

# ***TX3 Series***

## **MiEntry Manual**



*Copyright August 2021 Mircom Inc.  
All rights reserved.*

TX3 MiEntry Manual Version 4

Microsoft, MS-DOS, Windows, and Windows 2000/NT/XP/Vista/7/8/10 are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Mircom  
25 Interchange Way  
Vaughan, Ontario  
L4K 5W3  
905.660.4655  
Fax:905.660.4113

## Contents

<b>1</b>	<b>Introduction</b>	<b>4</b>
1.1	MiEntry	4
1.2	System Requirements	4
1.3	Additional Documentation	4
1.4	Terms	4
<b>2</b>	<b>Configure MiEntry</b>	<b>6</b>
2.1	Verify your Email Address and Phone Number	6
2.2	Set your Password	7
<b>3</b>	<b>MiEntry on iOS</b>	<b>9</b>
3.1	Register MiEntry	9
3.2	Registration Status	11
3.3	Allow Microphone Access	11
3.4	Answer a Call	12
3.5	During a Call	14
3.6	Call History	16
3.7	Settings	18
3.8	Best Practices	20
3.9	Troubleshooting	20
<b>4</b>	<b>MiEntry on Android</b>	<b>22</b>
4.1	Register MiEntry	22
4.2	Registration Status	24
4.3	Answer a Call	25
4.4	During a Call	26
4.5	Make a Call to a TX3 Nano	28
4.6	Call History	29
4.7	Settings	30
4.8	Best Practices	32
4.9	Troubleshooting	34
<b>5</b>	<b>Warranty and Warning Information</b>	<b>36</b>

# 1 Introduction

This manual provides information about using and configuring the MiEntry mobile app.

## 1.1 MiEntry

Mircom's TX3 MiEntry is an app for Android and iOS that provides SIP voice and SIP video calling with TX3 voice entry products.

## 1.2 System Requirements

The following operating systems are required:

- Android 6.0 and above
- iOS 10 and above

MiEntry works with all TX3 products that support SIP.

Mircom supports using MiEntry with Mircom's MiSIP4MiENTRY service.

## 1.3 Additional Documentation

For additional documentation, see the following Mircom literature:

- LT-6637 TX3 Nano Installation Manual
- LT-1194 TX3 Nano Configuration Manual
- LT-600213 IP Telephony Guide

## 1.4 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.

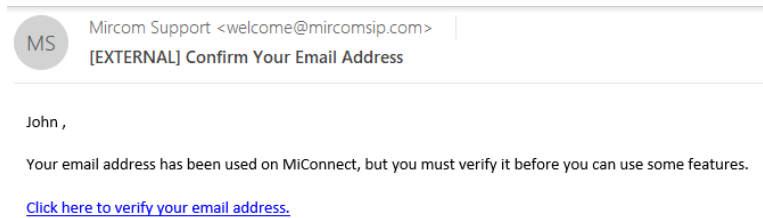
**TCP/IP:** The group of protocols that specify how computers communicate with each other over the Internet.

**VOIP:** Voice over IP.

# 2 Configure MiEntry

## 2.1 Verify your Email Address and Phone Number

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.

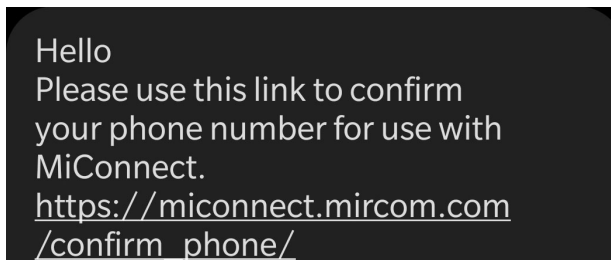


**Figure 1. Example email from Mircom Support**

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

You will also receive a text message (containing a link beginning with **https://miconnect.mircom.com**) asking you to click a link to confirm your phone number for use with MiConnect.

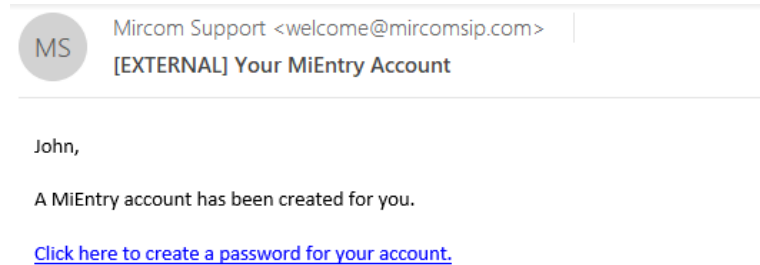
2. Make sure that the link in the text message starts with **https://miconnect.mircom.com**, then tap the link to verify your phone number.



