

Puck FAQ/Troubleshooting Q's:

Does the Puck™ have to connect to Wi-Fi?

Yes, in order to receive notifications and adjust settings, the Puck™ needs to be connected to Wi-Fi.

How do I set up my Puck™ for notifications?

Notifications can be sent to you directly from the App, email and/or SMS. Under notifications, you can change your preferences to enable how you would like to receive your notifications. Using the CONTACTS section, you can also send notifications to others without giving them your login information.

What happens when the Wi-Fi goes down?

You will receive a notification from the App, your email or SMS that your Puck™ has lost connection and is offline. Don't Worry, the Puck™ will continue monitoring even if the Wi-Fi goes down. When it's up and running again, your Puck™ will reconnect and let you know of any alarms that occurred while offline. The Puck™ isn't able to receive data when disconnected from Wi-Fi.

Does the Puck™ use a lot of data?

Nope

Is the Puck™ weather resistant?

The Puck™ is engineered to be used indoors between the temperatures of 0-130°Fahrenheit, -18-54°Celsius, or 255-327° Kelvin.

How do I update the Wi-Fi Network for my Puck™?

To update the Wi-Fi on your Puck™ press and hold down the face button until the 3 logos turn solid yellow. Next, follow the set-up instructions via the App to connect to the new Wi-Fi network. All your other settings will remain the same when moving from one Wi-Fi network to another.

Are there any subscriptions costs?

Puck™ no! The Lockdown LOGIC™ App is free to download and use. Unlike the other guys, there's no hidden costs or fees.

Is it going to work in my safe?

The Puck™ has a high-strength 2.4GHz Wi-Fi antenna that only requires -70dBm for a secure connection. Depending on your safe location and signal strength to your router, the Puck™ should be able to connect to your Wi-Fi. If you can receive Wi-Fi on your phone or other devices inside the safe, the Puck™ should also work.

How many devices can you store?

512

Can multiple people be notified?

For any Lockdown® LOGIC™ product, you can choose however many people you want to receive notifications and the type of notifications they receive such as App notifications, SMS or emails in the CONTACTS section.

What if my phone gets hacked?

The App has an added layer of security by automatically logging you out after leaving the app. If you set it to automatically login, we strongly recommend you keep a passcode on your phone to eliminate any potential tampering with your account.

What if my account gets hacked?

The Lockdown® Puck™ has top-of-the-line security giving you peace of mind for all your Lockdown® devices. If by chance your account gets hacked, reset your password.

How do I perform an update on the app?

Like your other apps, it will either automatically update or it will show up as a notification in the App store to manually update.

How do I perform an update on the Puck?

If and when an update becomes available, you will receive an App notification with instructions on how to update your Puck™.

What is the battery life?

It depends on the battery quality, usage and operating temperature. With minimal activity, battery life can last up to 6 months. The LOGIC™ App will notify when the battery power is low and again before the batteries die. You can always check the battery with the LOGIC™ App.

Is there a question you don't see? Let us know and we will try our best to help.