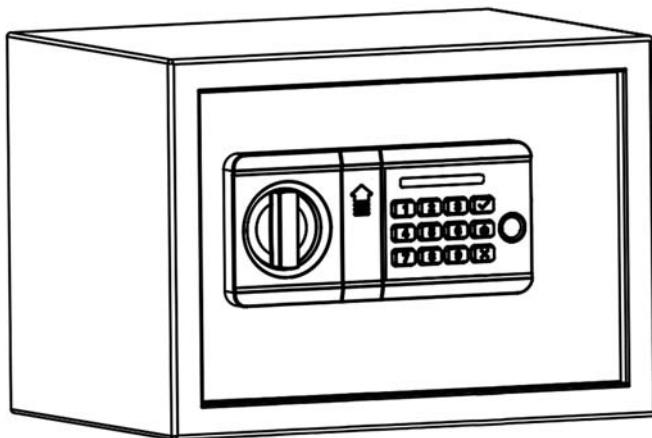




# FORFEND CBE Series

## Smart IoT Safe Box

### User Guide



Need Help? Contact Us : [ForfendHelp@Gmail.com](mailto:ForfendHelp@Gmail.com)

## 1st Step: Download FORFEND App

Download the FORFEND App from App Store (iOS) or Google Play (Android)

Register a FORFEND account. Verification email may sent to spam/ads inbox



If you have any question, suggestion or further expectation, feel free to send us message via "CONTACT US" by FORFEND App, or email us to: [ForfendHelp@Gmail.com](mailto:ForfendHelp@Gmail.com)



We provide instruction video in the App under "FAQ & VIDEO". It will help to get familiar with the safe faster and easier

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## Get Started

This is just a brief summary for Wi-Fi setup. Specific instructions are in the following page

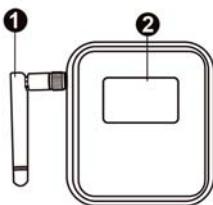
- 1.Download FORFEND App and create a new account
- 2.Plug in Gateway and hold the Setting Button on the side for 3 seconds
- 3.Link Server: Link Gateway and App
- 4.Link Product: Link Gateway and Safe
- 5.Register passcode or fingerprint and name it by App
- 6.Assign sub-account for family & friends

## Box of Content

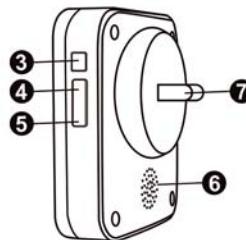
Safe Box    Gateway    Backup Keys    Screws    Footpads    User Manual

Need Help? Contact : ForfendHelp@Gmail.com

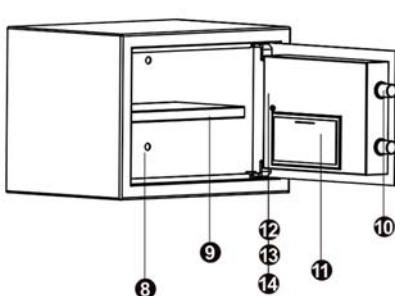
## Product Overview



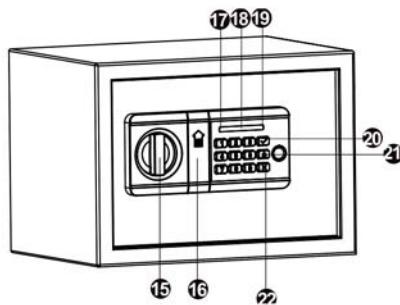
① Antenna  
② Screen



③ Setting Button  
④ Up Button  
⑤ Down Button  
⑥ Speaker  
⑦ US Plug



⑧ Pre-drilled Holes (for Mounting)  
⑨ Shelf  
⑩ Bolt  
⑪ Battery Compartment  
⑫ Green Button (For Registration  
Passcode / Fingerprint)  
⑬ Red Button (For Linking Gateway)  
⑭ Black Button (For Reset of Safebox)



⑯ Knob  
⑯ Panel Cover (For Backup Keys)  
⑰ Red Light  
⑱ Green Light  
⑲ Yellow Light  
⑳ Check Button  
㉑ House Button (For Kidnap Alarm)  
㉒ Cancel Button