**Figure 2. Example text message from Mircom Support**

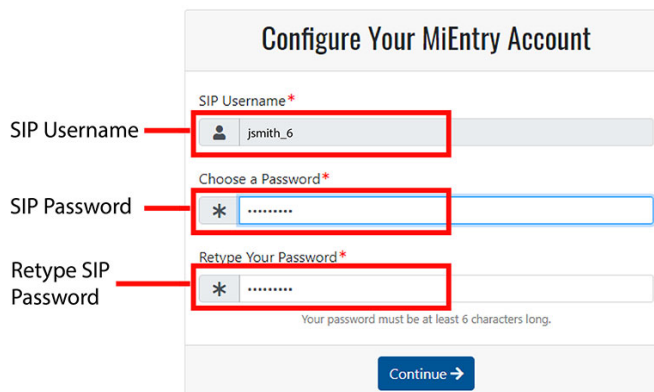
## 2.2 Set your Password

After you have verified your email address and phone number, 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 3. Example email from Mircom support**

1. Make sure that the email message is sent from **welcome@mircomsip.com**, then open the link in the Google Chrome browser.



The image shows a web form titled 'Configure Your MiEntry Account'. It has three input fields, each with a red box around it and a red line pointing to a label on the left. The first field is 'SIP Username\*' with the value 'jsmith\_6'. The second field is 'Choose a Password\*' with a masked password '\*\*\*\*\*'. The third field is 'Retype Your Password\*' with a masked password '\*\*\*\*\*'. Below the third field, there is a note: 'Your password must be at least 6 characters long.' At the bottom right of the form is a blue button labeled 'Continue →'.

**Figure 4. Configure Your MiEntry Account**

The MiConnect Password Page opens.

2. Enter a password in the fields as shown on the right.

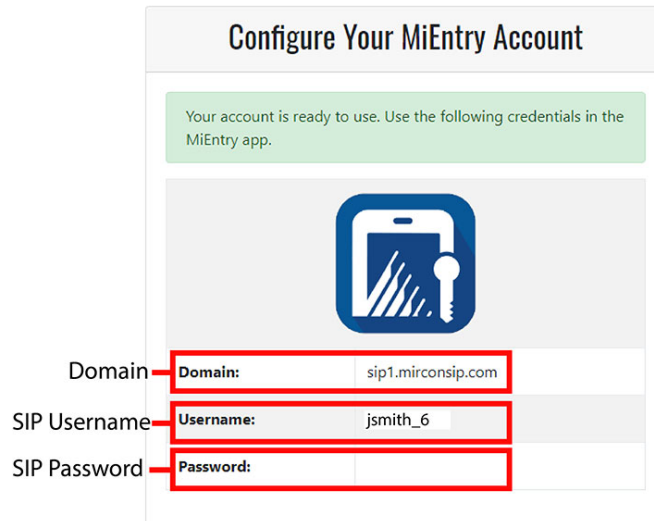
---

**Note:** Your password must be at least 6 characters long.

---


3. Click Continue.

4. On the page that appears, make a note of your domain, SIP username, and SIP password. You will need them in the next section.



**Configure Your MiEntry Account**

Your account is ready to use. Use the following credentials in the MiEntry app.



Domain:

SIP Username:

SIP Password:

**Figure 5. Configure Your MiEntry Account**

5. Go to chapter 3 on page 9 for if you have iOS, or chapter 4 on page 22 if you have Android.

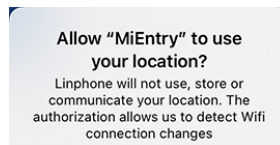


# 3 MiEntry on iOS

## 3.1 Register MiEntry

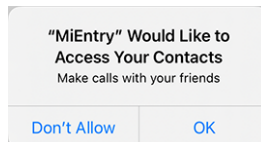
When you open MiEntry for the first time, the app asks for permissions that you must grant.

1. Open the MiEntry app.
2. Tap **Allow While Using App** on the **Allow “MiEntry” to use your location** screen.



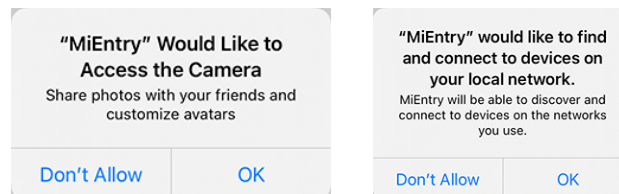
**Figure 6. Allow “MiEntry” to use your location?**

3. Tap **OK** on the **“MiEntry” Would Like to Access Your Contacts** screen if you want to give MiEntry access to your contacts.



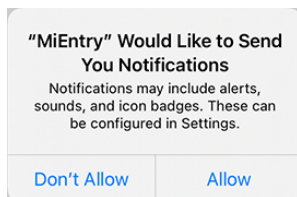
**Figure 7. “MiEntry” Would Like to Access Your Contacts**

4. Tap **OK** on the **“MiEntry” Would Like to Access the Camera** screen and the **“MiEntry” would like to find and connect to devices on your local network** screen.



