



TX3 Series

MiConnect User Manual



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MiConnect User Manual Version 2

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1

Introduction

This manual explains how to use Mircom's MiConnect portal.

For warranty and special notices see section 3.

This chapter explains

- MiConnect
- MiEntry
- Mircom SIP Service
- Additional Documentation
- Terms

1.1 MiConnect

The MiConnect portal is Mircom's online center for the management, monitoring and configuration of its online services.

The portal is for Mircom dealers and their customers such as building managers and resellers.

1.2 MiEntry

Mircom's MiEntry is an app for Android and iOS that provides SIP voice and video calling with TX3 voice entry products. MiEntry allows residents to verify the identity of their guests with live video and audio.

The app requires the Mircom SIP Service to receive calls from the lobby panels.

1.3 Mircom SIP Service

The Mircom SIP Service supports audio calls, video calls, and push notifications. Mircom has two SIP services for two different applications: MiVoIP and MiEntry SIP service.

SIP (Session Initiation Protocol) is a protocol that controls multimedia messaging on an IP network. TX3 voice entry products use SIP for IP telephony. To make audio and video calls using SIP, you need at least two SIP clients and one SIP server.

1.3.1 MiVoIP

Telephone Entry Systems can be fitted with a VoIP adapter (ATA) to provide the voice communications from the telephone entry panel to any cellular, home or business phone.

The VoIP adapter is a simple plug and play device that automatically makes all the required connections. A Mircom SIP Service subscription is required for activation.

1.3.2 MiEntry SIP service

MiEntry SIP service is the most reliable SIP service for the MiEntry application. It supports both audio and video communication as well as push notifications.

All usage can be monitored using the MiConnect portal. The MiConnect portal also allows creation, cancellations and suspension of the MiEntry users.

1.4 Additional Documentation

These documents are available on <http://www.mircom.com>.

- LT-6638 TX3 MiEntry Manual
- LT-6679 MiVision Manual
- LT-6673 SPA112 Installation Guide
- LT-1194 TX3 Nano Configuration Manual
- LT-600213 IP Telephony Guide
- LT-995 TX3 System Configuration and Administration Manual
- LT-6637 TX3 Nano Installation Manual
- LT-600212 TX3-NANO-BB Installation Instructions
- LT-969 TX3 Telephone Access System Installation and Operation Manual
- LT-6906 UL TX3-CX Card Access System Manual
- LT-6082 Unified Building Solution Administration Guide

1.5 Terms

Analog telephone adapter (ATA): An ATA is a device that connects a traditional analog device, such as a telephone line, to a TCP/IP network.

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 address of the SIP server.

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.

SIP Username: Every SIP client has a unique SIP username.

SIP Password: Every SIP client has a password for registering with the SIP server.

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

VOIP: Voice over IP.

2

MiConnect

The MiConnect portal is Mircom's online center for the management, monitoring and configuration of its online services. The portal is for Mircom dealers and their customers such as building managers and resellers.

On MiConnect, you can manage your buildings, devices, and residents.

This chapter explains the following features:

- Logging in and out
- Overview
- My Account
- Account Access
- My Buildings
- My Devices
- My Residents
- My Delegates
- My Child Accounts
- Billing Report

2.1 Logging in and out

Log into MiConnect

1. Open a Web browser and navigate to this address:
<https://miconnect.mircom.com>
2. Type your **User ID** and **Password** in the fields, and then click **Login**.

The dashboard appears.

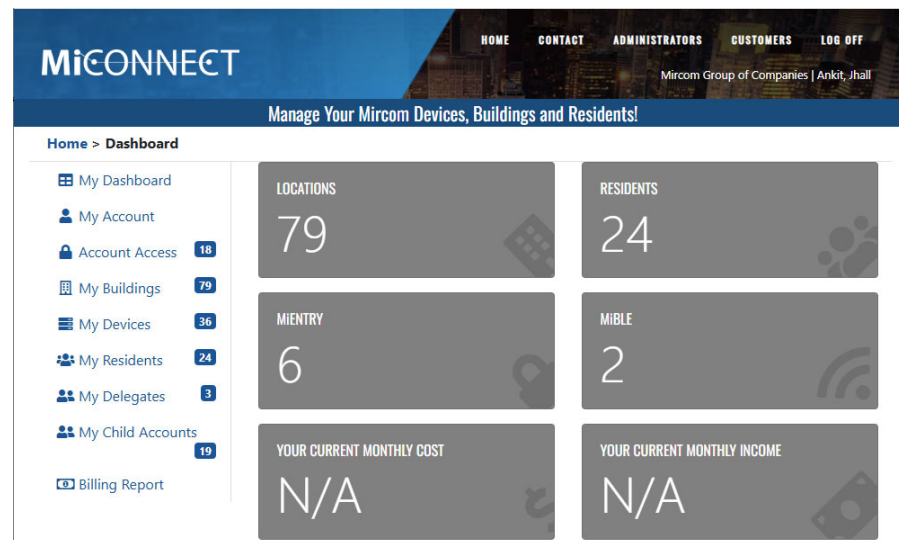


Figure 1. MiConnect dashboard

Log out of MiConnect

- Click the **LOG OFF** link in the upper right corner of the main page.

