



sargent &  
greenleaf™

**A Bold New Look  
on Safe Security**

**Introducing the S&G  
I-SERIES  
TOUCHSCREEN KEYPAD**



## Frequently Asked Questions

## I-SERIES KEYPAD

**Q: What type of batteries does the new keypad use?**

A: The new keypad will use 4-AA batteries that are stored inside the keypad for quick, easy access. For optimal performance, we recommend using Duracell PROCELL AA. The performance of the lock could be significantly impacted if using a battery other than what is specified, and this could void the product warranty.

**Q: How will I know when batteries are getting low?**

A: You may view battery status directly from the keypad and also through the mobile app.

**Q: Will the display screen stay on at all times?**

A: To conserve battery power, the screen will go into sleep mode following a period of inactivity.

**Q: How durable is the LCD screen?**

A: The display screen is protected by a thick, scratch-resistant overlay to protect from wear and external elements. The screen has gone through several rounds of S&G's mechanical reliability to confirm its durability.

**Q: I have a round keypad on my safe. If I purchase the square keypad, will it cover the round scoring marks on my safe from the previous keypad?**

A: Yes, the square keypad will cover the scoring marks.

**Q: Do I need the mobile app to operate the lock?**

A: A mobile app is available, but is not required for basic operation of the lock. The app is required for extended features such as remote lock management.

**Q: How do I upgrade my lock to a network-connected lock?**

A: You may upgrade to a network-connected lock through the S&G mobile app

**Q: What locks are compatible with the new keypad?**

A: Currently, the keypad is compatible with Model 6120, 6123, 6124/6125, Titan, Spartan PivotBolt.

**Q: Can I retrofit the keypad with existing locks?**

A: Yes, the keypad will work with any existing Spartan, Titan, Model 6120, 6123, 6124/6125 PivotBolt lock bodies that are currently being used in the field.

**Q: Is there audio and visual feedback?**

A: Yes, there is audio and visual feedback.

**Q: What certifications does the new keypad have?**

A: The keypad UL-certification is in process and we are currently evaluating additional certifications.

**Q: Can I still purchase the round keypad?**

A: Yes, a round keypad option will still be available for purchase.

**Q: What is the warranty on the new keypad?**

A: The keypad will have a 2-year warranty.

**Q: How can I download the S&G mobile app?**

A: You can download the app via the Apple App store or Google Play.

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

A: The S&G app works with mobile devices that support BLE 4.2. While most Apple and Android devices are BLE 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 is the difference between Wi-Fi and Bluetooth enabled?**

A: Bluetooth allows your keypad to connect directly to a mobile device running the mobile app. Wi-Fi or network connection features allow your keypad to connect to any of your devices via your home or business network.



**Q: Is the app free to download?**

A: Yes, the base version of the app will be available as a free download. This base version will provide access via Bluetooth.

**Q: Is the keypad EMP certified?**

A: No, the keypad is not EMP certified.

**Q: Where is my data stored?**

A: Most of your data will be encrypted and securely stored on the "cloud" while some data will be encrypted and securely stored on the keypad itself.

**Q: Is cloud based data secure?**

A: Yes, cloud based data that is used with the keypad / mobile app will be stored using the proven AWS encryption / security routines.

**Q: What is the difference between the Touchscreen Keypad and AxisBlu™ ?**

A: While both will provide a wide range (at least 30 feet) of connectivity, the Touchscreen Keypad has a higher range of connectivity as compared to the AxisBlu™. The new mobile app that will be used for the new keypad will allow customers to open the lock with a single touch and enable the owner to add / delete other codes.

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