**Figure 8. iOS camera and local network access**

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



**Figure 9. “MiEntry” Would Like to Send you Notifications**

### 3.1.1 Enter your SIP Username, SIP Password, and Domain

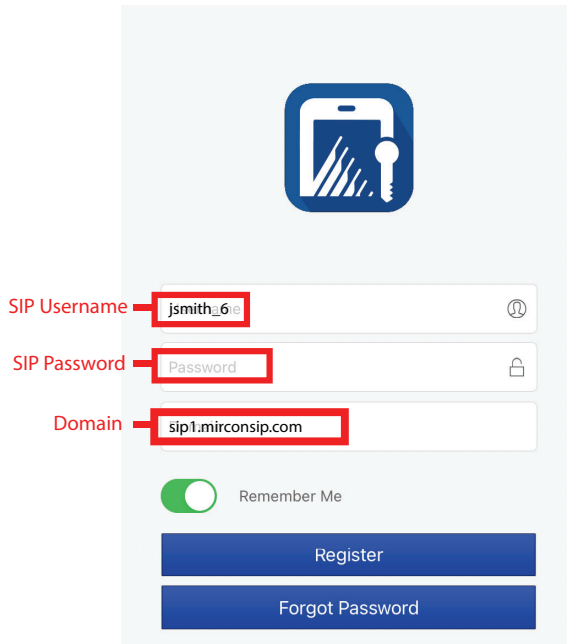
1. Provide the following information in MiEntry:

**Username.** The SIP username (for example **jsmith\_6**)

**Password.** The SIP password

**Domain.** The domain (for example **sip1.mirconsip.com**)

**Remember Me.** This setting is optional. Leave this setting on if you do not want to enter your SIP username and password in the future.

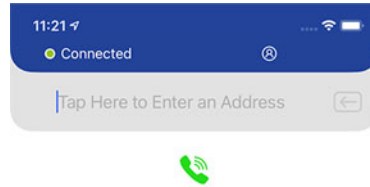


**Figure 10. MiEntry registration on iOS**

2. Tap **Register**.

## 3.2 Registration Status

The registration status indicator shows whether or not MiEntry is registered with the SIP server. The registration status indicator appears at the top.

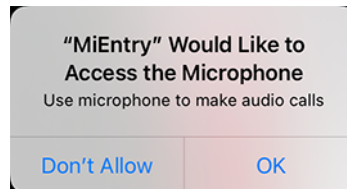


**Figure 11. Registration status on iOS**

- **Green/Connected:** Successfully registered to the server.
- **Orange/In Progress:** Registration is in progress.
- **Grey/Not Registered:** Registration disconnected. Check your Internet connection.
- **Red/Failed:** There was an error during registration. For example, there is a problem contacting the SIP server. Check your Internet connection.

## 3.3 Allow Microphone Access

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



**Figure 12. “MiEntry” Would Like to Access the Microphone**

---

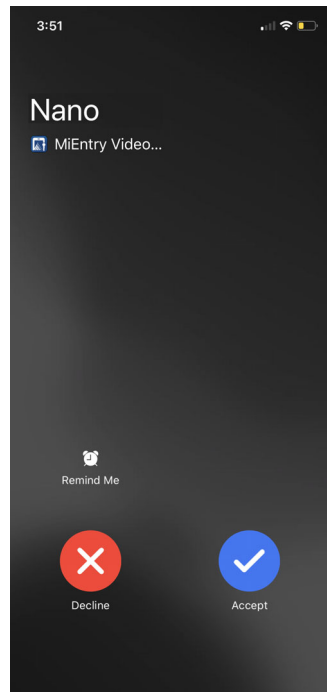
**Note:** You must give MiEntry permission to use the microphone in order to make and receive calls.

---

## 3.4 Answer a Call

### Answer a call on an unlocked iOS device

When you receive a call on an unlocked iOS device where the MiEntry app is running in the background, the screen shows the display name of the caller (as configured in the TX3 Nano configurator).

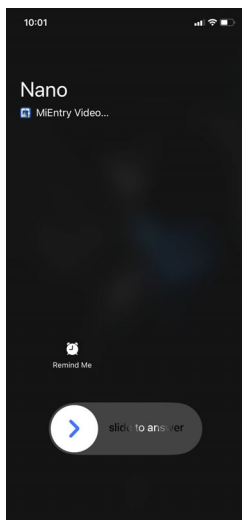


**Figure 13. Incoming call on iOS**

- To answer the call, tap **Accept**.
- Control the call in as described in section 3.5.

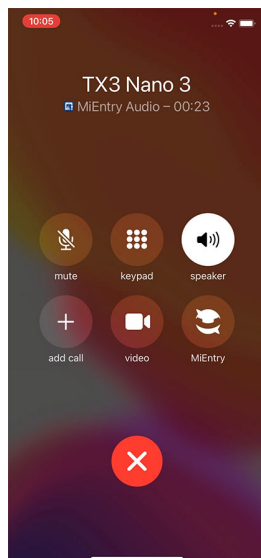
## Answer a call on a locked iOS device

When you receive a call on a locked iOS device or an unlocked iOS device where the app is running in the foreground, the screen shows the display name of the caller (as configured in the TX3 Nano configurator).