2.2 Overview

The left side of the dashboard lists the items that you can configure.

- My Dashboard (Home page)
- My Account - section 2.3
- Account Access - section 2.4
- My Buildings- section 2.5
- My Devices - section 2.6
- My Residents - section 2.7
- My Delegates - section 2.8
- My Child Accounts - section 2.9
- Billing Report - section 2.10

Note: Access to the options listed above varies based on the user account type. Different user roles (for example dealers, building managers, resellers) may have different permissions.

The centre of the page lists the currently configured items. In Figure 1, there are 79 locations, 24 residents (each having a MiEntry account) and 6 MiEntry accounts.

2.3 My Account

The My Account page displays details about your account, including Billing Information, Contact Information, and Invoices.

The Billing Information section displays Company Name, Address, Account Type, Account Level, Dealer Number, and Customer Number.

The Contact Information section shows Name, Email, and Phone Number.

The Invoice(s) section shows invoices, including Invoice Number, Date, and Amount.

My Account

Billing Information

Mircom Group of Companies
25 Interchange Way 7025
Vaughan, ON, CA L4K5W3

Update

Account Type: Admin

Account Level: Premium

Dealer Number:

Customer Number:

Contact Information

Contact Name

Phone

Mobile

Email

Confirmed

Update

Invoice Number	Date	Amount	Download
There are no invoices to display for this account.			

Figure 2. My Account

Update your billing information



- In the **Billing Information** section, click **Update**.

Update
- Update the necessary information as required:

- Company Name
 - Address
3. Click the **Save Changes** button  to save your updates.

Note: The **Account Type**, **Account Level**, **Dealer Number**, and **Customer Number** cannot be changed.

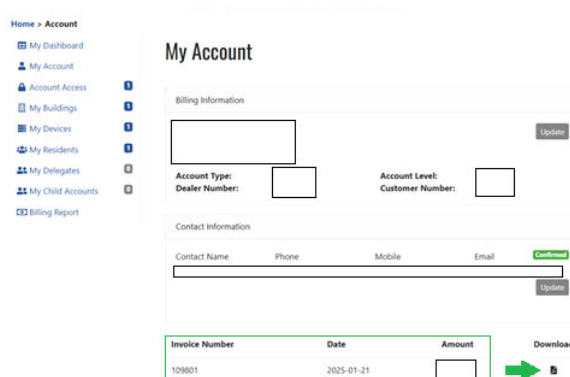
Update your contact information

1. In the **Contact Information** section, click the **Update** button. 
2. Update the necessary information as required:
 - Full Name
 - Phone Number
 - Email Address
3. Click the **Save Changes** button  to save the changes.

Note: When the email address has been verified, the word **Confirmed** appears next to it. If the email address has not been verified, the word **Unconfirmed** appears next to it.

Download Invoice

1. Select the invoices you want to download. You can filter and choose specific invoices or select them all.
2. Click the **Download** button to download the invoices in PDF or another format.



The screenshot shows the 'My Account' page with a sidebar menu on the left containing links like 'My Dashboard', 'My Account', 'Account Access', 'My Buildings', 'My Devices', 'My Residents', 'My Delegates', 'My Child Accounts', and 'Billing Report'. The main content area is titled 'My Account' and contains two sections: 'Billing Information' and 'Contact Information'. The 'Billing Information' section has fields for 'Account Type', 'Dealer Number', 'Account Level', and 'Customer Number', each with an 'Update' button. The 'Contact Information' section has fields for 'Contact Name', 'Phone', 'Mobile', and 'Email', each with an 'Update' button. Below these sections is a table with columns 'Invoice Number', 'Date', and 'Amount'. The first row shows '109801', '2025-01-21', and an empty 'Amount' field. To the right of the table is a 'Download' button with a green arrow icon.


Figure 3. Download Invoice

2.4 Account Access


The **Account Access** page lists the users that have access to your account.

Depending on your permission, you can add a user, edit a user, remove a user, send a password reset to each user (and you can also change the password when editing a user).

Send Password Reset

1. Click the **Key** button  to the right of the user.
2. Click **OK** to send a password reset email to the user, or click **CANCEL** to go back.

Edit User

1. Click the **Edit** button  to the right of the user you want to edit.

The Edit User screen appears.

