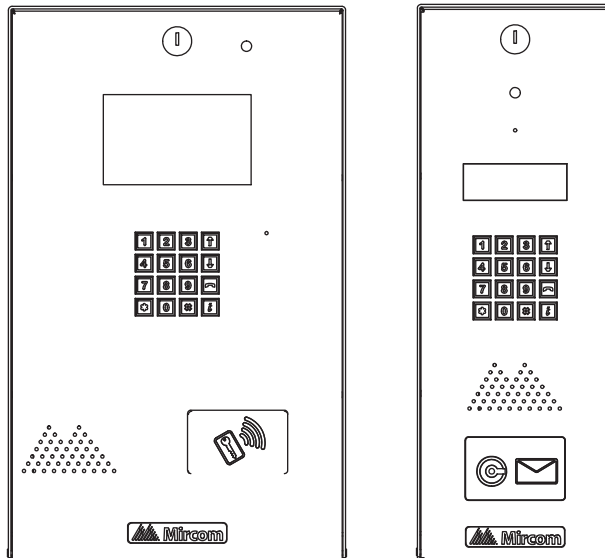


# TX3 Series

## TELEPHONE ACCESS SYSTEM



## User Guide - Keypad Configuration



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Mircom TX3 Telephone Access User Guide Version 2.6

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# 1 Introduction

This manual provides information on the most common features of the TX3 Telephone Access System and provides you with instructions to configure the TX3 Telephone Access System from the main entry panel keypad.

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**Note:** **Mircom periodically updates panel firmware and Configurator Software to add features and correct any minor inconsistencies. For information about the latest firmware or software visit the Mircom website at [www.mircom.com](http://www.mircom.com).**

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## **This manual explains how to**

- Operate the TX3 Telephone Access Panel
- View Configuration Info
- Add, delete, and edit records
- Set the Main and Auxiliary doors' DTMF (the touch tone key to press to open the doors)
- Set the talk timer and door timers
- Change your password

## 1.1 Introducing the TX3 Telephone Access System

The TX3 Telephone Access System is part of the Mircom suite of products that provide building ready monitoring, control and integrated security solutions for use in the high end multi-tenant residential market.

The TX3 Telephone Access System addresses the need within today's high end multi-tenant residential market for an easy-to-use tenant access system and an easy-to-use configuration utility. The TX3 Telephone Access System creates an aesthetically pleasing high quality entry system for residents and their visitors in a multi-unit dwelling establishment.

This manual provides the technician with information about the keypad configuration of the TX3 Telephone Access System and explains how to configure various components for a new system, including the modification of an existing system.

## 1.2 Warranty and Special Notices

Mircom values your business and always attempts to provide you with the very best service.

Please see the Warranty and Special Notices chapter on page 34 for information about the warranty and special notices about equipment use.

## 1.3 About This Manual

This manual provides comprehensive information on the installation and configuration of the Touch Screen by the installation technician. Tasks are described in the order that they are likely to be performed.

### 1.3.1 Version Control

The version number appears on the front cover and changes whenever there is a major or minor update to any part of the system regarding operation or configuration.

The following convention indicates major or minor changes:

**Initial release.** Version 1.00.0

**Major change.** Version 2.00.0

**Minor change.** Version 2.01.0

**Pre-release changes.** Version 2.01.1

### **1.3.2 Additional Documentation**

For additional documentation, see the following Mircom literature:

- LT-995 TX3 Touch Screen Administrators Guide
- LT-969 TX3 Telephone/Card Access System Installation and Operation Manual
- LT-979 TX3 Telephone Access System Programming Manual

# 2 Configuration

This chapter provides information on how to configure the most commonly used functions of the TX3 Telephone Access System.

## **This chapter explains**

- How to access the TX3 Telephone Access System
- Frequently Used Functions
- Viewing Configuration Information
- Keypad Navigation
- Entering Configuration Mode
- Exiting Configuration Mode
- Main Door DTMF Setup
- Auxiliary (Aux) Door DTMF setup
- DTMF Sensitivity Setup
- Setting the Talk and Door Timers
- Talk Timer setup
- Main Door Timer setup
- Auxiliary (Aux) Door Timer setup
- Changing Your Passcode
- Configuration Menu using the Entry Panel Keypad
- Glossary
- TX3 ADC Frequently Asked Questions
- Resident Directory Worksheet



## 2.1 Using the TX3 Telephone Access System

The TX3 Entry Panel LCD shows a scrollable view of the resident names and dial codes. The LCD also comes in an 8 line LCD handset version and a paper version of the resident list is available.

### To use the TX3 Telephone Access System

1. To view the resident list press the up or down arrow keys to scroll the list line by line.

**or**

To view the resident list page by page use the star key to scroll page up and number key to scroll page down.

2. Key in the dial code associated with the resident you wish to speak to or press the Telephone Key when the cursor is on the resident's name. For the handset version, first pick up the phone and then key in the dial code or press the Telephone Key.
3. Once the resident grants entry permission, the door unlocks. For the handset version, hang up the phone and proceed through the door.

## 2.2 Frequently Used Functions

The following instructions are for the more commonly used features of the TX3 Telephone Access System.

Features include:

- Entering and exiting configuration mode
- Adding residents
- Edit and delete functions
- Timer settings
- Changing the password.

## 2.3 Viewing Configuration Information

To view configuration information, you must first enter the configuration mode.

### To enter configuration mode







<div style="border: 1px solid black; padding: 5px;"> <p>Main Menu</p> <ol style="list-style-type: none"> <li>1. Configuration</li> <li>2. Operation</li> <li>3. View CFG Info</li> </ol> </div>	<ol style="list-style-type: none"> <li>1. Press     .</li> <li>2. Press the  (scroll down) to “View Cfg Info”. Press the  key to enter.</li> <li>3. The configuration information displays. You may need to scroll to view all the information.</li> </ol>
---	---

Figure 1. Viewing Configuration Information

## 2.4 Entering Configuration Mode

To make changes to the resident list at the panel, you must first enter the configuration mode.

