AX2Go

Manual

24.07.2024

SimonsVoss
technologies

Content

1. General information

AX2Go is a mobile key for opening SimonsVoss digital locking components using Bluetooth Low Energy (BLE). Bluetooth Low Energy is a wireless standard that is used to establish a Bluetooth connection, including when transmission power and power consumption are low.

If locking authorisations are stored in the app, the smartphone can be used like an access card or transponder. It's this easy: unlock your smartphone, touch the locking device with it and open the door. The AX2Go app runs in the background and does not need to be launched to open the door.

1.1 Advantages of the smartphone key function

- You always carry your smartphone around with you and rarely forget it or lend it to someone
- Send access authorisations via the Internet without handing over keys in person
- Assign or revoke authorisations quickly
- High data security thanks to end-to-end encryption and display block
- Very user-friendly
- Resource-saving: uses existing devices and networks

1.2 Functions

- Up to 5 different locking systems (AX2Go key) on one smartphone
- Transfer key authorisations via **email**, **SMS** or **QR** code from **AX Manager** (management software)
- Easy to set up, meaning the app is ready to use in less than a minute
- Clearly visible access status and quick solution assistance
- No registration or verification required

2. System requirements

2.1 Management software

- Local administrator rights for installation
- Observe the system requirements for AX Manager/Locking System Management software
- AXM Plus Version 1 and LSM Business/Professional Version 3.6 and higher

2.2 Smartphone

- Operating systems

  The app supports the current and latest versions of iOS and Android.

  - Android version 13 (2022) and higher
  - iOS version 16 (2022) and higher
- Bluetooth version 5.0 or higher
- Smartphone models:
  - Apple: iPhone 8 and higher
  - Android: see white list (tested devices)
- No root access to the smartphone (maximum possible access rights); otherwise, security cannot be guaranteed.

2.3 Compatibility

- All AX locking devices:
  - Digital Cylinder AX
  - SmartHandle AX
  - SmartLocker AX
  - Also SmartHandle AX Advanced in the future
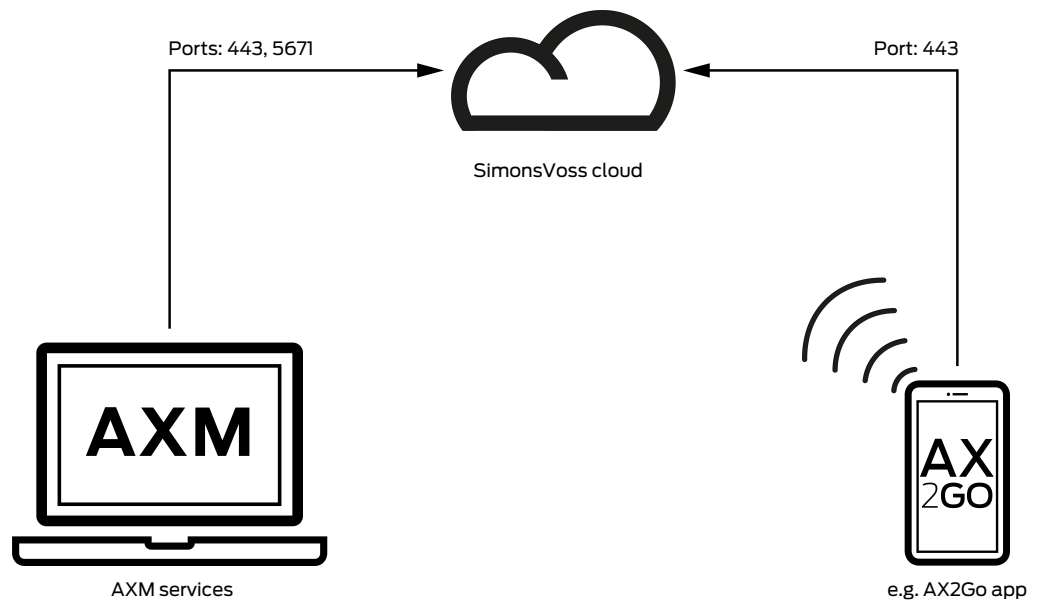- Firmware version 1.1.1148 and higher

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NOTE

Resetting and patching existing locking devices

Existing locking devices must be reset and patched with the SmartStick.AX first. The simplified **AX firmware update patch tool** is available for this purpose.