User: Romeo Montague

Username*

romeo@verona.verona

Email Address*

romeo@verona.verona

Unconfirmed

Change Password

First Name*

Romeo

Last Name

Montague

Position

Phone

e.g. (705)-777-7777

Mobile

e.g. (705)-777-7777

Cancel

Save Changes

Figure 4. Edit User

The fields that can be edited are:


- Email Address (username will change accordingly)
- Password
- First Name
- Last Name

- Position
- Phone
- Mobile

Note: **Confirmed** status will appear next to the user if their email is verified, and **Unconfirmed** if the email is not verified.

2. Click the **Save Changes** button  to save your changes.

Remove User

1. Click the **X** button  under **Actions** of the user you want to remove.
2. Click **OK** to remove the user. Or click **CANCEL** to go back.

Add a User

1. Click the **Add a User** button  at the bottom of the screen.

The **User** screen appears.

User:



Username*	Email Address*
<input type="text"/>	<input type="text"/>
Create a Password*	First Name*
<input type="text"/>	<input type="text"/>
Last Name	Position
<input type="text"/>	<input type="text"/>
Phone	Mobile
<input type="text" value="e.g. (705)-777-7777"/>	<input type="text" value="e.g. (705)-777-7777"/>
<div>   </div>	

Figure 5. Add a User

2. Provide the following information:
 - Email Address (also the username)
 - Create a Password
 - First Name
 - Last Name (optional)

- Position (optional)
 - Phone (optional)
 - Mobile (optional)
3. Click the **Save Changes** button  to save your changes.

2.5 My Buildings

The **My Buildings** page lists the buildings that you manage. It shows the name, the owner and the address of the building, the devices, and residents registered under the building, and the configuration export feature.

You can also filter by Name, Owner, or Address.

My Buildings

Filter by Name, Owner, or Address






Name 	Owner	Address	Devices	Residents	Config
 Mircom	Mircom Group of Companies		2	2	
 Mircom HQ	Mircom Group of Companies		0	0	

Figure 6. My Buildings

Add a building

1. Click the **Add a New Building/Location** button  at the bottom of the screen.

The New Building screen appears.

Building: New

Building / Location Name*

A name given for quick reference. Required.

Facility Code*

A 16 bit integer used for MiEntry credentials, required. (0 to 65,535)

Street Number*

e.g. 30

Street*

e.g. Durham Street South

City

e.g. North York

Country

Select Country

Province / State

Select a Country


Postal Code

Select a Country

Close/Cancel


Save Changes

Figure 7. Add a New Building/ Location

2. Provide the following information:
 - Building / Location Name
 - Facility Code (a 16 digit number, unique to each building)
 - Street Number
 - Street
 - City (optional)
 - Country (optional)
 - Province/ State (optional)
 - Postal Code (optional)
3. Click the **Save Changes** button  to save your changes.

Export the list of residents

You can export a JSON configuration file containing resident information that you can then import into a TX3 Touch.

1. In the **My Buildings** list, click the  button in the **Config** column for the building whose residents you want to export.

The file is saved in the Downloads folder of the local computer.

2. Follow the instructions in *LT-995 TX3 System Configuration and Administration Manual* to import the file into a TX3 Touch. The manual is available on <http://www.mircom.com>.

2.5.1 Building Details

View a building's details

1. Click on a building in the **My Building** list.

The Building details screen appears.

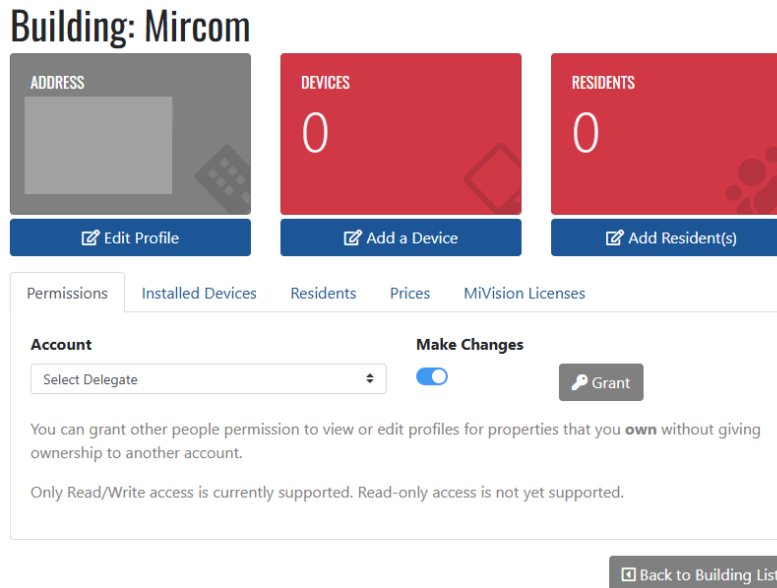


Figure 8. Building Details

On this page, you will see:

- Address of the building
- Devices installed in the building
- Number of residents in the building
- Permissions (list of delegates who have been granted permission to add or remove residents)
- Installed Devices
- Residents
- Prices
- MiVision Licenses

2.5.2 Edit profile

1. Click **Edit Profile**.
2. Follow the instructions under *Add a building* on page 14.

2.5.3 Remove a building

1. Click the **Remove Building** button in the Building Profile.
2. Type **Yes**, then click **OK**.

Note: If you remove a building, all associations between the building and any residents or devices will be removed as well. Their accounts will not be destroyed but they will not be connected any further.

