

PRODUCT UPDATE BULLETIN

PUB-TX3-005

April 11, 2019



TX3 NANO SOFTWARE/APPLICATION AND WEB BASED CONFIGURATOR

Mircom is releasing upgraded TX3 NANO Software/Application and the Web Based Configurator files. The new version numbers are as follows:

SOFTWARE/APPLICATION	TX3 NANO WEB BASED CONFIGURATOR
v 1.1.6	v 1.5.42

Note: Please read this **entire document** before upgrading systems to ensure all compatibility issues are addressed and to ensure correct upgrade procedures are followed.

New Features

- Added support to control speaker volume from the configurator
- Transport selection for SIP calls (UDP by default, two other methods added are TCP and TLS)
- Added screensaver support from the configurator
- Admin users can see all user log in history (date/time) under Global Settings

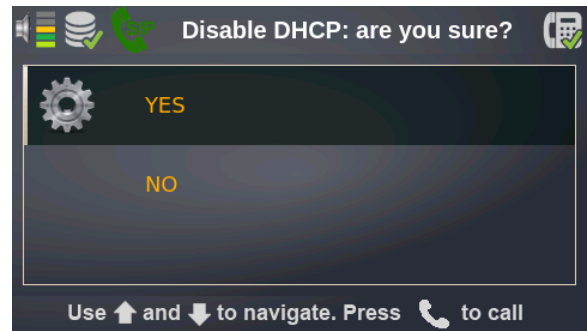
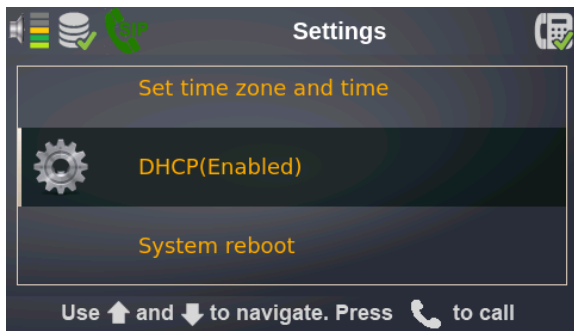
Enhancements

- No IR detection is required for the unit bootup
- DTMF detection is improved now even at lowest speaker volume settings

Static IP Address

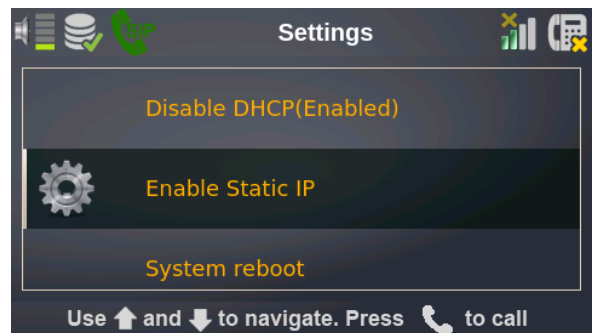
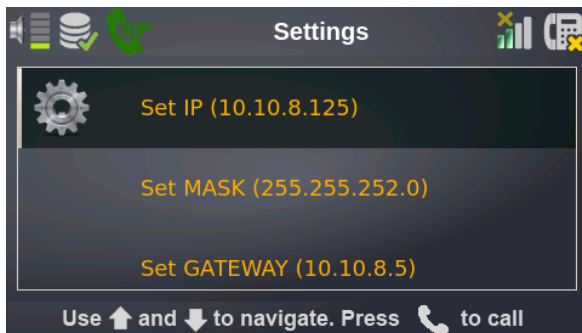
The Nano running on software/application version 1.1.1 or higher has a default static IP address of 192.168.1.128

Customers can assign an available IP address to the unit manually using the front display as well. To use the default IP address or to assign a Static IP address, press and hold the home key for 10 seconds. Once the information screen is shown, press the call button while holding the home key. The unit should display the following menu.