2.4 AXM services and ports used

Port	Function
443	HTTPS data transfer
5671	Identification (if not available, fall back to port 443)

3. Setting up the app

3.1 Installation

Depending on your smartphone's operating system, you can download the latest version of AX2Go from the Apple App Store and Android Play Store.

- Apple: *https://apps.apple.com/de/app/simonsvoss-ax2go/ id6444721184?platform=iphone*

- Android: *https://play.google.com/store/apps/details? id=com.simonsvoss.ax2go&hl=en&gl=US*

3.2 Issuing authorisations

To use the AX2Go app correctly, you need to issue the following authorisations as a minimum after installation. The authorisations you can issue depend on the version of the operating system.

Bluetooth

- Turn on Bluetooth on your device. Click on the Allow field. You will be directed to your smartphone system's settings, where you can enable Bluetooth.
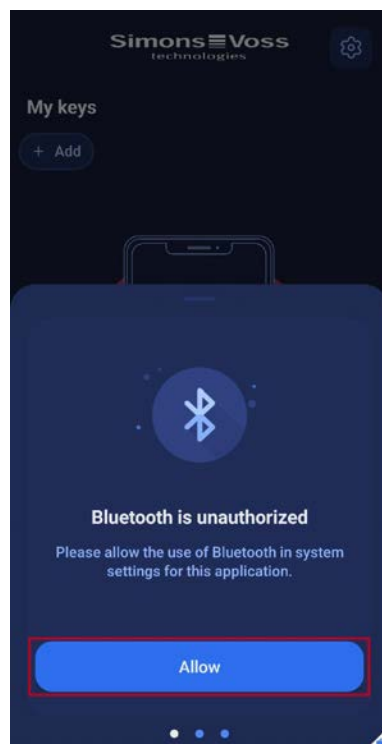
Notifications

⊞ Notifications must be enabled so that you can receive updates to access authorisations automatically and the app can also be notified in the background in the event of non-authorisation. Click on the `Allow` field. You will be directed to your smartphone's system settings, where you can enable notifications for the app.
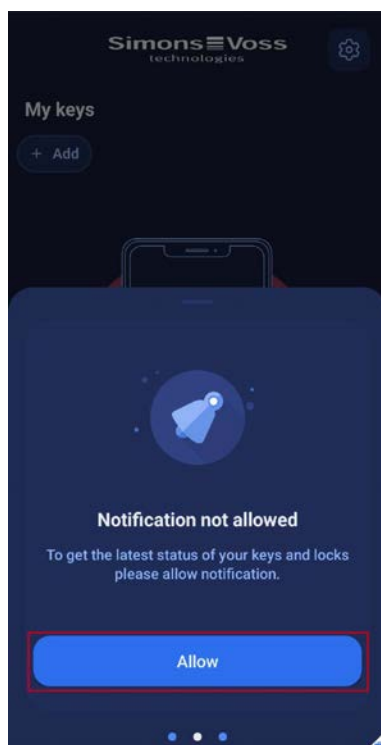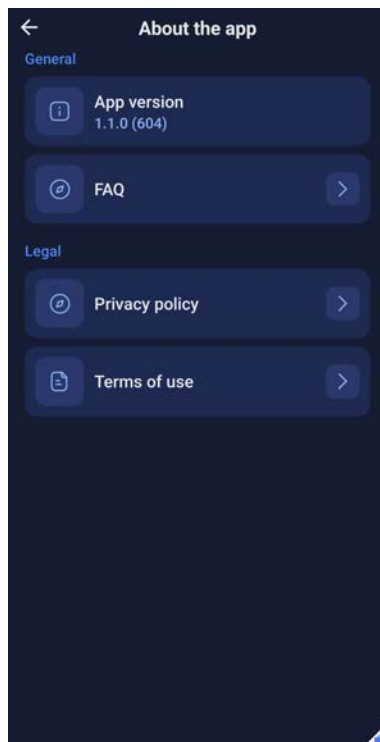

↳ You have granted all essential authorisations and can now use the AX2Go app.

