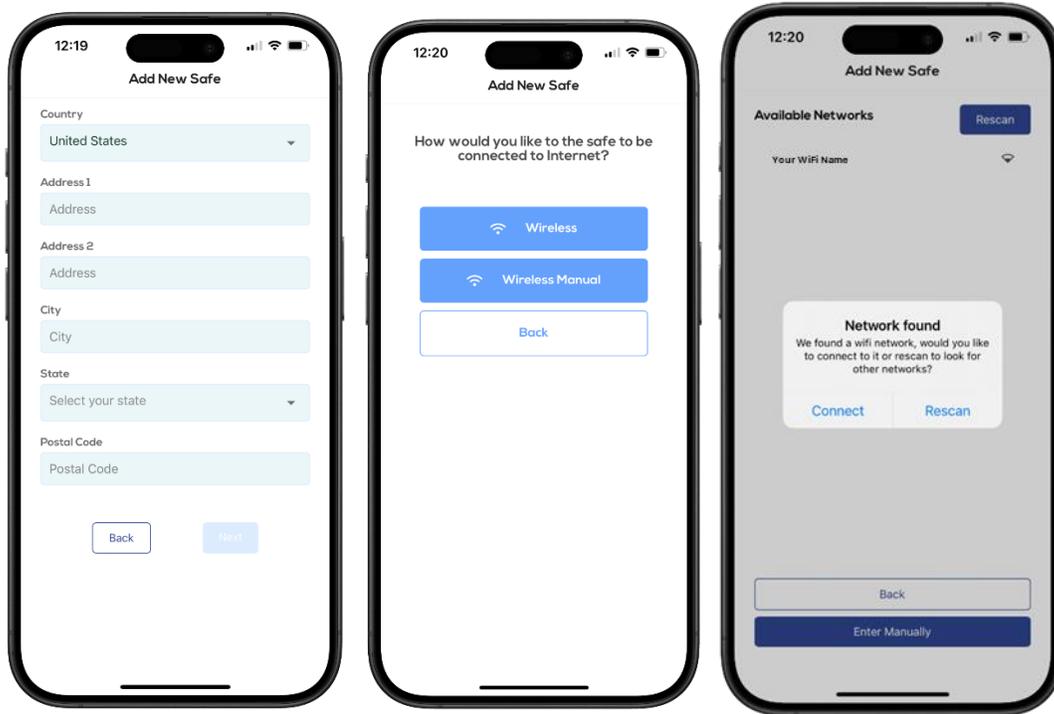
Enter the OTP you received in the field provided and press the Verify button. If you entered the number correctly, you will see a “Verification complete” pop-up message. If it fails, please check and reenter the OTP.

Commission Your Safe

Now that you have registered, it is time to connect your safe to the mobile app. When you log into the mobile app, you will see the first screen shown below. Click “Add Safe”. When you click the “Scan” button and the mobile app will scan for your safe. If you have power applied to the unit and are within range (**within 10’ of the unit**), your safe will appear (the middle image). The first four letters represent your model. DFAD stands for Defender Advantage and DFPL stands for DefenderPlus. The 6-digit numeric string represents the serial number of your safe. You do not need to save this information because it is shown in the mobile app. When you click on your safe, you will see the third screen, which prompts you to name your safe. Name it whatever you like. If you later decide that you want to rename the safe, that’s no problem at all, you can do that in the mobile app. After naming your safe, click “Save”

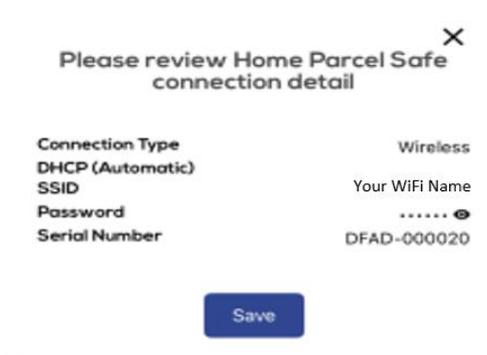


In the first screen below, you will enter the address where the safe is located. When done entering the address, click “Save”.

