



Paxton10 Smart credentials - mobile access with Paxton Key

Overview

The Paxton Key app allows you to use your smartphone, Apple Watch, or tablet, in place of electronic tokens or traditional keys. To use your device as an access token, you must first be registered onto a Paxton10 system and be assigned a Smart credential - speak to the System Administrator for this.

Once you've been assigned a Smart credential, you will receive an email from support@paxton10portal.com containing instructions and your unique registration code.

Download the app

Download the Paxton Key app from the Apple App store or the Google Play store.



If you are unable to find the Paxton Key app on the Apple App store or the Google Play store, it is likely that your device isn't supported. If this is the case, contact your system administrator to issue you with an alternative credential.

Device requirements for downloading and using Paxton10 Smart credentials:

- iOS – the app can run on any iPhone running IOS 11 or later.
- Android – the app can run on any device running Android 8.0 (API Level 26) or later with Bluetooth® version 4.1 or later, with chipset support for Bluetooth® Low Energy peripheral mode.

Register the app

A unique 32-digit registration code will be emailed to you from Paxton10, or from the system administrator. Click on the link within the email, or copy and paste the registration code into the app.

The registration code can only be used once.

Using Paxton Key with Apple Watch

Make using your Smart credential even easier by adding it to your Apple Watch.

Once Paxton Key has been downloaded and registered to your iPhone or iPad:

1. Open the Apple Watch app on your iPhone or iPad
2. Select **'My Watch'**, then scroll down to **'Available Apps'**.
3. Select **'Install'** next to the Paxton Key app.

Once the Paxton Key app has installed to your Apple Watch, open the app on both your iPhone and Apple Watch to complete the setup.

Using your Smart credential

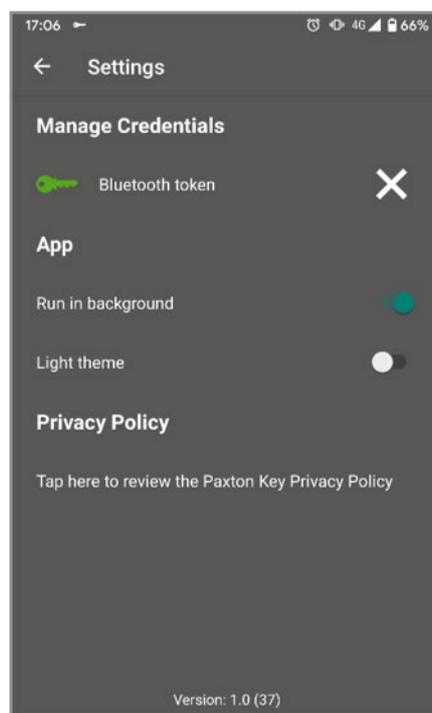
Once the Paxton Key app has been registered using your unique registration code, simply open the app and present your device to the reader at a door or gate.

Depending on how the system has been configured, you may be required to present your device directly to the reader, touch the reader with your hand or alternatively for car parks and barriers your device may be detected at a longer range, meaning you don't have to exit your vehicle.

Advanced Functionality - Run in background

'Run in background' mode allows Smart devices to communicate with access points without the need to open the app. Navigate to the settings within the app to enable **'Run in background'**.

You may need to open the app periodically in order to ensure it is running in the background on your Smart device.



Note that battery consumption may be increased while operating in this mode.

Authentication

The system administrator may enforce extra authentication on some or all access points. When this is the case, you will be prompted to unlock your device prior to the credential being accepted. If a screen lock is not setup on the device, access will be denied.

Troubleshooting Steps

'Access Denied' message when using a Smart credential at an access point

You may not have permission to use this access point. Speak to the system administrator to gain permission. If you have been given permission yet are still receiving this message, you may have entered your registration code incorrectly. Delete your credential in the 'Settings' menu of the app by selecting the 'X' icon next to the credential, and then re-enter the registration code.

'Registration Error' message when entering the registration number

Each registration number can only be used to register a single device. Request a new Smart credential from a system administrator to register multiple Smart devices.

'BLE Advertising Not Supported' or 'Your device doesn't support Bluetooth Low Energy' message

Ensure that your device's Bluetooth is turned on. If the message still displays, unfortunately your device may not be supported. Speak to the system administrator to issue you with an alternative credential.

'Click here' link to register the app in email doesn't work

The 'Click here to register' link within the Smart device registration email can only be used when accessing the email from the device with the Paxton Key app already installed.

Paxton Key must be opened at each access point for the Smart credential to be read even though 'run in background' is turned on

'Run in background' functionality can vary for each Smart device. Ensure the app's permissions are set correctly within your device. On iOS devices, enable permission to access Bluetooth by going to the device's 'Settings' and then selecting the app. On Android devices, the location function must be set to 'Allow all the time'. Go to the device's 'Settings' and choose Paxton Key within 'Apps & notifications' to change the permissions.