4. User interface

4.1 About this application

Click on the icon in the top right-hand corner to access the following general and legal information:
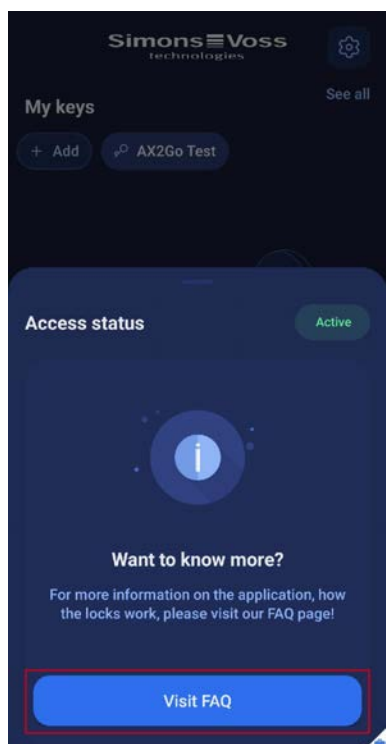
- :: Current App version
- :: FAQ
- :: Privacy policy
- :: Terms of use

You will be redirected to the corresponding SimonsVoss website for FAQs, the data protection policy and the end user licence agreement.

You can also access the FAQ page by clicking on the access status field

1. Swipe the access status bar upwards on the app homepage.
2. Click on Visit FAQ .

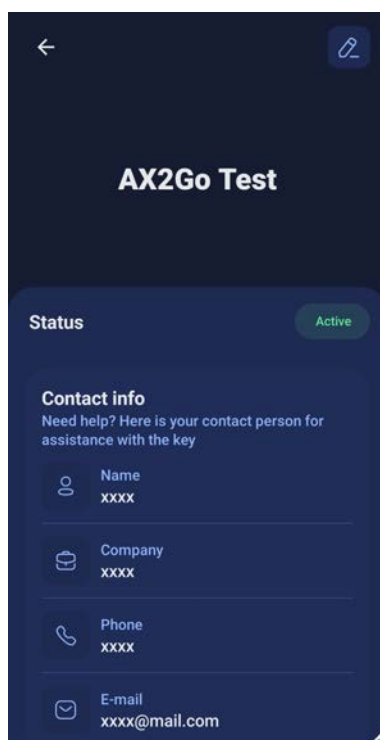↳ You will be redirected to the SimonsVoss FAQ page.

4.2 My keys

4.2.1 Information

You can access information about your keys in the AX2Go app.

▋ Click on your key to do so.

↳ You will be redirected to the key details. Here, you will find the current status of your key along with contact information for the locking system administrator.
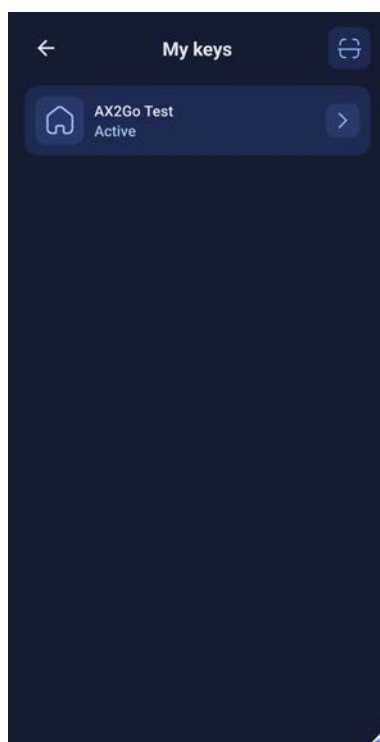

Alternatively, you can access information on your keys as follows:

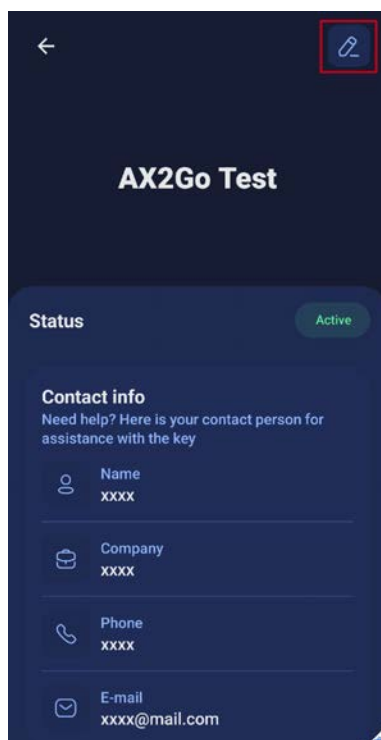1. Click on See all on the home page.