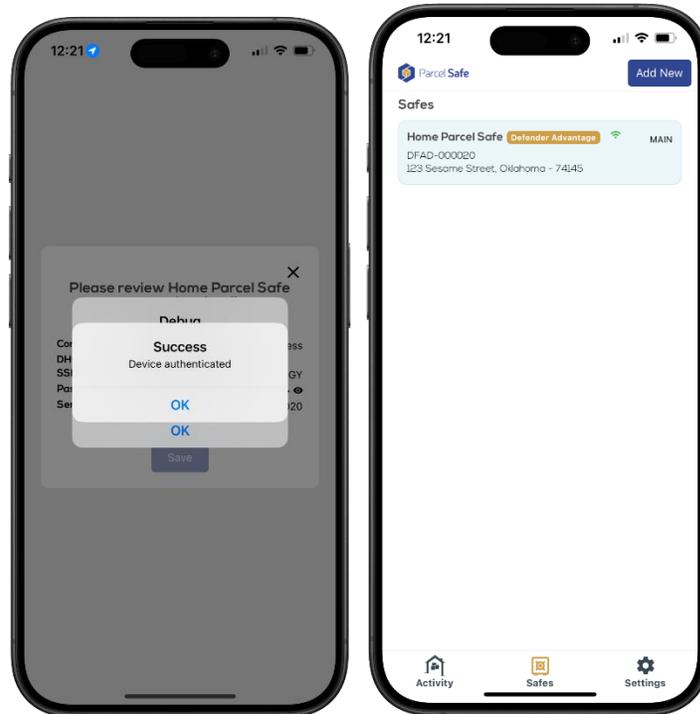


Connect to WiFi

After you save the address where the safe is located, you will see the middle screen above to connect to your WiFi network. The easiest method is to connect using the “Wireless” option. The mobile app will list all WiFi networks within range. Verify and select the name of the WiFi network you would like to use- you may edit if necessary. If your network does not appear, hit “Rescan” until it appears. If your WiFi does not appear after multiple attempts, click the “Enter Manually” button. To enter manually, enter the exact name of your WiFi network in the SSID field and then enter your WiFi password. When prompted to confirm your WiFi, click “Save”



If your safe was connected to your WiFi, you will see that your device (safe) was successfully authenticated and now appears. Congratulations!



Now we will cover the fun stuff... learning about and using your safe.

Purchase the Mobile Application Subscription

Once your safe is on line you will receive an email inviting you to “activate” and you will need to purchase a subscription plan. You can choose to pay monthly, or once a year at a reduced rate. If you are unable to locate this email, please contact our Support team at support@parcelsafesystems.com or 539-999-7233 (SAFE) and we will gladly get you what you need.

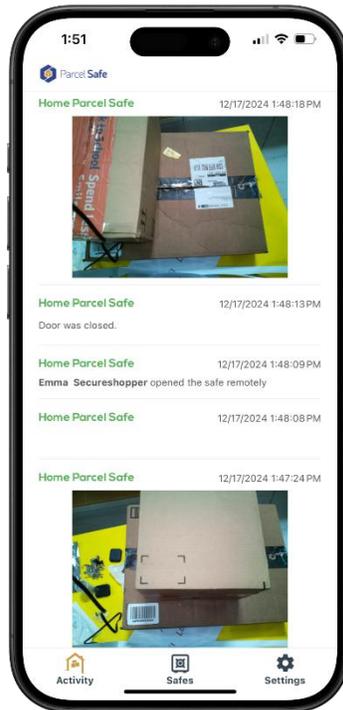
Mobile Application Navigation

There are three icons at the bottom of the mobile application, Activity, Safes and Settings. Note that the screen you are currently on will be a gold color. In the example below, it is the “Safes” screen.