**Figure 14. Incoming call on a locked iOS device**

1. To answer the call, swipe the arrow right.
2. On the next screen, tap the MiEntry button to open the call in MiEntry.



**Figure 15. Tap the MiEntry button to open the call in MiEntry**

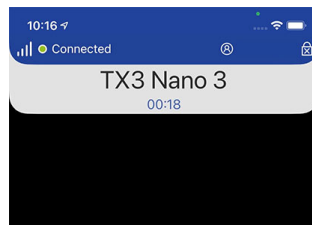
3. Control the call in as described in section 3.5.

### Decline the call

- Tap Decline.

## 3.5 During a Call

If the caller's application supports video and if your MiEntry app is set to accept video calls, then the screen shows a video feed from the caller.



**Figure 16. Call in progress**

### Unlock the door

- Tap the Door icon at the bottom left of the screen.
- Or, tap the dialpad icon on the bottom right of the screen, and then tap the digit to unlock the door (usually 9). This digit can be set in the advanced settings (section 3.7.3 on page 19).



**Note:** If MiEntry receives a call from the TX3 Touch, pressing 6 in MiEntry unlocks the auxiliary door.

The call is disconnected. The door automatically locks again after the visitor has entered.

### Refuse access and hang up

- Tap the End Call icon at the bottom of the screen.
- Or, tap the dialpad icon on the bottom right of the screen, and then tap 4.



The call is disconnected and the door does not unlock.

### Stop the incoming video

- Tap the blue Video icon at the bottom of the screen to stop the incoming video from the caller.



---

**Note:** This button does not stop the outgoing video.

---

### Start the incoming video

- If the incoming video is stopped, tap the grey Video icon to resume the incoming video from the caller.



### Mute the microphone

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



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

- To unmute the microphone, tap the blue Microphone icon.



### Mute the speaker

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



- To unmute the speaker, tap the grey Speaker icon.



---

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

---

### Pause the call

- Tap the grey Hold icon at the bottom of the screen.



The caller is on hold until you resume the call or until the maximum talk time expires (configured in the TX3 Nano or TX3 Touch). The caller will hear music while on hold.

### Resume the call

- When the call is paused, tap the blue hold icon at the bottom of the screen.



## 3.6 Call History

### See your call history

- Tap the History button.



MiEntry shows a list of calls you have made and calls made to you.

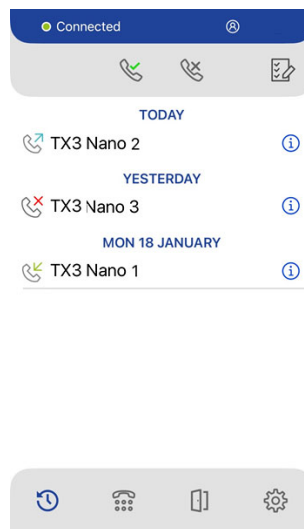


Figure 17. iOS call history page

### See all calls

- At the top of the page, tap the button with the check mark to see all calls.



### See only missed calls

- At the top of the page, tap the button with the X to see only missed calls.





### Delete calls

- At the top of the page, tap the list button to delete all or some of the calls.



---

**Note:** When you have missed calls, the History button will have a number on it indicating how many calls you have missed.


---



### Call the number back

- Tap the name of the caller to call the number back.

### See information about the call

- Tap the  icon to see a list of all calls from that specific TX3 Nano.



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

- Incoming calls that have been answered or declined have an icon with an arrow pointing down.
- Outgoing calls have an icon with an arrow pointing up.
- Missed calls have an icon with an X.



## 3.7 Settings

MiEntry is configured by default to work with TX3 products, so you should not need to change the settings.

### 3.7.1 Basic Settings

1. Tap Settings.



- **Enable video.** By default, this is On. This must be On in order for MiEntry to send and receive video.

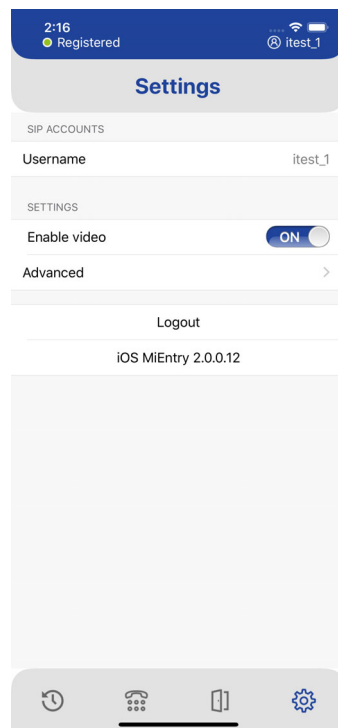


Figure 18. MiEntry settings

### 3.7.2 Log Out

If you want to log out and then log in with a different username, follow these instructions.

