

Net2 webinar – your questions answered

Thank you for joining our webinar. We have compiled the commonly asked questions.

Will Net2 be cloud based or software on web portal?

Not currently on the roadmap but all feature requests are passed to our product managers for consideration.

Which Net2/Paxton10 can have IP cameras and how do set them up?

Paxton10 has its own range of IP cameras and allows for the integration of 3rd party IP cameras to be managed by the Paxton10 VMS. In Net2 it is possible to view live footage from a 3rd party IP camera. You can also integrate a range of 3rd party video surveillance systems that have their own VMS/recording system.

What cable is best to use for readers & entry panels?

CR9540 10 core reader cable for Paxton readers and Net2 controllers. Entry panels connected via cat5/6 network cable.

When using the Net2online, are you able to do operator?

At this time all users of the app and web interface are able to open doors they have access to, add and manage users, generate and view roll call reports, and view events and reports.

What's the maximum distance for a reader from a control box, say on an external gate application?

100m using CR9540 cable

When will Net2 offer Bluetooth Entry?

Net2 supports Bluetooth through the integration of 3rd party reader providers. Bluetooth functionality is a standard feature of Paxton10 readers.

Are Paxton going to introduce an App to allow entry via Bluetooth?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

What is the topology of the web online system i.e. Net2 connected to router, ports to be forwarded etc.?

In order to use remote access your Net2 system needs to be located on a server that has free external access to the internet. Once registered for remote access your Net2 system utilises Paxton' secure cloud services to pass information from the software to your Connect App. Additional information can be found here:

<https://paxtonportal.paxton-access.co.uk/PaxtonPortal/KnowledgeBaseNew/#!/article/2894>

Is there an initial charge for the app and any ongoing charges?

The App is free to download and use. It only requires Net2 Professional software to enable this feature.

Can the company register our employees for the Paxton learning portal, or does this have to come from the individual him/herself?

Learning portal licenses are assigned to individuals to allow users to learn at their own pace.

The entry panels are very good however there is an issue with the reliability of the panels, will Paxton be looking to improve that?

At Paxton we take the quality of our products very seriously such that we warranty all our products against manufacturing defect for 5 years. If you have experienced any specific issues, please contact our Support team who can assist you further.

Regarding POE ACUs would it be possible to upgrade the POE PSU to allow for double maglocks as currently they can only power one.

The power capability of the PoE PSU is governed by the PoE network on which the system is installed up to 1.5A when using PoE+ (802.3at). It is not currently planned to certify the unit on networks of a higher power.

Is the audio only handset new, I have never seen them before?

The audio only handset was released in 2019. <https://www.paxton-access.com/products/net2-entry-audio-monitor/>

Can the interconnections between monitors and panels piggyback an existing network for example CCTV or data etc.

Yes, providing the network supports IPV6

Can PaxLocks be opened from an app?

No - Hard wired doors only can be released via the app

In the case of using energy saving reader to control access to machinery, can two readers be connected to one Net2 plus unit to control two different machines?

A controller and energy reader would be required per machine.

Is the Net2 completely powered by POE?

Entry panels and monitors are powered via POE. Net2 door controllers can be mains or POE powered.

How many door stations can be used in the whole system?

100 Entry panels can be used with 1000 monitors. Net2 supports up to 1000 doors in total.

Can you have more than one site controlled on the same app?

Paxton Connect Admin and Net2 Online supports multi-site on Net2 and Paxton10.

How many sites can you connect online?

Paxton Connect Admin and Net2 Online supports multi-site on Net2 and Paxton10

Can the controller unit be based outside?

Paxton supplied Net2+ enclosures are internally rated only.

Can Net2 intercoms call through to the App to allow entry?

Not currently on the roadmap but all feature requests are passed to our product managers for consideration.

I assume local standalone operation remains for cloud-based systems through the door controllers. How quickly do the controllers update when the cloud is back online if off? Likewise, with the standalone handle readers through the Wi-Fi?

Net2 is a server software-based solution. If the cloud services are unavailable, then changes will not be able to be made to the system. All controllers hold their database locally and continue to function should communication to the server be disrupted.

Can you remove users using the app?

Yes, this feature is supported in the app.

Can you change accessible doors for users using the app?

Current release allows you to change access level and department for user. More permissions to become available shortly.

Are Paxton door controllers required in order to configure the entry panels and monitors?

Each Panel must be configured to a door in order to operate.

I missed the part where you mentioned, to be clear does the Entry Panels and Monitors only work on IPv6?

The system is designed to work in IPV6 mode out of the box to enable a simple installation. IPV4 mode can be enabled on the panels only in the Entry configuration utility if required to integrate with secondary IP cameras, or a SIP server.

Can a mix of IP Controllers and RS485 controllers be used on one system?

