

TECHNICAL INFORMATION BULLETIN

TIB-TX3-002

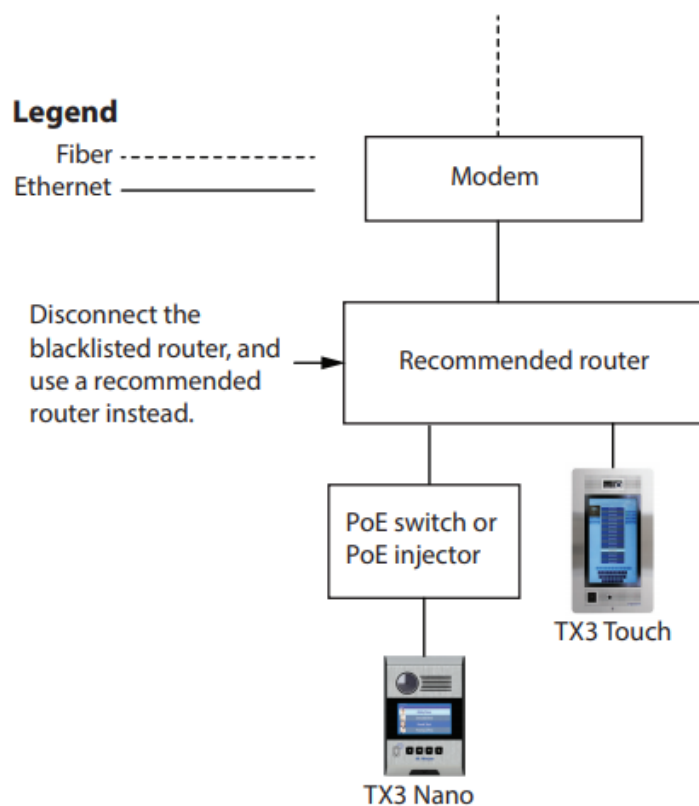
June 11, 2020



MIRCOM SIP SERVICE BLACKLISTED ROUTERS

If you are using the MiEntry app, the TX3 Nano, or the TX3 Touch with a router that cannot disable SIP ALG, you will experience problems making VOIP calls. VOIP calls that use the Mircom SIP service do not work if SIP ALG is enabled.

To resolve this issue, disconnect the blacklisted router and use a recommended router in its place



Blacklisted Routers (routers that do not work with the Mircom SIP Service)

- D-Link DIR-615 Wireless N router
- D-Link EBR-2310 Ethernet Broadband router
- Greenwave G1100 Verizon Quantum (FIOS)



Recommended Routers

- Netgear R6400v2 WiFi router
- TP-Link AC1750 router
- MikroTik hAP ac lite