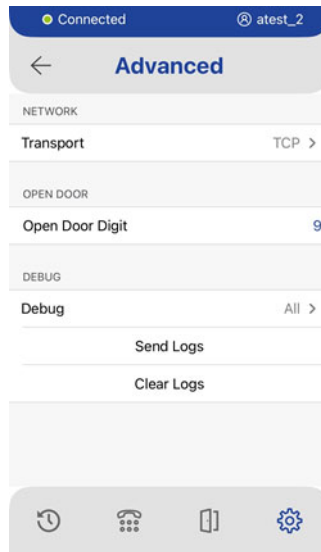
1. At the bottom of the Settings page, tap Logout.

The MiEntry app is now unregistered from the SIP server and you can no longer receive calls.

2. Log into MiEntry again as described in section 3.1.1 on page 10.

### 3.7.3 Advanced Settings

1. On the Settings screen, tap Advanced.



**Figure 19. Advanced settings on iOS**

- **Transport.** Tap to change the transport. The default is TCP.
- **Open Door Digit.** MiEntry sends a DTMF signal to the TX3 Nano or TX3 Touch Screen to open the door. By default, this is 9 in the TX3 Nano, TX3 Touch Screen, and MiEntry. If this number is changed in the TX3 Nano or TX3 Touch Screen, then you must also change it here.
- **Debug.** By default, this is set to None. If this setting is On, MiEntry records information that can be used by Mircom technical support to resolve issues.
- **Send Logs.** Tap to open an email message to [techsupport@mircomgroup.com](mailto:techsupport@mircomgroup.com) containing the debug logs.
- **Clear Logs.** Tap to erase any debug logs that MiEntry has recorded.

## 3.8 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.

## 3.9 Troubleshooting

### 3.9.1 I forgot my password

If you forget your password, contact your building manager.

### 3.9.2 I cannot receive or make calls

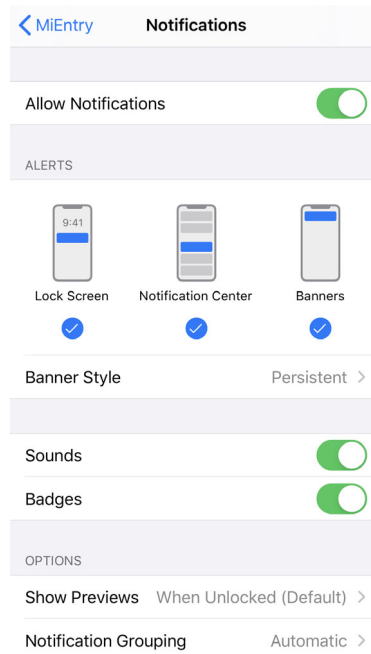
If you are having trouble receiving or making calls, follow these steps to give permissions to MiEntry.

1. Go to your device's **Settings** page and scroll down to **MiEntry**.
2. Turn on **Microphone**, **Camera**, and **Notifications**.



**Figure 20. iOS device settings for MiEntry**

### 3. Tap Notifications.



**Figure 21. iOS Notifications**

4. Turn on Notifications, and select all 3 kinds of alerts.
5. Turn on Sounds and Badges.

# 4 MiEntry on Android

## 4.1 Register MiEntry

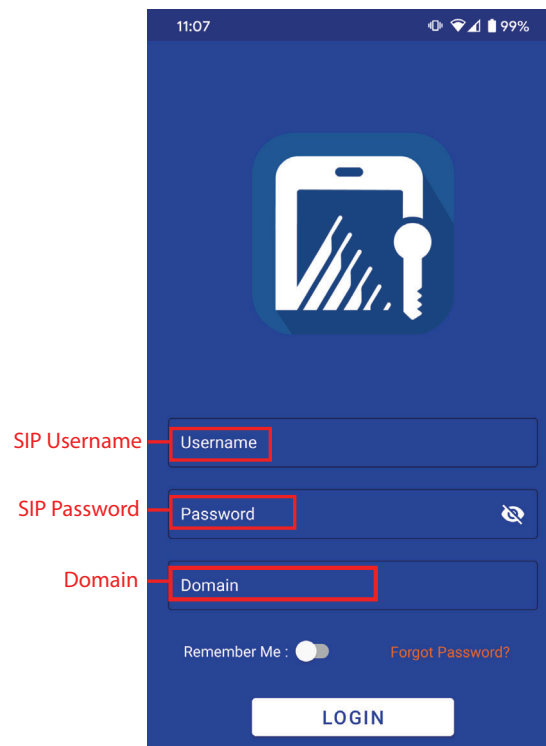
1. Open the MiEntry app.
2. Provide the following information:

**Username.** The SIP username (for example **jsmith\_6**)

**Password.** The SIP password

**Domain.** The domain (for example **sip1.mirconsip.com**)

**Remember Me.** This setting is optional. Leave this setting on if you do not want to enter your SIP username and password in the future.