2. Now click on one of your keys.

↳ You will be redirected to the key details as above.

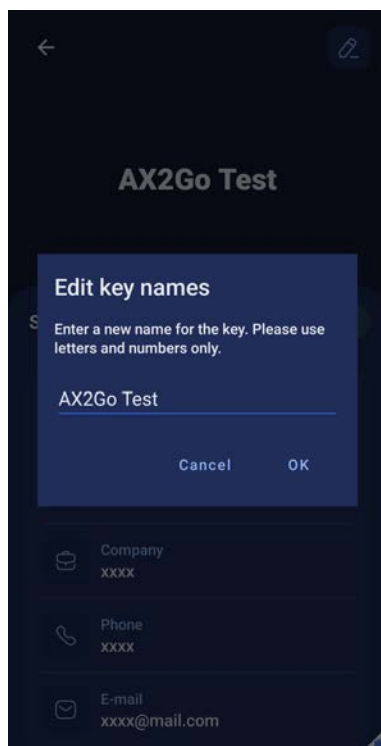### 4.2.2 Editing key names

You can also edit the name of your key.

1. To do so, click on the pencil icon in the top right-hand corner.

    ↳ A screen will open where you can edit the key name.

2. Change the name and click on OK .

    ↳ You have successfully changed the name of your AX2Go key.

4.3 Access status and other messages

4.3.1 Access status

The access status informs you of the current status of your existing keys. The following messages may appear in the AX2Go app:

|	
aktiv	Your key is active
⚠ aktiv	**You don\'t have any keys** Please click on the invitation link in an email or SMS to activate the key, or add a key by scanning the QR code from the Keys screen.
	No Internet Connection Please check your internet connection or try again later.
	Notification not allowed To get the latest status of your keys and locks please allow notification.
1 Fehler	**Bluetooth is OFF** Please turn the Bluetooth ON!
	Missing passcode on your device. Lock opening is not possible. Open functionality disabled. Please enable Passcode/Face ID to restore the functionality.
⚠ Nicht synchronisiert	**You have one or more out of sync keys** The synchronization between the administrator\'s PC and your smartphone is not possible at the moment. Please try again later or contact the person in charge of the locking system.

4.3.2 Other messages

4.3.2.1 Revoking keys

The locking system administrator can also revoke your key. If this should happen, you can also see this in your AX2Go app.

If you click on your key, you will be taken to the key information and can see that your key has been revoked in the Status section.
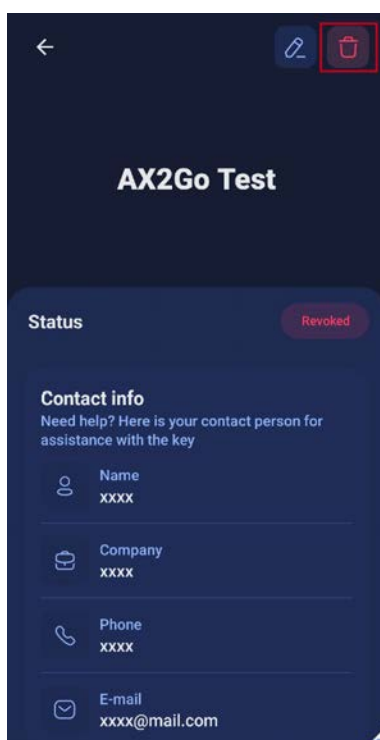
4.3.2.2 Access not yet activated

The locking system administrator can determine the time when your key should be activated. If activation of your key has been set for a later time, you will first be denied access and will receive this message:

4.3.2.3 Access outside scheduled time

The locking system administrator can assign you to a specific time group, i.e. you can only open the locking device at certain times. If you try to open the locking device outside the time group assigned to you, access will be denied and you will receive this message:

4.3.2.4 Access expired

The locking system administrator can set an expiry date for your AX2Go key. Access will be denied if you attempt to open the locking device after this expiry date, . Your access has expired and you will receive this message:

