

# Binding and configuring a PaxLock Pro2 to Net2

## Overview

The PaxLock Pro2 is a battery powered wireless access control unit. Often used where cabling is expensive or impractical, the PaxLock Pro can be installed directly onto a door.

The PaxLock Pro2 uses a Net2Air bridge to communicate with the Net2 system, using Paxton proprietary wireless technology. See also: AN1096 - How to plan a Net2 wireless installation <<https://paxton.info/975>>

## Enrolling a PaxLock Pro2

To enrol a PaxLock Pro2, it must bind to a Net2Air bridge. Simply present a user token that is in the database to the reader, and the PaxLock will transmit this data out to a Net2Air bridge.

If more than one bridge replies, the PaxLock checks the signal strength and selects the strongest bridge to communicate with. The Net2 PC then confirms that the user card presented is in the database and if so will proceed to bind the PaxLock to the system.

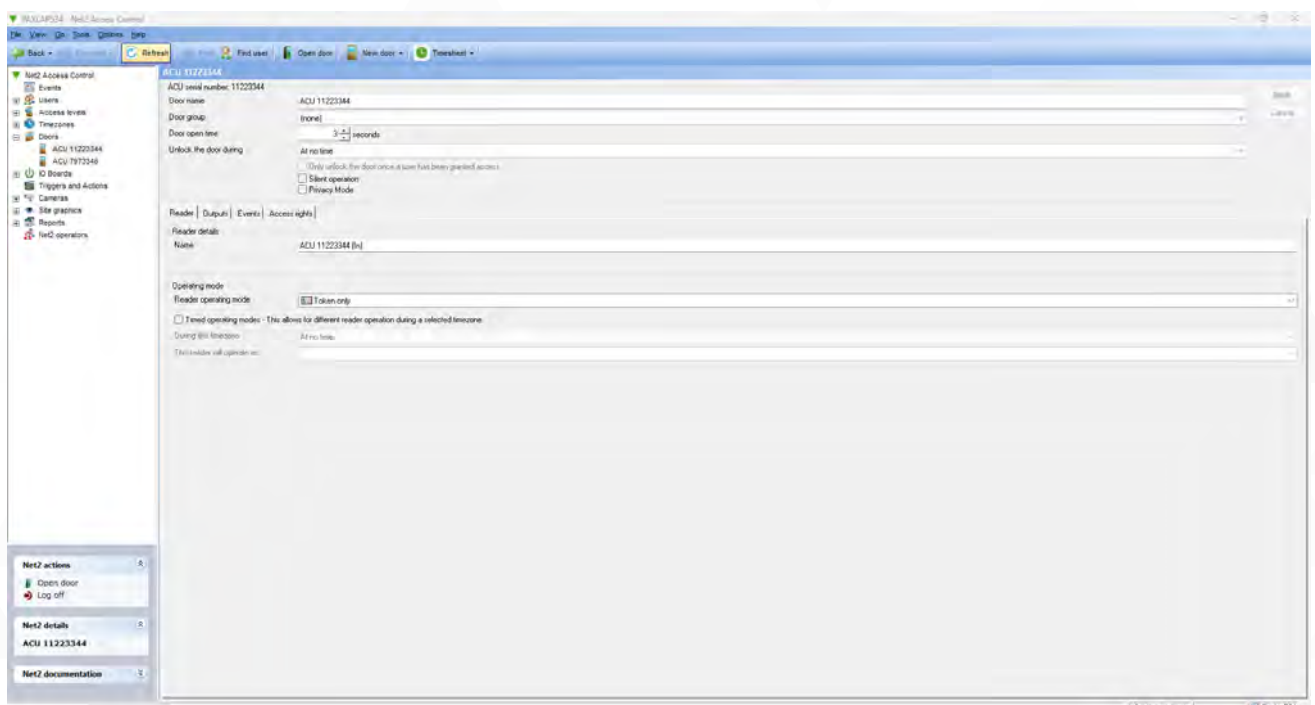
The PaxLock LED will flash Green to confirm binding in progress. An alternating Red/Green flash indicates a software update is in progress.

If the PaxLock is repositioned or the environment changes, it will automatically rebind to the bridge providing the strongest signal.

## Configuring a PaxLock Pro2

Following the installation and binding of a PaxLock Pro2 to the Net2 Software, configuring the unit is extremely simple.

Double clicking on the specific door in the doors tab within Net2 will open up the door configuration window. Here, a selection of changes can be made to the door to configure the unit as appropriate.



**Door name:** Name the door.

**Door open time:** Set the door open time.

**Unlock the Door during:** Holds the door unlocked during this timezone. Set to 'At No Time' for normal user operation.

**Reader:** Local settings for the reader.

**Output:** Configures the lock for timed release or toggle mode

**Events:** Shows the events for this control unit only.

**Access Rights:** List the time zone and each user who have access through this door

## Privacy Mode

When a PaxLock is placed in Privacy Mode, valid tokens presented to the PaxLock will be denied access. This allows meetings to be held in private without interruption or allows occupants to prevent others from entering the room. When a PaxLock is taken out of Privacy Mode, normal access permissions will resume.