### To enter configuration mode









<div style="border: 1px solid black; padding: 5px;"> <p>Enter the Passcode</p> <p>[ _ _ _ _ ]</p> </div>	<ol style="list-style-type: none"> <li>1. Press     .</li> <li>2. Select Configuration menu.</li> <li>3. Enter the passcode.</li> <li>4. If you <i>have not</i> set a personal password, press     <b>(four-digit factory default).</b></li> <li>5. If you <i>have</i> set a personal passcode, enter your passcode.</li> </ol> <p style="text-align: center;"><b>You are now in configuration mode.</b></p>
--	--

Figure 2. Entering Configuration Mode

## 2.5 Keypad Navigation

The diagram below shows how to use the keypad when in **CONFIGURATION MODE**.

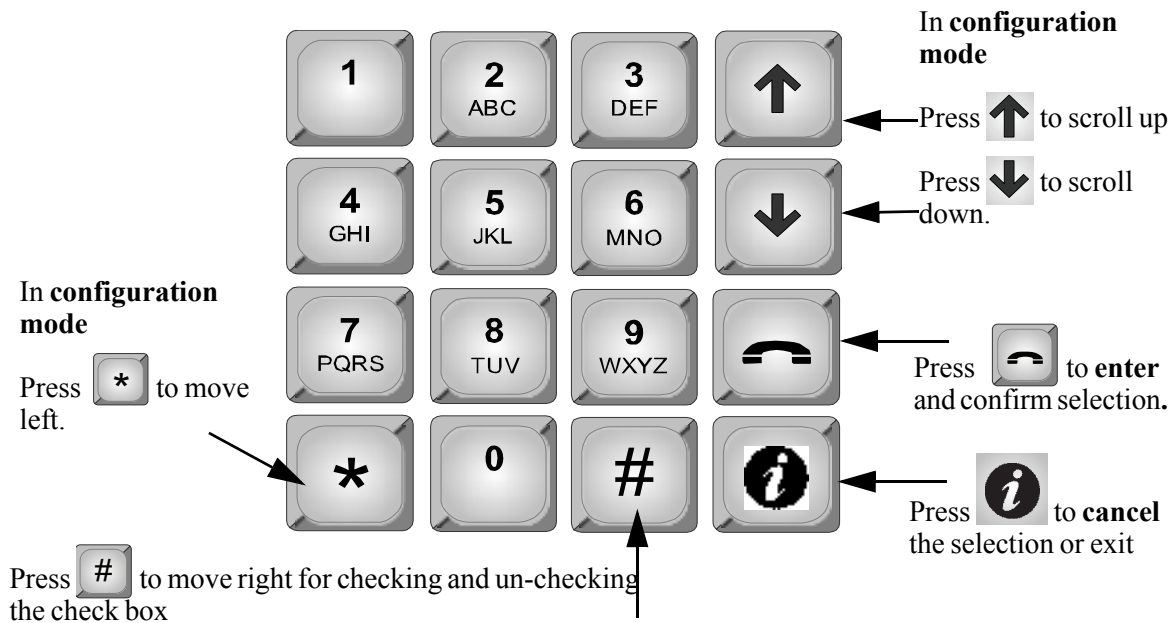


Figure 3. Keypad Navigation

## 2.6 Exiting Configuration Mode

Configuration Menu  
1. System Option






### To exit configuration mode

1. Press  info key to "Exit".

## 2.7 Main Door DTMF Setup

The main door DTMF setup feature allows the resident to use their telephone touch tone keypad to open the main door.

### To set up the main door DTMF

2.Line Type 3.Main Door DTMF<	<ol style="list-style-type: none"> <li>1. Select Configuration Menu, System Option.</li> <li>2. Press  (scroll up) or  (scroll down) to find “Main Door DTMF”.</li> <li>3. Press  when the arrow is beside “Main Door DTMF”, the display enters Main Door DTMF setup.</li> <li>4. Select any digit between 1 to 9, * or #, and press .                             <p><b>This selection becomes the designated (touch tone) number or symbol that opens the main door. The factory default is “9”.</b></p> <p><b>DO NOT select “4”. This is used to refuse entry or disconnect.</b></p> <p><b>Do not use the same number for the main door, auxiliary door, and call waiting (call waiting works on NSL systems only).</b></p> <p><b>If the Telephone Access System Panel has controller board model MD-1245, do not select 1, 7, or *.</b></p> </li> <li>5. Press  to save and continue.</li> </ol>
Main Door DTMF [ x ] ‘9’	






**Figure 4. Main Door DTMF Setup**

You have successfully set the main door DTMF. The display now returns to the configuration menu.

## 2.8 Auxiliary Door DTMF Setup

The auxiliary door DTMF setup feature allows the resident to use their telephone touch tone keypad to open the auxiliary door.

### To set up the auxiliary door DTMF

3. Main Door DTMF 4. Aux Door DTMF<	<p>If you have not setup Main Door DTMF,</p> <ol style="list-style-type: none"> <li>Press  (scroll up) or  (scroll down) to find <b>“Aux Door DTMF”</b>.</li> <li>Press  when the arrow is beside “Aux Door DTMF”. The display enters Aux Door DTMF setup.</li> <li>Select any digit between 1 to 9, * or #, and press . <b>This selection becomes the designated (touch tone) number or symbol that opens the auxiliary door. The factory default is “6”.</b>  <b>DO NOT select “4”. This is used to refuse entry or disconnect.</b>  <b>Do not use the same number for the main door, auxiliary door, and call waiting (call waiting works on NSL systems only).</b>  <b>If the Telephone Access System Panel has controller board model MD-1245, do not select 1, 7, or *.</b></li> <li>Press  to save and continue.</li> </ol>
Aux Door DTMF [ x ] 6	

**Figure 5. Auxiliary Door DTMF Setup**




You have successfully set the auxiliary door DTMF. The display now returns to the configuration menu.

