


**Technical Support**

 01273 811011

 [support@paxton.co.uk](mailto:support@paxton.co.uk)

Technical help is available: Monday - Friday from 07:00 - 19:00 (GMT)  
Saturday from 09:00 - 13:00 (GMT)

Documentation on all Paxton products can be found on our website - <http://www.paxton.co.uk/>

The AirKey multi-button transmitter is preprogrammed with an individual user number and fixed site code. The receiver (433.92MHz) checks for a matching site code and then converts the incoming data into a Wiegand number for the Net2 ACU.



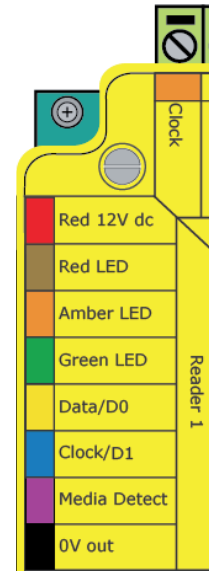
The AirKey tested was the AKTX4-W26 remote control and AKRX44-W26 receiver.

This receiver provides the same 26bit Wiegand number for each of the buttons on individual output terminal pairs.

You can wire the individual output pairs (D0 / D1) to each of the ACU ports that you wish to operate or link together the outputs (buttons) to a drive a common function.

**Net2 Reader Connections:**

Cable Pinout	ACU terminal
12VDC	+12V
-	-
-	-
-	-
D0 (Button n)	Wiegand D0
D1 (Button n)	Wiegand D1
-	-
Com	0V



**Additional information:**

In Net2, Door Settings, change "Reader Type" to "Wiegand Reader". You can either use the Paxton 26 bit Wiegand format or create a Custom 26 bit mask in the Server Config utility to use the token serial number.

See also: *AN1010 - Configuring custom Wiegand formats* < <http://paxton.info/990> >

Once powered up, set the ACU port to 'Desktop Reader' and then press one of the buttons on the transmitter. You can then create a user record from the resulting 'Add User' screen. - Set the port back to 'Token only'.

There are no external indications on the receiver that the access request has been accepted.

**Additional settings:**

Further information on use and programming is available at: <http://www.airkey.com.au/home/homehome.html>

# SELF INSTALL - NEED TECHNICAL ASSISTANCE?

## OPTION 1: DIRECT WITH THE SERVICE DESK – QUICKEST AND MOST EFFECTIVE METHOD

Submit your enquiry direct with the service desk at – [service@automaticsolutions.com.au](mailto:service@automaticsolutions.com.au)

The service desk has the most experienced staff in Australia to help with your problem but they need your help.

- Describe your problem in detail and as clearly as possible. Don't forget to include a telephone number.
- Be certain to detail which model or models of you are working with.
- Send photos of the installation – they love photos. The people at the service desk are good but they are even better when they can see the installation. Send photos of the overall scene so they can see the entire installation. Also send photos of the wiring to the control board and any other part of the installation you think is relevant.
- Send video if appropriate. Smartphone's these days take remarkably good video in small file sizes which can be emailed in a moment. If your problem needs a video to show the issue please feel free to send it.

**NOTE: THIS IS BY FAR THE FASTEST AND MOST SUCCESSFUL WAY TO SOLVE YOUR PROBLEM  
PHOTOS AND VIDEOS ARE THE NEXT BEST THING TO BEING THERE**

## OPTION 2: LODGE YOUR ENQUIRY LOCALLY - SLOWER BUT CAN STILL BE EFFECTIVE

Make contact with the store of purchase. Branch staffs are typically not technicians and dependent on their length of service will have varying degrees of technical knowledge. If they cannot help however they will certainly either source help locally from their technicians or make contact with the service technicians on your behalf.

## OPTION 3: SERVICE CALL WITH AUTOMATIC SOLUTIONS TECHNICIAN – SLOWEST METHOD

If you fall within the local branch service area it may be possible to book a local technician to look at your installation. Wait times will vary dependent on local workloads. The cost is a service fee which includes the first half hour and the hourly rate thereafter. If any Automatic Solutions provided parts are found to be defective and within warranty these will be provided free of charge.

(NOTE: If you suspect that any parts are defective and within warranty you may wish to consider option 4)

*A note on this option: If you decide on this option you will be asked to sign an "authorisation to proceed" which will provide legal authority and payment security. This form has three options available of which only the first two are available to you. The third option is for warranty repairs only for full install customers. Self install customers requiring warranty only service need to refer to option four below.*

**IMPORTANT: IN SHORT THIS OPTION WILL INCUR CHARGES**

## OPTION 4: RETURN THE PRODUCT IF BELIEVED TO BE FAULTY

As a self install customer who has purchased product if you believe the product to be faulty rather than an installation or site problem you have the option of returning the product for evaluation and to exercise your right to a replacement, repair or refund as applicable. All returned product is forwarded immediately to the service technicians for evaluation and response. There are two main methods available to return product –

- Direct to the service centre – this is the quickest method as it cuts out the branch delay
- Via the branch of purchase – slower because of the delay at the branch

When choosing this option you need to complete a product return form. This form gives you all the information on procedure involved and where to send to. These are available at the branch of purchase, can be emailed to you (contact your branch), or available here - <http://automaticsolutions.com.au/page/warranty.php>