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Frequently Asked Questions

A-Series™ with Display

Q: How is A-Series with Display (Models: 3006, 3007, 3028, 3029) different from the current A-Series (Models: 6128, 6129)?

A: A-Series with Display features a screen to more easily communicate error codes when operating the lock. A-Series with Display is part of the S&G digital platform.

Q: Will the screen display different languages?

A: No, English is the only language available at this time. On the display screen, error codes are communicated numerically, and universally recognized graphical icons make communication between the lock and user easier, regardless of the user's language.

Q: Will A-Series with Display still have beeps and braps?

A: Yes, A-Series with Display will have beeps and braps.

Q: Is the A-Series OTC app compatible with A-Series with Display?

A: Yes, the A-Series OTC app is compatible with all A-Series models.

Q: Is training offered for A-Series with Display?

A: Yes, all A-Series customers are required to attend hands-on training provided by S&G.

Q: What is the cost of the A-Series with Display training?

A: Please consult your local sales representative to confirm the current training price. A-Series with Display training is competitively priced.

Q: Is A-Series with Display compatible with all USB drives?

A: No, the USB drive must meet the following specifications in order to work properly:

- Flash drive should be USB 2.0 certified and meet MSD class certifications
- Flash drive should be formatted to FAT32 file system
- Flash drive should be formatted with the default allocation unit size for the drive capacity
- Only flash memory type devices should be used
- Preference OEM-grade flash drives

Q: Will I still be able to buy the A-Series (Model 6128 and 6129) when A-Series with Display launches?

A: Yes, there are no plans to discontinue A-Series (Model 6128 and 6129) at this time.

Q: What bolt configurations are available with A-Series with Display?

A: A-Series with Display is available with PivotBolt, Direct Drive, Dead Latching, and Push/Pull bolt configurations.

Q: Will technical support be available for A-Series with Display?

A: Yes, technical support is available 24/7 by calling the technical support phone number.

Q: Does A-Series with Display require a battery?

A: Yes, A-Series with Display requires two 9V batteries.

Q: How often do I need to change the battery for A-Series with Display?

A: Model 3006/3007 locks last up to 5,000 openings or up to two years. Model 3028/3029 locks last up to 2,000 openings or up to two years. Battery life estimates are based on normal usage. However, battery life may vary for some lock models depending on application. For example, the battery life for Model 3029 can be greatly reduced if a load is connected to the bolt.

Q: Will my current A-Series software work with A-Series with Display?

A: Yes, but an upgrade may be required to access the complete set of new features.

Q: What software is required for A-Series with Display?

A: LMS software is required to operate the lock in service mode.

Q: Where can I reference error codes identification?

A: Reference error codes on the S&G website, or with the quick technician reference tool S&G provides.

Q: Is a warranty offered with A-Series with Display?

A: Yes, A-Series with Display has a two-year limited warranty.

Q: How do I download audit trail events?

A: In bank mode and service mode, the audit trail can be transferred via USB flash drive or iButton.

Q: How many audit trail events can I download?

A: You can download 1,000 events via USB flash drive, or 400 events via iButton touch key download. If you are using a USB flash drive, you can download audit trails from multiple locks. If you are using a touch key, you can download one audit trail per lock per touch key.

Q: Can I use both current A-Series and A-Series with Display at the same time?

A: Yes, they use the same touch keys and encryption methods.

Q: Why was a display added to the A-Series?

A: The display was added to enhance the user experience and to make the training process more intuitive.

Q: Will the new display require an A-Seal box to view close seals?

A: After a valid service mode opening, A-Series with Display keypads show the A-Seal value (and a bar code containing this value) automatically when the lock is secure.

Q: Will a new version of LINK be required to use the display with LMS?

A: No, customers can continue using the same version of LINK to perform the same functions.

Q: What is Bridge and do I need it to use A-Series with Display?

A: Bridge is an optional software that integrates A-Series products into your front-end software. With Bridge installed, A-Series products can be used seamlessly alongside competitive locks.



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