



TX3 Series

MiEntry Manual



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TX3 MiEntry Manual Version 6

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1 Introduction

The MiEntry application is intended for residents or occupants of both residential and commercial properties. It provides access control functionality using devices from the TX3 product line that support VoIP calls. The application allows occupants to manage visitor access by receiving VoIP calls with video and audio, enabling them to decide whether to grant entry. Additionally, the app can generate temporary QR codes to be shared with expected visitors or delivery personnel, allowing them quick access to the building without needing to call the occupant. Visitors can scan the QR code on a TX3 device equipped with a QR code scanner to gain access.

The application is designed for Android and iOS operating systems and is available for download on the Apple Store and Play Store. The installation process requires certain permissions from the user, which are essential for the reliable operation of the MiEntry application and must be granted.

The sign up process is simple:

1. The building manager creates the SIP account for the MiEntry user on Mircom's MiConnect portal.
2. The MiEntry user receives an email with instructions to verify their email address.
3. After verifying their email address, the MiEntry user receives another email with the SIP ID and a link to the website where they can create a new password.
4. The MiEntry user signs into the MiEntry application with their SIP ID and new password.

The SIP ID and the password are the two pieces of information used to register the MiEntry user with the SIP server, allowing the MiEntry user to receive VoIP calls and generate temporary QR codes.

1.1 System Requirements

The following operating systems are required on the phone:

- Android 10.0 and above
- iOS 12 and above

MiEntry works with all TX3 products that support VoIP calls.

Mircom supports using MiEntry with Mircom's MiSIP4MiENTRY service.

1.2 Additional Documentation

For additional documentation, see the following Mircom literature:

- LT-995 TX3 System Configuration and Administration Manual
- LT-6766 TX3 Touch 10 Installation Manual
- LT-6767 TX3 Touch 10 Configuration Manual
- LT-600213 IP Telephony Guide

1.3 Terms

Local Area Network (LAN): An IP network in a limited area, such as a building, that all the devices are connected to.

Registered: All devices that use SIP must be registered with the same SIP server.

SIP (Session Initiation Protocol): A protocol for controlling voice and video communication over an IP network.

SIP account details: A SIP username, SIP password, and domain. This information is provided to you when the administrator creates an account for you.

SIP Client: SIP clients are devices that communicate with each other using SIP.

SIP Server: A computer or program that monitors and establishes the call between SIP clients.

SIP Trunk: A method of connecting SIP clients to the PSTN or cellular network.

TCP/IP: The group of protocols that specify how computers communicate with each other over the Internet.

VOIP: Voice over IP.

2 Configure MiEntry

2.1 Verify your Email Address

When the administrator creates an account for you, you will receive an email from Mircom Support (**welcome@mircomsip.com**) asking you to verify your email address.

Note: If you don't see the email, check your spam and junk mail folders.

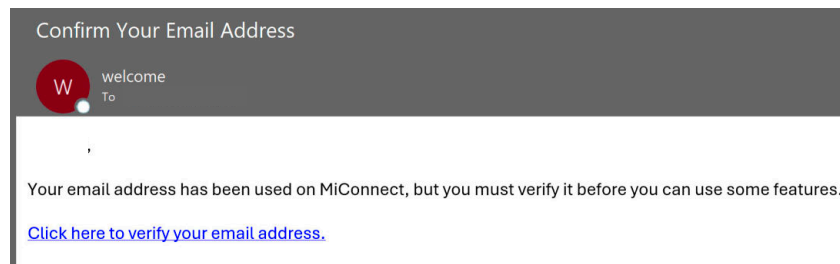


Figure 1. Verify email address

Make sure that the email message is sent from **welcome@mircomsip.com**, then click the link to verify your email address.

2.2 Set your Password

After you have verified your email address, you will receive an email from Mircom Support (**welcome@mircomsip.com**) saying that a MiEntry account has been created for you. This email contains a link.

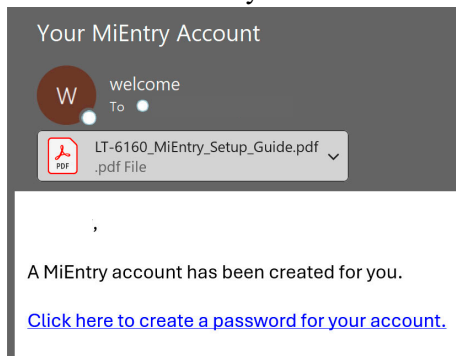


Figure 2. Create password for MiEntry account

1. Make sure that the email message is sent from **welcome@mircomsip.com**, then click the link to create a password for your MiEntry account.
2. Create and enter your password twice.

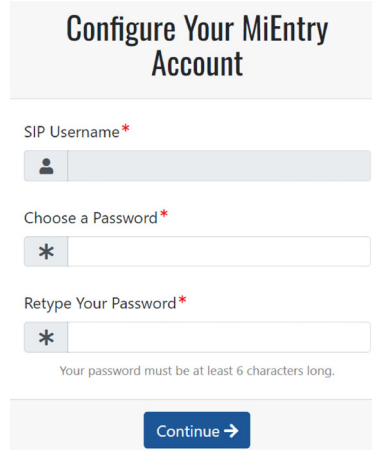


Figure 3. Create your password

3. Click **Continue**.
4. Make a note of your **SIP username** and **SIP password**.

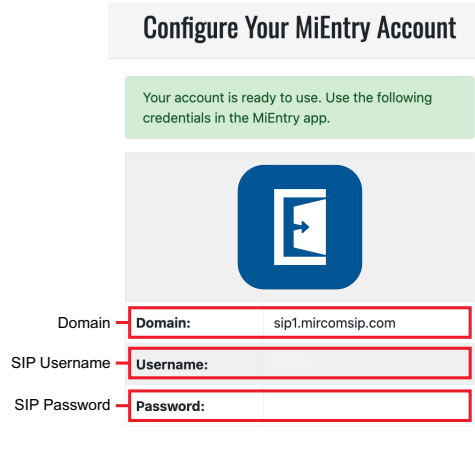


Figure 4. MiEntry credentials

Registration is complete.

3 MiEntry on iOS

3.1 Sign In

When you launch the application for the first time, the app asks for permissions that you must grant.

1. Open the MiEntry app.
2. Tap **Allow** on the **“MiEntry” Would Like to Send You Notifications** screen. This setting lets MiEntry display incoming calls.

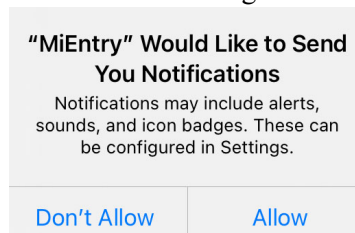


Figure 5. “MiEntry” Would Like to Send you Notifications

3. Tap **Allow While Using App** on the **Allow “MiEntry” to use your location?** screen. This setting lets MiEntry use your location to detect Wifi connection changes.