### ⑫ ⑬ ⑭ Buttons Inside Safebox

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## Warnings

To prevent damage to the product or injury to yourself or others, please read the following safety precautions before using this product:

Do not place or store the override keys inside the safe at any time

Do not expose to extreme heat or cold. Battery power may be affected

Do not store loaded guns in the safe. Fires are serious in nature and must be handled with respect and caution. Store fires responsibly

Do not get fingerprint wet

Always check to make sure door has closed and latched when it is not in use

## Disclaimers

Neither seller nor manufacturer shall be liable for unauthorized access, any injury, loss or damage to personal property direct or consequential, arising out of the use of, or the inability to use the FORFEND safe

The user shall determine the suitability of the FORFEND safe before the intended use and user assumes all risk and liability whatsoever in connection therewith. FORFEND safes are not intended to protect against environmental hazards including fire or water

Be sure and follow all local and state firearm laws

Do not operate a firearm without proper training and experience

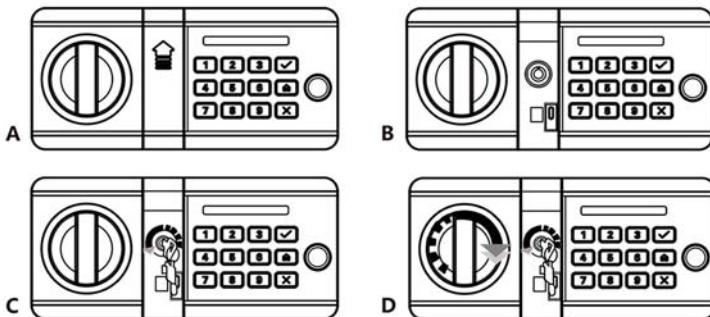
Need Help? Contact : [ForfendHelp@gmail.com](mailto:ForfendHelp@gmail.com)

## Safe Setup Procedure

### Step1

#### Open the safe with backup key

- (1) Push upward to remove the grey cover
- (2) Insert backup key, turn it counterclockwise, then turn the knob clockwise to open safe



### Step2

#### Battery Installation

- (1) Open battery cover and insert 8 AA alkaline batteries

Pay attention to the "+" and "-" signs

The "-" end of batteries go against the spring inside of the compartment

- (2) Please use new AA alkaline batteries

New batteries cannot be used with old batteries together

We recommend Duracell AA alkaline for longer battery life

- (3) When batteries are inserted correctly, safe will beep once, and 3 indicator lights will light up together with another beep after a few seconds of loading

## Safe Setup Procedure

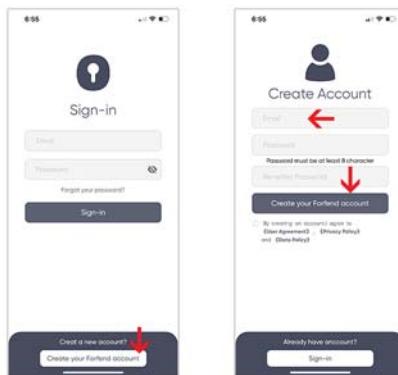
### Step3

Download FORFEND App

### Step4

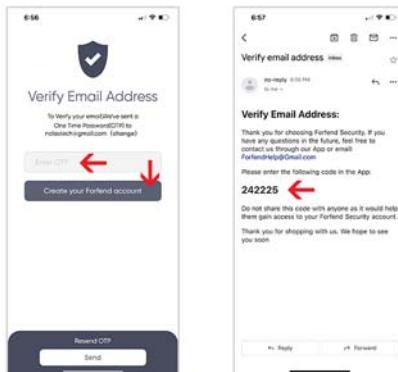
Create a New Account

(1) Click "Create your Forfend account"



(2) Enter "Email" and "Password" to next step  
Password must be at least 8 characters, capital letters matter

(3) Enter verification code sent to your email  
**Verification email may sent to spam/ads inbox**



