Paxton10 webinar – your questions answered

Server

Are all browsers supported? any favourite

Paxton10 is supported in Safari and Chrome browsers

Paxton10 software is free to download?

The Paxton10 server has software pre-installed

can we merge a couple of servers and manage them all in one web browsers?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

What's the physical warranty for the Paxton server?

The Paxton10 server is covered by a 3-year warranty.

can you plug into the server directly to use it or must it be used via a web browser on a pc on the network?

Paxton10 has been designed to be accessed via a web browser only.

will you ever have a VMware appliance instead of server?

This feature is not currently available or on the road map. Feature requested are submitted to our Product Managers for consideration

What are the IT security requirements for external access to the Paxton 10 server?

Please visit: https://www.paxton-access.com/wp-content/uploads/2019/10/AN0051.pdf

What is the OS that the server runs on?

The Paxton10 Server runs Microsoft Windows 10 IoT (from February 2020). However, some earlier models (pre-2020)
may be running Windows 7 Embedded – please contact support to find out more. < www.paxton.info/596 >

If the server was to fail, is it as simple as just transferring the USB to quickly get the system back up and running?

Yes - The system can be restored to a previous state. Restoring the system will restore all settings and elements to the state they were in when the system was backed up.

Is multi-subnet and multi-site available yet?

This feature is not currently supported and is on the product road map for a future release.

Can we install the Paxton10 Server on our own devices, or does it have to be on the hardware provided by Paxton?

The Paxton10 server hardware is pre-loaded with the necessary software and configured for the Paxton10 system. The software is not available to download to a third-party server.

Is there an online version of the Paxton10 server available? Auto / scheduled back up?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration

Can you transfer Net2 database to new server or is it different?

You can export a Net2 user database and import into Paxton10.

Can multiple servers be used together i.e. different countries?

Yes - Paxton10 is a browser-based system to allow connection to different servers in different locations.

Does the server have any redundancy for hardware failure?

The Paxton10 server regularly backups automatically on the supplied USB drive.

Can the server be backed up to a remote offsite location?

This feature is not currently supported.

Is there an appliance version of the server that can be installed on an existing hyper v or VMware environment?

Each Paxton10 system requires the Paxton10 server.

What about having a second server as a backup? is that possible?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

is it 1000 doors and a 1000 camera on the same system?

Yes

Will there be standard and pro software?

The Paxton10 server provides the full feature set available. There is no additional licensing required.

are all communications encrypted

Paxton10 uses appropriate encryption methods in all communications throughout the system.

Is there a Paxton NAS app for say Synology?

A separate app is not required to record onto network storage. The Paxton Connect app allows remote viewing of video footage.

Is the data on the backup USB drive encrypted in case somebody steals it?

The data is held securely within the backup files.

Is there a subscription to run the Paxton10 server?

No - The Paxton10 server is licence and subscription free.

Will the 1st generation Net10 still be supported?

Yes

What is the cost of a server?

£950 RRP - https://www.paxton-access.com/products/paxton10-server/

Does Paxton 10 have any monitor outputs apart from browser

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

is there any date on when Paxton 10 will be made available outside the UK?

Please refer to your local sales representative to discuss availability.

where can we get the costing ideas from?

Our distribution partners can offer installer pricing.

Does the server have to have an external internet connection?

Paxton10 does not require the internet for day to day running. However, it is recommended as certain features are dependent on having an internet connection.

does server have dual lan ports?

The Paxton10 server has a single LAN port.

Network

is a POE Switch available for cameras and will it fit in Paxton box?

Network infrastructure to be provided by others.

What bandwidth roughly would 100 doors use?

This will depend on site specifics.

Paxton10 has IP6 can it work on IP4

Paxton10 uses a combination of IPv6 and IPv4 addressing. It is strongly recommended to install on a network with DHCP available.

If there was a residential site with 5 blocks, would one server be sufficient or require 5 servers?

Yes, if all residential blocks were on the same network.

how does 4 cameras connect if using POE?

Paxton10 and 3rd party cameras are connected directly into the network and powered by PoE.

Controller

what is a predicted lifespan of an ACU power supply?

All Paxton manufactured products carry a 5-year warranty

How do you link together controllers if rs484 is not used?