2.5.4 Add a device

1. Click **View Devices**. If there are no devices in the building, this button says **Add a Device**.

The list of devices appears.
2. Click **Register a Device** at the bottom of the window.
3. Follow the instructions under *Register a device* on page 22.

2.5.5 View and add residents

1. Click **View Residents**. If there are no residents in the building, this button says **Add Resident(s)**.

The list of residents appears.
2. Click **Add a New Resident** at the bottom of the window.
3. Follow the instructions under *Add a resident* on page 27.

2.5.6 Permissions


You can grant delegates permission to add and remove residents for buildings that you own without giving ownership to another account. These other people are called delegates.

See section 2.8 for instructions on creating delegates.

Grant permission to a delegate

1. On the building screen (Figure 8), in the Permissions tab, select a delegate from **Select Delegate** menu.
2. Enable or disable the button under **Make Changes**. If this setting is enabled, then the delegate can add and remove residents in the building.
3. Click **Grant**.

Remove a delegate

1. Click the Delete button on the far right side of the delegate. 
2. Click **OK**.

2.5.7 Installed Devices

The Installed Devices tab lists the devices installed in the building and shows device type and serial number.

See a device's details

- Click a device in the list. See section 2.6.1 for more information.

2.5.8 Residents

The Residents tab lists the residents in the building.

See a resident's profile

- Click a resident in the list. See section 2.7.1 for more information.

Search for a resident

- Type a resident's name in the **Filter** field.

2.5.9 Prices

In the Prices tab, enter the Per User Price.

Note: Leave these fields blank to use the default MSRP. The default currency is based on the account's country.

2.5.10 MiVision Licenses

The MiVision Licenses tab has information on the MiVision License.

Note: Each site requires a license key in order for MiVision to communicate with the site.

1. Click **Create Site License** to create a MiVision license.

Building: Mircom

ADDRESS

Edit Profile

DEVICES

0

Add a Device

RESIDENTS

0

Add Resident(s)

Permissions
Installed Devices
Residents
Prices
MiVision Licenses

You don't have a registered site license

Create Site License

Back to Building List

Figure 9. MiVision Licenses tab

Building: Mircom

ADDRESS

Edit Profile

DEVICES

0

Add a Device

RESIDENTS

0

Add Resident(s)

Permissions
Installed Devices
Residents
Prices
MiVision Licenses

Site License Key:

Status:

Enabled

Activated:

Never


License Services

Active

New Service

Back to Building List

Figure 10. Example MiVision license

- Site License Key: This is automatically generated. Click the icon  beside this number to copy it, and then paste it into the Site Subscription window in MiVision. See LT-6679 MiVision Manual.

2. Select **Enabled** or **Disabled** for the status.
 - Activated: When the license is activated (by pasting the Site License Key into MiVision), the activation date appears here.
3. Select a service from the menu next to the **New Service** button, then click **New Service** to activate it.

Building: Mircom

ADDRESS

Edit Profile

DEVICES

0

Add a Device

RESIDENTS

0

Add Resident(s)

Permissions

Installed Devices

Residents

Prices

MiVision Licenses

Site License Key:

Status: ☒ Enabled

Activated: Never

License Services

Active

People_100

☒

People_100

People_100

People_500

People_1000

People_2000

People_200

New Service

Back to Building List

Figure 11. New Service menu

2.6 My Devices

The My Devices page lists the devices, such as Grandstream and TX3 Touch units, that are registered with the Mircom SIP Service.

My Devices

Search by Building











Type ↑↓	Serial Number	Owner	Installed Location	Status
 Cisco SPA112		Mircom Group of Companies	Building 1 	Active
 Grandstream HT801		Mircom Group of Companies	Building 1 	Active
 TX3-TOUCH-F15-B		Mircom Group of Companies	Building 1 	Active

Figure 12. My Devices

Export the list of residents

You can export a JSON configuration file containing resident information that you can then import into a TX3 Touch.

1. In the **My Devices** list, click the  button in the **Installed Location** column for the building whose residents you want to export.

The file is saved in the Downloads folder of the local computer.

2. Follow the instructions in *LT-995 TX3 System Configuration and Administration Manual* to import the file into a TX3 Touch. The manual is available on <http://www.mircom.com>.

Register a device

1. Click the **Register a Device** button at the bottom of the screen.

Register a New Device

Device Information

Existing Devices Not Installed

Select Existing Device

Device Type*

Select Device

More Devices will be enabled shortly.