4.3.2.5 Troubleshooting

If an error occurs, you will be unable to open the locking device and access will be denied. To use the AX2Go app again, you will need resolve all issues in the Access status section.
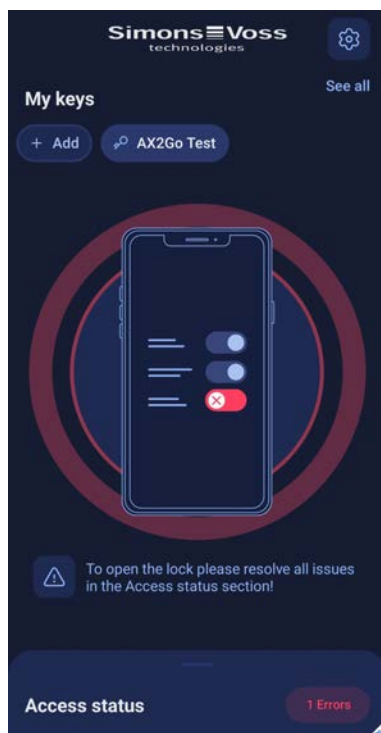
5. Adding keys

There are three different ways to obtain a digital key on the AX2Go app:

- Email
- QR code
- SMS

The locking system administrator creates a AX2Go key and generates an invitation with a link. You will receive this invitation by **e-mail** or **SMS** or, alternatively, you scan a **QR** code. You will receive the access authorisations in the AX2Go app automatically via a cloud service, either when you open the link or at a later stage. After briefly setting up the app and access rights, you are ready to go and can open SimonsVoss locking components.
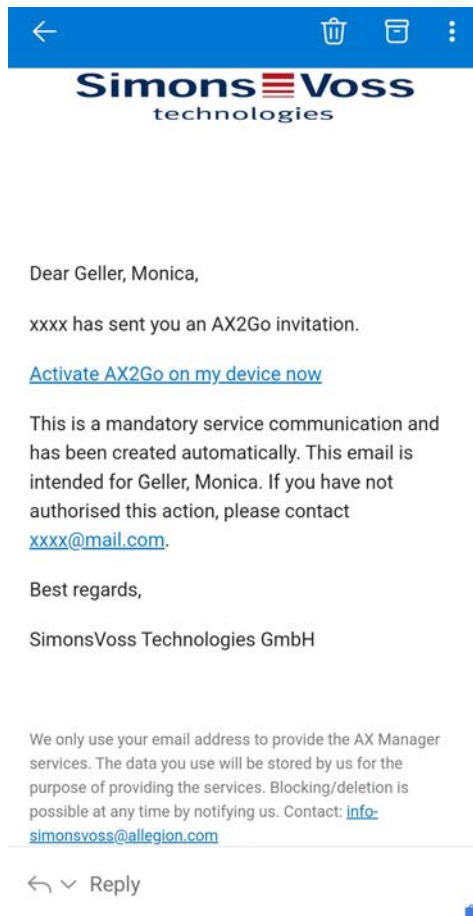

NOTE

Installing the app

Make sure you have the AX2Go app installed on your smartphone before proceeding with the next steps for an easy process. If you have not yet downloaded the AX2Go app, you will first be redirected to the app store when you click on the link.

5.1 Email

The locking system administrator will send you an invitation link. Open the email notification and click on the link. You will be redirected to the AX2Go app and the key will be added and enabled.
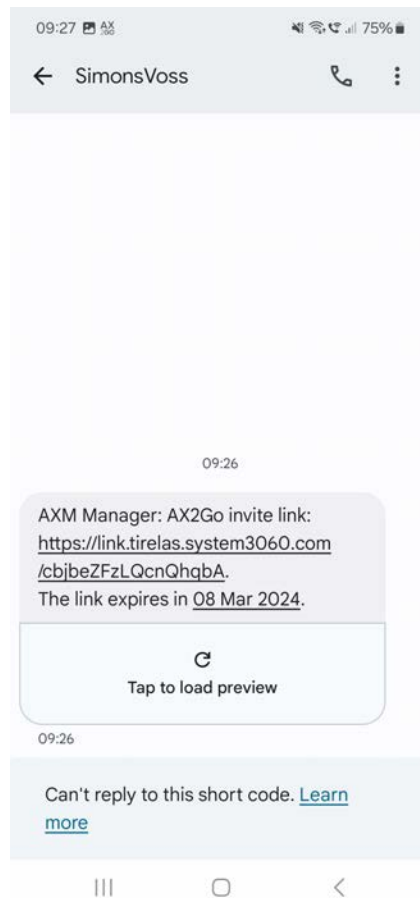

NOTE

Activation link on smartphone only

The activation link for the mobile key, which you will receive by email, can only be opened on the smartphone.