Paxton10 controllers require a network connection to each. RS485 is not supported.

How do you have more than one controller on one site if the rs485 is not used, do you link controllers together or is it done by have a network switch?

This will be achieved via a network switch.

Can you still, if needed, use the 485 or is that out completely now?

Paxton10 controllers require a network connection to each. RS485 is not supported.

In a series, Paxton10 controller to controller link, how reliable is it if one drops out if you have them going around a site controller to controller?

Each controller is connected directly to the network. They communicate peer to peer over the network directly. If one controller was to enter a fault stage the remaining controllers will continue to communicate peer to peer over the network.

How reliable if you get a fault mid-way round a CCTV on a controller with ref to above when connected controller to controller

Paxton10 controllers require a network connection to each.

Are there programmable outputs for third party triggering i.e. strobes sounders?

There are 2 relays on the Paxton10 Door Controller and Paxton10 Video Controller which are rated at 24V 1A. Each also has a spare volt free input on each.

Is the P10 Video controller needed if using Paxton IP cameras?

No - A Paxton10 video controller is only required when using 3rd party cameras

no rs485 link for controllers then?

Paxton10 controllers connect direct to the network.

can you install SATA Hard Drive in Paxton box?

Yes. The Paxton 10 Video Controller can have 2 x 2.5" SATA drives connected.

Are the controllers Similar to Paxton I/o fully programmable via triggers etc?

Yes, these are supported in Paxton10

Can you use the inputs on the controller?

The Paxton10 controller inputs can be configured in software for a range of functions.

Are there programmable outputs for third party triggering i.e. strobes sounders?

There are 2 relays on the Paxton10 Door Controller and Paxton10 Video Controller which are rated at 24V 1A. Each also has a spare volt free input on each.

Will Paxton ever do multiple door controllers? e.g. 2 or 4 doors?

Paxton10 controllers are single door access control units providing a flexible, scalable and robust installation.

POE

Can the POE board be changed to mains board if required?

The Paxton10 door controllers run from 12V. This is supplied by the mains PSU or PoE splitter. If you need to change the power source you will need to order the relevant sales code that contains the required PSU solution.

When using Poe, will you need an additional PSU if using a maglock

This will depend on the power available in the PoE network and the number of peripherals connected to the door controller. When utilising 802.3at the system has been designed so that a simple installation will allow a lock to be powered directly from the door controller using PoE only.

Can a PoE controller have battery backup as shown? Net2 doesn´t allow this...

Yes - battery backup available on both mains and PoE models

Do you need a separate psu for a mag lock if using the Poe version?

This will depend on the power available in the PoE network and the number of peripherals connected to the door controller. When utilising 802.3at the system has been designed so that a simple installation will allow a lock up to 1A to be powered directly from the door controller using PoE+ only.

If you power over POE do you need a separate patch cable?

The single door access control requires a single network cable patched from the PoE network to the door controller. When using a video door controller 2 network cables are required to provide the additional necessary power for access control and video recording.

so, no separate PSU required when PoE to controller

This will depend on the power available in the PoE network and the number of peripherals connected to the door controller. When utilising 802.3at the system has been designed so that a simple installation will allow a lock to be powered directly from the door controller using PoE only.

Does the PoE version controllers also power the locks if the network switch is capable

This will depend on the power available in the PoE network and the number of peripherals connected to the door controller. When utilising 802.3at the system has been designed so that a simple installation will allow a lock to be powered directly from the door controller using PoE only.

Readers

Do these readers read Net2 cards?

Yes. As standard the Paxton readers will read Paxton, HID Prox, Mifare and Bluetooth simultaneously.

Can we set up a single reader for "long distance" and all other readers for "touch" etc.

Yes - each reader can be configured individually with different Bluetooth modes.

Can it be Bluetooth and Mifare on a single reader?

Yes - Paxton10 readers will read the different technologies simultaneously, no configuration required.

can you mix and match Net2 readers and paxton10 readers?

Yes, through the use of Paxton10 Reader Converters

Paxton 10 readers using 485 are they OSDP compliant

Paxton10 readers transmit data in a proprietary format using AES128 encryption.

Are the readers much larger than a P50?