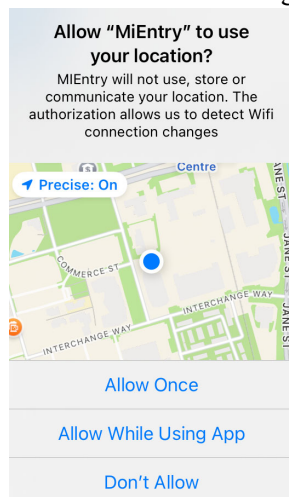


Figure 6. Allow “MiEntry” to use your location

3.1.1 Enter your SIP Username and SIP Password

1. Provide the following information before signing in:

Username. The SIP username (for example **jsmith_6**)

Password. The SIP password

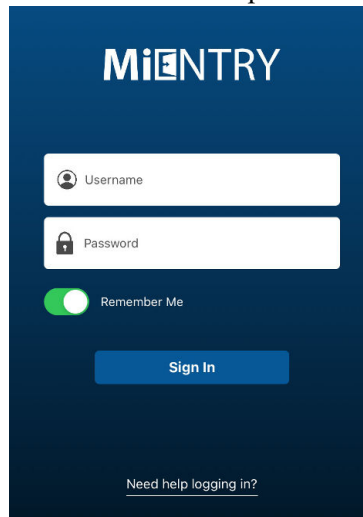


Figure 7. MiEntry Sign In screen on iOS

3.1.2 Home Screen


Once you have signed in, the home screen will appear.



Figure 8. MiEntry home screen

On the **Home** screen, you will see the main tabs: **Video Intercom**, **QR Code**, **Settings**, and **FAQ**.

There are shortcut options in the bottom panel: **Video Intercom**, **Home**, and **QR Code**. The shortcut panel is always available on the MiEntry screen.

In the upper left corner of the **Home** screen, you will see the **User Profile**  icon that opens the user profile details when tapped. It will display a green circle when MiEntry is connected to the server and a red circle when it is disconnected.

3.1.3 Profile Details

1. Tap on the **User Profile** icon.

A side panel appears.

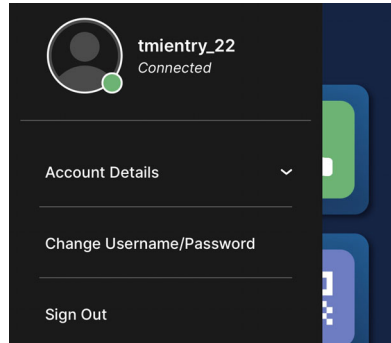


Figure 9. Side panel

The side panel shows the connection status of the account, and has the options:

- **Account Details**
- **Change Username/Password**
- **Sign Out**

3.1.3.1 Account Details

1. Tap **Account Details**.

A drop-down menu appears.

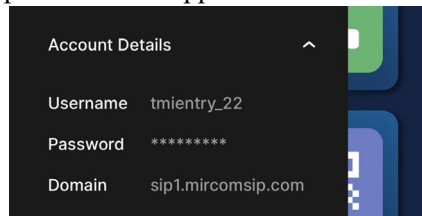


Figure 10. Account Details

The menu displays the **Username** and the **Domain**. The **Password** is hidden for security reasons.

3.1.3.2 Change Username/Password

You must contact the building manager to change the username and/or password.

3.1.3.3 Sign Out

1. Tap **Sign Out**.

The prompt below appears.

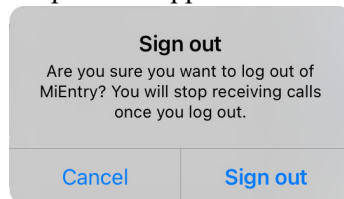


Figure 11. Sign Out

2. Tap **Sign out** to sign out.
3. Tap **Cancel** to go back.

3.1.4 Video Intercom

The **Video Intercom** tab displays your connection status to the server. If MiEntry is connected to the internet, it will show as **Connected** as shown in Figure 8. If it is not connected to the internet, it will display a **Disconnected** status (as shown below).



Figure 12. Video Intercom Status

1. Tap on **Video Intercom** (either the main tab on the **Home** screen or the shortcut tab in the bottom panel).

The list of received, missed and declined calls appears.

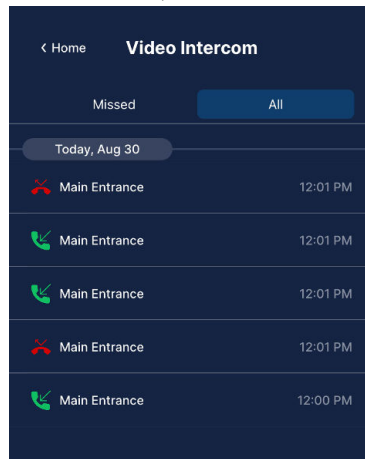




Figure 13. Video Intercom

Under **Missed** only missed calls will be listed, while under **All** both missed and received calls will be listed.

The icon beside the call describes what kind of call it was:

- Incoming calls that have been answered and access was granted displays this icon - .
- Missed calls, declined calls and calls that were received but were denied access display this icon - .

3.1.5 QR Code

The QR Code feature generates a unique code that you can share with your visitors, allowing them to access the building. Visitors can simply scan the QR code using the QR code reader on the TX3 device to enter.

Each QR code can be used once. The QR code expires 24 hours after it is generated, and you can generate up to 30 QR codes a month.

Tap on **QR Code** (either the main tab on the **Home** screen or the shortcut tab in

the bottom panel).

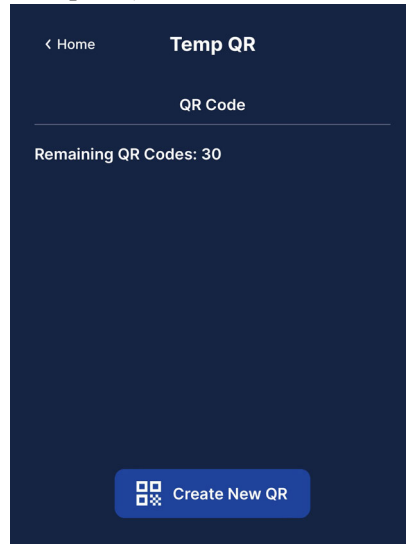



Figure 14. Temp QR

The screen displays the following information:

- The current active QR code (if one is available).
- The number of remaining QR code generation attempts, with a maximum limit of 30.