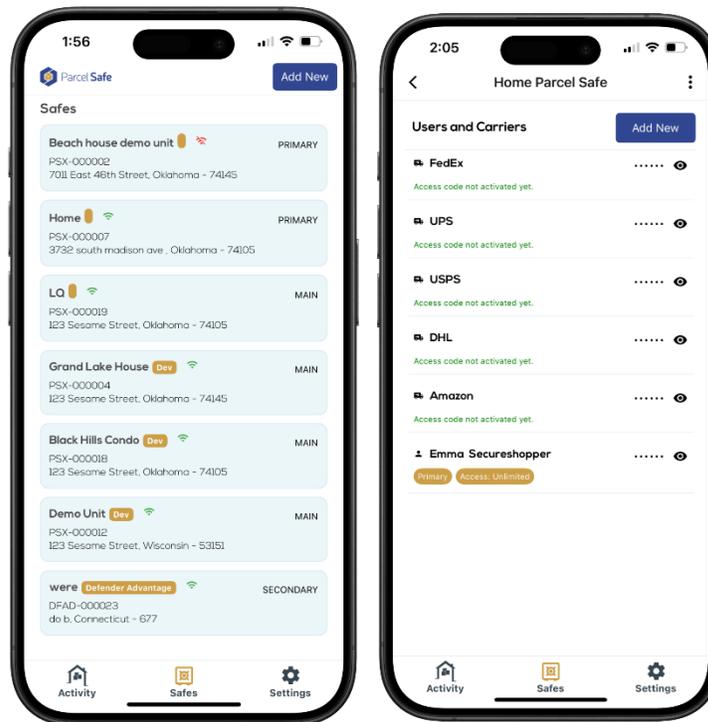
Activity

The Activity screen displays your safe's activities, which includes who opens the safe, how it is opened, when it is opened, and this is also where the photos appear. Each time the safe is used and the door is closed, a picture is taken and sent to the mobile app.



Safes

The Safes screen shows the safes you have connected through the mobile app. Our app allows you to have multiple safes connected at the same time. The image on the left shows multiple safes connected. When you click on any of the safes in your app, it will bring up the Users and Carriers screen (image on the right).



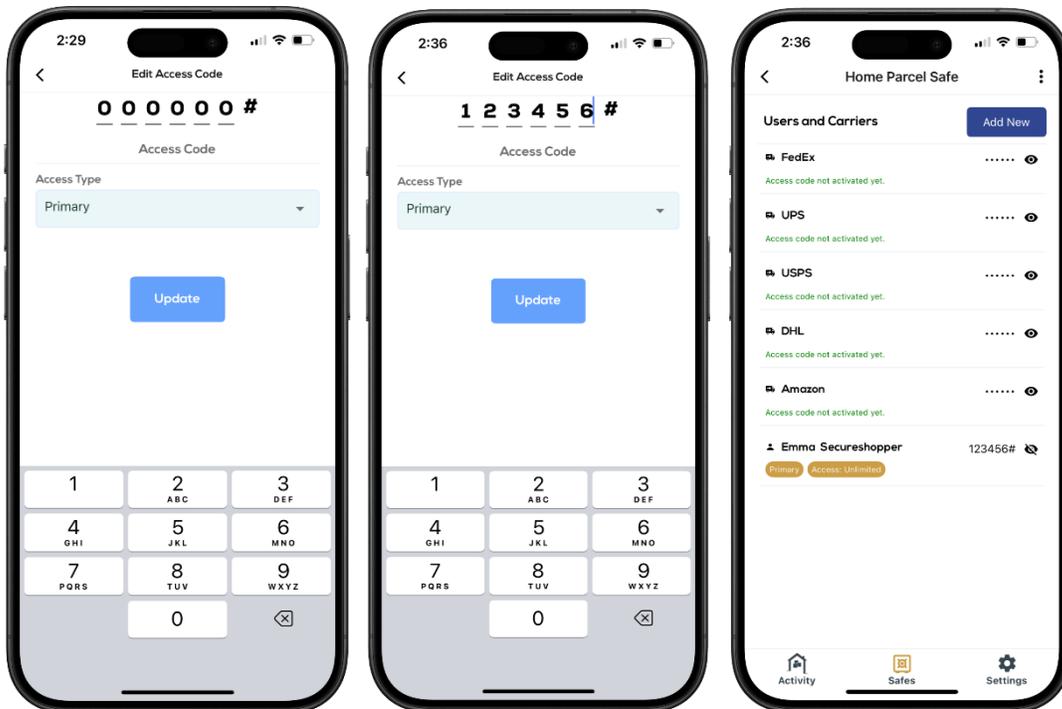
Users and Carriers

Users and Carriers allows you to set and see the access codes you have assigned to Carriers (if you choose to do so), and the access rights and access codes for all Users you have assigned to the safe. For this guide, Emma Secureshopper is the owner and Primary User of the safe and account.

