

Frequently asked questions

Readers & credentials rebrand

General information

Q: What are the key points I need to know?

A: All aptiQ and XceedID readers and credentials will be rebranded as Schlage. Although the brand name is changing to Schlage, many things are not changing: products, part numbers, compatibility, and customer service all remain the same. Effective September 25, 2017.

Same products, same part numbers

- Same simple part numbers you're used to ordering
- Reader portfolio remains the same
- Credential portfolio remains the same

Same products, same compatibility

- Schlage reader and credential products work alongside current aptiQ and XceedID reader and credential products – no reprogramming/adjustments needed
- Schlage readers will read the same credentials, in the same way as aptiQ and XceedID readers
- Schlage credentials will have the same compatibility as aptiQ and XceedID credentials
- Schlage's full portfolio of electronic locks will read all Schlage credentials in the same way as aptiQ and XceedID credentials

Q: Why did we rebrand? Why Schlage?

A: To provide our customers a single, unified portfolio of Schlage access control for our customers.

This will result in a more aligned solution from Schlage:

Readers: We already offer a complete portfolio of Schlage mechanical and electronic locking solutions, readers will be incorporated into the Schlage family to provide yet one more solution to fit the needs and budget of virtually any facility

Credentials: Schlage is already the trusted brand for keys and key systems, now we offer customers a complete portfolio of Schlage credentials – mechanical and electronic. Delivering an unprecedented level of security and convenience to our customers

Takeaway: Schlage now delivers security, efficiency and convenience with a wider range of products. From mechanical locks and keys to electronic locks, readers and credentials, our products ensure you can build the best solution for your facility and the people within it.

Q: What is the official launch date?

A: The official public launch date is September 25, 2017.

Q: Are the customer service or inside sales contacts changing?

- A: No. The inside sales and customer care contacts remain the same:
- Inside sales: 855.248.0302 or electronicsales@allegion.com
 - Customer care: 877-671-7011 or support@allegion.com

Q: Is the product changing?

A: No – the products are remaining the same, this is only a brand change. Please see the transition charts below for more information.

Credential Transition Guide

Old Brand	New Brand	Part Number (no change)	Product Description (no change)
aptiQ	Schlage	8000 Series (eg: 8520)	Smart credentials using MIFARE® DESFire® EV1 technology: cards, fobs, adhesive patches, etc.
aptiQ	Schlage	9000 Series (eg: 9551)	Smart credentials using MIFARE Classic® technology: cards, fobs, adhesive patches, wristbands, etc.
XceedID	Schlage	7000 Series (eg: 7410)	Proximity credentials: cards, fobs, adhesive disks, etc.
aptiQmobile	aptiQmobile and Schlage	9100	Mobile credentials
aptiQ XceedID	Schlage	IBF-110/151 IBWB-110/151	iButton Keyfobs using MIFARE Classic® or Proximity technology

* aptiQmobile web portal and marketing materials will be dual-branded, app will remain aptiQmobile until 2018

Forward and backward compatibility does not change and products may be used interchangeably

Reader Transition Guide

Old Brand	New Brand	Part Number (no change)	Product Description (no change)
XceedID	Schlage	PR10	Mini-mullion proximity
aptiQ	Schlage	SM10	Mini-mullion smart
aptiQ	Schlage	MT11	Mullion multi-technology
aptiQ	Schlage	MT15	Single gang multi-technology
aptiQ	Schlage	MTK15	Single gang multi-technology with keypad
aptiQ	Schlage	MTMS15	Single gang multi-technology with magnetic stripe
aptiQ	Schlage	MTMSK15	Single gang multi-technology with magnetic stripe and keypad

Forward and backward compatibility does not change and products may be used interchangeably

Q: If I currently use aptiQ/XceedID credentials or readers, will anything change when I move to Schlage products?

A: No. The products and part numbers remain the same. The only change will be the small aptiQ or XceedID logo on the credential will change to Schlage, and the label on the reader will change to Schlage. Schlage credentials will have the same compatibility as aptiQ and XceedID credentials. Schlage readers will read the same credential technologies, in the same way as aptiQ and XceedID readers

Q: If I use aptiQ readers in my building now, can I use Schlage readers without changing anything?

A: Yes. Schlage reader and credential products work alongside current aptiQ and XceedID reader and credential products – no reprogramming/adjustments needed. Schlage’s full portfolio of electronic locks will also read all Schlage credentials in the same way as aptiQ and XceedID credentials.

Q: Will anything change with my CardTrax account?

A: No, CardTrax and other specialty programs will not be affected, and customer data will transfer seamlessly.

For more information, please contact your local Allegion representative at 877-671-7011 or find your closest office by clicking [here](#).

About Allegion

Allegion (NYSE: ALLE) is a global pioneer in safety and security, with leading brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion produces a range of solutions for homes, businesses, schools and other institutions. Allegion is a \$2 billion company, with products sold in almost 130 countries. For more, visit www.allegion.com.

KRYPTONITE ■ LCN ■  ■ STEELCRAFT ■ VON DUPRIN



© 2017 Allegion
011890, Rev. 09/17
allegion.com/us