3.1.5.1

Generate and share new QR Code

1. Tap the  button to create a new QR Code.

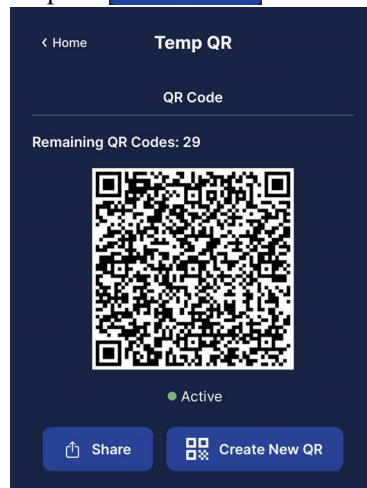


Figure 15. New QR code generated

2. Tap **Share** to share the QR code with a contact you want to give quick access to.

When the shared QR code is scanned by a TX3 product which has a QR code scanner, access to the building will be granted. Once used, the QR code cannot be used again, and you will need to generate a new one to share.

3.1.6 Settings

Typically, you should not need to change any settings. You should need to change the settings only if the building manager or Mircom technical support asks you to.

1. Tap on **Settings** (located in MiEntry **Home** screen).

The screen below appears.

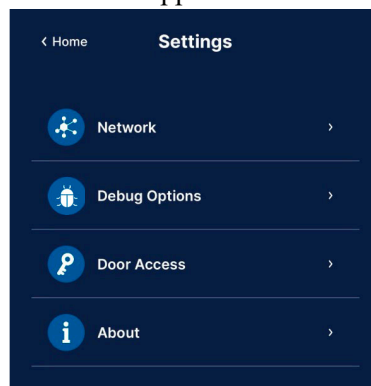


Figure 16. Settings

The available settings options are:

- **Network**
- **Debug Options**
- **Door Access**
- **About**

3.1.6.1 Network

1. Tap on **Network**.

You can select a network option from the following:

- **UDP**
- **TCP (Recommended)**
- **TLS (For factory use only)**

The screen below shows the recommended settings.

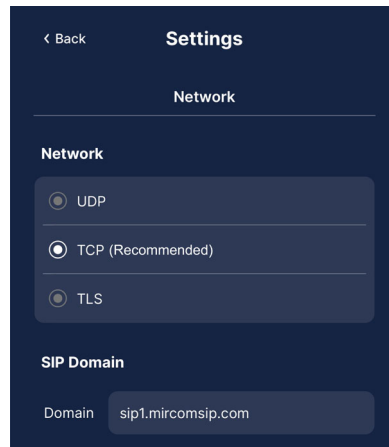


Figure 17. Network

3.1.6.2 Debug Options

MiEntry maintains logs that can be sent to Mircom technical support if you encounter any issues.

1. Tap on **Debug Options**.

The screen shows the recommended settings.

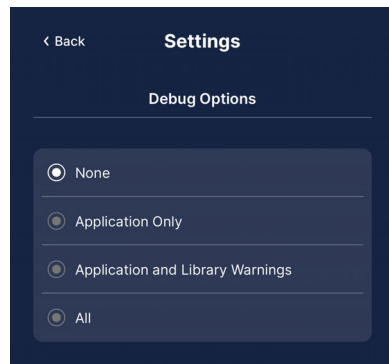


Figure 18. Debug Options

If **Application and Library Warnings** or **All** is selected, you can choose to send or clear logs.

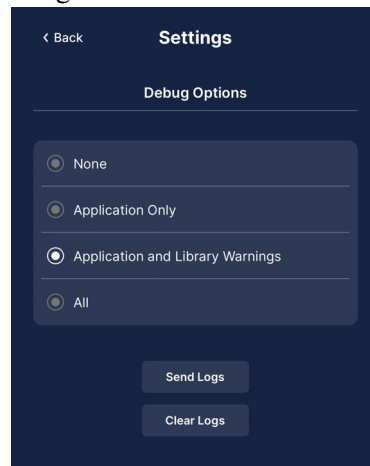


Figure 19. Debug Options > Application and Library Warnings

2. To send logs:
 - Click on **Send Logs**.
You will receive the prompt shown below.

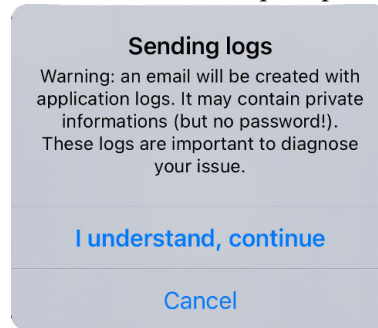


Figure 20. Sending Logs

- Click on **I understand, continue**.
An email will be created with application logs.
- Tap on **Cancel** to go back

Note: The email created may contain private information, but no passwords. These logs are important for diagnosing your issue. By default, the email will be sent to techsupport@mircomgroup.com

3. To clear logs:
 - Tap on **Clear Logs** to clear logs.

You will receive the prompt below.

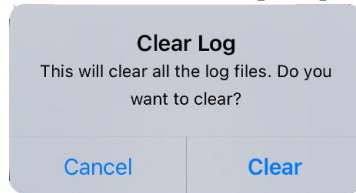


Figure 21. Clear Log

- Tap on **Clear** to delete the logs.
- Tap on **Cancel** to go back.

3.1.6.3 Door access

This feature manages the access digit that MiEntry uses to open doors. Only change this setting if instructed by the building manager or Mircom technical support.

1. Tap on **Door Access**.

You can edit the **Main Door** and **Auxiliary Door** access digits. The default access digits are shown on the screen.

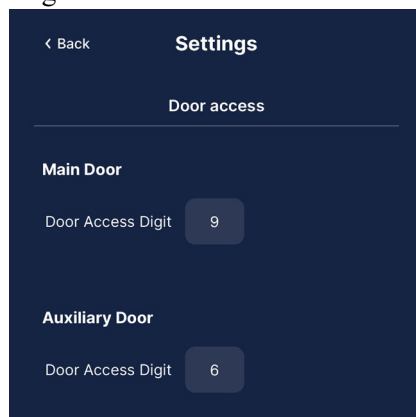


Figure 22. Door Access

2. Tap on the door access digit, and a wheel will appear at the bottom of the screen where you can scroll and select the desired digit.
3. Tap on **Done** on the left to save the changes.

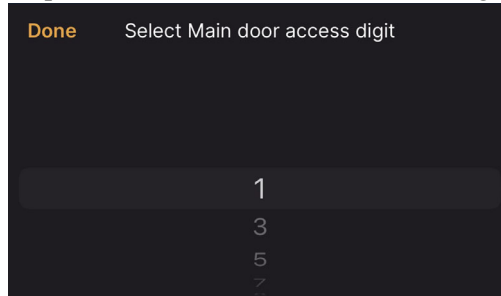


Figure 23. Edit Door Access Digit

Note: The door access digit should match the door access digit of the corresponding TX3 device (for example, TX3 Touch or TX3-T10).

