

Axessor Apexx

FAQ

Frequently Asked Questions



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1. What is the dormakaba Apexx Series?

- A. Apexx is dormakaba's next generation Safe Lock platform. Apexx represents a massive leap in innovation, technology, security, compatibility, and flexibility. Apexx is a multi-lock platform designed with 17646 specification that will consolidate and improve on all the functions and features of dormakaba's top global safe lock brands (Cencon, Auditcon, Axessor, Paxos) and offer them as a cohesive, unified experience in connectivity and operational efficiency. In addition, the Apexx platform will also offer unprecedented compatibility, offering the tools necessary to make integration easier than ever.

2. How does the Apexx Series unify the dormakaba Safe Lock Legacy?

- A. For decades, dormakaba Safe Lock Products have delivered innovative solutions to meet changing needs of our customers. From multi-lock systems controlled over a single keypad (Axessor USB), IP Connectivity with remote system management (Axessor IP), a Class D-rated redundant vault locking system (Paxos), to providing the gold standard of ATM Lock Management (Cencon/Auditcon). Whatever the problem, dormakaba has always had the solution.

3. Can all keypads and locks be interchangeable/paired together

- A. All devices must be commissioned to a locking system.

4. Do all keypads come with a display?

- A. Yes

5. What type of locks do you offer?

- A. At launch, Motorized Deadbolt and Slambolt Locks. Over time, support will be added for Swing-bolt, Redundant, Manual Deadbolt, and Manual Slambolt locks.

6. What keypads come in low profile? What else is needed for a low-profile keypad to function?

- A. All Apexx Series keypads have been designed to be as low profile as possible. All Apexx series entries will be at least as low profile as their predecessors, and in some cases lower profile.

7. Where should the keypad be plugged in on the lock body?

- A. Each keypad comes with a preinstalled lock cable. The free end of this cable would then be plugged into either of the 2 lock connections available on every Apexx Series lock.

8. Can you mute the audible keystrokes?

A. Yes

9. How can I tell which model keypad I have?

A. The model number is printed on a label located on the back of the keypad. The MCU ID (serial number) is visible on the screen for all locks, keypads, and eBox.

10. Is there a duress mode?

A. Yes. All safe lock inputs and outputs can be configured using the Apexx Series Software.

However, if running Duress through the eBox, the duress signal would not be sent in the event of a power loss. For this reason, dormakaba recommends that the Duress signal be input and run directly from a lock to the alarm system.

11. What is the Primary Lock?

A. There is no primary lock on Apexx. Locks can be numbered according to your preference.

12. Why does the keypad need to know which lock is the Primary Lock?

A. There is no primary lock on Apexx. Locks can be numbered according to your preference.

13. Do you offer a warranty?

A. All Apexx Series keypads and locks carry a 2-year warranty from Date of Manufacture.

14. What color options do you offer?

A. The Axessor Apexx keypad is available in Satin Chrome and Flat Black. All keypads come with a flat black back plate.

15. What type of power does the keypad use?

A. Axessor Apexx Uses 4-AA Batteries.

Line power and Power over Ethernet options are also available (may require additional accessories). PSE (Power Sourcing Equipment) used with the Axessor Apexx IP needs to be a minimum of 15W and capable of Class 2 from IEEE 802.3af-standard LAN-based power for each Axessor Apexx IP system connected.

16. How many openings can be performed on 4-AA batteries?

A. Approximately 2000 lock openings per 4-AA battery change.

17. Is there a low battery warning?

A. Yes. There is also a battery level indicator available at the top right of the info screen.

18. How do I wake the lock?

A. By pressing any key on the keypad.

19. What certifications does the Apexx Series have?

A. Apexx will be certified with the following: UL, EN1300, VdS.

20. Is the Axessor Apexx series software backwards compatible with previous Axessor Locking Systems?

A. Not at launch. A future release of Apexx Series Software will add support for backwards compatibility with legacy Axessor Series Locking Systems.

21. Do the current accessories work with the new Apexx?

A. Only legacy Axessor lock cables will work with new Apexx locks and keypads.

22. Does Axessor Apexx offer RFID or BLE Technology?

A. Support for BLE and RFID technology is planned for Q4 2024

23. Can I program my lock with the Apexx Series software?

A. Yes

24. How do I retrieve my firmware updates?

A. Firmware updates can be downloaded to and initiated from the Apexx Series Software.

Our Sustainability Commitment

We are committed to foster a sustainable development along our entire value chain in line with our economic, environmental and social responsibilities toward current and future generations. Sustainability at product level is an important, future-oriented approach in the field of construction. In order to give quantified disclosures of a product's environmental impact through its entire life cycle, dormakaba provides Environmental Product Declarations (EPD), based on holistic life cycle assessments.

www.dormakaba.com/sustainability



Our offering

Access Automation Solutions

Entrance Automation
Entrance Security



Access Control Solutions

Electronic Access & Data
Escape and Rescue Systems
Lodging Systems



Access Hardware Solutions

Door Closers
Architectural Hardware
Mechanical Key Systems



Services

Technical Support
Installation and commissioning
Maintenance and Repair



Key & Wall Solutions

Key Systems
Movable / Sliding Walls



Safe Locks

Electronic Safe Locks
Mechanical Safe Locks
Boltworks and Accessories



Glass systems

Manual door systems
Glass fittings
Horizontal Sliding Walls



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