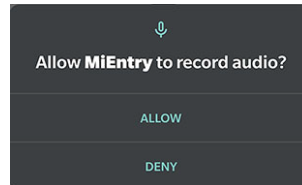
**Figure 22. MiEntry registration screen on Android**

3. Tap **Register** on iOS and tap **LOGIN** 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 Allow on the Allow MiEntry to record audio screen.



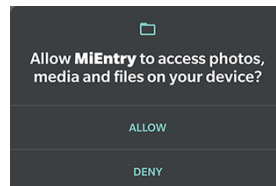
**Figure 23. Android audio access**

---

**Note:** This setting lets MiEntry make and receive audio calls. MiEntry does not record audio.

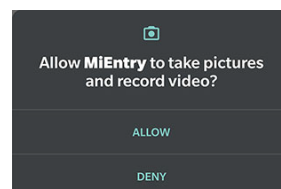
---

2. Tap Allow on the Allow MiEntry to access photos, media and files screen.



**Figure 24. Android phone calls access**

3. Tap Allow on the Allow MiEntry to take pictures and record video screen.



**Figure 25. Android video access**

---

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

---




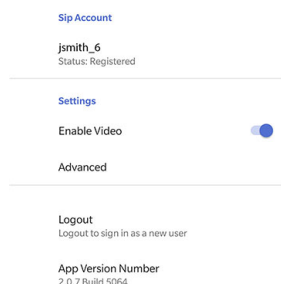
---

**Note:** If you see a message on Android that the app must be whitelisted, see section Note: on page 32.

---

## 4.2 Registration Status

1. Tap the **Settings** button  and you should see the word **Registered** under your SIP username. This means that you are registered.



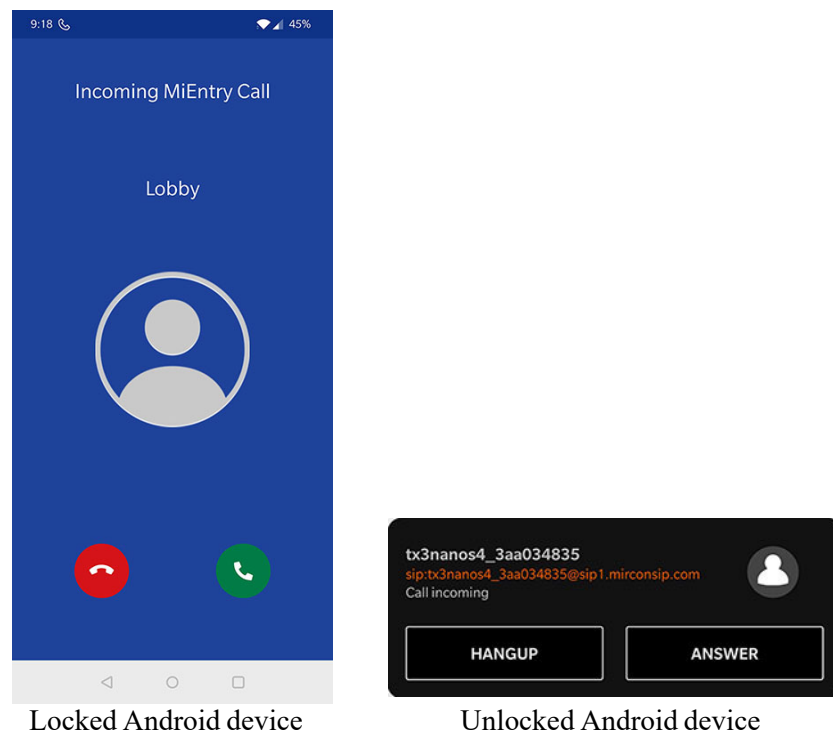
**Figure 26. Registration status on Android**



## 4.3 Answer a Call

### Answer a call

When you receive a call, the screen shows the display name of the caller (as configured in the TX3 Nano configurator).



**Figure 27. Incoming call on Android**

- To answer the call, tap the green icon at the bottom of the screen, or tap the **ANSWER** button.
- Control the call in as described in section 4.4.



### Decline the call

- Tap the red icon at the bottom of the screen, or tap the **HANGUP** button.



## 4.4 During a Call

If the caller's application supports video and if your MiEntry app is set to accept video calls, then the screen shows a video feed from the caller.



**Figure 28. Call in progress**

### Unlock the door

- Tap the Door icon at the bottom left of the screen.
- Or, tap the dialpad icon on the bottom right of the screen, and then tap the digit to unlock the door (usually 9). This digit can be set in the advanced settings (section 4.7.3 on page 31).



**Note:** If MiEntry receives a call from the TX3 Touch, pressing 6 in MiEntry unlocks the auxiliary door.

The call is disconnected. The door automatically locks again after the visitor has entered.

### Refuse access and hang up

- Tap the End Call icon at the bottom of the screen.



- Or, tap the dialpad icon on the bottom right of the screen, and then tap 4.



The call is disconnected and the door does not unlock.