3.1.6.4 About

1. Tap on **About** (see Figure 16.) to view the following information and details about the application:
 - Current version of the app (below the MiEntry logo)
 - **Updates** (tap to see if a newer version is available)
 - **Terms of Service**
 - **Privacy Policy**

3.1.7 FAQ

1. Tap on the **FAQ** tab (located in MiEntry **Home** screen, see Figure 8.) to view Mircom's Communications Products FAQs.

3.2 Answer a Call

The MiEntry app on iOS does not support the early media screen feature, so you will not see a video of the caller before accepting or declining a call.

3.2.1 Allow Microphone Access

The first time you answer a call, the app asks for access to the microphone.

1. Tap **Allow**.

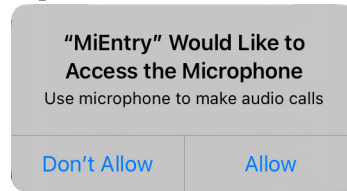


Figure 24. “MiEntry” Would Like to Access the Microphone

Note: You must give MiEntry permission to use the microphone in order to receive calls.

If permission is not granted, this prompt will appear.

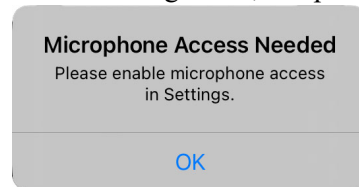


Figure 25. Microphone Access Needed

In this case, you cannot use voice communication, but you can still see the video when receiving a call.

If you deny microphone access the first time you answer a call, you will need to enable it in your phone's settings.

3.2.2 Answer a call

When you receive a call, the screen shows the display name of the caller.

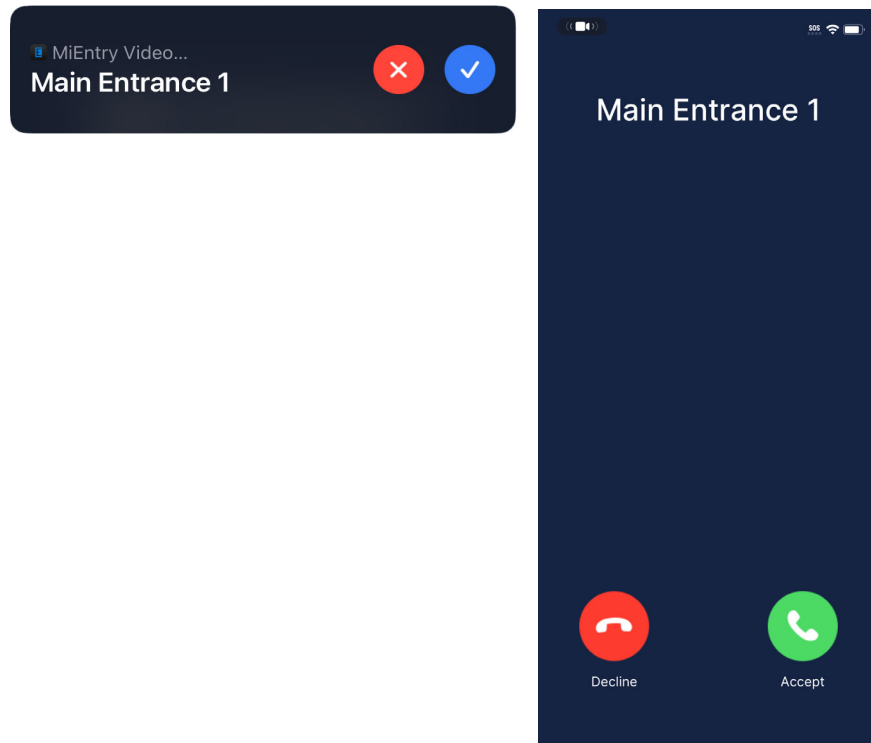


Figure 26. Incoming call on an unlocked iOS device

When the device is unlocked,

- Tap the **Accept**  or  button to answer the call.
- Tap the **Decline**  or  button to decline the call.

When the device is locked,

1. Slide to the right to answer on the lock screen.

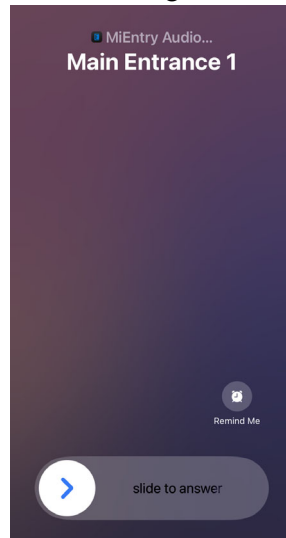


Figure 27. Incoming call on a locked iOS device

2. Tap the MiEntry icon  to open the call in the app.

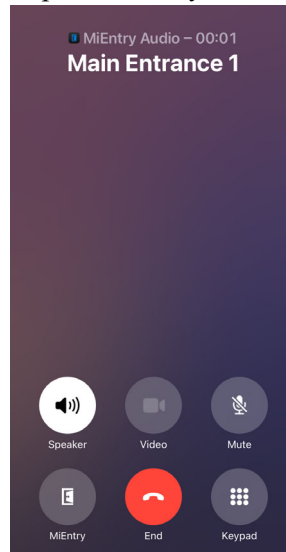


Figure 28. Receiving call on a locked iOS device

Control the call in as described in section 3.3.

3.3 During a Call

The MiEntry app is configured to accept video calls from callers using the TX3 entry device.

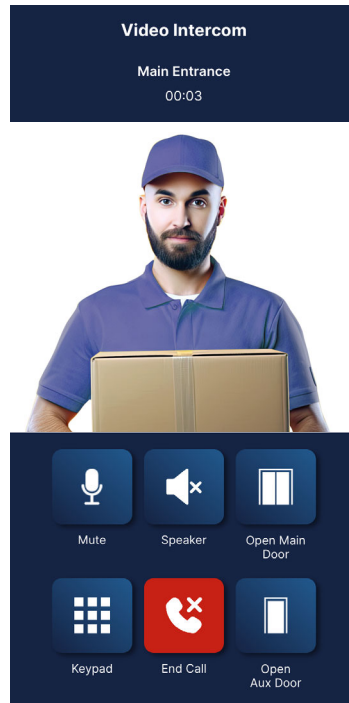





Figure 29. Call in progress

3.3.1 Unlock the door

- Tap the **Open Main Door**  icon at the bottom right of the screen to unlock the main door.
- Tap the **Open Aux Door**  icon at the bottom right of the screen to unlock the auxiliary door.

- Or, tap the **Keypad**  icon on the bottom left of the screen, and then tap the digit to unlock the main door (usually 9) or the auxiliary door (usually 6).