Yes, up to 200 door controllers can be connected via RS485 to a single IP connected door controller.

Could we buy a company licence rather than individuals ones?

Paxton Learning portal licenses are assigned to individuals to allow users to learn at their own pace.

I'm assuming that you still install NET2 Locally - on server or if customer has Cloud

Yes. Net2 software is still required to be loaded onto a server.

Does the Paxton supply network switch's suitable for dedicated system?

No, these will need to be sourced elsewhere.

Can the monitors be connected with Wi-Fi?

Not currently on the roadmap but all feature requests are passed to our product managers for consideration

We have a new special school build with phased evacuation - can the app differentiate regarding roll call

This app note explains areas and area groups. Essentially, when creating areas, a roll call report can be generated by area. When enabling area groups, you can run the report for the area group or the area.
<https://www.paxton-access.com/wp-content/uploads/2019/03/AN1023.pdf>

Can the background themes be customised?

Yes - The premium monitor and touch panel have selectable background themes to choose from

Can existing systems be easily converted to V6?

Yes. Please contact our Support team on 01273 811011 if upgrading an older system for assistance.

Is the audio monitor compatible with reception functionality

Yes - This is compatible with the concierge mode of the Premium Monitor.

If you have 1 door how do you connect multiple monitor more than 4/6 etc would you need an additional controller or just a poe hub to power monitor

Each monitor needs to be connected to a PoE switch.

Does roll call still need a dedicated muster point

No, any readers can be designated as muster points. Mustering can also now be achieved via the roll call feature on the Paxton Connect Admin App.

Do the entry panels have Mifare built in?

Yes.

Does the number of panels affect the host server speed?

No.

Entry panel has Bluetooth does this work with net2?

No. The Bluetooth technology within the Entry panel will only work with Paxton10

Hi. A colleague sent me the presentation from earlier this week. I just wanted to know if the WebAPI would allow things like open door, add user, add token to user

Yes. The features of Net2 Online and Paxton Connect Admin App include - Door open, Roll Call, Add / Change user, Events and Reports

Could see we can get, add doors - but the open door is of particular interest as our company do this via the current SDK when customers sign in / out.

Yes. The features of Net2 Online and Paxton Connect Admin App include - Door open, Roll Call, Add / Change user, Events and Reports

What is the cost of the pro software?

£525 RRP

Can the access control be linked with intruder alarm?

Yes - <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1035.pdf>

What is the warranty on the equipment?

5 years

Can the customer connect to their individual monitor via an app?

Not currently on the roadmap but all feature requests are passed to our product managers for consideration as the net2 entry audio only monitor, will we have a cost effective external, intercom panel

The Entry range provides 3 different styles of panels, each with 3 mounting options, providing a solution for most environments.

Security in the App?

In order to use remote access your Net2 system needs to be located on a server that has free external access to the internet. Once registered for remote access your Net2 system utilises Paxton's secure cloud services to pass information from the software to your Connect App. Additional information can be found here: <https://paxtonportal.paxton-access.co.uk/PaxtonPortal/KnowledgeBaseNew/#!/article/2894>

Will you be able to add/modify access levels from net2 online in future?

Net2 Online currently allows you to change a user's access levels remotely.

how to reset the password for NET2 online? thx

Please contact Paxton Support 01273 811011

Paxton Connect still works with Lite doesn't it?

The Paxton Connect Admin App and Net2 Online are only compatible with Net2 Pro Software.

You say the camera on entry is HD - what is the actual resolution? We have a recent install and video quality is poor!

The camera resolution is optimised to work with panel and monitor. Panels feature digital VGA cameras with a 640x480 resolution.

How do all the handsets etc. connect to the front door panel? do they all go to a central server?

Entry uses a local area network to communicate between panels and monitors

So, for a door entry system would you need a landlord Wi-Fi or does the system create an internal network from the server?

Entry can use an existing LAN to communicate between panels and monitors

Or at least landlord router + bt line

Entry can use an existing LAN to communicate between panels and monitors

Does it include time and attendance?

Time Sheet is a standard feature within the Net2 Pro Software.

Is the camera and monitor HD

The camera resolution is optimised to work with panel and monitor. Panels feature digital VGA cameras with a 640x480 resolution.

Can you get a push notification to App of a door opening?

Not currently on the roadmap but all feature requests are passed to our product managers for consideration

Can Dahua ANPR camera be used with NET2?

Yes - The camera has a Wiegand output which can be connected directly into a Net2 controller.

Can Entry be used across sites with a VPN?

Entry can use an existing LAN to communicate between panels and monitors utilising IPv6 link local addressing for fast, simple installation.

Does the app roll call update as users log onto a muster point?

Yes - this feature is supported within the Paxton Connect App

Are there any DDA features on the panels such as voice confirmation

Not currently on the roadmap but all feature requests are passed to our product managers for consideration

Is that a free software to download?