5.2 SMS

You may also receive the invitation link for your AX2Go key by SMS from the locking system administrator.

■ Open the SMS message that you have received and click on the link it contains.

↪ You will be directed to the AX2Go app and your key will be added.
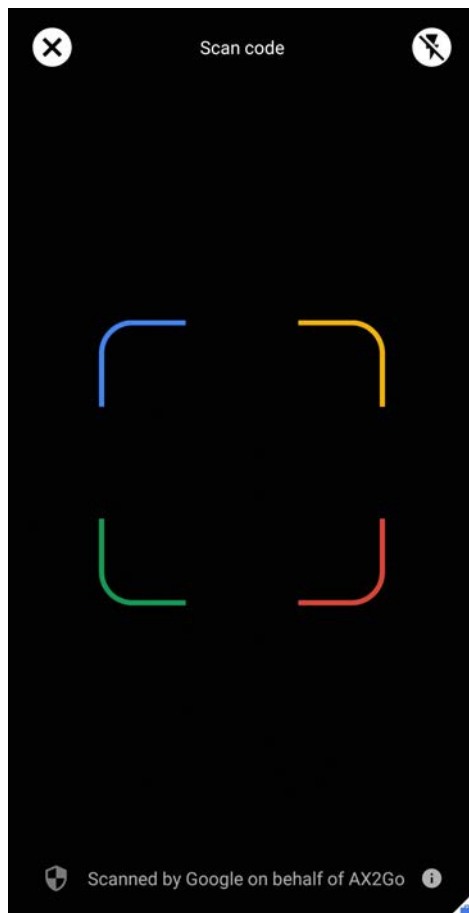
5.3 QR code

You can also add and activate your AX2Gokey using a QR code. For this purpose, the locking system administrator generates a QR code in the AXM Plus software, which you can then simply scan using the AX2Go app.
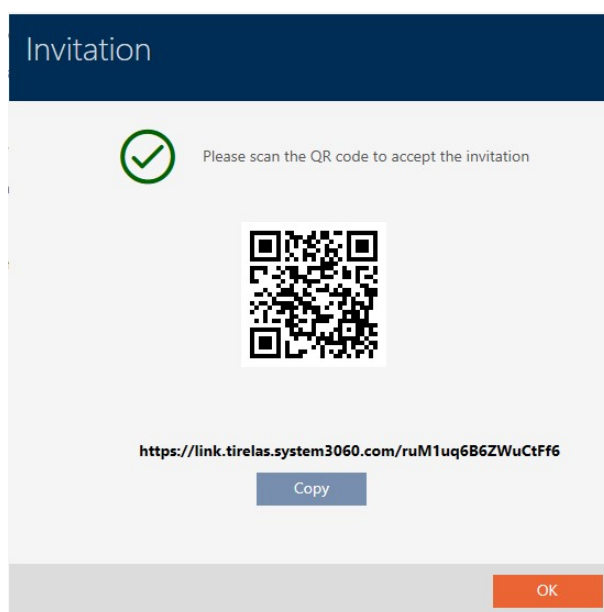
1. Click on the `Add` field
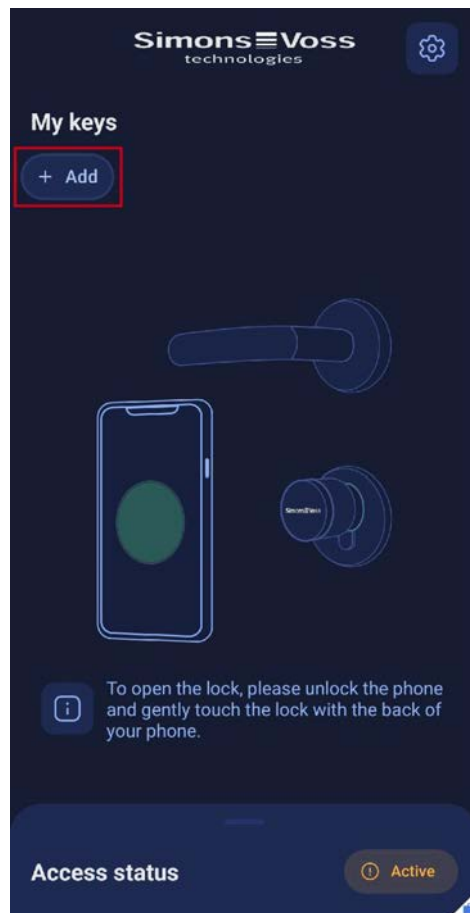
2. You will be redirected to the QR code scanner.