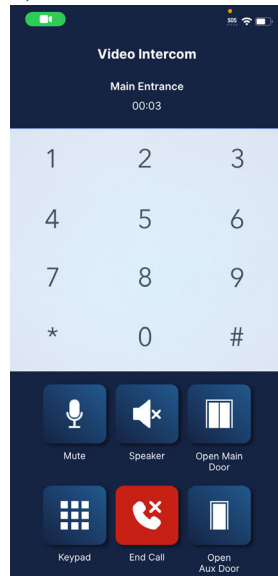





Figure 30. Keypad screen

- Tap the **Keypad**  button to go back to the call screen again.


The call will disconnect once the door is unlocked. The door automatically locks again after the visitor has entered.

3.3.2 Refuse access and hang up

- Tap the **End Call**  icon at the bottom of the screen.
- Or, tap the **Keypad**  icon on the bottom left of the screen, and then tap 4.

The call will disconnect and the door will not unlock.


3.3.3 Mute the microphone

- Tap the **Microphone**  icon at the bottom of the screen to mute the microphone.

When the microphone is muted, the caller cannot hear you.

- Tap the same icon again to unmute the microphone.

3.3.4 Mute the speaker

- Tap the **Speaker**  icon at the bottom of the screen to mute the device's loudspeaker.
- Tap the same icon again to unmute the speaker.

Note: The Speaker icon controls the device's loudspeaker. When the Speaker is muted, you must hold the device to your ear to hear the call.

3.4 Best Practices

Do not force quit the app. When you are finished using MiEntry, go to the home screen normally. Do not force quit the app by swiping up in the list of recent apps.

3.5 Troubleshooting

3.5.1 I forgot my username/ password

If you forget your username/ password, contact your building manager.

3.5.2 I cannot receive calls

If you are having trouble receiving or making calls, follow these steps to give permissions to MiEntry.

1. Go to your device's **Settings** page and scroll down to **MiEntry**.

2. **Tap Notifications.**

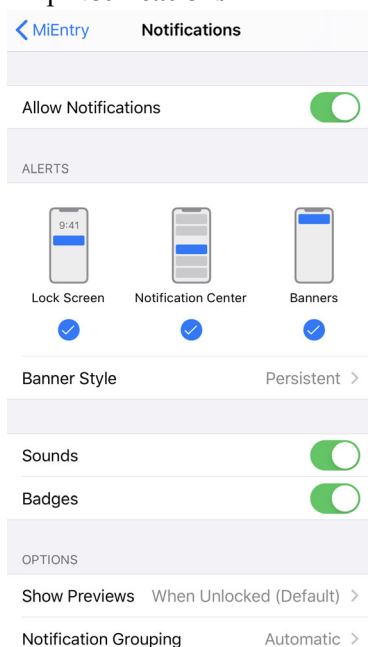


Figure 31. iOS Notifications

3. Enable **Allow Notifications**, and select all 3 kinds of alerts.
4. Turn on **Sounds** and **Badges**.

4 MiEntry on Android

4.1 Register MiEntry

1. Open the MiEntry app.
2. Provide the following information:
Username. The SIP username (for example **jsmith_6**)
Password. The SIP password

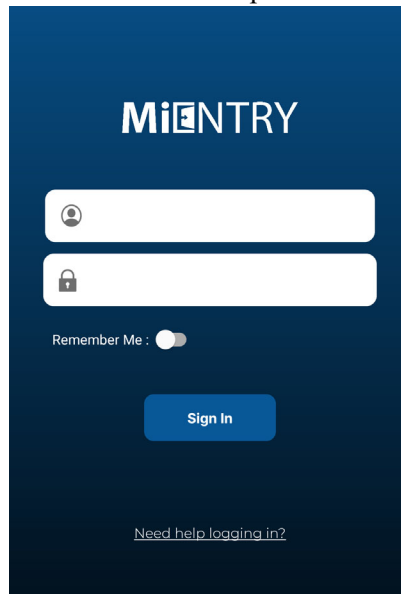


Figure 32. MiEntry Sign In screen on Android

4.1.1 Grant Permissions

After you register for the first time, the app asks for permissions that you must grant.

1. Tap **While using the app** on the **Allow MiEntry to record audio?** screen.

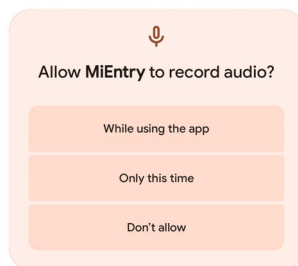


Figure 33. Android audio access

Note: This setting grants MiEntry permission to use the microphone in order to receive calls. MiEntry does not record audio.

2. Tap **Allow** on the **Allow MiEntry to make and manage phone calls?** screen.



Figure 34. Android phone calls access

Note: This setting lets MiEntry receive video calls. MiEntry does not record video.

3. Tap **Allow** on the **Allow MiEntry to send you notifications?** screen.

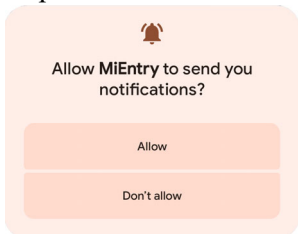


Figure 35. Android notifications access

Note: If you see a message on Android that the app must be whitelisted, see section 4.5 on page 41.

You will be redirected to your phone's **Settings** menu.

4. Select MiEntry from the list.

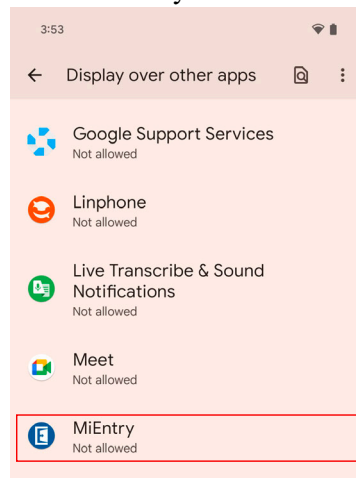


Figure 36. Display over other apps > MiEntry

5. Toggle the switch to the right to allow display over other apps.

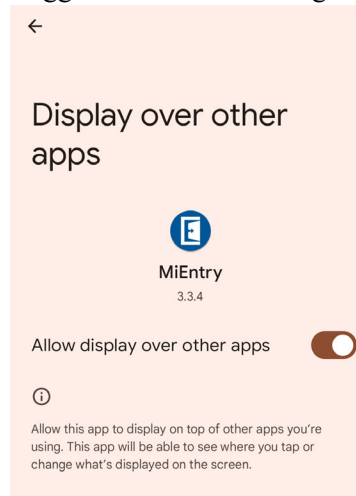


Figure 37. Allow display over other apps

You will be redirected to the app screen and receive a prompt.

6. Tap **Allow** on the **Let app always run in background?** screen.

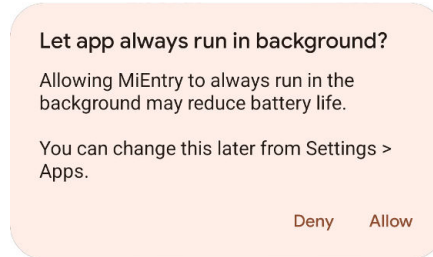


Figure 38. Let app always run in background?