Access Codes

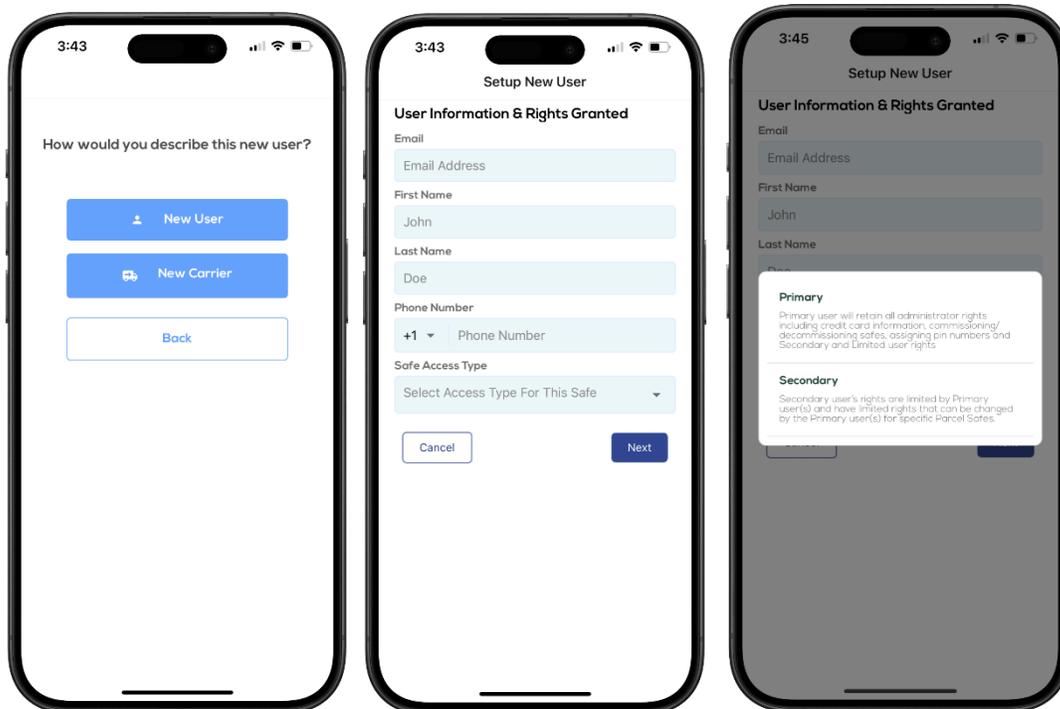
An Access Code is the 6-digit number that is assigned to a User or Carrier to open the safe. By default, all Access Codes are set to 000000#. Note that you need to change the Access Code for this feature to work. Retaining 000000# will not work (by design). To change an Access Code, simply click on the User's name and you will be directed to the "Edit Access Code" screen. From there, enter the 6-digit number of your choice and click "Update" (middle image). Once you do this, you will be taken to the Users and Carriers screen.

Clicking on the eye  icon will reveal the new Access Code.



Adding a New User or Carrier

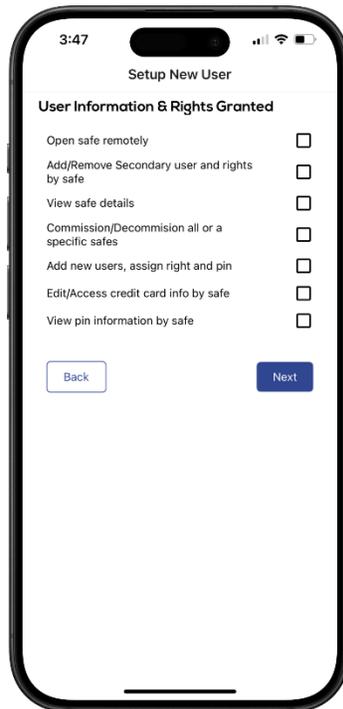
If you would like to give someone else the ability to use your safe, you may do so at any time. To do this, click the blue “Add New” button on the Users and Carriers screen. You will then see a screen where you will select New User or New Carrier. In this example, we are adding a New User. When you click “New User”, you are taken to the screen shown on the middle image. Populate the new user’s information. In the “Safe Access Type” field, you will select Primary or Secondary. If “Primary” is selected, the user will have all of the same rights and access to the safe that you have. If “Secondary” is selected, you may tailor the rights the user has. More to come on that topic in the next section. Once you have selected “Safe Access Type”, you will be prompted to enter a 6-digit Access Code for that User. It is the same process followed when creating the Access Code for the Primary User. The added user will receive an email to download the mobile application and upon doing so, will create a log in and see the safe appear in their app.