## 2.9 DTMF Sensitivity setup




The DTMF sensitivity feature allows the resident to change how sensitive the TX3 unit is to receiving DTMF signals. DTMF sensitivity can be set from 1 to 8. A sensitivity of 1 indicates the lowest sensitivity while 8 is the highest sensitivity. The default sensitivity is 5.

### To set the DTMF sensitivity

27. DTMF Sensitivit

1. Press  (scroll up) or  (scroll down) to find “DTMF Sensitivit”.
2. Press  when the arrow is beside “DTMF Sensitivit”. The display enters DTMF Sensitivity setup.

- DTMF Sensitivity -  
[ 005 ]

3. Press  (scroll up) or  (scroll down) to select the sensitivity level.
4. Press  to save and continue.

**Figure 6. DTMF Sensitivity**

You have successfully set the DTMF sensitivity. The display now returns to the configuration menu.





## 2.10 Setting the Talk and Door Timers

To set the talk time and door timers, you must be in **Configuration Mode**. Refer to *Entering Configuration Mode* on page 10 for instructions.

## 2.11 Talk Timer setup

The talk timer defines the maximum length of time that a visitor speaks with a resident.

### To set up the talk timer

6. Aux door Timer 7. Talk Timer	<ol style="list-style-type: none"> <li>1. Select Configuration Menu, System Option.</li> <li>2. Press  (scroll up) or  (scroll down) to find "Talk Timer".</li> <li>3. Press  when the arrow is beside "Talk Timer". The display enters Talk Timer setup.</li> <li>4. Enter time duration between 10 to 300 seconds. The factory default is 60 seconds.</li> <li>5. Use the up down arrows to change value.</li> <li>6. Press  to save and continue.</li> </ol>
Talk Timer [ 060 ]	






**Figure 7. Talk Timer Setup**

You have successfully set up the on-line timer. The display now returns to the configuration menu.

## 2.12 Main Door Timer Setup

The main door timer defines the length of time the main (lobby) door release stays unlocked.

### To set up the main door

<p>4. Aux Door DTMF 5. Main Door Timer &lt;</p>	<ol style="list-style-type: none"> <li>1. Press  (scroll up) or  (scroll down) to find <b>“Door Timer”</b>.</li> <li>2. Press  when the arrow is beside “Main Door Timer”. You enter Door Timer setup.</li> <li>3. Use the arrow keys to find a time duration between <b>1 and 60 seconds</b>. Press  to select. <b>The factory default is 30 seconds.</b></li> <li>4. Press  to save and continue.</li> </ol>
<p>Main Door Timer [ 010 ]</p>	

**Figure 8. Main Door Timer setup**






You have successfully set up the main door timer. The display now returns to the configuration menu.



## 2.13 Auxiliary Door Timer Setup

The auxiliary door timer defines the length of time the auxiliary door stays unlocked.

### To set up the auxiliary door

<p>5. Main Door Timer 6. Aux Door Timer &lt;</p>	<p>1. Press  (scroll up) or  (scroll down) to find <b>“Door Timer”</b>.</p>
<p>Aux Door Timer [ 010 ]</p>	<p>2. Press  when the arrow is beside “Aux Door Timer”. You enter Aux Door Timer setup.</p> <p>3. Use the arrow keys to find a time duration between <b>1 and 60 seconds</b>. Press  to select. <b>The factory default is 30 seconds.</b></p> <p>4. Press  to save and continue.</p>

**Figure 9. Auxiliary Door Timer Setup**

You have successfully set up the auxiliary door timer. The display now returns to the configuration menu.

## 2.14 Changing Your Passcode






To change your passcode, you must be in **configuration Mode**. Refer to *Entering configuration Mode* on page 10 for instructions.

---

**Note:** The default passcode for level 3 is 3333. The default passcode for level 2 is 2222. Passcode level 1 is not used currently.

---

### To change your passcode

<pre>7. Correlation 8. Change Passcode &lt;</pre>	1. Press  (scroll up) or  (scroll down) to find <b>“Change Passcode”</b> .
<pre>Enter Access Level &lt; 001&gt;</pre>	2. Press  when the arrow is beside “Change Passcode”. The display enters Change Passcode setup.
<pre>Enter New Passcode [ 3333 ]</pre>	3. Use the up down arrows to see all of the access levels. 4. Press  to select and continue. 5. Enter your new password for the access level you have chosen. It must consist of at least four digits up to a 10 digit maximum of 9999999999.
<pre>Re-enter Passcode [ 3333 ]</pre>	6. You will be asked to re-enter new passcode. 7. Press  to save and continue.

**Figure 10. Changing Your Passcode**

You have successfully changed your passcode for one access level. The display now returns to the configuration menu.

## 2.15 Configuration Menu using the Entry Panel Keypad

The Configuration Menu contains the database menu. The Database Menu lets you add, edit and delete resident records, and consists of the following options:

- Add Record
- Edit Record
- Delete Record
- Sort by name
- Sort by d-code (sort by dial code)
- Auto program
- Delete all record

## 2.15.1 Adding New Records

Once you have entered the configuration menu, select the database menu, and then press the telephone key to enter the Add Record menu. The following screens will appear as shown in Table 1.