Follow the link to the reader datasheet for dimensions. https://www.paxton-access.com/product-types/paxton10-readers/?system=paxton10

EM is supported on readers, right?

Yes - EM, HID Prox, Mifare, Hitag

Can you get Prox and pin reader?

Yes, Paxton10 has three available readers.
https://www.paxton-access.com/product-types/paxton10-readers/?system=paxton10

Will the old reader cable work with new readers>?

Paxton10 readers require 4 cores, 2 twisted pairs. We recommend using Belden CR8723

Can we use cat5e for reader? or just Beldon twisted pair?

Belden CR8723 is recommended, up to 100m.

Can the readers be cabled in normal 8 core (not twisted pair?)

Paxton10 readers require 4 cores, 2 twisted pairs. Belden CR8723 is recommended up to 100m.

What's the max distance between reader and controller please?

100m

Are the 1st gen Net10 readers now Bluetooth enabled?

No

Which Biometric readers and 3rd Party Software is recommended to integrate onto Paxton 10 for a new installation?

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

I have always use ievo biometric will they still work with Paxton10?

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

Are any of the readers suitable for mounting on metal?

Yes, however please note that when using the readers for RFID normal physics apply and is subject to interference. Bluetooth will offer better performance in this instance.

If the reader is over 25m from controller do we need additional cores to double up power like the Net2?

Extending with CR8723 will enable you to achieve a distance up to 100m from the controller to the reader.

We have a Net2 using ANPR .... any problems upgrading?

The Paxton10 system does not currently support ANPR.

What format is the keypad reading 4 bit burst or 8 bit burst or both

Paxton10 Keypad reader supports codes from 4-8 digits.

Do you need an HID licence to make them work?

HID enrolment licences are not required in order to read HID Prox

Does the system support multiple formats simultaneously?

Multiple token technologies are supported simultaneously.

when is Wiegand being added?

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

do readers give serial string output?

Paxton10 readers uses a secure format.

going back to beldon wiring.....want a completely CAT5e CAT6 solution no belden.....so presumably the Net10 readers are network layer II?

Paxton10 readers connect directly to Paxton10 controllers. 5m cable is supplied on each reader, Belden 8723 is recommended up to 100m.

Credentials

Do you have to buy mobile credentials?

All mobile credentials are completely free of charge

Can you set a system up with only mobile access, so you don't have to buy cards or tokens?

Yes, you can use smart credentials only.

providing access to the same users across with multiple sites, will this mean that the same user has to be uploaded onto each server?

Yes

Can the same credential be used on different devices?

The smart credential can be used on all the Paxton10 readers including Paxlock Pro10 and Entry panels.

can the credential be issued without being with the admin i.e. sent to someone working in your office the next day

how do we send Bluetooth credential to users?

Please visit: https://www.paxton-access.com/wp-content/uploads/2019/10/AN0014.pdf

Yes. The credential is sent via email which can be actioned remotely with a pre-programmed validity and expiry date.

Virtual credentials is CSN number or Private Id? how can we issue the virtual credentials via a portal or just via the server

Smart credentials are issued from the Paxton10 user interface.

Can Smart Credentials be used over multiple organisations? I.e. different companies

Paxton10 smart credentials have been designed to be used one per smart device.

Cameras

Will Swann cameras work?

Any brand of 3rd party IP camera can work with Paxton10, if it supports ONVIF Profile-S or can provide an RTSP stream. https://www.paxton-access.com/wp-content/uploads/2020/02/AN0054.pdf

Any maximum limit on the SD card storage within the cameras?

128gb

can i use Paxton camera with 3rd party Narcan I use them stand alone?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

Do cameras come in other colours

No, Paxton10 cameras are available in white only.

Are the cameras NDAA compliant?

Paxton10 is not currently available in the US. Please ensure that you are signed up to receive our marketing updates for when the product becomes available.

did you say the all cameras have 128GB SD card included?

Yes, 128GB SD cards are included in Paxton10 cameras

where do the cameras plug into?

Direct connection into a poe switch.

Can you use Hikvision camera?

Any brand of 3rd party IP camera can work with Paxton10, if it supports ONVIF Profile-S or can provide an RTSP stream. https://www.paxton-access.com/wp-content/uploads/2020/02/AN0054.pdf

Can you have Hikvision nvr with the camera then add them to Paxton10?

