Content Package

We’ve added WaveKey to the My2N Management Platform and the My2N App. Please see below for what this means. Feel free to copy & paste this to the news section of your website.

Main message:

*WaveKey: Now Unlocking Apartment Buildings*

**2N’s patented, reliable mobile access is now easier to add to residential projects**

Benefits:

Bring Mobile Access to Apartment Buildings

* It’s now easier to **bring WaveKey to apartment buildings** as the My2N Management Platform is intended for residential use cases, and customers can assign Bluetooth credentials within it.

Remotely Assign Mobile Credentials

* Enable property managers to assign the most convenient access method in the most convenient way – remotely!

No More Phone to Reader Pairing

* The Cloud-enabled provisioning of Bluetooth credentials is **instant** in the My2N Management Platform and users that are logged into the My2N app **do not need to pair their phones with access devices**.

Offer End Users One App for Multiple Services

* **We have also introduced mobile access via WaveKey to the My2N App**. This means that residents in apartment buildings now only require a single app to access their homes and answer their doors.

FAQs / More information:

1. How does the change to the My2N App affect installations that are currently using 2N Mobile Key for mobile access control?

The My2N App is going to update as part of the regular update process to gain support for WaveKey credentials. The My2N App will prompt users to import their access rights from 2N Mobile Key into the new unified app. The process will be simple, and they will not have to create a new My2N account or pair their devices with readers again.

If users (usually those in offices) do not already have the My2N App installed, they will need to download it and complete the process as above. They will be encouraged to do so frequently in their 2N Mobile Key app. 

1. Are there any additional costs?

No, mobile credentials and provisioning them via the Cloud are free services.

1. What are the terms of credential provisioning via the Cloud?

Management must be done via the Cloud, i.e. via the My2N Management Platform. Users must have a My2N account created, just as they need to receive Cloud calls from intercoms to mobile phones. 

1. What if I manage the building via 2N Access Commander or directly within the product web interface?

Management via 2N Access Commander or directly in the product web interface is usually done onsite. In this case, provisioning mobile credentials via the Cloud is not possible. In other words, the devices (intercoms, readers) must be part of the Cloud (the My2N Management Platform) to use this feature.

1. Can users continue to use mobile access without creating a My2N account?

Yes. However, if they want to get instant mobile credential provisioning via the Cloud, they must create a My2N account.

1. Are you discontinuing the 2N Mobile Key app?

**The My2N app will completely replace the 2N Mobile Key app.** The 2N Mobile Key app will continue to work until we discontinue it in Q1 2025 and move all users to My2N. We’ll inform you and the users in good time. However, we recommend that users switch from 2N Mobile Key to the My2N App as soon as possible.

1. How do I set up mobile access in the My2N Management Platform?

Setting up mobile access in the My2N Management Platform is very user-friendly. The process is similar to setting up RFID and PIN access.

1. What is WaveKey?

WaveKey is the technology within 2N readers and intercoms that powers the ability to open doors using only mobile phones. It’s based on Bluetooth and is patented. It’s the fastest on the market, unmatched in reliability, and completely secure. Discover more about mobile access control and how it works by [reading our blog on the topic](https://www.2n.com/en_GB/blog/the-ultimate-guide-to-mobile-access-control)!

New USPs and Slogan for the My2N App:

Adding WaveKey to the My2N App means **the main communication of the app has changed.** Please update your communication of the My2N App in line with this across all your channels (website, email marketing, social media posts, etc.)

My2N App

*Access & Door Control at Your Fingertips*

The My2N App creates a **seamless, unified mobile experience for users**. Just one app will allow them to answer their doors remotely and use WaveKey mobile access to enter buildings quickly, reliably, and safely. It’s great for both residential and office buildings.

**Convenient mobile access control**

Leave keys and RFID cards where they belong – in the past. Patented WaveKey technology ensures users need only their mobile phones to access and move around the building.

**4 ways to open doors**

Meet your project's exact security and convenience needs by choosing from four mobile access control modes: touch, motion, card and tap-in-app opening mode.

**The most reliable solution on the market**

A video intercom installed at the entrance will be able to call the My2N app 99.98% of the time: it’s the most reliable video intercom-to-mobile calling solution you can offer your customers.

**Round the clock home surveillance**

Using their mobile phone, users can see what is happening outside their homes at any time. And with an external camera connected, they can even see around the corner.

**Quick setup**

You don't need to know the SIP account, authentication proxy, or firmware version to set up calls. The My2N Management Platform makes it easy for anyone to manage the configuration.

**Remote functions**

Control dozens of video intercoms and perform up to 4 actions remotely including opening doors, closing the car barrier, turning the lights on, or calling the elevator.

**24/7 reception**

Direct calls to receptionists, too, so that when they’re not at their desk they can answer the door using their mobile phone. Outside of business hours, a security guard can take over.

**More than just calls**

Residents will love the extra options My2N gives them: video surveillance before answering, call logs, or snapping photos during the call.

Sample email

Subject: WaveKey mobile access is now a part of My2N

Pre-header: Reliable mobile access control by 2N is now easier to add to residential projects. See what’s new and what it offers you and your customers

Body:

The popularity of mobile access control is rising. It offers **true modern convenience** for offices and apartment buildings, in both modern and retrofit projects. However, it needs to be done right! Choose patented Bluetooth technology, WaveKey,to give your customers **reliable, fast, and secure mobile access.**

2N enhanced the mobile access experience of residential projects considerably by **integrating WaveKey into the My2N eco-system**. But what exactly does this mean?

Assign Mobile Credentials Remotely

Now you can manage mobile access data via the **My2N Management Platform**, allowing you to **remotely assign mobile access rights to residents**.

No More Phone to Reader Pairing

As Bluetooth credentials are now **provisioned instantly via the Cloud**, if you use the My2N Management Platform to set up mobile access, there is no need to pair devices with readers.

Multiple Services, One App

2N added mobile access via WaveKey to the My2N App. Residents in apartment buildings will now **only need one app** for accessing their homes, answering their doors, and more.

**Managing mobile access in residential buildings has never been easier. Try for yourself in your next residential project.**

Sample social media posts

Offer residents the ultimate convenience – a single, easy-to-use app for accessing their homes and answering their doors! 2N have added WaveKey, their patented mobile access technology, to the My2N App. And, if you’re looking for convenience, they’ve got you covered too – you can remotely assign mobile credentials to apartment buildings via the My2N Management Platform. Discover more [link]

Sample homepage banner

WaveKey: Now Unlocking Apartment Buildings

Give residents home access and door control at their fingertips: the My2N App now includes WaveKey mobile access. Plus, you can assign credentials remotely within the My2N Management Platform

>>Learn more