**Table 1: List of Screens**

Database Menu	NSL System	ADC System	Explanation/Description
Enter Apt# [ _ _ _ _ ]	YES	YES	Enter the resident's apartment number (up to 8 digits).
Enter Dial Code _ _ _ _	YES	YES	Enter the resident's dial code (up to 4 digits).
Main Door sec. code [ _ _ _ _ ]	YES	YES	Enter a series of up to 4 digits from 0 to 9 to replace the main door DTMF key (see section 2.7) for the specific resident. To open the Main Door, the resident enters the Main Door Security code followed by the # key. <b>DO NOT select "4". This is used to refuse entry or disconnect.</b> <b>Do not use the same number for the main door, auxiliary door, and call waiting (call waiting works on NSL systems only).</b> <b>If the Telephone Access System Panel has controller board model MD-1245, do not select 1, 7, or *.</b>
Aux Door sec. code [ _ _ _ _ ]	YES	YES	Enter a series of up to 4 digits from 0 to 9 to replace the auxiliary door DTMF key (see section 2.8) for the specific resident. To open the Auxiliary Door, the resident enters the Auxiliary Door Security code followed by the # key. <b>DO NOT select "4". This is used to refuse entry or disconnect.</b> <b>Do not use the same number for the main door, auxiliary door, and call waiting (call waiting works on NSL systems only).</b> <b>If the Telephone Access System Panel has controller board model MD-1245, do not select 1, 7, or *.</b>
Enter Resident Name	YES	YES	Enter the resident's name. The name must be unique and a maximum of 15 characters. See section 2.15.2 for an example of how to add a name.
Line In Use [x] Line 1 - 5	YES	YES	Enter the speech path for resident to communicate to the ADC line or to a relay control unit. Line 1 is default.
Enter Telephone # [ _____ ]	N/A	YES	Enter the resident's telephone number (up to 18 digits including a comma that is used as 1 second delay). Use the up arrow key for a comma and the down arrow key for a dash which is optional. Press the Enter (telephone key) to accept the telephone number.
Enter Relay Code [ _ _ _ _ ]	YES	N/A	Enter the resident's assigned relay code.  Note: Relay codes start at 1 for the first relay, up to 1535.

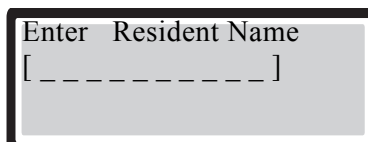
**Table 1: List of Screens**

Database Menu	NSL System	ADC System	Explanation/Description
Enter Keyless Code [ _ _ _ _ ]	YES	YES	Enter the assigned keyless code, up to 6 digits (if used). <i>See below for using keyless entry codes.</i>
Keyless Code Corr [x] Main door relay [ ] Aux door relay	YES	YES	Select which door (main, auxiliary or both) can be opened by the resident using a keyless code.
Enter Elev Rest Addr [ _ _ ]	YES	YES	Enter the ID (or address) of the Elevator Restriction controller for the resident.
Enter Elev Rest Code [ _ _ ]	YES	YES	Enter the elevator restriction relay number for the resident.
Hide Res Name [x] Display	YES	YES	This feature turns the resident information display ON or OFF. When OFF the resident's information is only displayed in configuration mode.
Enter Ring Pattern [x] Ring Pattern 1-5	YES	N/A	Enter the ring pattern for the resident. See Table 2 for available ring patterns. The default is 1.

Photocopy and then fill out the worksheet provided on page 33 to record the resident information needed for adding new records.

### 2.15.2 Entering resident names

Once you have entered the configuration menu, select the database menu and then press the telephone key to enter the Add Record menu. After Apt no and Dial code, the following screen appears:

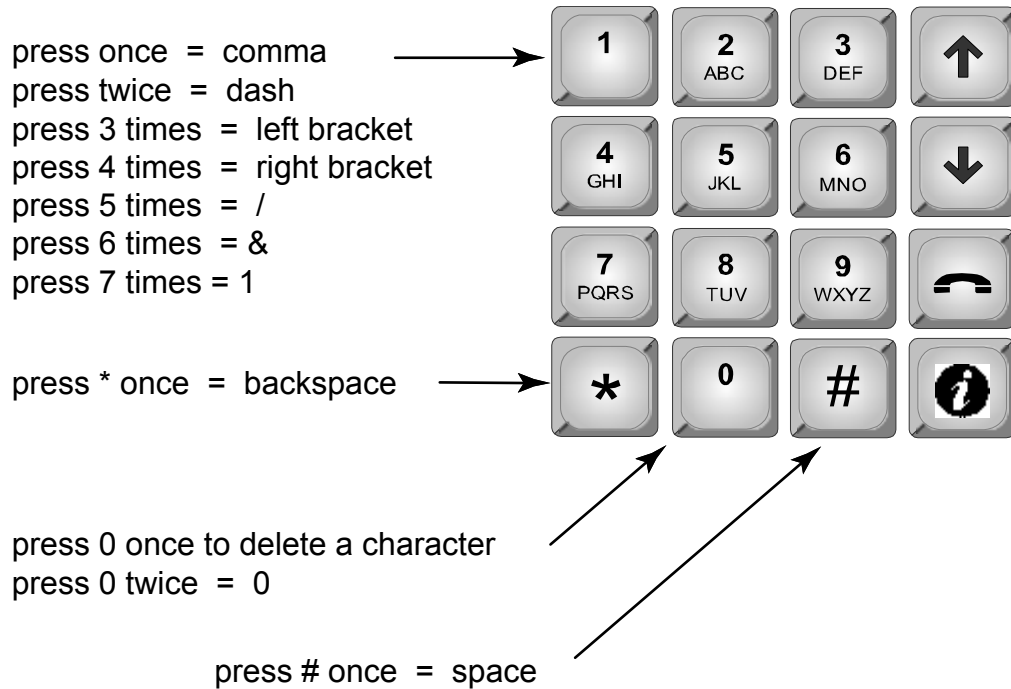


Enter Resident Name  
[ \_ \_ \_ \_ \_ \_ \_ \_ ]

#### To enter a resident name

1. Use the number keys to select the appropriate character. See Figure 11 for the characters that correspond to each number.

2. Press any number key once, twice, three or more times to cycle through the characters associated with that key. When you reach the character you want, stop pressing the key and the character will remain in the display.