Serial Number*

Installed Location*

Mircom

Cancel

Save Changes

Figure 13. Register a New Device

Note: The **Existing Devices Not Installed** menu is not used.

2. Select a device in the **Device Type** menu.
3. In the **Serial Number** field, type the device's serial number.

Note: The serial number is printed on an orange sticker, which is on the back of the TX3 Nano, and on the inside metal chassis of the TX3 Touch. It is on the back of the Cisco SPA112 and on the bottom of the HT801/HT802.

4. In the **MAC Address** field (SPA112, HT801/HT802 and TX3 Nano) enter the device's MAC address.

Note: The MAC address is a 12 digit address that identifies each device. It is printed on the bottom of the SPA112 and HT801/HT802.

Press and hold the Home button on the TX3 Nano for 10 seconds to see its MAC address.

5. In the **Installed Location** field, select the location where the device is installed.
6. Click **Save Changes**.


2.6.1 Device Details

View a device's details

1. Click a device in the **My Devices** list.

Device:

Device Information

Device Type	TX3-TOUCH-F15-B	
Warranty	1 year	
Label	0	
Serial Number		
Device Activated	March 26, 2025 at 03:57pm	
SIP Username		
Auth Username		
SIP Password		
SIP Domain		
SIP Proxy Domain		
Status	Active Suspended Disabled	
Timezone	Eastern Time	
Installed Location *	Mircom	
Date Sold		
Date Leased		
Admin Notes	0	
Notes	0	

Remove Device
Save Changes
Close

Figure 14. Device details

The device's details consist of the following information.

Table 1: Cisco SPA112 and Grandstream HT801/HT802 Device Details

Device Type	Grandstream HT801, Grandstream HT802, or SPA112.
Warranty	Select from No Warranty, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 years.
Label	A label for identifying the device.
Serial Number	The serial number is printed on the back or bottom of the device.

Table 1: Cisco SPA112 and Grandstream HT801/HT802 Device Details (Continued)

MAC Address	A unique 12 digit address that identifies each device. It is printed on the bottom of the device.
Device Activated	The date the device was activated.
DID Number	The direct inward dialing (DID) number is a local telephone number assigned to the device.
Display Name	This name appears on phones that the device calls.
Provisioning Status	This indicates whether the provisioning server has configured the device.
Last Communication	This is the last time that the device has called the provisioning server. The device calls the provisioning server every 30 minutes.
Status	<p>Select Active to provision the device. When the device is active it is working normally and is billable.</p> <p>Select Suspended to suspend the device. When suspended, it is still billable, but it cannot make calls.</p> <p>Select Disabled to disable the device. When disabled, it cannot make calls, its DID number and display name are erased, and it is not billable.</p>
Ownership	<p>Owned: Mircom will unlock the device if you cancel your account.</p> <p>Leased: The device is locked and cannot be reset.</p>
Timezone	The time zone of the location where the device is installed.
Installed Location	<p>The location where the device is installed. Locations are configured in My Buildings (section 2.5).</p> <p>Note: if the device does not have a location, then its Status is Inactive in the My Devices list.</p>

Table 1: Cisco SPA112 and Grandstream HT801/HT802 Device Details (Continued)

Reset Password	See <i>Reset a device's password (SPA112 and Grandstream HT801/HT802)</i> on page 27.
Device Reload	This information is automatically generated.
Date Sold	
Date Leased	
Admin Notes	
Notes	Any notes for the device.
Hardware	HT801/HT802 only. This information is automatically generated.
Firmware	
Last Reboot	
IPv4	
IPv6	
Load Device Information	HT801/HT802 only. Click this button to display information on the HT801/HT802.
Reboot	HT801/HT802 only. Click this button to restart the device.

Table 2: TX3 Device Details

Device Type	TX3 Nano or TX3 Touch.
Warranty	Select from No Warranty, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 years
Label	A label for identifying the device.
Serial Number	The serial number is printed on an orange sticker, which is on the back of the TX3 Nano, and on the inside chassis of the TX3 Touch.

Table 2: TX3 Device Details (Continued)

MAC Address	TX3 Nano only. A 12 digit address that identifies each device. Press and hold the Home button on the TX3 Nano for 10 seconds to see its MAC address.
Device Activated	The date the device was activated.
SIP Username	This information is automatically generated and must be entered in the TX3 Configurator before the TX3 device can make VOIP calls. See <i>LT-995 TX3 System Configuration and Administration Manual</i> .
Auth Username	
SIP Password	
SIP Domain	
SIP Proxy Domain	
Status	Select Active to provision the device. When the device is active it is working normally and is billable. Select Suspended to suspend the device. When suspended, it is still billable, but it cannot make calls. Select Disabled to disable the device. When disabled, it cannot make calls, its DID number and display name are erased, and it is not billable.
Timezone	The time zone of the location where the device is installed.
Installed Location	The location where the device is installed. Locations are configured in My Buildings (section 2.5). Note: if the device does not have a location, then its Status is Inactive in the My Devices list.
Date Sold	This information is automatically generated.
Date Leased	
Admin Notes	
Notes	Any notes for the device.