The Paxton Connect App is free of charge to download and is compatible with Net2 Pro Software.

Does this integrate with control 4?

Not currently on the roadmap but all feature requests are passed to our product managers for consideration

I have done all the training via the videos online, is there any other training available?

Please contact Training@paxton.co.uk to enquire about our virtual online training sessions.

Is there virtual training where you can practice adding door and time profiles and integrating alarms and fire?

Please contact Training@paxton.co.uk to enquire about our virtual online training sessions.

Where I can download the multisite software

The Paxton Connect App is free to download from the popular app sites. This is compatible with Net2 Pro software only.

What CCTV integrates with net 2?

Please find our approved integrations at: <https://www.paxton-access.com/integrating-with-paxton/>

What lockdown features do you have for net 2?

Please visit <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1122.pdf>

If you take over an existing net 2 system that has someone's access code will Paxton default this?

Please contact Paxton Support on 01273-811011 for assistance.

What intruder systems does Paxton integrate with?

Please find our approved integrations at <https://www.paxton-access.com/integrating-with-paxton/>. How integration is configured can be found at <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1035.pdf>

Will Paxton release a biometric reader?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Net2 integrates with the leading manufacturers of Biometric readers. <https://www.paxton-access.com/integrating-with-paxton/>

Any plans to release a 2-door controller?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration

Are there any issues with Paxton distribution in the current climate?

No - Paxton remains fully operational.

Would an operator approach a remote 3rd party door console with finger then through phone app enrol for biometrics?

This feature is not supported within Net2. Please liaise with the 3rd party manufacturers.

Can you recommend an 'external face recognition' system?

Please find our approved integrations at <https://www.paxton-access.com/integrating-with-paxton/> and 3rd party reader integrations at <https://www.paxton-access.com/us/integrating-with-paxton/3rd-party-readers/>.

Can you use the handset monitors as hands-free as well?

Yes.

For online Net2, is there monthly fees

No. Net2 is a licence free software.

How do you set up Net2Online, I'm unable to access?

In order to use remote access your Net2 system needs to be located on a server that has free external access to the internet. Once registered for remote access your Net2 system utilises Paxton's secure cloud services to pass information from the software to your Connect App. Additional information can be found here:

<https://www.paxton-access.com/wp-content/uploads/2019/03/AN1174.pdf> and <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1175.pdf>

Looking for a tamper proof external swipe panel to add onto a gate - to save hands coming through to be able to press the exit button - can Paxton provide this?

Yes. Net2+ controllers supports read in / read out functionality. Please contact support on 01273-811011 to discuss further.

Also, can we create bespoke operator access or only what is provided on the system?

We have Pro

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1073.pdf>

Any plans to include Bluetooth into door entry?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration.

You mentioned that PaxLock Pro can't be unlocked/opened remotely through this, why is that? And will it be possible in a future version?

To ensure efficient communication and battery optimisation PaxLock Pro initiates communications with the Net2 server. The server cannot force commands to a PaxLock.

Could you provide a bit more space behind the outside unit as space is silly and you struggle if you have to use some different fixings to fix to cladding.

If spacing is difficult, the use of nylon spacers between the cabinet and surface to give adequate room should it be needed.

How many handsets can you have on one panel?

One Entry panel has the ability to call up one thousand monitors

Can you have multiple one sites on one app?

Yes, you can have multiple sites on one App.

Can a call ramp on to other monitors?

At present there is not the ability to set up hunt groups to ramp calls to other monitors. A third-party SIP system could be utilised with third party devices could be integrated which may provide this function.

Is this on a specific controller?

The Entry system utilises a networked Net2 plus to control the electronic locking mechanism on the door.

Is there a charge for Non use of pro software?

There is a one-off charge when the Professional software is purchased. There is no licensing and upgrades are free of charge for the life of the system.

Door entry systems based on new installations only, not replacing, using existing cabling?

The Entry system requires Cat5/Cat6 cabling for the monitors and panels.

The App, is only free for Pro users?

That is correct.

Can they be made to be used as a VoIP phone as well, so two phones are not required on a desk

Entry monitors do not support VoIP. A VoIP phone could be used with our Entry panel and can either be called peer to peer (directly to the IP address) or by using a third-party SIP system.

Do you recommend using CAT6 cable between controller and reader in acs?

We recommend the use of Belden CR9538 up to 25 meters and Belden CR9540 cable up to 100 meters.

Do you have plan to make 2 door or 4 door controllers and 8 i/o board?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

Can there be multiple users for the app like desktop version?

Yes.

can entry panels be used say over 2 floors on multiple desks with handset on each desk?

Entry panels could be set to call over two floors dependant on the network they are placed upon. Monitors can be given different ID numbers and names to allow specific monitors to be called appropriately.