**Figure 11. Entering Resident's Names**

---

**Note:** If you accidentally enter the wrong character while configuring a name, press \* once to backspace or press 0 to delete the letter.

---

For example, to enter the last name "Doe",

- a. Press "3" four times for the upper case letter "D".
  - b. Press "6" three times for the letter "o".
  - c. Press "3" two times for the letter "e".
  - d. Press the telephone key to save and continue.
3. Once you have entered the name, press the telephone key to accept.
  4. When you are finished adding the new record, press Enter (the telephone key) the display shows "New Record Added". The display returns to the configuration menu.

### 2.15.3 Using keyless entry codes

To enter the premises with a keyless entry code, you must first be in normal mode. While in normal mode, press 0, after which point you are prompted with “Enter keyless code”. The keyless code is a numeric value from 1 to 999999.

#### To enter your keyless code

1. Press 0. The keyless enter code appears.
2. Enter your keyless code.

## 2.15.4 Selecting a ring pattern (NSL System only)

The ring pattern selection is part of the Database Menu.

**Table 2: Available Ring Pattern**

Ring Pattern	Available Ring Pattern						
1	2s ON	4s OFF					standard ring A
2	800ms ON	400ms OFF	800ms ON	4s OFF			distinct ring B
3	200ms ON	400ms OFF	200ms ON	400ms OFF	800ms ON	4s OFF	distinct ring C
4	200ms ON	400ms OFF	800ms ON	400ms OFF	200ms ON	4s OFF	distinct ring D
5	One single ringing burst						

## 2.15.5 Editing Records

### To edit a record

1. Select “Edit Record” and use the up/down key to scroll through the residents.
2. Press the telephone button to select the resident’s name for editing.

```

1212>Smith
1213 Jones
1214 Hath
1215 Johnson
  
```

3. Use the down arrow key to scroll down the list of fields, such as Apartment number, Resident name, Dial code Keyless code, relay code, telephone number, etc.
4. Once the arrow is pointing to the field that requires a change, press the telephone key to edit.

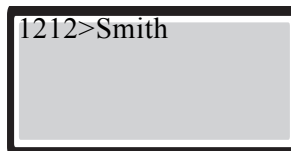
5. Re-enter the correct information. See paragraph 2.15.2 for instructions on entering data.
6. When you are finished editing the record, press the info key. The display returns to the record list. At this point you may edit another record or press the information key to return to the record list.

## 2.15.6 Deleting Records

Select this feature if you want to delete a resident's name. This function deletes one record at a time.

### To delete a record

1. Scroll the arrow to "Delete Record" and press the telephone button to enter the delete menu. The dial code and resident name appear:



2. Scroll the resident names with the up/down arrow keys to the record you wish to delete.
3. Press the telephone (enter) key to delete the entire record for the particular resident. A warning message appears.
4. When the warning appears "Delete Record? Y. Press the telephone key to accept or the info key to cancel.
5. Once the record has been deleted, the screen will return to the Delete Record function. At this point you may delete other records or press the info key to return to the Configuration menu.

## 2.15.7 Sorting by Name

Select this feature if you want the list of residents to be sorted alphabetically by name.



### To sort by name

1. Scroll the arrow to “Sort by Name” and press the enter (telephone) key. Selecting this feature during database download displays the following message:



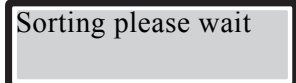
Sorting please wait

The display now returns to the configuration menu.

## 2.15.8 Sorting by d-code

### To sort by d-code

Select this feature if you want the list of residents to be sorted numerically by dial code. Scroll the arrow to “Sort by d-code” and press enter (telephone) key. The following message appears:



Sorting please wait

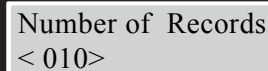
The display now returns to the database menu.

## 2.15.9 Auto configuration

This selection allows you to add a group of residents from a minimum of 10 to a maximum of 200 names.

### To chose the auto program

1. Scroll the arrow to “Auto Program” in the main Configuration menu and press the enter (telephone) key to select. The display will now show the following message:



Number of Records  
< 010>


2. Use the up arrow to move from number of residents in increments of 5 to the desired number. The maximum depends on the TX3 Model (it can be 200, 1000 or 2000).

---

**Note:** Only 200 names can be added at a time.

---

3. Press the telephone (enter) key to accept. The next screen will ask for resident name. Enter one of the resident names using the alphanumeric keypad.



Enter Resident  
Name

4. Press the telephone (enter) key to accept. The next screen will ask for the resident's dial code. All the rest of the dial codes increase by one.



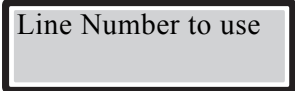
Start Dial Code

5. Use the number keypad to enter the start dial code. The next screen asks for the resident's keyless code. All the rest of the keyless code increase by one.



Start Keyless Code

6. Use the number keypad to enter the start keyless code. The next screen asks which audio line to use.



Line Number to use

7. Use the up arrow to enter the line number. Press the enter (telephone) key to enter.

8. Use the up arrow to enter the line number. Press the enter (telephone) key to enter. The next screen asks for the relay code.



Relay Code

9. Press info key to return to previous menu. View the residents entered by scrolling page up and down using the \* and # keys. To enter the proper resident names, use the edit feature.

## 2.15.10 Deleting All Records

Select this feature if you want to delete all the resident data (all names, dial codes, everything).

### To delete all the resident data

1. Scroll the arrow to “Delete all Records” and press the enter (telephone) key. The following message appears:



Delete all records?

