

Fire Controls

INX-10A

Field reports of issues where the panel shows Battery Trouble for approximately 10 seconds after a restart requires a firmware upgrade. INX-10A units exhibiting these issues will need to be replaced with a new panel or motherboard with v1.1.10 firmware. This is not upgradable in the field without a Multilink Universal special programming tool.

Fire Devices

Mircom 400 Series A/V Devices - relaunch

We are gearing up for a relaunch of our 400 Series Notification Appliances following a round of optimizations & enhancements. For more details on these products, visit our website here: <https://mircom.com/product-listing/fire-alarm-detection/notification-appliances/400-series/>

The System Sensor Spectralert A/V line is discontinued and transitioned to L Series

For projects requiring System Sensor A/V devices, orders should be transitioned to the new L Series.

TX3 Voice Entry

TX3-TOUCH – Out of Memory Error

The TX3-Touch uses a 3rd party CFast card for memory storage. On some units, users have experienced an “Out of memory” error. This is due to a hardware fault in the CFast card itself. We have sourced a different CFast which has proven reliable in testing. If you have experienced the “Out of Memory” error, replacement CFast cards (with the latest model) can be ordered through customer service: RPL-TX3-CF8G for the 15” model and RPL-TX3-CF8G-22 for the 22” model. To request an RMA (Return Merchandise Authorization) for any defective CFast please go to www.mircom.com/rma.

TX3-TOUCH – White Noise Issue

Some customers had been reported hearing white noise emanating from the TX3-Touch (for enclosed lobby installations where it is more noticeable). If you have a system that is exhibiting this issue, please contact Technical Support for assistance.

TX3-TOUCH – KIOSK4

Mircom has discontinued the KIOSK4 for TX3-Touch units. KIOSK2 (for all surface mount panels) and KIOSK3 (for 22” Touch panels) are still available.

TX3 Access Control

TX3-CX-2 – Unknown Card Format Error

Following customer reports stating that our TX3-CX-2 products were experiencing an error showing as “Unknown Card Format”, we performed root cause analysis and found anomalies in the soldering process. The process has been changed, tested and the issues resolved. If you have products that are experiencing the error, contact Tech Support first to confirm the issue, and then request an RMA (Return Merchandise Authorization) at www.mircom.com/rma

Did You Know?

FlexNet and TX3 Products have NEW Firmware Enhancements

Keep an eye on our New Product Showcase on our website's main page
<https://www.mircom.com/>

The new MGC-FACP-CFG-KIT1 can be used to upgrade several Mircom products

<https://www.mircom.com/images/2017/FleX-Net-V12-Launch-Announcement-Jan-2017.pdf>

Our Weatherproof Fire Annunciators have changed

A previous bulletin explained the changes to a new solution

Mircom Has a UL Listed Remote Monitoring Software Package

Fully integrated with our Fire Detection & Voice Entry / Access Control products
<https://www.mircom.com/component/jshopping/graphics-annunciation-software/open-gn>

The TX3-CX-1 Single Door Access Controller is now UL Listed

Visit our website for more details on this versatile and feature packed Single Door Controller.
<https://mircom.com/product-listing/access-control/door-controller/tx3-cx-1-single-door-controller>

Our TX3-Touch products have optional Advertising features

Integrated advertising module offsets capital costs and generates recurring revenue.
<https://www.mircom.com/product-listing/voice-entry/touch-screen-voice-entry-systems>

Our SmartCondo / Unified Building Solution (including TX3-InSuite) is now available

<http://smartcondo.com/>

Mircom has Emergency Call Stations

This product is ideal for parking areas, dorm entrances, hallways and public transit centers.
<https://www.mircom.com/component/jshopping/mass-notification-products/tx3-emer-200ks-emergency-phone-keypad>

We have a new security key administration page

<http://esd.mircom.com/>

We have posted FAQ's (Frequently Asked Questions) to troubleshoot our products

<https://mircom.com/faq>

Coming Soon

- A fresh new look for our website !
- Online Training for all TX3 Products !

We Are Looking for Field Trial Sites ...

The following products are in the Field Trial stage and we are looking for additional customer sites.

TX3-Nano

Outdoor Rated Voice Entry System with Optional Cellular/SIP Communication
<https://www.mircom.com/product-listing/voice-entry/touch-screen-voice-entry-systems/tx3-nano>

MiEntry Mobile Application

View & Converse with Visitors and Grant Access
For use with TX3-Nano and TX3-Touch, available for both Apple and Android devices

FireLink-III

UL Approved Wireless Fire Alarm Audibility Upgrade Solution (replaces FireLink-II)

If you have an interested customer site, please contact us directly at:
productmanagement@mircomgroup.com

We Want Your Feedback ...

We are always looking for your feedback on our Products and Solutions.

- Suggestions, Ideas, Needs, Problems
- Project Wins & Losses
- Case Studies & Installation Photos
- Sales & Marketing Tools
- Anything else that help our business grow together

If you have any questions or comments, please contact us directly at:
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