

# Frequently Asked Questions

**medeco**  
**ASSA ABLOY**



Experience a safer  
and more open world

## Medeco XT Bluetooth (BLE) Key

**Q** - How do I identify a BLE key from other XT Keys?

**A** - Each BLE key is laser etched on the side of the polished frame with the following info:

- XTG3B marking – unique for BLE keys
- FCC ID number – unique for BLE keys
- CE marking – common for all XT keys
- Key serial number – common for all XT keys

The XT Web Manager will also show the generation version of the key (see the XT Web Key Screen for more information).



**Q** - Besides a BLE key, what else do I need to take advantage of this advanced programming/communication functionality?

**A** - An iPhone running iOS 10.1 or higher or Android phone running 5.0 or higher, cellular service or WiFi signal to communicate to the database, plus a username and password for the key holder that will be programming their key.



**Q** - How far apart can I have my phone and key and still communicate?

**A** - The current BLE key transmits up to 100 ft (tested). This is because we are utilizing high power. Later versions will have less range which will also allow an increase in key battery life.

**Q** - How long will my BLE key battery last on a full charge?

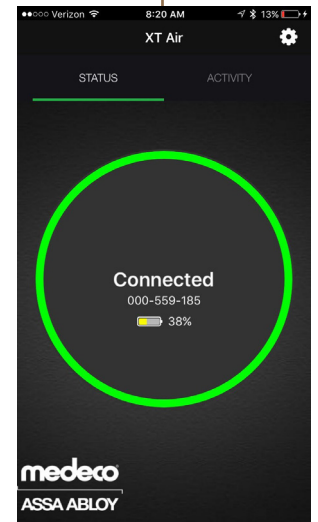
**A** - In standby mode (not communicating with the XT Air app) battery life of approximately 21 days (before cylinder use).

**Q** - How many keys can I program via the XT Air app?

**A** - The XT Air app can only connect to one key at a time using the key holder login information. However, if additional keys need programming you can logout and login as a different user. Note: Every key holder in possession of a BLE key must be given a key holder permission level and assigned a username and password in XT Web Manager before bluetooth connection can occur.

**Q** - How long will my XT BLE key battery last on a full charge?

**A** - In standby mode (not communicating with the XT Air app) battery life of approximately 21 days (before cylinder use). In active mode (actively communicating with the XT Air app) battery life of approximately 24 hrs (before cylinder use).



Medeco U.S.  
3625 Alleghany Drive  
P.O. Box 3075  
Salem, Virginia 24153-0330  
Customer Service  
1-877-633-3261  
www.medeco.com

Medeco Canada  
160 Four Valley Drive  
Vaughan, Ontario, L4K 2T  
Customer Service  
1-888-633-3264

Patent pending and/or patent [www.assaabloydss.com/patents](http://www.assaabloydss.com/patents)

Medeco is a brand associated with ASSA ABLOY High Security Group, Inc., an ASSA ABLOY Group company. Copyright © 2020. ASSA ABLOY High Security Group, Inc. All rights reserved. Reproduction in whole or in part without the express written permission of ASSA ABLOY High Security Group, Inc. is prohibited.