

# AxisGo The powerful, flexible, single-loop fire panel

## Frequently asked questions



### How should I calculate how many addresses I need and which AxisGo panel variant to order?

A loop calculation should always be carried out first using the relevant manufacturer's calculation tool. This can be obtained from their website. You can then apply this to the Advanced battery calculation tool which is available from the Advanced360 section of the Advanced website. You can log in using the link below. If you do not already have an Advanced360 account, this is quick to set up and free of charge. [advancedco.com/advanced-360-portal](https://advancedco.com/advanced-360-portal)

### Can I increase the number of addresses available on an AxisGo panel i.e., convert it to an AxisGo+?

It is not possible to convert an AxisGo to an AxisGo+, so please select your panel according to the site needs.

### How will I know the difference between an AxisGo and an AxisGo+ panel?

The panels each carry the relevant logo on the centre of the fascia. In addition, the panel packaging will be marked with a label stating the relevant part number. Please check this carefully against your order before installation and contact us on **+44 (0)345 894 7000** or [salesupport@advancedco.com](mailto:salesupport@advancedco.com) if you have any questions.

### Can I use AxisGo with wireless devices?

Yes, AxisGo can be used with Axis wireless devices.

### Can I get training on using AxisGo?

AxisGo has been designed to be highly intuitive and its operation will be familiar to anyone already trained in the use of Advanced fire control equipment. However, if you are new to our products or require refresher training, we offer a short AxisGo module. To find out more, please email [training@advancedco.com](mailto:training@advancedco.com).

### How can I access technical support for AxisGo?

To contact our technical support team you can:

- Call technical support on **+44 (0)345 894 7000 option 2**
- Email [tech@advancedco.com](mailto:tech@advancedco.com)
- Raise a support ticket through the Advanced360 portal. If you do not already have an Advanced360 account you can open one here: [advancedco.com/advanced-360-portal](https://advancedco.com/advanced-360-portal)

### Can I retrofit AxisGo to replace an existing Advanced panel?

Yes, you can replace an existing Axis EN panel on a non-networkable system. You'll find further information in the AxisGo installation guidance.

### Is the full range of false alarm management features from the Axis EN panels available on AxisGo?

Yes, minimising false alarms is our main priority and AxisGo gives you access to the power and flexibility of our AlarmCalm false alarm management and reduction software. This includes versatile cause and effect, customised management for any site, full event log, multiple verification inputs and outputs and failsafe operation. You'll find further information in the AxisGo brochure and on our website at [alarmcalm.advancedco.com](http://alarmcalm.advancedco.com).

### What PC tools are available for AxisGo?

The AxisGo has a new dedicated PC configuration tool (Pc-Net-022) which is available to download from your Advanced360 account. Existing tools such as the Service Tool (PC-NET-015) are fully compatible. This enables you to download service reports, inspect device history, keep track of service schedules and demonstrate proof of servicing. You'll find further information in the AxisGo brochure.

### Where can I buy an AxisGo panel?

AxisGo is available through the usual routes i.e. directly from Advanced for direct customers and via our full range of distributors for non-direct customers.

### I am a direct Advanced customer; how long will my AxisGo panel take to come from the point of ordering?

The exact date of dispatch and anticipated delivery will be confirmed upon order placement. To discuss your timescales and requirements, please contact us on **+44 (0)345 894 7000** or via [customerservices@advancedco.com](mailto:customerservices@advancedco.com)

### I am not a direct Advanced customer; where can I order an AxisGo panel?

You can order AxisGo from your usual distributor – or to find out where your local supplier is based, please contact us on **+44 (0)345 894 7000** or [customerservices@advancedco.com](mailto:customerservices@advancedco.com)

### How much does AxisGo cost?

For pricing details, please contact your sales representative, ask your local distributor or contact us on **+44 (0)345 894 7000** or by emailing [customerservices@advancedco.com](mailto:customerservices@advancedco.com)

### Where can I find further information on AxisGo?

If you require any additional information or support, please contact your sales representative directly. Alternatively, you can:

- Call **+44 (0)345 894 7000**
- Email [enquiries@advancedco.com](mailto:enquiries@advancedco.com)

You can also visit our website: [www.advancedco.com](http://www.advancedco.com) where you will find a host of information about our full range of products and services.