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## Safe Setup Procedure

### (4) Create "Nickname" to finish registration

You can change it anytime in "Personal Info" section of App



## Step5

### Install Antenna, Plug in Gateway and Enter Main Menu

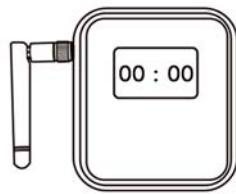
(1) Install antenna to Gateway

(2) Plug in Gateway close to Wi-Fi router

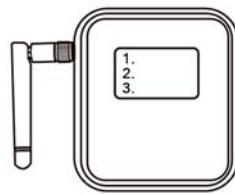
The distance between Gateway and your Wi-Fi router should under 20 feet (5 meters)

The distance between Gateway and safe box should under 100 feet (30 meters)

(3) Gateway in "Home Window", hold "Setting Button" on the side for 3 seconds to enter "Main Menu"



Home Window



Main Menu

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## Safe Setup Procedure

### Step6

#### Link Server: Link Gateway and App (2.4 GHz Wi-Fi Only)

(1) Gateway in "Home Window", hold "Setting Button" on the side for 3 seconds to enter "Main Menu"

(2) Choose "Link Server". It will automatically direct to communicate page

You CANNOT choose "NET" for this step

(3) In FORFEND App, click "Plus Icon" on the top right of App's "Main Menu" Section



(4) Choose available Wi-Fi, enter password and click "NEXT"

Note: Please select 2.4 GHz Wi-Fi Network

If you only have 5 GHz router, please contact telecom provider to seporate into 2.4 GHz and 5 GHz

You CANNOT choose "NET" before Gateway succesfully linking with App, please select "2.Link Server" by Gateway

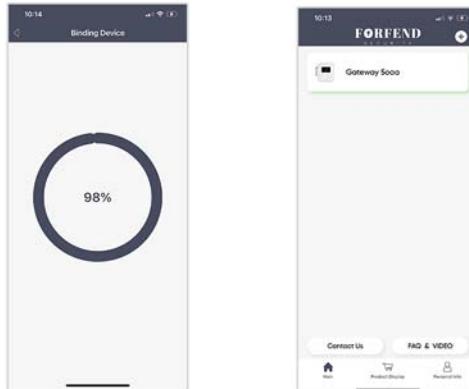
## Safe Setup Procedure

(5) Choose device hot-spot start with "FFS" and click "NEXT"

Selecting "FFS" is to find device hotspot, NOT your home Wi-Fi



(6) Wait for App to finish all the process 100% and turn back to "Home Window" of Gateway



We provide video instructions under "FAQ & VIDEOS" of our App

You can also search "FORFEND CBE Safe: How to Link Gateway with App" by Youtube

Need Help? Contact : ForfendHelp@gmail.com

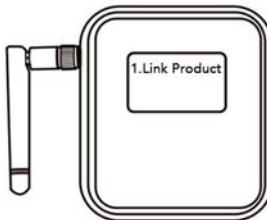
## Safe Setup Procedure

### Step7

#### Link Product: Link Gateway and Safe

(1) Gateway in "Home Window", hold "Setting Button" on the side for 3 seconds to enter "Main Menu"

(2) Choose "Link Product". It will automatically direct to communicate page



(3) Press "Red Pairing Button" inside the safe. Gateway will show pairing result

(4) Each Gateway can pair with at most 5 safes

We provide video instructions under "FAQ & VIDEOS" of our App

You can also search "FORFEND CBE Safe: How to Link Gateway with Safe" by Youtube

#### Tips:

(1) Make sure antenna is installed to Gateway

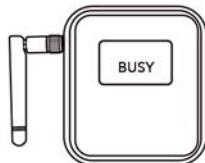
(2) The distance between Gateway and your Wi-Fi router should under 20 feet (5 meters)

(3) The distance between Gateway and safe box should under 100 feet (30 meters)

(4) New user chooses "Link Server" to link Gateway and App. Existing user (Safe, Gateway, App already been linked) chooses "NET" to change Wi-Fi