4.2 Home Screen

Once you have signed in, the **Home** screen will appear.

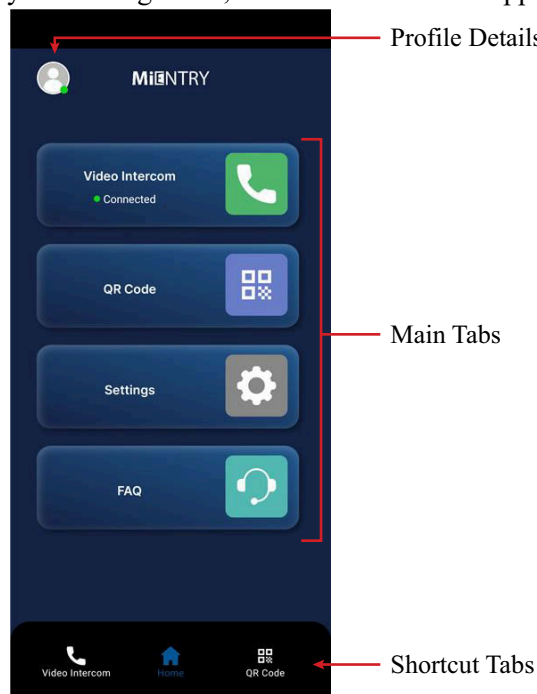


Figure 39. MiEntry Home screen

On the **Home** screen, you will see the main tabs: **Video Intercom**, **QR Code**, **Settings**, and **FAQ**.

There are shortcut options in the bottom panel: **Video Intercom**, **Home**, and **QR Code**. The shortcut panel is always available on the MiEntry screen.

In the upper left corner of the **Home** screen, you will see the **User Profile** icon that opens the user profile details when tapped. It will display a green circle when MiEntry is connected and a red circle when it is disconnected.

4.2.1 Profile Details

1. Tap on the **User Profile** icon.

A side panel appears.

The side panel shows the connection status of the account, and has the options:

- **Account Details**
- **Change Username/Password**
- **Sign Out**

4.2.1.1 Account Details

1. Tap **Account Details**.

A drop-down menu appears.

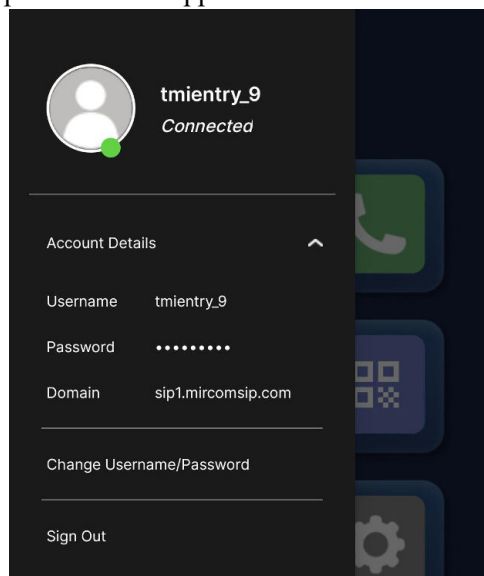


Figure 40. Account Details

The menu displays the **Username** and the **Domain**. The **Password** is hidden for security reasons.

4.2.1.2 Change Username/Password

You must contact the building manager to change the username and/or password.

4.2.1.3 Sign Out

1. Tap **Sign Out**.

You will receive a prompt.

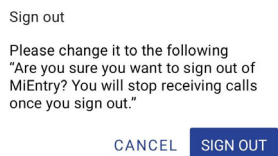


Figure 41. Sign Out

2. Tap **SIGN OUT** to sign out.
3. Tap **CANCEL** to go back.

4.2.2 Video Intercom

The **Video Intercom** tab displays your connection status. If MiEntry is connected to the internet, it will show as **Connected** as shown in Figure 39. If it is not connected to the internet, it will display a **Disconnected** status (as shown below).



Figure 42. Video Intercom Status

1. Tap on **Video Intercom** (either the main tab on the **Home** screen or the shortcut tab in the bottom panel).

The list of received, missed and declined calls appears.

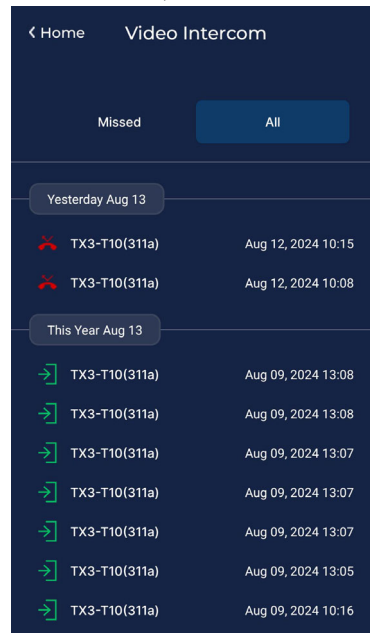




Figure 43. Video Intercom

Under **Missed** only missed calls will be listed, while under **All** both missed and received calls will be listed.

The icon beside the call describes what kind of call it was:

- Incoming calls that have been answered and access was granted displays this icon - .
- Missed calls, declined calls and calls that were received but were denied access display this icon - .

4.2.3 QR Code

The QR Code feature generates a unique code that you can share with your visitors, allowing them to access the building. Visitors can simply scan the QR code using the QR code reader on the TX3 device to enter.

Each QR code can be used once. The QR code expires 24 hours after it is generated, and you can generate up to 30 QR codes a month.

1. Tap on **QR Code** (either the main tab on the **Home** screen or the shortcut tab in the bottom panel).

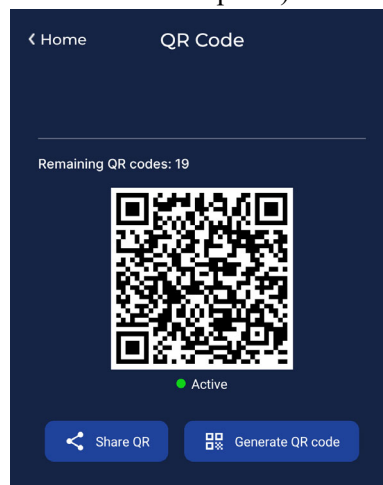



Figure 44. Temp QR Code

The screen displays the following information:

- The current active QR code (if one is available).
- The number of remaining QR code generation attempts, with a maximum limit of 30.

4.2.3.1 Generate and share new QR Code

1. Tap the  button to create a new QR Code.
2. Tap **Share QR** to share the QR code with a contact you want to give quick access to.