2. Press the enter (telephone) key to accept or the info key to cancel. The display now returns to the database menu.

## 2.16 Glossary

<b>Add Record</b>	This function is used to add a new resident to the system. Part of the Database Menu.
<b>Aux Door</b>	When this function is set, the resident can press a number on his or her telephone pad to unlock the auxiliary door.
<b>Delete Record</b>	This function is used to delete the an entire resident record from the system. Part of the Database Menu.
<b>Dial Code</b>	A one- to four-digit code that a visitor enters into the lobby unit to call a resident.
<b>DTMF</b>	“Dual Tone Modulated Frequency” is a technical term for “touch tone”.
<b>Edit Record</b>	This function is used to change a resident’s existing record.
<b>Keyless Code</b>	This feature allows you to enter a 1 to 6 digit code to let residents to open the main door without a key.
<b>Keypad Navigation</b>	Instructions on how to use the keypad.
<b>Talk Timer</b>	This operation controls the maximum length of time that a visitor can speak with a resident at the entry panel.
<b>configuration Mode</b>	This operation consists of multiple functions that allow you to customize your Telephone Access System.
<b>Potentiometer</b>	A technical term for a variable resistor which functions as a contrast control.
<b>Scrolling Directory</b>	An electronic directory that lists the residents of the building, line by line or page by page.

## 2.17 TX3 ADC Frequently Asked Questions

### Q. What is the ADC feature?

A. The telephone access system is an auto-dialer that is connected to a public telephone line. When a visitor enters a resident's dial code number, the system dials the resident's home or cell telephone number (*Note: as a security precaution, the visitor cannot see the resident's home or cell telephone number*). When the resident answers the call, he or she can press "9" (or whatever number is selected as the Main Door DTMF) to unlock the main door and automatically end the telephone call.

### Q. Visitors cannot place calls to residents. Why?

A. If the problem is consistent with *every resident*, there may be a problem with the telephone line. Check the telephone line with a regular telephone for a dial tone. If the dial tone is not present contact your local telephone company. If the problem is consistent for *one resident only*, the resident's telephone number may be programmed incorrectly. Check the configuration to confirm that the resident's telephone number and area code are entered correctly.

### Q. Why does the system hang up as soon as a visitor begins to talk with a resident?

A. The talk timer may be set for too short a duration. While in configuration mode, check that the talk timer is set to more than 30 seconds (factory default is 60 seconds).

### Q. Why can't residents unlock the door/gate from their units by pressing "9" on their telephones?

A. This may be caused by one of the following:

Incorrect Main Door DTMF setup.

*Solution:* While in configuration mode, check that the "Main Door" (DTMF) is programmed to digit "9".

Improper voltage on the door strike power supply.

*Solution:* Check for the correct voltage on the door strike power supply.

The door strike and system (main board) wires may be damaged or loose.

*Solution:* Check and verify that the door strike and system wires are intact.

### Q. When a visitor places a call and begins to talk, he or she cannot hear the resident. Why?

A. The speaker may not be working correctly. Unlock the entry panel and perform a visual inspection of the speaker:

Look for loose wires as well as damaged components.

Check that the volume in the panel speaker is set properly, by entering the configuration mode and reviewing the speaker volume setting.

If there are no loose wires and the volume in the panel speaker is set properly, then adjust the potentiometer marked “SPEAKER” located on the back of the front entry panel display (must open the front entry panel door).

**Q. The LCD display has no display or the display has dark blocks on it. Why?**

A. There may be a problem with the contrast level. The potentiometer (contrast control) is located on the back of the keypad/display board. Unlock the front door and adjust the potentiometer for a darker or light contrast display.

**Q. I misplaced the key for the telephone access system. How do I obtain a replacement?**

A. The Mircom key part number is LK-304. Contact your local distributor or Mircom Head Office for a replacement.

**Q. What happens when the visitor gets an answering machine when trying to contact a resident?**

A. The system will allow the visitor to leave a voice message on the answering machine.

#### TX3 NSL Frequently Asked Questions

**Q. What is the NSL feature?**

A. The NSL (No Subscriber Line) operation does not use a dedicated public subscribed telephone line; rather the TX3-NSL-8M NSL Units (and TX3-8EC, TX3-16EC NSL Expanders) in your electrical/telephone room intercept all resident telephone lines coming into the building and communicate directly to them.

**Q. Why can't residents unlock the door/gate by pressing the digit “9” on their telephones?**

A. This may be caused by one of the following:

Incorrect Main Door DTMF setup.

*Solution:* While in configuration mode, check that the “Main Door” (DTMF) is programmed to digit “9”.

Improper voltage on the door strike power supply.

*Solution:* Check for the correct voltage on the door strike power supply.

The door strike and system (main board) wires may be damaged or loose.

*Solution:* Check and verify that the door strike and system wires are intact.

**Q. Why does the system hang up as soon as a visitor begins to communicate with a resident?**

**A.** This may be caused by the following: the talk timer may be set for too short a duration. While in configuration mode, check that the talk timer is set to more than 30 seconds (factory default is set to 60 seconds).

**Q. When a visitor places a call and begins to talk, he or she cannot hear the resident. Why?**

**A.** The speaker may not be working correctly. Unlock the panel and perform a visual inspection of the speaker:

Look for loose wires or loose solders as well as damaged components.

Check that the volume in the panel speaker is set properly, by entering the configuration mode and review the speaker volume setting.

If there are no loose wires and the volume in the panel speaker is set properly, there may be a problem with the speaker, then adjust the potentiometer marked “SPEAKER” located on the back of the front entry panel display (must open the front entry panel door).

**Q. The LCD display has no display or the display has dark blocks on it. Why?**

**A.** There may be a problem with the contrast level. The potentiometer (contrast control) is located on the back of the keypad/display board. Unlock the front door and adjust the potentiometer for a darker or light contrast display.

**Q. Why is there no dial tone when a visitor calls a resident?**

**A.** The NSL system does not utilize an independent telephone line, and therefore does not require a dial tone. The system works with the TX3-NSL-8M Relay unit to ring/call your apartment.