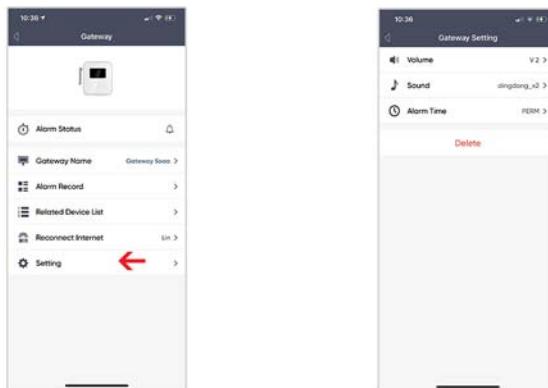
## Safe Setup Procedure

(5) When Gateway displays "BUSY" under time, you cannot do any operation

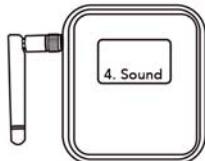


(6) You can temporarily change the volume by pressing up and down button of Gateway when it is in "Home Window", but it won't save to the system (When Gateway is unplugged, it will change back to previous setting)

You can save the change of volume and ringtones by App



You can also save the changes by entering "Main Menu" of Gateway and select "Sound"



(7) You can turn off alarm of Gateway by App, or pressing "Setting Button" of Gateway directly

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## Safe Setup Procedure

### Step8

#### Register Passcode

(1) For **passcode version**, press "Green Button" inside safe for 1 time, yellow light will turn on

For **fingerprint version**, press "Green Button" 2 times, yellow light will turn on

If you want to quit from this process, you can press "Cancel Button" on keypad

If you press wrong button:

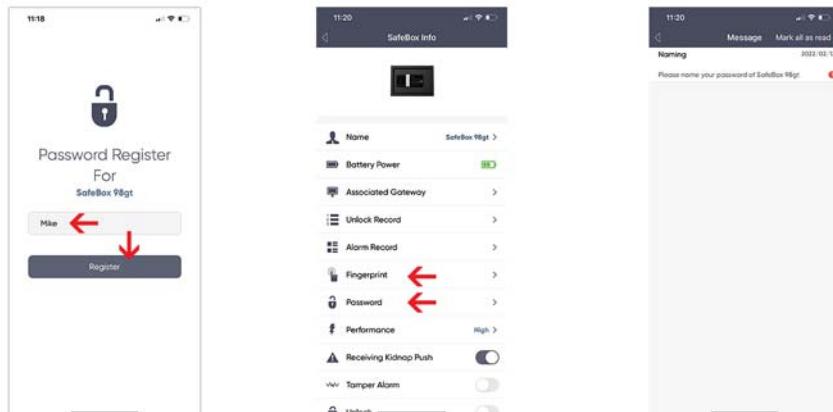
Red Button - Wait for 10 seconds for a new start

Black Button- You can press other buttons directly

(2) Enter passcode for the 1st round and press "Check Button" on keypad. Green light will flash 3 times with 1 beep sound. Passcode has to be 4 to 8 digits

(3) Enter passcode for the 2nd round and press "Check Button". Green light will flash 5 times with 1 beep sound. Yellow light will turn off then

(4) You will receive "Naming" push on App  
You can also find in "Message" or "Password List"



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## Safe Setup Procedure

### Tips:

(1) 2 rounds of passcode have to be exactly the same. Otherwise you will see red light flash with one beep sound, and you will back to the 1st time of register

(2) When you are in the 1st round, pressing "Cancel Button" will quit the registration process.

When you are in the 2nd round, pressing "Cancel Button" will back to the 1st round. Then you may press "Cancel Button" again to quit the whole process

We provide video instructions under "FAQ & VIDEOS" of our App

You can also search "FORFEND CBE Safe: How to Register Passcode" by Youtube

## Step9

### Register Fingerprint

(1) Press "Green Button" inside safe for one time, green light will turn on

If you want to quit from the process before registration, you can press "Cancel Button" on keypad

If you press wrong button:

Red Button - Wait for 10 seconds for a new start

Black Button- You can press other buttons directly

(2) You will register one fingerprint for 5 rounds:

1st round: green light and yellow light will turn on with 1 beep sound

2nd round: all 3 lights on with 1 beep sound

3rd round: green and red light on with 1 beep sound

4th round: green light on with 1 beep sound.