Can you put the equipment on the customers network, or do you make your own network?

You can do either dependant on what is available or what method is preferred.

Can a premium monitor call a premium monitor?

This is part of concierge functionality. <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1165.pdf>

Do you have app access for the entry system?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

Do you need to use Paxton POE switches?

No.

Can the pro version be used at multiple sites for the same organisation?

Net2 Pro is licensed on a per server basis.

have there been any changes to the SDK that's been available for the last few years?

Details of any changes can be requested from our technical support team.

will details of the API be available later? do we have to request it or is it readily available?

Access to the Web API requires a licence. The application can be made through technical support.

Can you remove say add user from the app if you were using with none admins for say fire roll call?

Functionality in the app is dependent on the operator levels set within the Net2 User Interface.

Will this intercom be integrated with Gate barriers?

The Net2 plus relay could be connected to a compatible third-party barrier by using its volt free relay to allow automation of the gate barrier

Can you daisy chain handsets?

Handsets need to be connected to a network and cannot be daisy chained

Is there on option to have Paxton under a cloud based?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

As well is there a way of having on the controller or only on the laptop?

Net2 is supported on Windows operating systems. [Http://paxton.info/720](http://paxton.info/720)

Does the online system/app require port forwarding or is it P2P?

The system uses TCP/IP over HTTPS to connect the client to the server. Outward connections are made to message queues in Azure on ports 5671, 5672

Outward connections are made to the registration server on port 443

There are no connections that are initiated from the cloud into the on-premise computer, so no specific ports need to be opened for incoming connections.

Where is the sever?

The Net2 server would ideally be placed upon the customers network. If you are using the App. The connection is made by Azure to the Paxton Central Server.

Do you need to do port forwarding?

No

Do you have any cloud-based server?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

What do you mean by Concierge mode?

You can give a premium monitor the ability to call and message other monitors on the system. Those monitors could also then message and call the concierge. <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1165.pdf>

What is the power range it will support?

The Entry system requires IEEE 802.3af standard PoE to provide power to the monitors and panels.

So unable to open doors not hard wired i.e. Nano.

The software open door function is available for Net2 Plus and Net2 nano.

What is the camera resolution?

The Entry panels have a camera resolution of 640x480 resolution

Can you have a mixture of premium and standard monitors on one system? I.e. premium monitor for concierge (and use of concierge functions) and standard monitors for tenants?

Yes

Can the new Net2 system work without an internet connection on a closed network?

The Net2 server does not need an internet connection to function.

Can a PaxLock work offline?

Yes. The PaxLocks will operate offline. PaxLock Pro can be configured to operate using standalone token packs if required.

Can the PaxLock provide door status monitoring?

PaxLock Pro do not have this functionality.

Can the Net2 Entry system work across 2 different sites via a gateway?

The Entry system will not currently communicate over a WAN.

What layers of security are applied to the app and Net2Online portal?

We use TLS (SSL) from the server to the cloud and TLS (SSL) Authentication using OAuth for the app.

I quite often get asked for net2 entry audio only panels for some doors. is this something that is being developed as the video one can sometimes be cost prohibitive.

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

Does the net2 POE powered PSU have a 2-amp output like the normal one and can it be used to powers a maglock?

The power available is dependent on the type of Poe used. PoE 802.3af would provide around 800ma at the power supply. PoE+ 802.3at will provide 1500ma.

Now many master monitors can have in one flat?

Up to 1000 monitors.

Is there a wireless system available?

We have wireless door controllers available. Both the Net2 nano, PaxLock and PaxLock Pros are wireless door controllers. Our devices may be connected onto a network. This Network could be wireless dependant on the technologies used. Bandwidth would need to be considered in this scenario.

Would advice be given on full system set up if drawings are forwarded

Absolutely. We have a dedicated sales team available at sales@paxton.co.uk where support and advice is readily available.

Can you link the picture from this unit to NVR?

Not currently on the roadmap for Net2 but all feature requests are passed to our product managers for consideration. Bluetooth functionality is a standard feature of Paxton10 readers.

The camera does not have onvif flux

The camera in the Entry panel is dedicated to the Entry system.

Is possible to put DND via 1 schedule

Yes, you can schedule the monitors to go into DND.

What you mean by 2-way communication in touch screen entry panel?

When using the Premium monitor and Touch panel, both the panel and monitor can display each user should you choose to enable the feature.

Will the doorbell input be shared with other handsets in the same house?

The doorbell input is designed to be connected directly to an auxiliary doorbell.

Can you add custom backgrounds like customer logos?

You can add company logos to the Touch panels.

I have the connect app. how do I access it via pc is it a separate software

See <https://www.paxton-access.com/wp-content/uploads/2019/03/AN1174.pdf> for full details.