**Q. I misplaced the key for the telephone access system. How do I obtain a replacement?**

**A.** The Mircom key part number is LK-304. Contact your local distributor or Mircom Head Office for a replacement.

**Q. What happens when the visitor gets an answering machine when trying to contact a resident?**

**A.** The system will allow the visitor to leave a voice message on the answering machine.

**Q. Is the ring pattern programmable?**

The ring pattern selection is a standard NSL system feature. The system provides up to five ring patterns to choose from for every resident.

**Q. How do I adjust the volume during a call?**

Press the up and down arrow keys to turn the volume up or down during a call.





## Warranty & Warning Information

### WARNING!

Please read this document **CAREFULLY**, as it contains important warnings, life-safety, and practical information about all products manufactured by the Mircom Group of Companies, including Mircom and Secutron branded products, which shall include without limitation all fire alarm, nurse call, building automation and access control and card access products (hereinafter individually or collectively, as applicable, referred to as “**Mircom System**”).

#### NOTE TO ALL READERS:

1. **Nature of Warnings.** The within warnings are communicated to the reader out of an abundance of caution and create no legal obligation for Mircom Group of Companies, whatsoever. Without limiting the generality of the foregoing, this document shall NOT be construed as in any way altering the rights and obligations of the parties, governed by the legal documents that apply in any given circumstance.
2. **Application.** The warnings contained in this document apply to all Mircom System and shall be read in conjunction with:
  - a. the product manual for the specific Mircom System that applies in given circumstances;
  - b. legal documents that apply to the purchase and sale of a Mircom System, which may include the company’s standard terms and conditions and warranty statements;
  - c. other information about the Mircom System or the parties’ rights and obligations as may be application to a given circumstance.
4. **Security and Insurance.** Regardless of its capabilities, no Mircom System is a substitute for property or life insurance. Nor is the system a substitute for property owners, renters, or other occupants to act prudently to prevent or minimize the harmful effects of an emergency situation. Building automation systems produced by the Mircom Group of Companies are not to be used as a fire, alarm, or life-safety system.

#### NOTE TO INSTALLERS:

All Mircom Systems have been carefully designed to be as effective as possible. However, there are circumstances where they may not provide protection. Some reasons for system failure include the following. As the only individual in contact with system users, please bring each item in this warning to the attention

of the users of this Mircom System. Failure to properly inform system end-users of the circumstances in which the system might fail may result in over-reliance upon the system. As a result, it is imperative that you properly inform each customer for whom you install the system of the possible forms of failure:

5. **Inadequate Installation.** All Mircom Systems must be installed in accordance with all the applicable codes and standards in order to provide adequate protection. National standards require an inspection and approval to be conducted by the local authority having jurisdiction following the initial installation of the system and following any changes to the system. Such inspections ensure installation has been carried out properly.
6. **Inadequate Testing.** Most problems that would prevent an alarm a Mircom System from operating as intended can be discovered by regular testing and maintenance. The complete system should be tested by the local authority having jurisdiction immediately after a fire, storm, earthquake, accident, or any kind of construction activity inside or outside the premises. The testing should include all sensing devices, keypads, consoles, alarm indicating devices and any other operational devices that are part of the system.

## NOTE TO USERS:

All Mircom Systems have been carefully designed to be as effective as possible. However, there are circumstances where they may not provide protection. Some reasons for system failure include the following. The end user can minimize the occurrence of any of the following by proper training, testing and maintenance of the Mircom Systems:

7. **Inadequate Testing and Maintenance.** It is imperative that the systems be periodically tested and subjected to preventative maintenance. Best practices and local authority having jurisdiction determine the frequency and type of testing that is required at a minimum. Mircom System may not function properly, and the occurrence of other system failures identified below may not be minimized, if the periodic testing and maintenance of Mircom Systems is not completed with diligence and as required.
8. **Improper Operation.** It is important that all system users be trained in the correct operation of the alarm system and that they know how to respond when the system indicates an alarm. A Mircom System may not function as intended during an emergency situation where the user is unable to operate a panic or emergency switch by reason of permanent or temporary physical disability, inability to reach the device in time, unfamiliarity with the correct operation, or related circumstances.

9. **Insufficient Time.** There may be circumstances when a Mircom System will operate as intended, yet the occupants will not be protected from the emergency due to their inability to respond to the warnings in a timely manner. If the system is monitored, the response may not occur in time enough to protect the occupants or their belongings.
10. **Carelessness or Safety Hazards.** Moreover, smoke detectors may not provide timely warning of fires caused by carelessness or safety hazards such as smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits or children playing with matches or arson.
11. **Power Failure.** Some Mircom System components require adequate electrical power supply to operate. Examples include: smoke detectors, beacons, HVAC, and lighting controllers. If a device operates only by AC power, any interruption, however brief, will render that device inoperative while it does not have power. Power interruptions of any length are often accompanied by voltage fluctuations which may damage Mircom Systems or other electronic equipment. After a power interruption has occurred, immediately conduct a complete system test to ensure that the system operates as intended.
12. **Battery Failure.** If the Mircom System or any device connected to the system operates from batteries it is possible for the batteries to fail. Even if the batteries have not failed, they must be fully charged, in good condition, and installed correctly. Some Mircom Systems use replaceable batteries, which have a limited life-span. The expected battery life is variable and in part dependent on the device environment, usage and type. Ambient conditions such as high humidity, high or low temperatures, or large temperature fluctuations may reduce the expected battery life. Moreover, some Mircom Systems do not have a battery monitor that would alert the user in the event that the battery is nearing its end of life. Regular testing and replacements are vital for ensuring that the batteries function as expected, whether or not a device has a low-battery monitor.
13. **Physical Obstructions.** Motion sensors that are part of a Mircom System must be kept clear of any obstacles which impede the sensors' ability to detect movement. Signals being communicated by a Mircom System may not reach the receiver if an item (such as metal, water, or concrete) is placed on or near the radio path. Deliberate jamming or other inadvertent radio signal interference can also negatively affect system operation.
14. **Wireless Devices Placement Proximity.** Moreover all wireless devices must be a minimum and maximum distance away from large metal objects, such as refrigerators. You are required to consult the specific Mircom System manual and application guide for any maximum distances required between devices and suggested placement of wireless devices for optimal functioning.
15. **Failure to Trigger Sensors.** Moreover, Mircom Systems may fail to operate as intended if motion, heat, or smoke sensors are not triggered.