5th round: all 3 lights turn off with 1 beep sound

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## Safe Setup Procedure

Then, you will receive "Naming" push on App

You can also find it in "Message" or "Fingerprint List"

Tips:

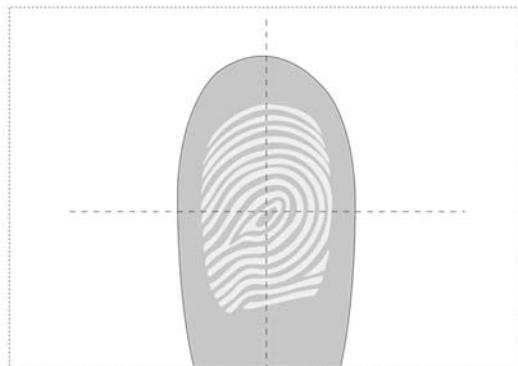
(1) Clean fingerprint sensor before register. Excessive moisture, lotions or dirt will affect fingerprint and may cause inaccurate sensor reading

(2) 5 rounds of register, we suggest 2 rounds of middle area of finger by placing the core of the fingerprint flat over the center of scanner, in order to read where most of the details located, and 1 round for top, 2 rounds for edges

(3) To improve recognition rate, we suggest to register the same finger 4 or 5 times

(4) If sensor doesn't collect required fingerprint, existing light will flash for 5 times, all 3 lights will light up again with 5 beep sound and it will automatically quit the process

(5) Once you start collecting the fingerprint for the first time, you cannot quit register process by pressing "Cancel Button" on the keypad



## Safe Setup Procedure

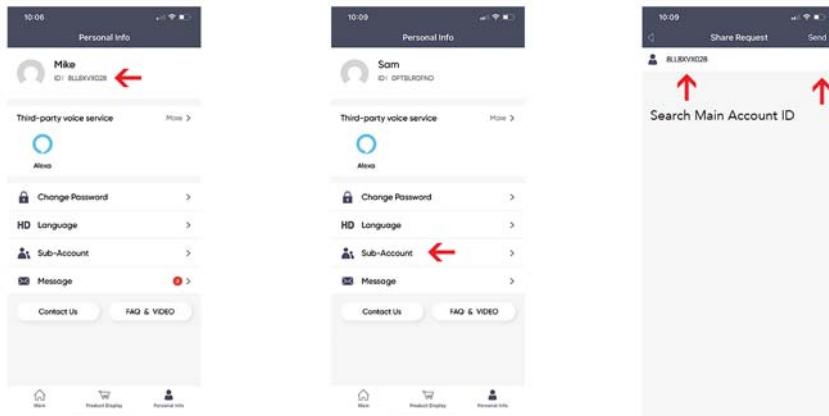
### Step10 Sub-Account

Example:

Mike, Safe's owner (Main Account) wants to add Sam as Sub-Account

(1) After Mike finishes set up with safe, Sam needs to register a separate account with new email address as Sub-Account

(2) Mike will give his Main Account ID to Sam



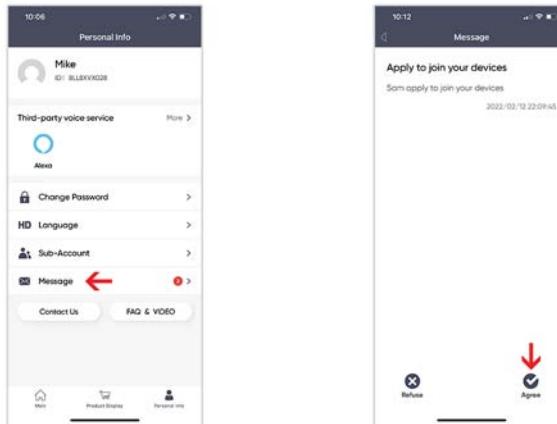
(3) Sam will search Mike's Main Account ID under "Sub-Account" section and send request

Capital letters matter

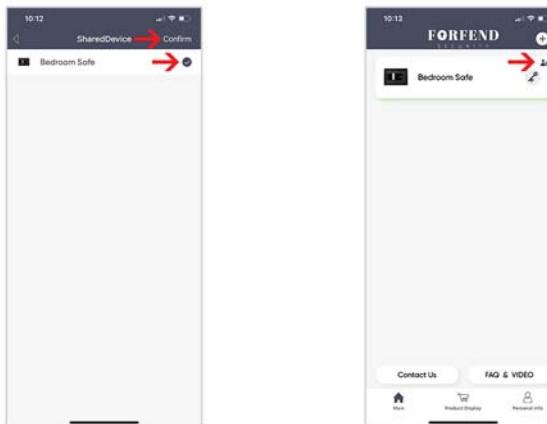
(4) Mike will receive the request and select "Agree" to let Sub-Account join in