When the shared QR code is scanned by a TX3 product which has a QR code scanner, access to the building will be granted. Once used, the QR code cannot be used again, and you will need to generate a new one to share.

4.2.4 Settings

Typically, you should not need to change any settings. You should need to change the settings only if the building manager or Mircom technical support asks you to.

1. Tap on **Settings** (located in MiEntry **Home** screen).

The screen below appears.

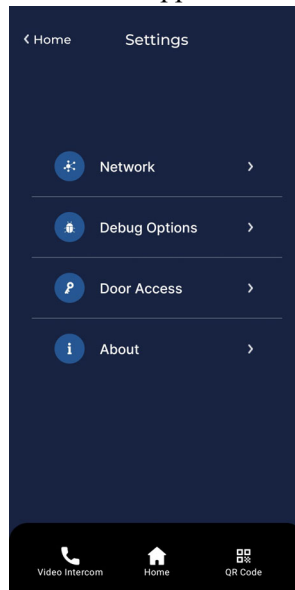


Figure 45. Settings

The available settings options are:

- **Network**
- **Debug Options**
- **Door Access**
- **About**

4.2.4.1 Network

1. Tap on **Network**.

You can select a network option from the following:

- **UDP**
- **TCP (Recommended)**
- **TLS (For factory use only)**

The screen below shows the recommended settings.



Figure 46. Network

4.2.4.2 Debug Options

MiEntry maintains logs that can be sent to Mircom technical support if you encounter any issues.

1. Tap on **Debug Options**.

The screen shows the recommended settings.

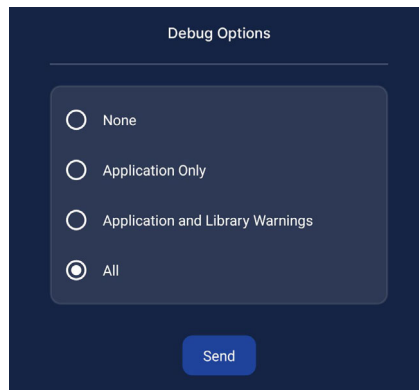


Figure 47. Debug Options

2. Click on the **Send** button to send application logs to Mircom technical support.

Note: The email created may contain private information, but no passwords. These logs are important for diagnosing your issue. By default, the email will be sent to techsupport@mircomgroup.com

4.2.4.3 Door access

This feature manages the access digit that MiEntry uses to open doors. Only change this setting if instructed by the building manager or Mircom technical support.

1. Tap on **Door Access**.

You can edit the **Main Door** and **Auxiliary Door** access digits. The default access digits are shown on the screen.

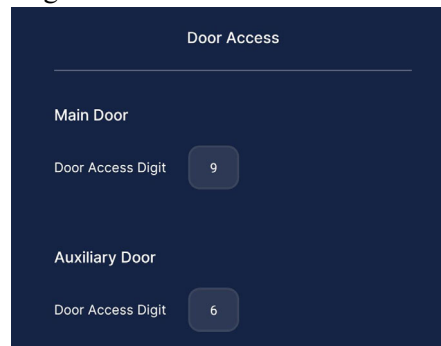


Figure 48. Door Access

2. Tap on the door access digit. A column of digits will appear from which you can select the desired digit.

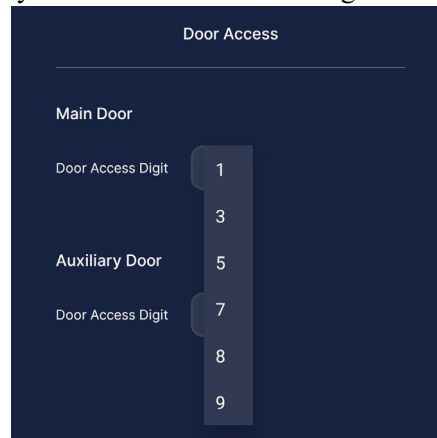


Figure 49. Edit Door Access Digit

Note: The door access digit should match the door access digit of the corresponding TX3 device (for example, TX3 Touch or TX3-T10).

4.2.4.4 About

3. Tap on **About** to view the following information and details about the application:
 - Current version of the app (below the MiEntry logo)
 - **Updates** (tap to see if a newer version is available)
 - **Terms of Service**
 - **Privacy Policy**

4.2.5 FAQ

1. Tap on the **FAQ** tab (located in MiEntry **Home** screen) to view Mircom's Communications Products FAQs.

4.3 Answer a Call

When you receive a call from the TX3-T10, an early media screen will appear, displaying a video of the caller before you respond. This allows you to see who is calling before you accept or decline the call.

This feature is not supported by other TX3 devices, so you will not see the early media screen when receiving calls from those devices.

Note: This feature is available only on Android.

4.3.1 Answer a call

When you receive a call, the screen shows the display name of the caller.