Reset a device's password (SPA112 and Grandstream HT801/HT802)

1. Click the button beside **Reset Password**.
2. Click **Save Changes**.
3. Click the device in the **My Devices** list to view the new password.

Note: If you reset a device's password, it can take up to 30 minutes for the change to take effect. You can restart the device to force the change to take effect immediately.

2.7 My Residents

The My Residents page lists the residents along with information such as the building they are in, and their email address and phone number.

You can filter the list of residents by Name, SIP Username, and Building.



My Residents				
Filter by Name or SIP Username		Filter by Building		
<input type="text"/>		Unassigned Residents ⌵ ⓧ		
Full Name ↑↓	Building	Unit Number	Account	SIP
 Juliet Capulet	Mircom	1	Mircom Group of Companies	Active
 Romeo Montague	Mircom	2	Mircom Group of Companies	Active

Figure 15. My Residents

Add a resident

1. Click the **Add a New Resident** button at the bottom of the screen.

The **Resident Profile: New** window appears.

Resident Profile: New

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone	Mobile
<input type="text"/>	<input type="text"/>
Email*	
<input type="text"/>	
Building*	Unit Number
<input type="text"/>	<input type="text" value="eg. 401"/>

Figure 16. Resident Profile: New

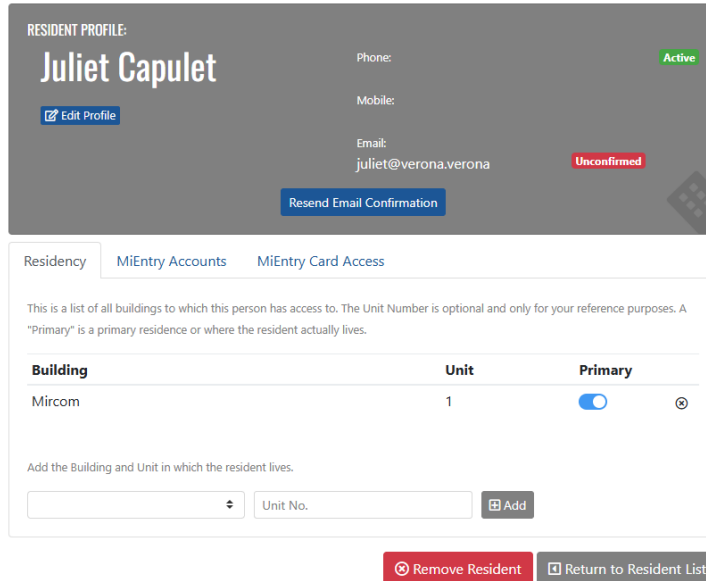
-
2. Enter the resident's name, mobile phone number, email address, and building. The resident's phone number and unit number are optional.
3. Click **Save Changes**.

MiConnect sends an email to the resident, asking the resident to confirm their email address. When the resident has confirmed the email address, MiConnect sends an email to the account manager.

2.7.1 Resident Profile

View a resident's profile

1. Click a resident in the **My Residents** list.



RESIDENT PROFILE:

Juliet Capulet

[Edit Profile](#)

Phone: Active

Mobile:

Email: juliet@verona.verona Unconfirmed

[Resend Email Confirmation](#)

Residency | **MiEntry Accounts** | MiEntry Card Access

This is a list of all buildings to which this person has access to. The Unit Number is optional and only for your reference purposes. A "Primary" is a primary residence or where the resident actually lives.

Building	Unit	Primary
Mircom	1	<input checked="" type="checkbox"/> ⊗

Add the Building and Unit in which the resident lives.

[Add](#)

[⊗ Remove Resident](#) [⏮ Return to Resident List](#)

Figure 17. Resident Profile

The resident's profile consists of the following information.

Table 3: Resident Profile

Phone	
Mobile	
Email	The resident's email address. When the resident confirms this address, the word Confirmed appears beside it. If the resident has not yet confirmed the address, then the word Unconfirmed appears. When the email address is not confirmed, the Resend Email Confirmation button will appear under the email. Clicking on it will resend a confirmation email to the mentioned email address.
Status	Active/Inactive

Edit a resident's profile

1. Click the **Edit Profile** button below the resident's name.
2. Make the required changes, then click **Save Changes**.

Remove a Resident

1. On the resident's profile page, click the **Remove Resident** button at the bottom.
2. Click **OK**.

2.7.2 Residency


The Residency tab lists the buildings that the resident has access to.