If notification is missed, Main Account owner can also find it in "Message" under "Personal Info"

## Safe Setup Procedure



(5) Mike will select the specific safe that he wants to share with Sam to finish authorization



(6) Sam is now the Sub-Account of Mike's Bedroom Safe  
Mike could add as many Sub-Accounts as he like

We provide video instructions under "FAQ & VIDEOS" of our App

You can also search "FORFEND CBE Safe:  
How to Link Sub-Account to Main Account" by Youtube

Need Help? Contact : ForfendHelp@gmail.com

## Amazon Alexa Setup

Before you start, make sure that:

Your safe is connected with the FORFEND App

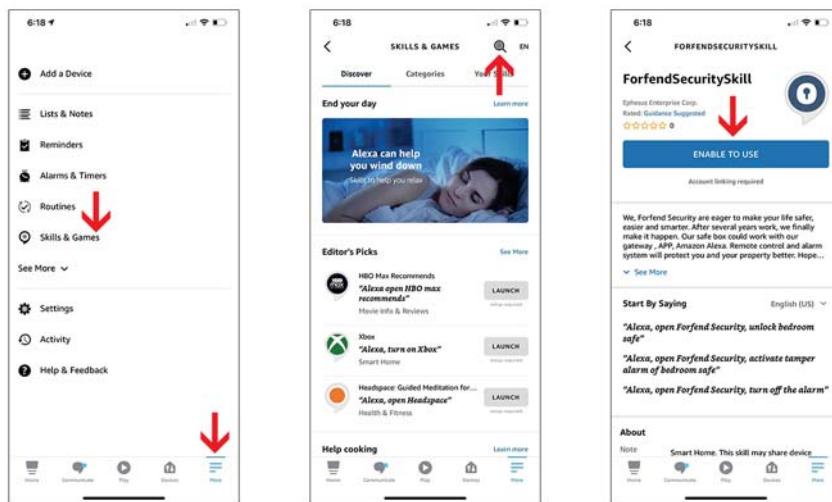
You have an Alexa-enabled device (i.e. Amazon Echo, or Echo Dot)

The Amazon Alexa App is already installed on your smart device and you have created an account with Alexa

You have 2 ways to add FORFEND safe with Amazon Alexa

- (1) Open the Alexa App and select "Skill & Game" from the "More" menu
- (2) On the skills screen, search for "Forfend Security"
- (3) Select "ForfendSecuritySkill" and then tap "Enable"
- (4) Log in with your registered FORFEND App account

(Note: The login info is the one you login for FORFEND App, not for amazon)



Or

- (1) Open the FORFEND App and select "Alexa" icon from "Personal Info" menu
- (2) Select "Sign in with Amazon" and Enabled "ForfendSecuritySkill"
- (3) Log in with your registered FORFEND App account

(Note: The login info is the one you login for FORFEND App, not for amazon)

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## Amazon Alexa Commands

Example:

We name the safe as "bedroom safe". For the following command, you could replace bedroom safe with your own name of safe registered in App

**If Alexa asks you to provide password, you could say any passcode registered in the safe**

**Make sure you say "Alexa, Open Forfend Security" before every command**

To unlock safe:

"Alexa, Open Forfend Security"

"Unlock Bedroom Safe"

To activate tamper alarm:

"Alexa, Open Forfend Security"

"Activate Tamper Alarm of Bedroom Safe"

To deactivate tamper alarm:

"Alexa, Open Forfend Security"

"Deactivate Tamper Alarm of Bedroom Safe"

Turn off Gateway alarm:

"Alexa, Open Forfend Security"

"Turn off the Alarm"

Change to high performance mode:

"Alexa, Open Forfend Security"

"High Performance Mode for Bedroom Safe"

Change to low power mode:

"Alexa, Open Forfend Security"

"Low Power Mode for Bedroom Safe"

Need Help? Contact : ForfendHelp@Gmail.com

## Hot Keys of Safe Box

Press 999 and press "Check Button":