### Stop the incoming video

- Tap the blue Video icon at the bottom of the screen to stop the incoming video from the caller.



---

**Note:** This button does not stop the outgoing video.

---

### Start the incoming video

- If the incoming video is stopped, tap the grey Video icon to resume the incoming video from the caller.



### Mute the microphone

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



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

- To unmute the microphone, tap the blue Microphone icon.



### Mute the speaker

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



- To unmute the speaker, tap the grey Speaker icon.



---

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

---

### Pause the call

- Tap the grey Hold icon at the bottom of the screen.



The caller is on hold until you resume the call or until the maximum talk time expires (configured in the TX3 Nano or TX3 Touch). The caller will hear music while on hold.

### Resume the call

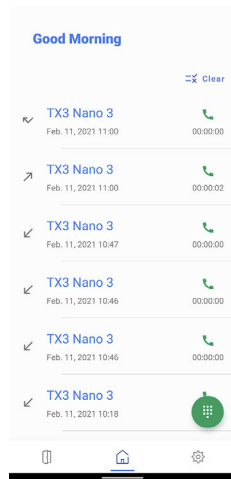
- When the call is paused, tap the blue hold icon at the bottom of the screen.



## 4.5 Make a Call to a TX3 Nano

### Make a call to a TX3 Nano

1. Tap the Home button.
2. Tap the green button on the home page.



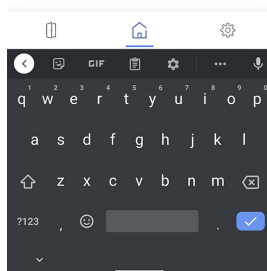
**Figure 29. Android Home Page**

3. Tap the Address field.

Phone

Enter a SIP Address

CALL



**Figure 30. MiEntry dialpad on Android**

4. Type the SIP username of the TX3 Nano you want to call.
5. Tap the CALL button.

## 4.6 Call History

### See your call history

1. Tap the Home button.

The home page shows incoming calls, outgoing calls, and missed calls.

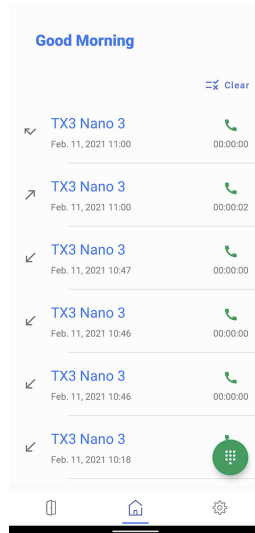


Figure 31. Android call history page

### Delete calls

- At the top of the page, tap the **Clear** button to delete all or some of the calls.

### Call the number back

- Tap the green telephone button on the right to call the number back.



### See information about the call

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

- Incoming calls that have been answered or declined have an arrow pointing down.
- Outgoing calls have an arrow pointing up.
- Missed calls have an arrow that looks like a checkmark.



## 4.7 Settings

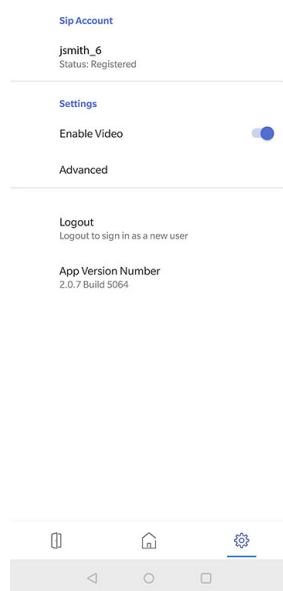
MiEntry is configured by default to work with TX3 products, so you should not need to change the settings.

### 4.7.1 Basic Settings

1. Tap Settings.



- **Enable video.** By default, this is On. This must be On in order for MiEntry to send and receive video.



**Figure 32. MiEntry settings**

### 4.7.2 Log Out

If you want to log out and then log in with a different username, follow these instructions.

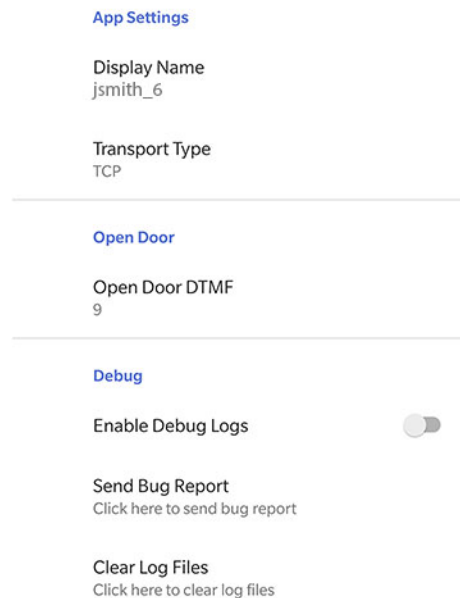
1. At the bottom of the Settings page, tap **Logout**.

The MiEntry app is now unregistered from the SIP server and you can no longer receive calls.

