Administering your Paxton10 system from your smartphone

Overview

The Paxton Connect app allows you to access the key features of your access control system from anywhere, using your smartphone or tablet.

Prerequisites

To use the app with Paxton10, the system administrator must first enable remote access on the Paxton10 system and provide you with the necessary software permission.

See: AN0020-US How to setup remote access_< www.paxton.info/6159>

Downloading the app

The app is available on iOS and Android. Click one of the links below, or search for '**Paxton Connect**' in your app store to download the app to your device.

Download on the App Store

ANDROID APP ON Google play

Once installed, select '**Paxton10**' on the login page, enter the remote access URL*, your email address and your password, then touch '**Login**'.

If you have not previously logged in to Paxton10, you will need to log in using a web browser first in order to create a password. Enter the remote access URL (or local URL) into a web browser, then type in your email address – you will be prompted to create a password. This password will then be used in the mobile app.

*Speak with your system administrator to find out what your remote access URL is.

Frequently asked questions

What is my site URL?

You should enter the site's '**Remote access URL**' into the Site URL field in the app – this ensures that you can log into the app even when you're not on the same network to your site.

To find your remote access URL, while logged in to the software on a desktop computer, click on your name in the top right of the screen, select 'Help', then select 'About'. The remote access URL will only be displayed if (a) remote access is enabled by the system administrator for that site, and (b) you have permission to access the software remotely.

Which devices are supported?

The Paxton Connect app is available on Android and iOS smartphones and tablets.

Android devices must be running Android 6.0 (Marshmallow) or later.
iOS devices must be running iOS 9 or later.

I haven't set a password yet, how can I log in?

First time users must log in to Paxton10 using an internet browser (Chrome) on a computer or tablet, as this allows you to create a password and accept the terms and conditions. Once logged in, you'll be able to use the '**Paxton Connect**' app on future occasions.

Error message - Permissions not valid

To use the Paxton Connect app, you require software permission to use the Paxton10 software, and software permission to remote access. Speak with your system administrator if unsure.

Error message - Site unavailable

Failure to connect to a site could mean a number of things:

- The Paxton10 system has not setup remote access, or you do not have sufficient permissions to the software or remote access. Speak with your system administrator to resolve.
- The Paxton10 system is currently not connected to the internet. Speak with your system administrator.
- Your smartphone or tablet is not connected to the internet. Connect to a WiFi or mobile network and try again.

What are the bandwidth requirements when using remote access?

- Any internet connection involved with Paxton10 is recommended to be 20Mbps Down and 10Mbps Up.
- For each primary stream of the camera being viewed, each network connection involved is recommended to have an additional 6Mbps Down and 2Mbps Up.
- For each secondary stream of the camera being viewed, each network is recommended to have an additional 3Mbps Down and 1Mbps Up.

If the recommended bandwidth requirements aren't met, you may experience performance issues when using Paxton10, this may include an increased buffering time when viewing live or archive video footage and increased load times when navigating the system.

How do I enable biometric login?

The Paxton Connect app allows you to use your phone's native biometric login if you are using one. To enable this feature, go to 'Settings' and tap the 'Biometrics' switch.

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