- a. Sensors in a fire system may fail to be triggered when the fire is in a chimney, walls, roof, or on the other side of closed doors. Smoke and heat detectors may not detect smoke or heat from fires on another level of the residence or building. In this situation the control panel may not alert occupants of a fire.
- b. Sensors in a nurse call system may fail to be triggered when movement is occurring outside of the motion sensors' range. For example, if movement is occurring on the other side of closed doors or on another level of the residence or building the motion detector may not be triggered. In this situation the central controller may not register an alarm signal.
3. **Interference with Audible Notification Appliances.** Audible notification appliances may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners, appliances, or passing traffic. Audible notification appliances, however loud, may not be heard by a hearing-impaired person.
4. **Other Impairments.** Alarm notification appliances such as sirens, bells, horns, or strobes may not warn or waken a sleeping occupant if there is an intervening wall or door. It is less likely that the occupants will be alerted or awakened when notification appliances are located on a different level of the residence or premise.
5. **Software Malfunction.** Most Mircom Systems contain software. No warranties are provided as to the software components of any products or stand-alone software products within a Mircom System. For a full statement of the warranties and exclusions and limitations of liability please refer to the company's standard Terms and Conditions and Warranties.
6. **Telephone Lines Malfunction.** Telephone service can cause system failure where telephone lines are relied upon by a Mircom System. Alarms and information coming from a Mircom System may not be transmitted if a phone line is out of service or busy for a certain period of time. Alarms and information may not be transmitted where telephone lines have been compromised by criminal tampering, local construction, storms or earthquakes.
7. **Component Failure.** Although every effort has been made to make this Mircom System as reliable as possible, the system may fail to function as intended due to the failure of a component.
8. **Integrated Products.** Mircom System might not function as intended if it is connected to a non-Mircom product or to a Mircom product that is deemed non-compatible with a particular Mircom System. A list of compatible products can be requested and obtained.

# Warranty

**Purchase of all Mircom products is governed by:**

<https://www.mircom.com/product-warranty>

<https://www.mircom.com/purchase-terms-and-conditions>

<https://www.mircom.com/software-license-terms-and-conditions>

## Special Notices

### Product Model Number: TX3

**AC REN (U.S.):** 0.0B

**AC REN (CANADA):** 0.0

### Complies With

#### **Federal Communications Commission (FCC):**

- TIA-968-A Technical requirement for connection of equipment to the telephone network.
- CFR 47, Part 15, Subpart B, Class B
- Unintentional Radiators

#### **Industry Canada (IC):**

- Terminal attachment programme
- CS-03, Issue 8 - Certification Specifications
- ICES-003, ISSUE 4, CLASS B
- Verification Authorization - Digital Apparatus

### Registration Numbers

**FCC (U.S.):** 1M8TE00BTX3

**IC (Canada):** 1156A-TX3

### Industry Canada Notice for all TX3 Products Sold in Canada

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. Industry Canada does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunication company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradations of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alteration made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the earth ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This is necessary both for proper operation and for protection.

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**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

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**Note:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

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## FCC Notice for all TX3 Products Sold in the U.S.A.

### Type of Service

The TX3 is designed to be used on standard device telephone lines. It connects to the telephone line by means of a standard jack called the USOC RJ-11C (or USOC FJ45S). Connection to telephone company-provided coin service (central office implemented systems) is prohibited. Connection to party lines service is subject to state tariffs.

### Telephone Company Procedures

The goal of the telephone company is to provide you with the best service it can. In order to do this, it may occasionally be necessary for them to make changes in their equipment, operations or procedures. If these changes might affect your service or the operation of your equipment, the telephone company will give you notice, in writing, to allow you to make any changes necessary to maintain uninterrupted service.

In certain circumstances, it may be necessary for the telephone company to request information from you concerning the equipment which you have connected to your telephone line. Upon request of the telephone company, provide the FCC registration number and the ringer equivalence number (REN); both of these items are listed on the equipment label. The sum of all of the RENs



on your telephone lines should be less than five in order to assure proper service from the telephone company. In some cases, a sum of five may not be useable on a given line.

## **Changes to Telephone Service**

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

## **Ringer Equivalence Number**

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is Customer Information 3 July 2003 part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

## **If Problems Arise**

If any of your telephone equipment is not operating properly, you should immediately remove it from your telephone line, as it may cause harm to the telephone network. If the telephone company notes a problem, they may temporarily discontinue service. When practical, they will notify you in advance of this disconnection. If advance notice is not feasible, you will be notified as soon as possible. When you are notified, you will be given the opportunity to correct the problem and informed of your right to file a complaint with the FCC. Contact your telephone company if you have any questions about your telephone line. In the event repairs are ever needed on the Communicator, they should be performed by Mircom or an authorized representative of Mircom. For information contact Mircom at the address and telephone numbers in Chapter 1.

If this equipment, TX3 Telephone Access System, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

## Product Identifier

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of the front panel cover of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

## Telephone Connection

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. You are responsible for installing a compliant telephone cord and modular plug into this product as described in this manual. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

## Equipment Failure

If trouble is experienced with the TX3 Telephone Access System, for repair or warranty information, please contact Mircom. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

## Use on Party Lines

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

## Use With Alarm Auto Dialers

If your institution has specially wired alarm equipment connected to the telephone line, ensure the installation of the TX3 Telephone Access System does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.