Safe Access Type

With **Primary** access, the user will retain all administrative rights including credit card information, commissioning and decommissioning safes. Assigning access codes and Secondary and Limited user rights. **Be cautious when assigning this access type.** As you will see below, assigning Secondary Access can allow full use of the safe, without sharing administrative details.

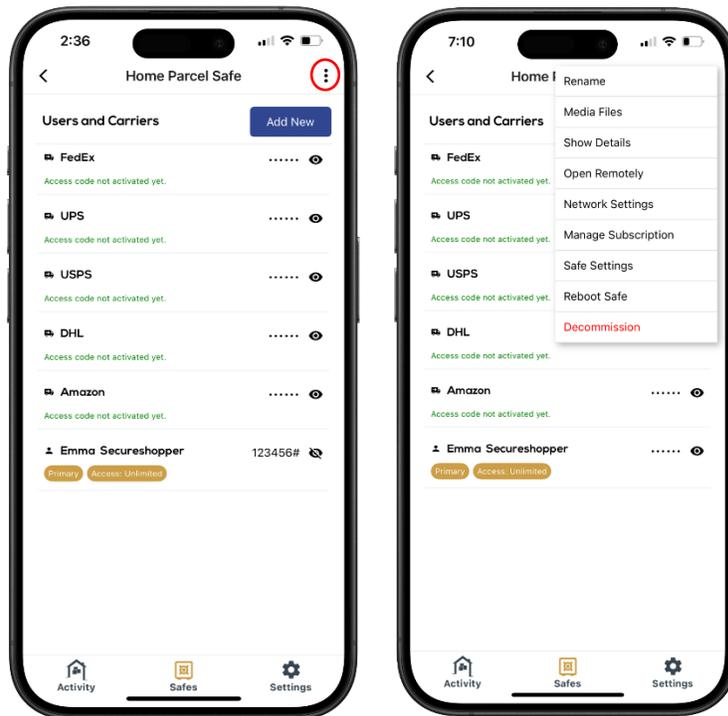
With **Secondary** access, you may give the user access by selecting the options shown on the screen.



- **Open Safe Remotely:** Allows the user to open the safe by clicking two buttons (explained later in this Guide).
- **Add/Remove Secondary user and rights by safe:** This allows a Secondary user you assigned to be able to add additional Secondary users.
- **View Safe Details:** Shows the safe name and specific registration details.
- **Commission/Decommission all or specific safes:**
- **Add new users, assign rights and access codes:** Allows a Secondary user to assign both Primary and Secondary users.
- **Edit/Access credit card info by safe:** Allows the Secondary user to see your credit card details.
- **View pin information by safe:** Allows the Secondary user to see all user pins. A pin is another name for an Access Code.

Safe Configuration and Details

While in the “Safe” screen for a specific safe, you can see and change information entered during registration and commissioning steps, and even configure specific features. Clicking on the three vertical dots, called a “kabob” (circled in red) reveals details and configuration options.

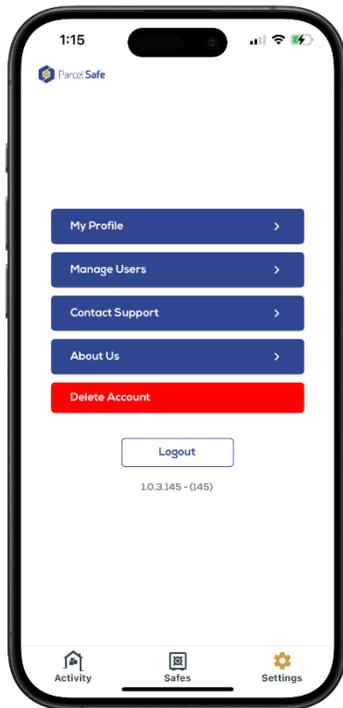


- **Rename:** Allows changing the name of your safe
- **Media Files:** Shows all of the images sent through the mobile app for that safe
- **Show Details:** Presents the safe’s name, serial number and registration address details.
- **Open Remotely:** This allows the user to open the safe from anywhere in the world when connected to a cellular or WiFi network. If you click “Open Remotely”, you will receive a pop-up box with “Are you sure you want to open the safe?”. If you then click “Cancel”, the command is canceled. If you click “Open”, the safe will open and you will receive another pop-up box sharing that the safe opened successfully.
- **Network Settings:** This allows the user to change the WiFi network the safe is using.
- **Manage Subscription:** This will redirect the user to update the subscription plan, including credit card details.
- **Reboot Safe:** This is a precautionary measure that allows the user to reboot the safe. Doing so will NOT wipe out any of the details or configurations of the safe.