You can use a camera stream from an existing system to work in Paxton10. However, it will require a separate storage solution if you wish to view recorded footage. Either SATA drive in the video door controller or network storage.

What resolution are these cameras?

Paxton10 cameras are 8mp.

Will any Onvif CCTV camera work or is its Paxton only camera's? Also, what is the highest MP CCTV Cameras it will take?

Any brand of 3rd party IP camera can work with Paxton10, if it supports ONVIF Profile-S or can provide an RTSP stream. https://www.paxton-access.com/wp-content/uploads/2020/02/AN0054.pdf.
Paxton10 supports cameras recording up to 4k.

Can the cameras come without the Paxton 10 logo?

All Paxton cameras come with the Paxton10 logo.

With a full Avigilon CCTV system recorded on Avigilon NVRs, would I need to allow Paxton 10 Video Controllers per door, or is Paxton 10 fully integrated with Avigilon

Any brand of 3rd party IP camera can work with Paxton10, if it supports ONVIF Profile-S or can provide an RTSP stream. A Paxton10 Video controller can be used to record up to four 3rd party cameras.

what's the price range of Paxton cams

Our distribution partners can offer installer pricing.

Can the cameras be remotely accessed by an ARC for remote confirmation of Access or security event?

Paxton10 can be accessed remotely. Individual logins are created, and customised software permissions can be configured.

Can 3rd party cameras also be used without the camera module?

A Paxton10 Video controller can be used to record up to four 3rd party cameras.

For the Ip PTZ version, would you require separate power?

Please refer to 3rd party camera manufacturer for this information.

are the cameras PoE

Paxton10 cameras are PoE.

what IP rating are they? can they be installed outside?

All Paxton10 cameras are IP67 rated for external use

Can Paxton cameras record to a Paxton 10 video controller?

Paxton10 cameras do not require a Paxton10 video controller.

Do the cameras have Gigabit ports or 100mb

10/100M

Is there a full camera system available? Switch/monitors as well as the actual cameras? Just if I wanted to fit a Paxton camera system on its own with no access control

Paxton10 provides the benefits of the combination of access control and video management on a single platform. The system will require the use of at least a single door controller on the local network.

are you planning on adding audio to any of the cameras?

Yes

Does Paxton 10 integrate with Avigilon CCTV cameras

Any brand of 3rd party IP camera can work with Paxton10, if it supports ONVIF Profile-S or can provide an RTSP stream. https://www.paxton-access.com/wp-content/uploads/2020/02/AN0054.pdf.

Sorry, is the VMS only embedded in the Paxton Camera or is it also on the server?

The processing of video is done at the camera or video controller.

Could cameras be connected to the ports on an Entry controller?

The PoE switch from the Net2 Entry controller could potentially be used to provide the network and power for the cameras

so, with the 3rd party cameras, will you have to configure it to ipv6 address as the Paxton 10is ipv6

Most third-party IP cameras can be added to a Paxton10 system using ONVIF discovery, or for those that are not ONVIF compliant, manual addressing via RTSP can be used.
Please visit - https://www.paxton-access.com/wp-content/uploads/2019/10/AN0034.pdf

Recording + Storage

Can I connect to NAS?

Paxton10 offers network location storage, so the drive must simply be connected to the network and accessible to the controller sending it data.

Can I connect it to Extra NAS/SAN for Video Storage?

Paxton10 offers network location storage, so the drive must simply be connected to the network and accessible to the controller sending it data. Each camera can record to a separate network location if required.

Can you record to the Paxton10 server?

No - All video recording is either done at the edge or onto separate network storage.

can you record on to both SATA and the server/external hard drive space

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

Do Paxton provide a storage calculator for hard drive space?

Yes, please visit: https://www.paxton-access.com/paxton10-video-storage-calculator/

is there any cloud recording?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

For centralised storage can we use NVR?

No, this feature is not supported by Paxton10. Centralised storage achieved through a network storage device such as NAS.

