Binding and configuring a PaxLock Pro - Latch

Overview

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

The PaxLock Pro - Latch uses a Net2Air Bridge to communicate with the Net2 system, using Paxton proprietary wireless technology.

AN1096-US – How to plan a Net2 wireless installation < http://paxton.info/3557>

Enrolling a PaxLock Pro - Latch

To enroll a PaxLock Pro - Latch, it must bind to a Net2Air Bridge. Simply present a user token that is in the database to the reader, and the PaxLock Pro - Latch will transmit this data out to a Net2Air Bridge.

If more than one bridge replies, the PaxLock Pro - Latch 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 Pro - Latch to the system.

The PaxLock Pro - Latch LED will flash Green to confirm binding in progress. An alternating Red/Green flash indicates an update is in progress.

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

Configuring a PaxLock Pro - Latch

Following the installation and binding of a PaxLock Pro - Latch 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.
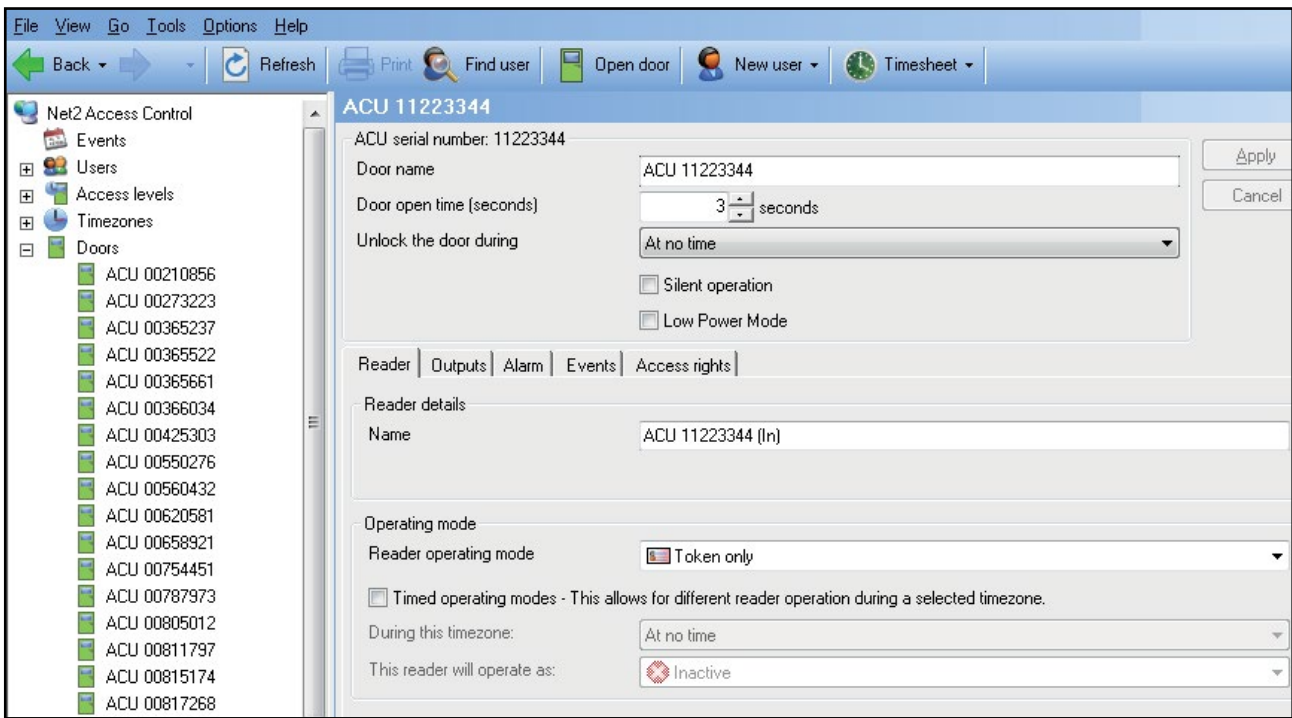
Door name: Name the door.

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 timezone and each user who have access through this door.

Troubleshooting

Problem	Recommendation
The PaxLock Pro - Latch is reporting a low signal.	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 Pro - Latch several times and refreshing the doors page in Net2. Make sure the PaxLock Pro - Latch and Net2Air Bridge are at least 3m (10ft) away from one another, and any other wireless equipment. The RF signal will not pass through metal objects and any dense materials will reduce the range. Do not mount the PaxLock Pro - Latch and Net2Air Bridge on different floors of a building.

Problem	Recommendation
The firmware update keeps failing.	Ideally you should have 3-4 bars of signal to ensure optimal performance. Should your PaxLock Pro - Latch consistently report less than this, look at re-locating the bridge.
The PaxLock Pro - Latch is not detected in the Net2 software and/or won't bind to the Net2 system.	Check you have added the Net2Air Bridge to the system via the Net2 Configuration Utility. Also ensure you have bound the PaxLock Pro - Latch to the system by presenting a token to the PaxLock Pro - Latch that has been added to the Net2 database. Remove the PaxLock Pro - Latch 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 - Latch has a better signal. If the PaxLock Pro - Latch has been previously bound to a different system, it will need to be reset. Follow the reset procedure outlined in the instructions.
The PaxLock Pro - Latch keeps going offline.	If the PaxLock Pro - Latch 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 Net2Air 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.
The PaxLock Pro - Latch 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.

Problem	Recommendation
When I present a token the PaxLock Pro - Latch is not responding.	Ensure the token you are presenting is a format supported by the PaxLock Pro - Latch. Supported formats are shown on the datasheet. 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 ones with a charge.
I have added a new user but they are being denied access at the door.	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 Pro - Latch and the Net2Air Bridge. Follow the recommendations to re-establish communications above.