3. Now scan the QR code that the locking system administrator provided.

↳ Your key has been added and activated and is now visible on the AX2Go app home page.
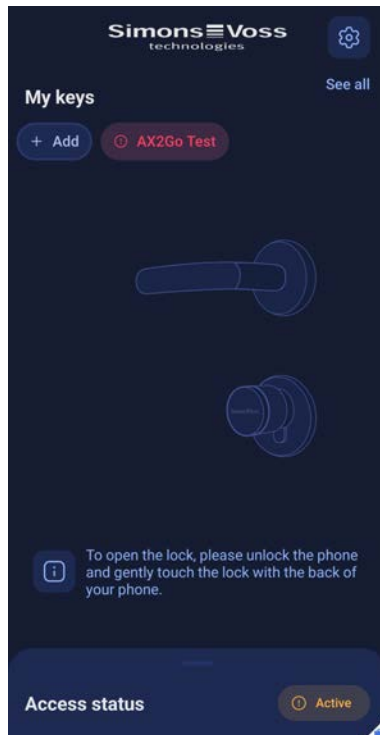
5.4 Deleting keys

You cannot delete keys yourself as an AX2Go app user. Deletion is only possible if the locking system administrator has revoked your AX2Go key.
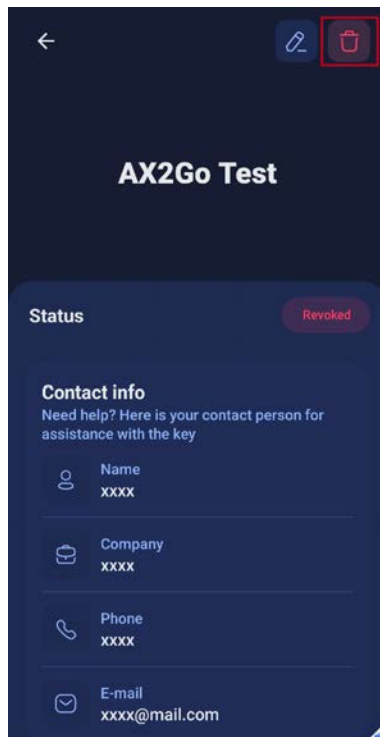
To delete a revoked key, proceed as follows:

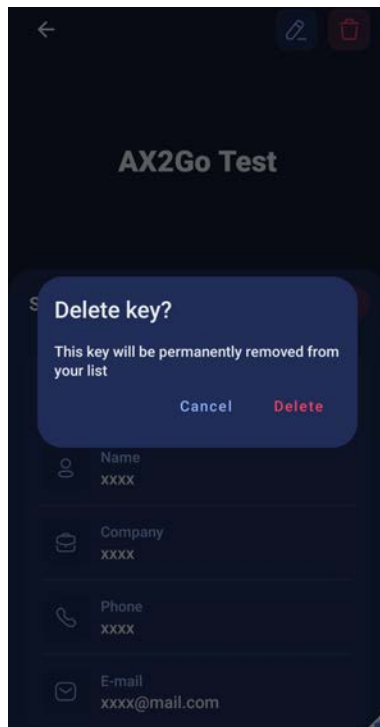1. Click on your revoked key.

   ↳ This will take you to the key details.
2. Click on the icon in the top right-hand corner.