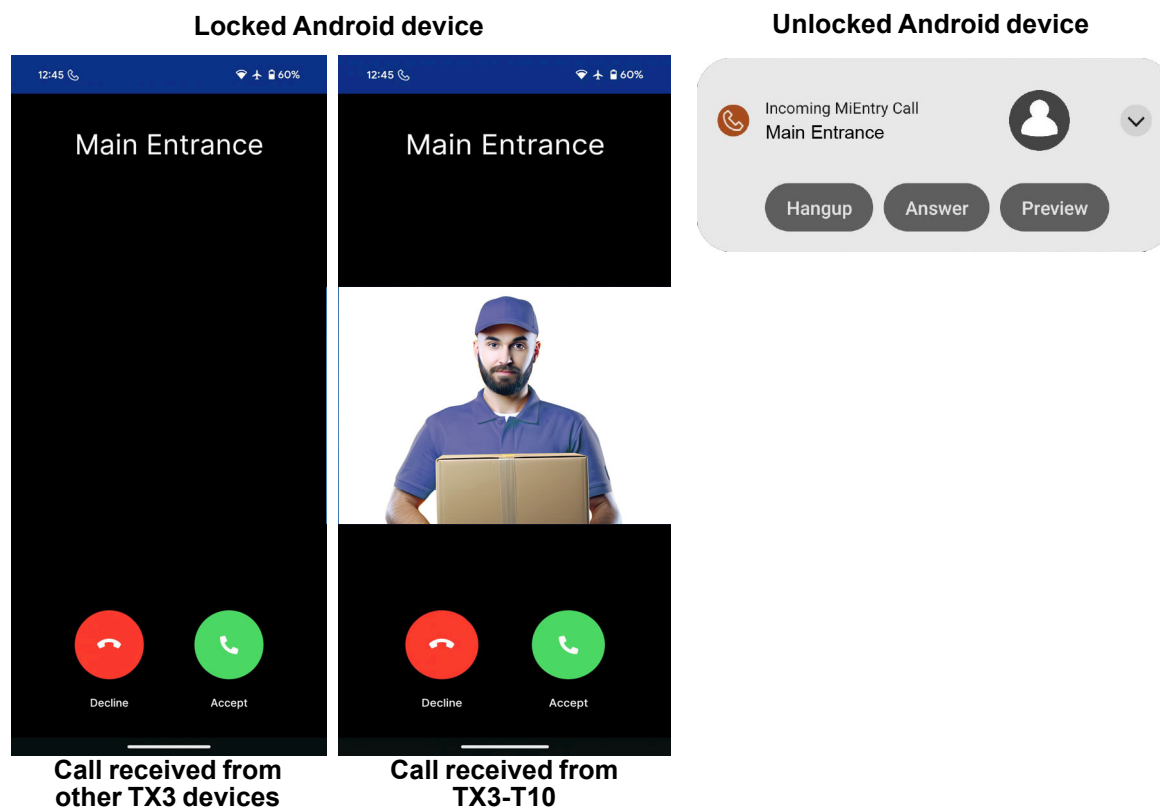




Figure 50. Incoming call on Android

- Tap the **Accept**  button or **Answer** to answer the call.
- Tap the **Decline**  button or **Hangup** to decline the call.
- Tap **Preview** to view the early media screen.

Control the call in as described in section 4.4.

4.4 During a Call

The MiEntry app is configured to accept video calls from callers using the TX3 entry device.

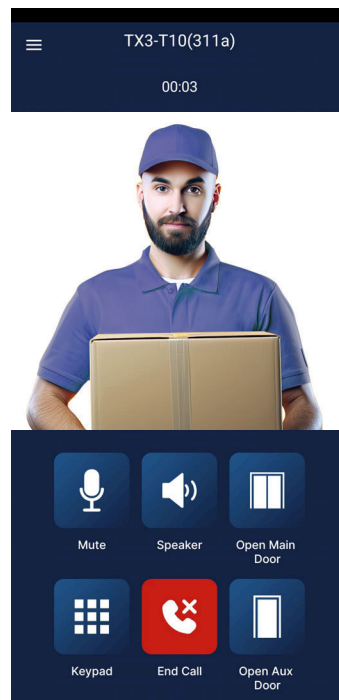





Figure 51. Call in progress

4.4.1 Unlock the door

- Tap the **Open Main Door**  icon at the bottom right of the screen to unlock the main door.
- Tap the **Open Aux Door**  icon at the bottom right of the screen to unlock the auxiliary door.
- Or, tap the **Keypad**  icon on the bottom left of the screen, and then tap the digit to unlock the main door (usually 9) or the auxiliary door (usually 6).

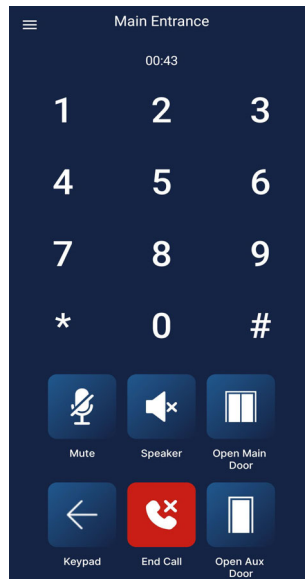





Figure 52. Keypad screen

- Tap the **Return**  button to go back to the call screen again.


The call will disconnect once the door is unlocked. The door automatically locks again after the visitor has entered.

4.4.2 Refuse access and hang up

- Tap the **End Call**  icon at the bottom of the screen.
- Or, tap the **Keypad**  icon on the bottom left of the screen, and then tap 4.

The call will disconnect and the door will not unlock.


4.4.3 Mute the microphone

- Tap the **Microphone**  icon at the bottom of the screen to mute the microphone.

When the microphone is muted, the caller cannot hear you.

- Tap the same icon again to unmute the microphone.

4.4.4 Mute the speaker

- Tap the **Speaker**  icon at the bottom of the screen to mute the device's loudspeaker.

- Tap the same icon again to unmute the speaker.

Note: The Speaker icon controls the device's loudspeaker. When the Speaker is muted, you must hold the device to your ear to hear the call.

4.5 Best Practices

- If you see the message saying that the app must be whitelisted:

1. Tap **SETTINGS**.

It seems your device has a power saver. In order for the app to be able to receive calls while in background using push notifications, the app must be whitelisted.

☐ Do not show again

LATER

SETTINGS

Figure 53. The app must be whitelisted

The Android App Info screen for MiEntry appears.

Note: This procedure might be different depending on the phone's manufacturer.

2. Toggle the switch to the left to disable the option **Pause app activity if unused**.

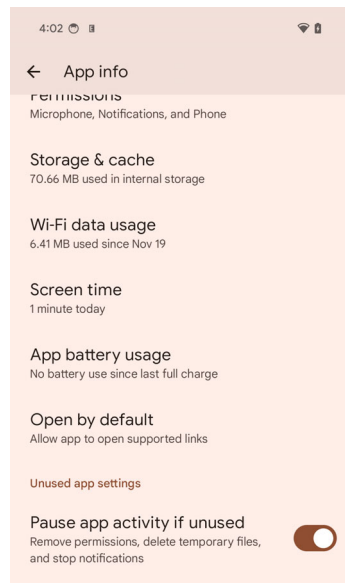


Figure 54. Android App Info screen for MiEntry

4.6 Troubleshooting

4.6.1 I forgot my password

If you forget your password, contact your building manager.

4.6.2 I cannot receive or make calls

If you are having trouble receiving or making calls, follow these steps to give permissions to MiEntry.

1. Go to **Android Settings > Apps > MiEntry > Permissions**.

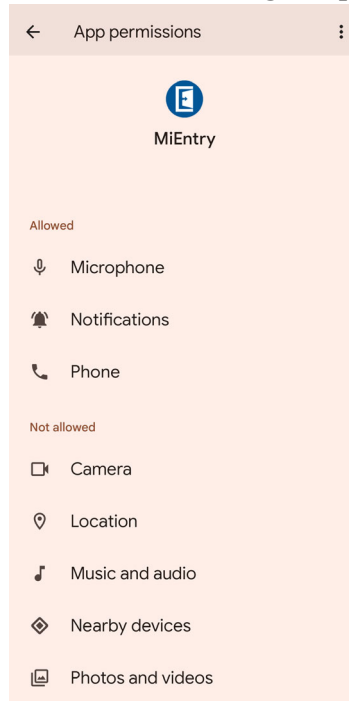


Figure 55. Android device settings for MiEntry

2. Turn on **Microphone**, **Notifications** and **Phone**.

5 Warranty and 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.
3. **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:

4. **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.
5. **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:

3. **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.
4. **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.

5. **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.
6. **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.
7. **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.
8. **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.
9. **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.
10. **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.

11. **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.
12. **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.
13. **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.
14. **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.
15. **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.
16. **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.
17. **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>