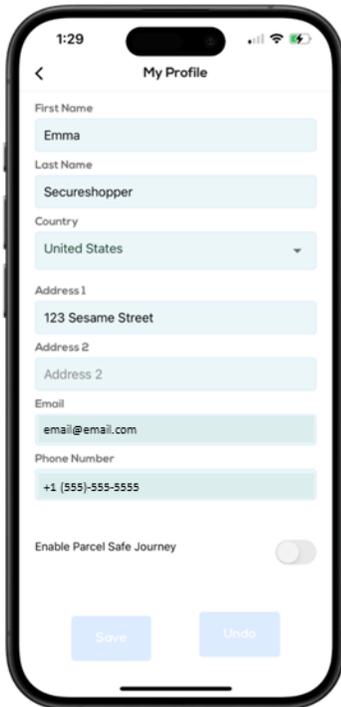
- **Decommission:** A good example of using this is if a home with a safe is sold. This would reset the unit for the next homeowner. Doing this WILL wipe out any details that are specific to the safe.

Settings

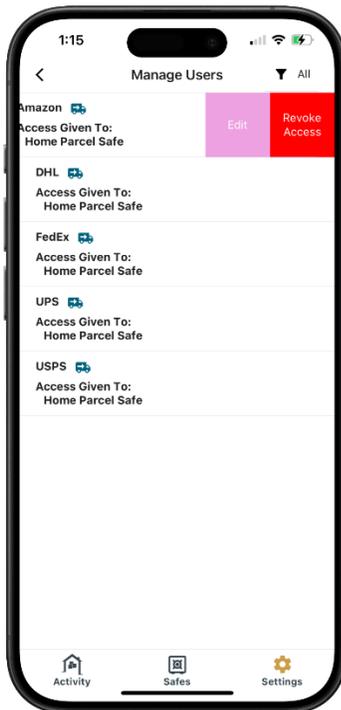
The third and final navigation icon at the bottom of the mobile app is Settings. Each category under Settings is shown below.



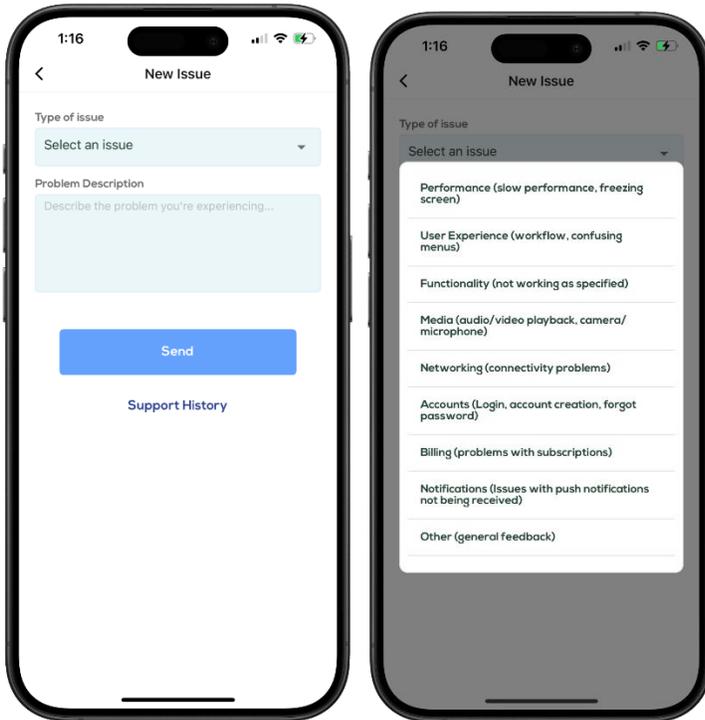
Here you may update your profile, manage users, contact support, learn about Parcel Safe Systems, and delete your account.