Activate or deactivate tamper alarm of safe

Press 998 and press "Check Button":

Turn-on or mute keypad sound of safe

Press 997 and press "Check Button":

Upload new data that registered under stand-alone status of safe to App when connection is restored

Please don't use this hot key under normal usage. Otherwise, all registered fingerprint/passcode in App will lost the name

Press 996 and press "Check Button":

Switch safe between High Performance Mode and Low Power Mode

(1) High Performance Mode:

Faster signal delivery between safe and Gateway

Faster operation speed remote by App/Smart speaker

More battery consumption

(2) Low Power Mode:

Slower signal delivery between safe and Gateway

Slower operation speed remote by App/Smart speaker

Less battery consumption

## Reset Safe

(1) Press "Black Button (Reset)" inside safe for the 1st time, yellow light on keypad will light up

(2) Press "Black Button" again to confirm, green light will turn on to indicate that the safe has restored to factory setting

Now:

The link between Gateway and safe is not exist, so the safe will not be shown in App anymore

All registered fingerprint/passcode will be deleted from safe

Default code 1-2-3-4 will allow you to unlock safe again, and the safe is now in exact same status as how it begins

## Reset Gateway

(1) Gateway in "Home Window", hold "Setting Button" on the side for 3 seconds to enter "Main Menu"

(2) Select "Reset" and confirm to reset Gateway

Now:

The link between Gateway and all products binding with it will be deleted

Gateway will be deleted from App, and will restore to factory setting

The safe that was linking with the Gateway will perform as stand-alone status

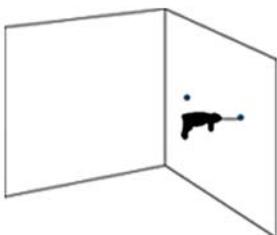
The reset of Gateway will only delete the link relations, not data of safe itself. You can still unlock safe with registered fingerprint/passcode with no notification by App anymore

Need Help? Contact : ForfendHelp@Gmail.com

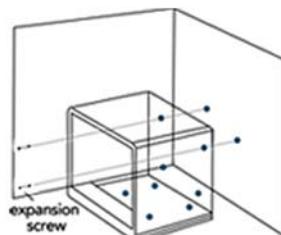
## Secure Safe Box

Your FORFEND safe can be secured via the included mounting screws to a flat surface using pre-drilled holes on the bottom and back of the safe

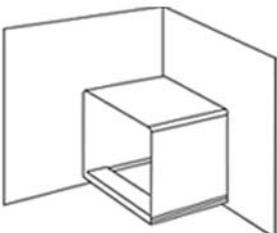
Make sure you have enough space for the door to open properly before mounting the safe



A



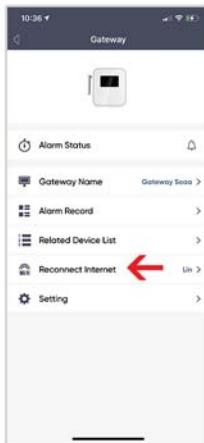
B



C

- (1) Position the safe on a flat surface where you want to mount it
- (2) Use a pencil to mark holes for drilling
- (3) Drill pilot holes
- (4) Position safe in place and install screws through safe into pilot holes
- (5) Tighten the screws to finish

## Setting Details by App



### Reconnect Internet:

When you change to new WiFi, some operations need to be done on Gateway. The process is similar to "Link Server", but it won't change other settings or data for safe/Gateway



### Associated Gateway:

You can slide left to unlink safe from Gateway under "associated gateway". Safe will no communicate with server without Gateway and will perform as stand-alone status

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## Setting Details by App

### Performance:

Lower power mode will have longer battery life, but has longer response time as it communicate with server (Ex. Unlock safe by App, Change setting for safe)

### Receiving Kidnap Push:

If you turn it off, yourself won't get kidnap alarm by App. However it will still send to other authorized sub-accounts when alarm being triggered

### Tamper Alarm:

If you turn it off, tamper alarm will shut down and no response to any suspicious behavior anymore. The other types of alarms will still work

### Unlock:

Door remains open for 5s after unlock and no remote of App during the period

#### FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- - Reorient or relocate the receiving antenna.
- - Increase the separation between the equipment and receiver.
- - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- - Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.