   ↳ A window will appear asking you whether you are sure you want to permanently delete the key.
3. Click on Delete .

↳ Your AX2Go key has been deleted successfully.

6. Opening a locking device

It is very easy to opening a SimonsVoss locking device with the AX2Go app:

- Unlock smartphone
- Touch locking device with smartphone
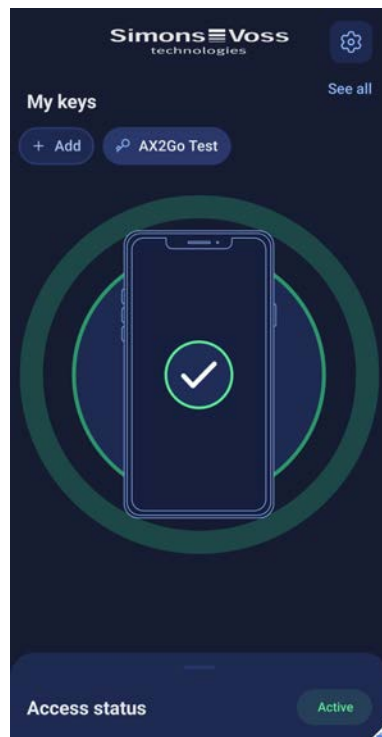- Operate locking device and open the door

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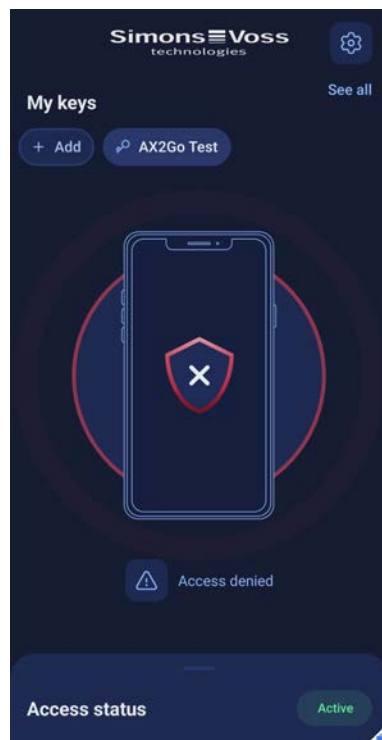|	**NOTE**

There is no need to open the app

The AX2Go app runs in the background and does not need to be launched.

Alternatively, you can also open the AX2Go app and proceed in the same way as above. You will receive tactile and visual feedback on your phone.

- You will see the following if you have been granted access:

- If access is denied, you will be shown the following:

Additional information on the reason for denial can also be displayed, e.g. "Access outside the scheduled time!" or "Access has not yet been activated!".

7. Help and other information

Information material/documents

You will find detailed information on operation and configuration and other documents on the website:

https://www.simons-voss.com/en/documents.html

Declarations of conformity

You will find declarations of conformity and other certificates on the website:

https://www.simons-voss.com/en/certificates.html

Technical support

Our technical support will be happy to help you (landline, costs depend on provider):

+49 (0) 89 / 99 228 333

Email

You may prefer to send us an email.

support-simonsvoss@allegion.com

FAQs

You will find information and help in the FAQ section:

https://faq.simons-voss.com/otrs/public.pl

Address

SimonsVoss Technologies GmbH
Feringastr. 4
D-85774 Unterfoehring
Germany

This is SimonsVoss

SimonsVoss, the pioneer in remote-controlled, cable-free locking technology provides system solutions with a wide range of products for SOHOs, SMEs, major companies and public institutions. SimonsVoss locking systems combine intelligent functionality, high quality and award-winning design Made in Germany.

As an innovative system provider, SimonsVoss focuses on scalable systems, high security, reliable components, powerful software and simple operation. As such, SimonsVoss is regarded as a technology leader in digital locking systems.

Our commercial success lies in the courage to innovate, sustainable thinking and action, and heartfelt appreciation of employees and partners.

SimonsVoss is a company in the ALLEGION Group, a globally active network in the security sector. Allegion is represented in around 130 countries worldwide (www.allegion.com).

Made in Germany

SimonsVoss is truly committed to Germany as a manufacturing location: all products are developed and produced exclusively in Germany.

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