If I have IP CCTV installed throughout a property recording on NVR can I just integrate a camera to net10 as well

If your cameras support it outputting multiple streams, it is possible to use a camera stream from an existing system to work in Paxton10. A Paxton10 video controller is required for every 4 third-party cameras. Footage can be recorded to either a SATA drive in the video controller or to network storage.

can a customer's original NVR be connected to the video controller or do all cameras need to be reconnected

If your cameras support it, it is possible to use a camera stream from an existing system to work in Paxton10. A Paxton10 video controller is required for every 4 third-party cameras. Footage can be recorded to either a SATA drive in the video controller or to network storage.

Can you record 24/7?

The Paxton10 cameras are designed to record on motion only.

What are the cost implications for cloud-based storage solutions for the CCTV cameras?

Paxton10 is designed to record locally at the edge or onto network storage rather than cloud.

Can all day recording be required via an NVR?

The Paxton10 cameras are designed to record on motion only.

Can all day recording be set up?

The Paxton10 cameras are designed to record on motion only.

How long will 128GB SD card record for typically?

Please visit
https://www.paxton-access.com/paxton10-video-storage-calculator/

What size HDD which can go into the Video Door Controllers?

WD Red 2.5" SATA drives are recommended. Up to 2TB per video controller is supported.

Paxton10 or Net2

I may have missed this but is there plans to replace Net2 with Paxton10?

No - Paxton now have three solutions - Standalone / Net2 / Paxton10.

When is the proposed phase out of Net2?

Paxton will continue to have three solutions: Standalone / Net2 / Paxton10. There are no plans to phase out Net2. Net2 will continue to be Paxton flagship, full featured, access control system.

What's the difference in cost between Net2 and Paxton10?

The Net2 and Paxton10 solutions are of a similar price.

What is the difference between Net2 and Paxton10?

Paxton offers a unified access control and video management solution.
Which Solution - https://www.paxton-access.com/which-solution/

so, are we saying in general it's better to specify Paxton 10 over net2 now?

Site and requirement specific. Paxton10 offers specific functionality such as Bluetooth enabled readers, full remote connectivity and a unified access and video solution.

Demonstrations + Evaluations.

Is there any possibility of demonstration of Paxton10?

For demonstrations please send an email to sales@paxton.co.uk stating your country of location and a member of our local team will contact you to arrange this.

Do you do NFR units for installers?

Yes - A member of the Paxton sales team will contact you to discuss.

Is there a demo server that you can log into to evaluate the software?

Software demonstrations can be arranged, and evaluation kits are now available to purchase. Please contact sales@paxton.co.uk for further details.

If I was to upgrade our showroom which currently has 5 net2 doors and 1 net2 entry, would we get any demo discount?

Evaluation kits are available to purchase. Please contact sales@paxton.co.uk

Integrations

I need to ask a generic question about the integration 3rd party systems such as building management, can Paxton communicate over Modbus, BACnet, ascii opc etc. Lots of projects end user needs fire system, cctv and access integration.

Paxton is consistently developing the Paxton10 system to broaden its features and functionality. At these features are ready to release we will message our customers accordingly. You are encouraged

to stay subscribed for marketing updates from Paxton to ensure you receive the earliest notification of new feature releases.

Can you connect a fire alarm input into the door controller?

Yes, there is a universal digital input which can be configured as a fire alarm input in the software.

Have you any more information on the BMS monitoring I/O for Paxton10 and any update on timings

Paxton is consistently developing the Paxton10 system to broaden its features and functionality. At these features are ready to release we will message our customers accordingly. You are encouraged to stay subscribed for marketing updates from Paxton to ensure you receive the earliest notification of new feature releases.

Our company integrate with Net2 via your SDK. Does Paxton10 have its own SDK or use the Net2 existing one? e.g. we can send a command to open a door? Will an SDK / API be available to do this with Paxton10?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

Is there any elevator controlling function on Paxton10?

https://www.paxton-access.com/wp-content/uploads/2019/10/AN0022.pdf

Can Paxton10 do lift control integrated or do you still need i/o board?

https://www.paxton-access.com/wp-content/uploads/2019/10/AN0022.pdf

Can you use face recognition for access with net 2 cameras?

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

Does Paxton10 have an SDK / API (like Net2) to send commands from 3rd party apps (ego open door, add user, get users etc)?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

can I use Paxton 10 for managing 3rth party ACU?