To use the default IP address, select the 'DHCP' feature and disable DHCP by pressing 'Yes'. Upon restarting, the unit will have a default static IP address of 192.168.1.128

To manually assign a static IP address, go to Set IP, Set MASK (Subnet Mask), and Set GATEWAY to configure the IP address for the unit. Once the unit is configured, select 'Enable Static IP' option to confirm the change. The unit will restart to place the changes in effect.



Note: For static IP assignment, ensure the IP address the system will use is available/have the IT person on site to provide with an available IP address. For assigning a static IP address for the unit, customer must Disable DHCP, Enable Static IP and set the network parameters by assigning the IP, Mask and the Gateway for the device.

* Please refer to LT-1194 for more detailed information on setting up a Static IP address.

Upgrading the Nano Software/Application and the Configurator

When upgrading the Software/Application and the Configurator, existing job files are retained. It is highly recommended to backup existing jobs as a precaution in case some unexpected error occurs.

To send the software/application and configurator file log in to the unit using the web-based configurator, go to Nano Settings → choose/drag and drop each file under Update TX3 Nano → Click on the Update button to start updating the unit. Once both files are sent, the unit needs restarted. Once the unit boots up, wait for 5 minutes and restart the unit again. Multiple files (application/software & configurator) can be selected at a time.

Upon booting up for the 2nd time, the unit should have upgraded software/application and configurator.

*Note: It is mandatory to restart the unit twice and wait for at least 5 minutes once the unit boots up after the first restart. This process is crucial for this version of the software/application and configurator only.

**Note: Please contact Technical Support to upgrade a TX3 Nano with application v1.0.0 and Configurator v1.0.3

Compatibility Chart

The Nano can be integrated with other TX3 Voice Entry, Card Access, and Aperio systems. The integration allows to send correlation between multiple units to turn on a specific output based on an event. Below is a chart showing the software/application and firmware compatibility for TX3 family control panels.

TX3 NANO		COMPATIBLE WITH	
SOFTWARE/APPLICATION	v 1.1.6	NANO CONFIGURATOR	v 1.5.29 or higher
		TX3 VOICE ENTRY FIRMWARE	v 3.0.20 or higher
		TX3 CARD ACCESS FIRMWARE	v 3.0.17 or higher
		TX3 APERIO DOOR CONTROLLER	v 3.0.17 or higher

Known Issues

TX3 Nano application freezes while sitting idle or while in use (please re-boot in cases like that)
Importing residents does not work if the database has more than 2000 residents

Other

While the new configurator and firmware is being released on the web site, shipped products may continue to have the existing software/application and configurator as existing stock is depleted. Installers are encouraged to update new installations but are free to keep existing systems running at a previous version if they are simply replacing defective parts.

Mircom strives to offer the highest quality products and services. On occasion, an issue may require field action and we regret when these issues arise. As part of our commitment to quality, we incorporate any findings into a continuous improvement process to better serve our customers in the future. As part of our support offering, please feel free to contact us with any inquiries or assistance you may require.

If you have any questions or concerns, please visit the Mircom Technical Support Forum at <http://www.mircom.com/forum.html> or contact the Technical Support Department directly.

25 INTERCHANGE WAY, VAUGHAN (TORONTO), ONTARIO, CANADA L4K 5W3 TOLL FREE (888) 660-4655 FAX (888) 660-4113
EMAIL: productmanagement@mircomgroup.com www.mircom.com

AUTOMATIC DOOR OPENER

Mircom is offering automatic door openers for both 36" and 38" doors. The automatic door openers can be integrated with Mircom's TX3 Access Control systems to have a seamless operation. The door openers are also available in -

- Standard and low profile
- Left and right hand doors

TX3 ACCESS CONTROL

Mircom is offering new 4, 6, and 8 door controllers and 4, 6, and 8 door controller kits (with proximity readers). All 4, 6, and 8 door controller and kits come with an IP module to provide the best possible connectivity solution you can get.

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:

productmanagement@mircomgroup.com