The building marked **Primary** is the building that the resident lives in. This indicator is for your convenience; it does not affect the operation of MiConnect.

Add Residency

1. Click the menu below **Add the Building and Unit in which the resident lives**, then select a building in which the resident lives.
2. Enter a unit number, then click **Add**.

Remove Residency

1. Click the Delete button on the far right side. 
2. Click **OK**.

2.7.3 MiEntry Accounts

The MiEntry Accounts tab lists the MiEntry Accounts associated with the resident.

RESIDENT PROFILE:

Juliet Capulet

[Edit Profile](#)

Phone:

Active

Mobile:

Email:

juliet@verona.verona

Unconfirmed

Resend Email Confirmation

Residency

MiEntry Accounts

MiEntry Card Access

Here you can configure MiEntry account(s) for your residents to be enabled with the MiEntry application.

Username	Type	Created
		April 27, 2023

Add MiEntry Account

Remove Resident

Return to Resident List

Figure 18. MiEntry Accounts

Add a MiEntry account to a resident


Note: You can add a MiEntry account only to a resident with a confirmed email address.

- Click the **MiEntry Account** tab, then click **Add MiEntry Account**.

MiConnect creates the MiEntry account and sends an email to the resident asking the resident to create a password.

MiConnect displays the following information.

Table 4: MiEntry Account

Username	The resident enters the SIP username in the MiEntry app.
Type	This field shows the domain for the account.
	Click this button to delete the account.










2.7.4 MiEntry Card Access

This tab is not used.

2.8 My Delegates

You can grant other people permission to add or remove residents for buildings that you own without giving ownership to another account. These other people are called delegates.

My Delegates

Company 12	Contact	Actions
 [Redacted]		 
 [Redacted]		 
 [Redacted]		 

Invite a Delegate

This will invite somebody to create an account which is linked to your account. They will not have access to any of your buildings unless you grant them access afterwards.

Figure 19. My Delegates

Invite a delegate

1. In the **Invite a Delegate** section, enter the delegate's email address.
2. Click **Invite**.

Edit a delegate's details

1. In the **My Delegates** list, click the **Edit Delegate** button.
The Delegate Details page appears. See section 2.8.1.
2. Make the required changes, then click **Save Changes**.



Remove a delegate

1. In the **My Delegates** list, click the Remove Delegate button.
2. Click **OK**.



2.8.1 Delegate Details

The Delegate Details page lets you edit the delegate's company information, name, address, and email.

Note: When the delegate confirms their email address, the word **Confirmed** appears. If the delegate has not yet confirmed the email address, then the word **Unconfirmed** appears.

Delegate: Verona

Company Name*

Verona

First Name* Last Name* Street Number Street Unit No

Romeo Montague e.g. 30 e.g. Durham Street South e.g. A#

Phone* Mobile Country

111-111-1111 e.g. (705)-777-7777

Email* Confirmed City Province / State Postal Code

romeo@verona.verona e.g. North York Select a Country Select a Country

Cancel Save Changes

Figure 20. Delegate Details

2.9 My Child Accounts

An account represents an organization, with users and locations associated with it. A child account is a subdivision of that organization, or a related organization, with its own users and locations. For example, a child account can be a reseller that buys products from the parent account company. A child account has all the same permissions that the parent account does.

My Child Accounts








Company ↑	Contact	Actions
		 
		 

Figure 21. My Child Accounts

2.9.1 Edit Child Account

1. Click the **Edit** button  beside the child account you want to edit.

The Edit Child Account screen appears.

Account: ACME Installers

Save Changes

Close

Company Name*

Company Number

Dealer Number

ACME Installers

884935

Assigned by Mircom

Account Type*

Status*

Account Level*

Reseller

Active

Approved

Profile

Users

Locations

Devices

Residents

First Name*

Last Name*

Romeo

Montague

Phone*

Mobile

777-777-7777

777-777-7777

Email*

Unconfirmed

romeo@verona.verona

Account Expiration

Street Number

Street

Unit No

30

Apartment 4

Country

Canada


City

Province

Postal Code

Figure 22. Edit Child Account

Provide the following information:

- Company Name
 - Company Number: Automatically assigned.
 - Dealer Number: Automatically assigned.
 - Account Type: Same as the parent account.
 - Status: Select **Active**, **Suspend**, or **Closed**.
 - Account Level: Same as the parent account.
 - Approved: An administrator must approve every child account.
2. Click the **Save Changes** button  to save your changes.

2.9.2

Profile

1. Click the **Profile** tab to edit the child account's profile.
2. Provide the following information:

- First Name
- Last Name
- Phone
- Email Address
- Account Expiration: This field is not used.
- Address
- Account Created: This is automatically generated.

2.9.3 Users

1. Click the Users tab to view users and add new users to this child account.
2. To edit a user, click a user, then follow the instructions in *Edit User* on page 12.
3. To add a user, click **Add New User**, then follow the instructions in *Add a User* on page 13.