**Note:** Net2 v7 or newer is required in order to use privacy mode.

### Enabling/Disabling the Privacy mode feature in Net2

The Privacy feature is disabled by default. If you wish to use this function, follow the steps below:

1. Install your PaxLock Pro2
2. Click on 'Doors' and double click on the PaxLock Pro2 you've just set up.
3. You will see that the 'Privacy Mode' has been disabled by default. This allows users to switch privacy mode on and off at the door.
4. To enable this feature, simply tick the box and 'Save'. When enabled, the action button on your PaxLock will function.

### Turning on/off privacy mode at the door

1. On your PaxLock Pro2, you will see the action button. Simply press the button to switch on Privacy Mode.
2. You will now see the light has flashed red to notify you, that the room is now in Privacy Mode.
3. To switch off privacy mode, simply press the handle down and exit the room. The LED will flash green to show privacy mode has been switched off.



### Privacy Mode Engaged with No Occupants Inside

This situation can only occur if privacy mode is activated while the door is open, and the door is then closed without depressing the handle on exit.

#### Key Override

- If a key override is available, it can be used to regain entry.

#### Net2 System

- Disable the privacy mode feature via the Net2 software.
- Present a token that is not enrolled on the system to invoke the PaxLock to communicate with server and turn privacy off.

## Troubleshooting

| Problem                                                                                                                         | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PaxLock Pro2 is reporting a low signal                                                                                      | <p>Move the Net2Air bridge to a new location trying to avoid any obstructions known to affect the wireless signal. Re-test the signal by presenting a token to the PaxLock Pro2 several times and refreshing the doors page in Net2.</p> <p>Make sure the PaxLock Pro2 and Net2Air bridge are at least 3m(10ft) away from one another, and any other wireless equipment.</p> <p>The RF signal will not pass through metal objects and any dense materials will reduce the range. Do not mount the PaxLock Pro2 and Net2Air bridge on different floors of a building.</p>                                              |
| The firmware update keeps failing                                                                                               | Ideally you should have 3-4 bars of signal to ensure optimal performance. Should your PaxLock Pro2 consistently report less than this, look at re-locating the bridge.                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| The PaxLock Pro2 is not detected in the Net2 software and/or won't bind to the Net2 system                                      | <p>Check you have added the Net2Air bridge to the system via the Net2 configuration utility. Also ensure you have bound the PaxLock Pro2 to the system by presenting a token to the PaxLock Pro that has been added to the Net2 database.</p> <p>Remove the PaxLock Pro2 from the door and take it closer to the Net2Air bridge. If it then binds successfully you will need to relocate the bridge to ensure the PaxLock Pro has a better signal.</p> <p>If the PaxLock Pro2 has been previously bound to a different system, it will need to be reset. Follow the reset procedure outlined in the instructions.</p> |
| The PaxLock Pro2 keeps going offline                                                                                            | If the PaxLock Pro2 has low signal in normal operation, moveable obstructions such as vehicles or people may be causing it to go offline. The Net2Air bridge may need to be re-located to give better signal strength. Adding an additional Net2 Air Bridge will increase the wireless range.                                                                                                                                                                                                                                                                                                                         |
| The site uses a shared wireless network with heavy usage. At certain times of the day the Net2 system is unable to communicate. | The Net2 wireless system must be able to co-exist with an existing network. In most cases it can do so without any changes required. Where there is limited bandwidth or very high data usage it is recommended to use channels 1 and 6 for the WiFi network and avoid channel 11. Contact Support for further assistance.                                                                                                                                                                                                                                                                                            |
| When I open the door, the latch isn't fully retracting                                                                          | <p>The PaxLock Pro2 requires a lock case with a turning angle of 45° or less. If the handle is not fully retracting it is likely the lock case does not meet this requirement and will need replacing.</p> <p>Note: This information is not applicable to the PaxLock US</p>                                                                                                                                                                                                                                                                                                                                          |
| The PaxLock Pro2 is clicking when a token is presented and not opening the door                                                 | Check you have followed the guidelines on the rear of the template included in the box. Contact Support for further assistance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| When I present a token the PaxLock Pro2 is not responding            | <p>Ensure the token you are presenting is a format supported by the PaxLock Pro2. Supported formats are shown on the datasheet.</p> <p>If the unit still fails to operate it could indicate the batteries need replacing. Check the battery status in the Net2 software or change the batteries for known charged ones.</p> |
| I have added a new user but they are being denied access at the door | <p>Check if access denied events are being sent to Net2. If they are not, it would indicate there is no connection established between the PaxLock Pro2 and the Net2Air bridge. Follow the recommendations to re-establish communications above.</p>                                                                        |