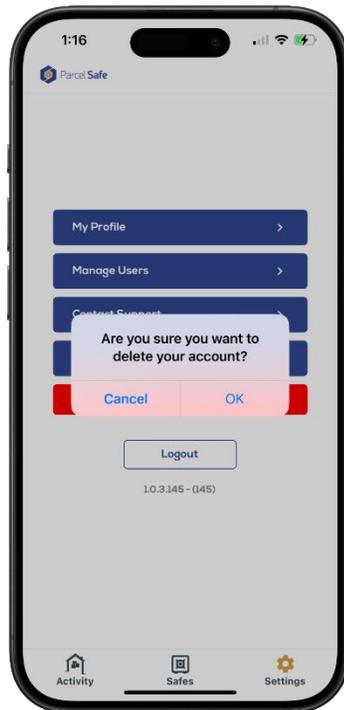
In “My Profile” you may change your name, address, email and telephone number.



In “Manage Users” you may edit or revoke safe access for an assigned user. To do this, touch the user you wish to manage and slide your finder to the left to reveal the “Edit” and “Revoke Access” options.



In “Contact Support” you may use the drop-down menu to select the type of issue you are having. Once you select the issue type, you may add more context in the text box provided. When done entering your issue, click “Send”.



Clicking the red “Delete Account” button will delete all of the information you entered when registering and commissioning your safe. As a safeguard, we added a step to confirm you want to take this action.

How Do Carriers Know The Access Code?

For Carriers to know the correct Access Code to use, you need to share it with them. There are two ways to do this.

1. **Add to Address:** When ordering something online, you need to provide your shipping address. In the 2nd or 3rd Address line, enter “Packages go in the safe. Code is 123456# (using your code). You must include the # sign with the number. The safe will not open without pressing # after your access code is entered. When the shipping label prints, the Access Code is printed on the Shipping Label. To help Carriers secure your packages, we include this magnet on every unit.



2. **Carrier Account Delivery Instructions:** If you frequently use specific carriers and know which carrier is used for each delivery, it is helpful to add your Parcel Safe Access Code to your online Carrier account. Here is some information regarding delivery instructions for some of the larger carriers.
 - a. **Amazon:**
 - i. Sign into your Amazon account.
 - ii. Navigate to the “Your Addresses” page.
 - iii. Select “Add delivery instructions” under your delivery address.
 - iv. Choose your delivery instruction.
 - v. Click on the “Do we need additional information for this address” tab if you want to give additional written instructions yourself.
 - vi. Click “Save instructions”.
 - b. **FedEx:** [How Can I Add Delivery Instructions for My Package? - FedEx](#)
 - c. **UPS:** [UPS My Choice](#) (free online service)
 - d. **USPS:** [USPS Delivery Instructions](#)

Access Code Strategies

When we first designed this mobile application, we felt it may be important to have a separate access code for each carrier a user interacts with. If this is important to you, you may set different codes for each carrier, the same way you set the code for yourself.

What we have learned over time is that you may not know which Carrier will actually deliver your package, so you may not know which access code to put in your shipping instructions. As a result, many of us create our User access code and use that code for all deliveries. Remember, you are able to change your Access Code whenever you want to do so. Just make sure you do not have outstanding orders if you do that because the Courier will not have the correct Access Code.

What happens if the safe loses power?

Your safe is designed to back up operations on an internal battery should main power be lost .

In the event that power is off for a significant period of time, the safe will perform a shutdown to protect the remaining battery power.

Any time main power is restored, the safe will return to operation on main power and the battery backup will be enabled again for any future outage.

What If I Elect To Discard My Subscription?

Most users will want to maintain a subscription and manage the safe in the app.

It is possible to terminate your subscription, but you will lose your customizable options, notifications, and other key features of the Parcel Safe product.

The last codes set up for access on the safe will be retained as long as the unit is powered and remains connected to your Wi-Fi network.

Should you lose Wi-Fi connectivity, the codes will be retained unless main and battery power are removed or lost. When main or battery power is restored, the old access codes, prior to cancelling your subscription and losing main or battery power, will be restored in the normal server update process. As noted previously however, the customized options, notifications and other key features will still not be available until the subscription has been renewed.

We recommend you contact Parcel Safe for assistance should this occur after a complete loss of all Wi-Fi, power, and codes.



Contact Us

Please contact us if you need help with our product.

support@parcelsafesystems.com

+1 (539) 999-7233 (SAFE)