2.9.4 Locations

1. Click the Locations tab to add a location to this child account.
2. To edit a location, click a location, then follow the instructions in *View a building's details* on page 16.
3. To add a location, click **Add New Location**, then follow the instructions in *Add a building* on page 14.

2.9.5 Devices

1. Click the Devices tab to add a device to this child account.
2. To edit a device, click a device, then follow the instructions in section 2.6.1.
3. To add a device, click **Add New Device**, then follow the instructions in *Register a device* on page 22.

2.9.6 Residents

1. Click the Residents tab to view the residents for this child account.
2. To edit a resident, click a resident, then follow the instructions in section 2.7.

2.9.7 Remove a child account

1. In the Edit Child Account screen (Figure 22), click the **Remove Account** button at the bottom.

2. Click **OK**.

2.9.8 Add a Child Account

1. In the list of child accounts, click the **Add New Child Account** button at the bottom of the screen.

Account:

Save Changes

Close

Company Name*

Company Number

Dealer Number

e.g. ACME Installers

Assigned by Mircom

Assigned automatically when saved

Account Type*

Status*

Account Level*

Reseller

Suspend

Approved

Profile

Users

Locations

Devices

Residents

First Name*

Last Name*

e.g. Akihiro

e.g. Akiyama

Phone*

Mobile

e.g. (705)-777-7777

e.g. (705)-777-7777

Email*

e.g. aa@acmeinstallers.com

Account Expiration

Street Number

Street

Unit No

e.g. 30

e.g. Durham Street South

e.g. Apartment 4

Country

Select Country

City

Province / State

Postal Code

e.g. North York

Select a Country

Select a Country

Account Created

N/A

Figure 23. Add New Child Account

2. Provide the following information:
 - Company Name
 - Company Number: Automatically assigned.
 - Dealer Number: Automatically assigned.
 - Account Type: Same as the parent account.
 - Status: Select **Active**, **Suspend**, or **Closed**.
 - Account Level: Same as the parent account.
 - Approved: After you create the child account, an administrator must approve it.

3. To add users, locations, and devices, follow the instructions starting in section 2.9.3.

2.10 Billing Report

1. Click **Billing Report**.

The billing report appears.

 **Billing Report**

From*

◀

Jul 2024

▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

To*

◀

Aug 2024

▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Figure 24. Billing Report

2. Select a **From** date and a **To** date, then click **Generate Report**.

The report appears.

3. Click **Download CSV File** to download the report in a CSV (comma separated value) file to the Downloads folder of the local computer.

3

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 issues and/or problems that would prevent a Mircom System alarm from operating as intended, can be identified through 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:

6. **Inadequate Testing and Maintenance.** It is imperative that the systems be periodically tested and subjected to preventative maintenance. Best practices, local codes, applicable laws and industry regulations, and any local authority having jurisdiction to do so, 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.
7. **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.

8. **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.
9. **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.
10. **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.
11. **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.
12. **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.
13. **Wireless Devices Placement Proximity.** Moreover all wireless devices must be a minimum and maximum distance away from large metal objects, such as refrigerators. As the end user, 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.

14. **Failure to Trigger Sensors.** Moreover, Mircom Systems may fail to operate as intended if, motion, heat, carbon monoxide (CO) and/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.
15. **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.
16. **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.
17. **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.
18. **Telephone Line/Network Malfunction.** Telephone service can cause system failure where telephone lines/networks are relied upon by a Mircom System. Alarms and information coming from a Mircom System may not be transmitted if a phone line/network is out of service or busy for a certain period of time. Alarms and information may not be transmitted where telephone lines/networks have been compromised by criminal tampering, local construction, storms or earthquakes.
19. **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.

20. **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.
21. A Mircom System's Auto Configuration feature is intended to assign the Alarm process type to all inputs and to provide an initial set up by detecting connected devices and generates a basic job configuration upon the initial installation of the Mircom System. Mircom makes no representations, warranties or guarantees regarding the accuracy or suitability of the basic job configuration generated upon installation, for any specific site requirements.
The end user shall be solely and exclusively responsible to thoroughly review the basic job generated by the auto configuration feature upon initial installation and to implement necessary adjustments and modifications to customize the job configuration in accordance with the functional and/or technical requirements of the site. Mircom expressly disclaims any responsibility or liability for any failure, malfunction or defective operation of a Mircom System and any associated components, resulting from the end user's failure to customize or adjust the job configuration accordingly.
By installing and utilizing the Mircom System, the user acknowledges and agrees that Mircom shall not be liable for any claims, losses, damages, or defects arising from the failure of the user or installer and those for whom it is responsible at law, to customize the basic job configuration generated on the initial set-up in accordance with the requirements of the site.

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>