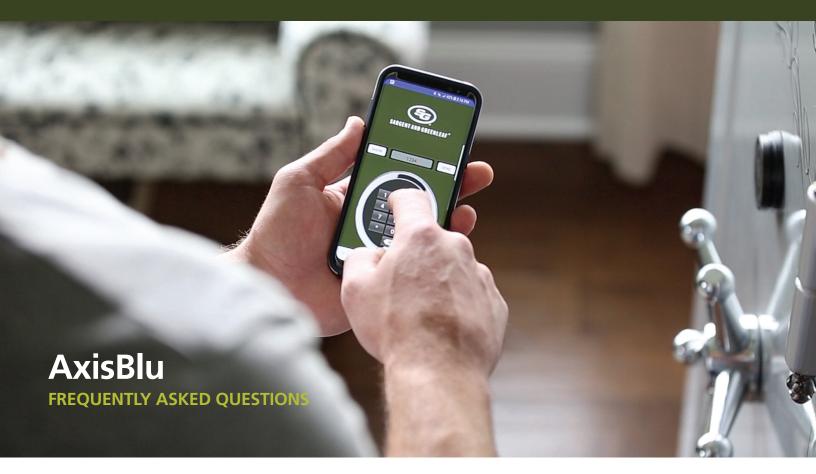# AxisBlu

FREQUENTLY ASKED QUESTIONS

Q: Can I still access my safe if something happens to my phone? What if my phone breaks or gets lost?

A: You may pair up to five devices to your safe with AxisBlu. If your phone is lost or broken, you'll still be able to access your safe through another phone already paired to the safe, or use the AxisBlu app to pair a new phone with the safe. Because of multiple levels of authentication, no one would be able to use a lost phone to gain unauthorized entry to your safe.

To pair a device to your safe, you'll need to use the unique pairing code printed on a sticker attached to your AxisBlu Bluetooth module. Please maintain this code securely, as you will need it to pair each device to your safe.

Q: Can I access my safe if I don't have another phone paired to the safe?

A: You can always pair an additional phone or mobile device to your safe through your AxisBlu app account and unique pairing code.

Q: Can I retrofit this lock on my safe?

A: AxisBlu fits any standard footprint or hole pattern used for an existing combination or electronic safe lock.

Q: Is AxisBlu only offered in a PivotBolt option?

A: At this time, to meet our security standards, S&G only offers AxisBlu in the PivotBolt configuration.

Q: How do I access my safe through the medallion if the lock batteries die?

A: We designed a backup battery port in the AxisBlu medallion. The interface to the backup battery port is included in the AxisBlu Lock Kit.

Q: How do I know if my batteries are getting low?

A: When you access your AxisBlu mobile app, you'll see current battery levels.

Q: How often should I change the batteries in my AxisBlu lock?

A: We recommend changing batteries every six months, or sooner depending on usage. AxisBlu works best with two 9V alkaline batteries.

Q: How many different mobile devices can be used to access the safe?

A: AxisBlu pairs with up to five mobile devices, and up to 10 users.

Q: Where do I get the AxisBlu mobile app?

A: The AxisBlu mobile app can be accessed through Google Play and the Apple Store.

Q: Is there an additional charge for the AxisBlu mobile app?

A: The basic version of the AxisBlu mobile app is available free of charge for both Android and Apple devices.

Q: Will the AxisBlu app work with all mobile devices?

A: The AxisBlu app works with mobile devices that support BLE 4.2. While most Apple and Android devices are BLE 4.2-compatible, if you have an older device, or a device that has not been regularly updated, you may need to confirm it's compatibility.

Q: What AxisBlu kit options are available?

A: You may purchase an AxisBlu kit with a small medallion, a one-battery keypad, or a QuickMount keypad.

Q: What types of batteries does this lock use?

A: AxisBlu operates with 9V alkaline batteries.

Q: What components are included in the AxisBlu kit?

A: Each AxisBlu kit contains a lock body, medallion or keypad, Bluetooth PCBA enclosure box, battery box (medallion kit only), batteries, cabling, mounting hardware, and instructions.

Q: Is this lock network-connected?

A: AxisBlu is a Bluetooth-connected lock that allows you to open your safe via your mobile device or tablet. Network connectivity is not required to operate AxisBlu.

Q: What finishes are offered with AxisBlu?

A: AxisBlu Medallion comes in a modern matte black finish. If you choose keypad kits, you may select a black platinum one-battery keypad or black matte QuickMount keypad.

Q: How do I pair my phone to the lock?

You can pair your phone to your lock via the AxisBlu app. Instructions are available at SargentandGreenleaf.com.

Q: What is the range of AxisBlu's Bluetooth feature?

A: AxisBlu uses a Bluetooth antenna with a range of up to 30 feet, giving you greater flexibility for operating the lock.

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