No, Paxton10 software has been designed to work with Paxton10 door controllers only.

is there possibility of CCTV live view on a server based till system?

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

can we add the Paxton 10 to the existing 2N system?

Paxton10 cannot be used on a Net2 system.

is there any integration into smart control such as Control4?

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

Paxton 10 integrate with qulu cctv?
Paxton10 supports Onvif-s and rtsp cameras.

Paxlocks

Is there a server warning for low batteries in devices?
Yes, there is a low battery warning on Paxton10.

can the lever handle be switched to as different handle?
The handles of the PaxLock Pro are integral to unit and cannot replaced. The design allows the units to be handed left or right.

would the net 2 Paxton pro locks work too?
These are not compatible with Paxton10. The Paxton10 PaxLock Pro unit comes with the multi format reader.
https://www.paxton-access.com/wp-content/uploads/2019/10/DS0016.pdf

Is that 2 year battery life including use of the Bluetooth mode?
Yes

do you have anything for wireless handles to cover over old handles as they are different sizes?
Yes. Please visit https://www.paxton-access.com/product-types/accessories/

do Paxton do a 5point door looking unit like yale
Not currently on the roadmap but all feature requests are passed to our product managers for consideration.

do you have to assign the PaxLock to the wireless hub or will the software find the nearest unit with the best signal?
The PaxLock Pro will bind itself automatically to a wireless connector with the strongest signal.

Entry

Does the camera included on Entry panels take up 1 camera slot out of the 1000 slots available?
No. Entry cameras are not part of the CCTV system.

can you view the entrance panel video feed from the software?
This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

Can you record the video feed from an entrance panel?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration

Does touch to enter have to be a human hand - just thinking of infection control...

Readers use a capacitive sensor to wake up for touch to enter meaning that a hand does not have to be used.

will it work with gloves?

Readers use a capacitive sensor to wake up for touch to enter meaning that a hand does not have to be used.

Can existing entry panels be upgraded to accept Bluetooth smart credentials e.g.: one fitted two months ago?

Please contact Paxton Support with serial numbers for confirmation.

Dashboards

How many front-end screens can be used?

Up to 10 concurrent users can be logged in.

How does the Paxton 10 video controller integrate with the Paxton 10 cameras for example I want to view all camera feeds on a single screen?

This can be achieved in Paxton 10's configurable dashboards and video reports.
https://www.paxton-access.com/wp-content/uploads/2019/10/AN0018.pdf

Can multiple users be on the system at the same time?

Yes, up to a maximum of 10.

With regards to the CCTV Live View, can this be set up to view on a secondary monitor just to view

This can be achieved via the configurable dashboards to show CCTV cameras only.

can those different users have different individual dashboard setups?

Yes, this is supported with Paxton 10

Upgrade from Net2 to Paxton10

How do you migrate full log of events and staff etc from Net2 to Paxton 10?

Please visit:
https://www.paxton-access.com/wp-content/uploads/2019/10/AN0040.pdf
Note: Not all data exported by Net2 can be imported into Paxton10 (e.g. credentials and user ID). This data will be excluded from the import

On the conversion from Net2 to Paxton10 you said you would have to provide an individual network connection?

Paxton10 controllers require a network connection to each. RS485 is not supported.

is it more cost efficient to convert existing net2 readers than change all to paxton10 readers?

Site and requirement specific. A Paxton10 reader would provide the Bluetooth functionality

When upgrading from Net2, can the existing reader cable be used for the new Paxton10 readers?

Paxton10 readers require 4 cores, 2 twisted pairs. We recommend using Belden CR8723

Can you phase upgrade?

No. When changing readers, all readers need to be changed simultaneously.

can you outline how we can upgrade an existing net 2 installation to take advantage of blue tooth functionality etc of Paxton 10

To achieve this a Paxton10 server, controllers and readers will be required.

Regarding the upgrade of a Net2 system.... it's all or nothing? We need to swap complete system before the P10 will work??

You can upgrade an existing Net2 system and retain your existing Net2 readers and tokens or you can replace all hardware for Paxton10 if Bluetooth functionality is required at the readers.

I/O Boards

Does the system support I/O boards?