2. Log into MiEntry again as described in section 4.1 on page 22 for Android.

### 4.7.3 Advanced Settings

1. On the Settings screen, tap Advanced.



**Figure 33. Advanced settings on Android**

- **Transport Type.** Tap to change the transport. The default is TCP.
- **Open Door DTMF.** MiEntry sends a DTMF signal to the TX3 Nano or TX3 Touch Screen to open the door. By default, this is 9 in the TX3 Nano, TX3 Touch Screen, and MiEntry. If this number is changed in the TX3 Nano or TX3 Touch Screen, then you must also change it here.
- **Enable Debug Logs.** By default, this is disabled. If this setting is enabled, MiEntry records information that can be used by Mircom technical support to resolve issues.
- **Send Bug Report.** Tap to open an email message to [techsupport@mircomgroup.com](mailto:techsupport@mircomgroup.com) containing the debug logs.
- **Clear Log Files.** Tap to erase any debug logs that MiEntry has recorded.

## 4.8 Best Practices

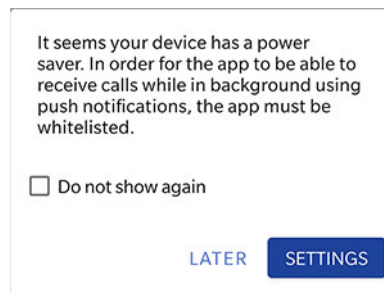
- **Disable battery optimization.** Follow the instructions below to whitelist the app (disable the battery optimization settings).

---

**Note:** The app will answer calls in the background only if you whitelist it. When you whitelist the app, you disable the battery optimization settings.

---

1. If you see the message saying that the app must be whitelisted, click SETTINGS.



**Figure 34. The app must be whitelisted**

The Android App Info screen for MiEntry appears.

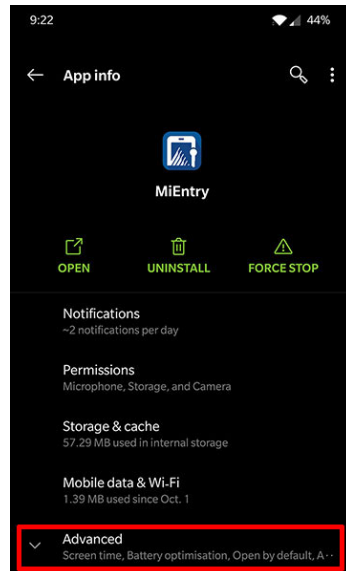
---

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

---

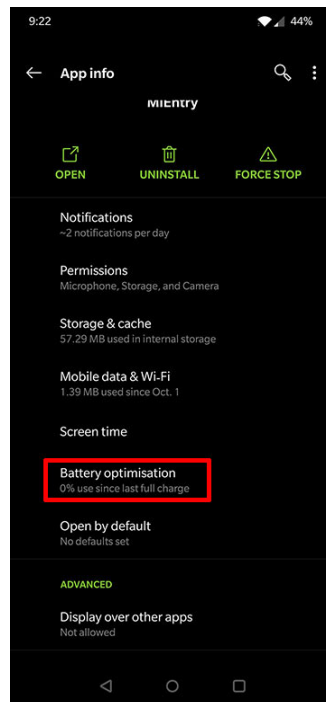


2. Tap Advanced.



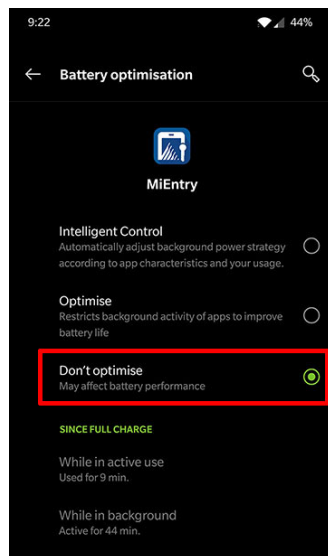
**Figure 35. Android App Info screen for MiEntry**

3. Tap Battery Optimisation.



**Figure 36. Android Advanced screen**

4. Tap Don't Optimise.



**Figure 37. Android Battery Optimisation screen**

## **4.9 Troubleshooting**

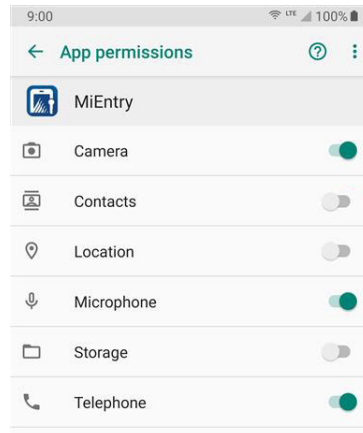
### **4.9.1 I forgot my password**

If you forget your password, contact your building manager.

### **4.9.2 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.
2. Turn on Camera, Microphone, and Telephone.



**Figure 38. Android device settings for MiEntry**

# 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.
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>