NexusIP

FREQUENTLY ASKED QUESTIONS

Q: What remote features are available with NexusIP?

A: NexusIP uses your existing WiFi network to streamline the management and operation of your safe lock. With NexusIP, you can:

• Easily program networked locks via the NexusIP software interface
• Establish multiple levels of control allowing specialized access and oversight
• Add, delete, enable, or disable users and program schedules
• Enable and disable the lock
• Download audit trails
• Receive real-time updates and exception reporting

Q: Can I open the NexusIP lock remotely?

A: During installation, you may choose to enable remote opening capability if that function aligns with your security requirements.

Q: How many users can I manage with NexusIP?

A: NexusIP allows you to manage up to 100 users.

Q: How many audit events are available through NexusIP?

A: You can check up to 1,000 events at the lock. NexusIP software allows you to view and store unlimited audit events remotely.

Q: Will NexusIP work on wireless networks?

A: Yes, NexusIP works through your existing WiFi network.

Q: Will NexusIP work with Bluetooth?

A: NexusIP is only compatible with WiFi connections.

Q: What type of wireless connection do I need to operate NexusIP?

A: NexusIP requires a standard 2.4 GHz connection.

Q: What kind of network support do I need to set up and maintain NexusIP?

A: Because NexusIP operates through your existing WiFi rather than peripheral equipment or components, it's easy to install through your network. Anyone who understands how your network is configured—an IT team member or contractor, in most cases—can install NexusIP. No drilling or special equipment is required.

Q: Can I communicate with the NexusIP lock when our WiFi is down?

A: If WiFi connections are lost, you may still access NexusIP from the keypad. The lock will still function securely without WiFi, although it will not communicate with the network. Once the network is restored, synchronize audit events with the network to check access.

Q: How secure is the NexusIP locking system?

A: All NexusIP communications meet industry encryption standards through proprietary security features built into the device. Because NexusIP works with your existing WiFi network, maintaining network security through firewalls and secure VPN forms a critical part of NexusIP security.

Q: Can I route the power to NexusIP inside the safe?

A: If you choose to route power through the safe to NexusIP, you may need to make an external hole in your safe.

Q: Do I need to drill any additional holes in my safe to install NexusIP?

A: You can easily install NexusIP without drilling any additional holes or using any specialized tools. If you plan to route power through the safe to NexusIP instead of using the external power source, you may need to drill an additional hole in the safe.

Q: Is there a way to protect the power cable?

A: You may purchase a separate kit to protect the external cable and provide strain relief.

Q: What if the power goes out?

A: NexusIP includes battery backup to protect against short-term power loss.

Q: Can I retrofit a NexusIP keypad to another lock?

A: The NexusIP keypad only works with the NexusIP lock.

Q: How many NexusIP units can be installed on one system?

A: The number of NexusIP units you operate is only limited by your network capabilities.

Q: How long does it take to install the NexusIP lock hardware?

A: A typical NexusIP lock installation takes about 15 minutes on a prepared container.

Q: Is NexusIP software easy to install?

A: NexusIP software follows the basic installation and database integration protocols. You'll find helpful quick start guides in the box, and more detailed instructions online at www.SargentandGreenleaf.com.

Q: What platform is required to operate NexusIP software?

A: NexusIP software requires Windows 7 or above, and SQL 2012 or above to operate.

Q: How do I program NexusIP with my network settings?

A: To program NexusIP, follow these simple steps:

• Generate a configuration file via the NexusIP software
• Copy the file to a flashdrive
• Use the flashdrive to program the lock locally

Q: Why am I not getting notifications from NexusIP?

A: Several factors may interrupt NexusIP notifications. If you stop receiving notifications, ask:

• Is your network down?
• Is the NexusIP software running?
• Is the lock connected to your local network?
• Are you experiencing sustained power loss?

Q: Are error codes available on the keypad?

A: To assist with troubleshooting, the NexusIP displays specific error codes.

Q: What certifications does NexusIP have?

A: NexusIP has been tested to UL and VdS standards. UL certification is pending.

Q: What's included in the NexusIP box?

A: Each NexusIP box contains:

• A NexusIP keypad with WiFi module
• Power supply
• External/internal power cable
• NexusIP lock body
• Quick start instructions for installation and operation

Q: Where can I find more detailed instructions for hardware and software installation and operation?

A: You'll find helpful quick start guides in the box, and more detailed instructions online at www.SargentandGreenleaf.com.