I/O boards are not currently available for Paxton10

is there an indication when an I/O board will be produced? As to monitor fire doors & lift destination is the main thing that lets the product down - compared to NET2

I/O Boards are on the product road map for a future release

Intruder + Fire Integration

Paxton10 appears to rely on a data signal to open doors in a fire ... you're not breaking power to a lock directly?

The fire door release function uses the controller's ability to communicate directly with each other so there is no server dependency for the function to work. A fire door should always have a means of breaking the power to the lock directly by way of break glass or push bar for example.

Do I need a separate fire alarm relay for each door?

A single alarm connection can be programmed to release multiple door in event of fire alarm activation.

Free licenses, I assume this links into fire as per professional software via relays or software?

No licenses are required within Paxton10.

can only certain doors open in the event of a fire alarm or is it all doors?

Paxton allows you to program which doors to open on fire activation.

I assume this is not an EN graded product for use with setting and unsetting alarms though?

Best practice based on interpretation of the applicable standards can be found here - https://www.paxton-access.com/wp-content/uploads/2019/10/AN0024.pdf

Can you still set function of first in disables alarm?

Yes, this is supported in Paxton10

can an alarm system be connected directly to Paxton 10?

An intruder alarm can be integrated if it can accept a momentary keyswitch input, and there is an armed status output. A Paxton10 alarm connector is required.

Any future plans for intelligent links to fire panels i.e. so the location of the fire condition can be displayed on Paxton 10 client?

Paxton10 can accept inputs from numerous fire panels. These links can be configured as different zones within the system.

so that can be integrated with turnstile i.e. fire roll call onto free spin?

Yes.

Is the fire alarm integration a software interaction only?

A connection from the fire alarm panel is required to a Paxton10 alarm connector or controller to monitor the status of the alarm. The robust controller to controller communications means to system is not dependent on the server to action door release.

Fire alarm Roll call send to user... can this be sent to multiple users, and how long does it take to send via e-mail, I understand you cannot confirm third party e-mail servers but how long have you found it takes?

The roll call report can be sent to multiple users instantly on fire alarm activation.

Need more information about compatibility with Texecom Intruder Panels and Kentec Fire Panels, what additional hardware required in this case.

Please visit: https://www.paxton-access.com/wp-content/uploads/2019/10/AN0032.pdf

System Features

Will it still have the landlord feature?

The highly flexible user interface will allow landlord/tenant configuration using Groups / Building / Software Permissions - https://www.paxton-access.com/wp-content/uploads/2019/10/AN0008.pdf

Can P10 do roll call?

Yes, roll call is available as standard with Paxton10

Is Paxton10 software akin to the professional software? i.e. forced door alerts etc.

Yes, Paxton10 will notify on door forced alerts etc.

Are Bluetooth users controlled in the same way as token users on the system?

Yes

Are there different levels of access i.e. full system engineer and a user level?

Yes - These are also configurable through software permissions.

Do you have to have dedicated time and attendance systems like Net 2 or can you use a door set up as door reader and time and attendance

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

so, Paxton 10 has now got time and attendance

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

With this being an IP based system, could we control doors across multiple sites as long as IP Addresses were defined in the same range?

Multi-subnet and Multi-site features are on the product road map for a future release.

Does the VMS have AI?

This feature is not currently on our roadmap, but all feature requests are passed to our product managers for consideration.

will the events log, log any changes made to cameras?

Yes - these are recorded as system events.

When using video controllers would the door alerts still be displayed on the Paxton software?

Yes

Installer Registration

We've installed Paxton net2 on various projects before but are not a registered installer. what process do I need to do to become a registered installer?

please visit https://legacy.paxton-access.com/register/register.asp

Can we install Paxton products as an IT business rather than a security company?

Yes

what is required for an IT company to buy / install Paxton 10?

Please refer to https://www.paxton-access.com/install-paxton/

Training

What is the 12 months licence about on the right side please?

Paxton Learning Portal 12-month license is available for installers wishing to learn about Paxton products at their own pace. https://www.paxton-access.com/paxton-learning-portal

Is there any learning pack available to buy?

Online learning available - https://www.paxton-access.com/training

Is there a cost for training sessions?

No, Paxton training sessions are free of charge. Please contact training@paxton.co.uk

could we get a link for downloading P10 promo video?

https://youtu.be/YKshj0f-NZw