



1 Introduction

This document provides instructions for migrating devices and accounts from MiEntry to MiEntry+. It is intended for users, building managers, installers, and administrators involved in device migration and MiEntry to MiEntry+ account migration.

You must complete the following steps:

1. Apply the TX3 Touch VOIP patch – section 2
 2. Migrate the TX3 Touch from MiEntry to MiEntry+ – section 3
 3. Create a Password for the TX3 Touch – section 4
 4. Update Device Credentials in the TX3 Configurator – section 5
 5. Confirm that the TX3 Touch is Registered – section 6
 6. Migrate a TX3-T10 Panel (if necessary) – section 7
 7. Migrate Residents – section 8
- Section 9 describes how residents should log in to MiEntry+ after their password is created.

2 Apply the TX3 Touch VOIP Patch

This section explains how to apply the TX3 Touch VoIP Patch version 5.0.2. There are two patches, one for Touch software V2.15.X and one for Touch software V3.X.X. You need to apply only one patch depending on the software version on your TX3 Touch.

2.1 Before you Begin

Ensure you have the following files before proceeding:

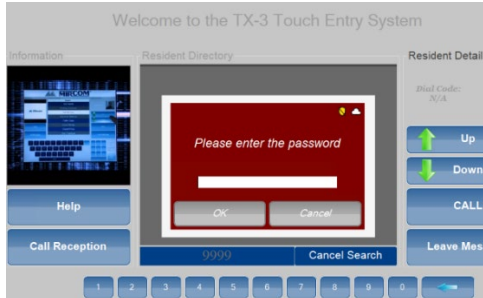
- **USB keyboard (the touch screen can be used as mouse)**
- **USB disk**
- **TX3 Touch V2.15.X VoIP Patch_V5.0.2.zip**
<https://mircom.com/download/voip-server-migration-for-tx3-touch-v2-15-x/>
- **TX3 Touch V3.X.X VoIP Patch_V5.0.2.zip**
<https://mircom.com/download/voip-server-migration-for-tx3-touch-v3-x-x/>

Ensure you have physical or remote access to the TX3 Touch (for example, over a network, USB drive, or FTP). Back up any critical configurations or custom settings first, because unexpected issues may occur. Confirm whether your panel runs V2.15.x or V3.X.X - do not mix up patch versions.

2.2 Check the Software Version on the TX3 Touch

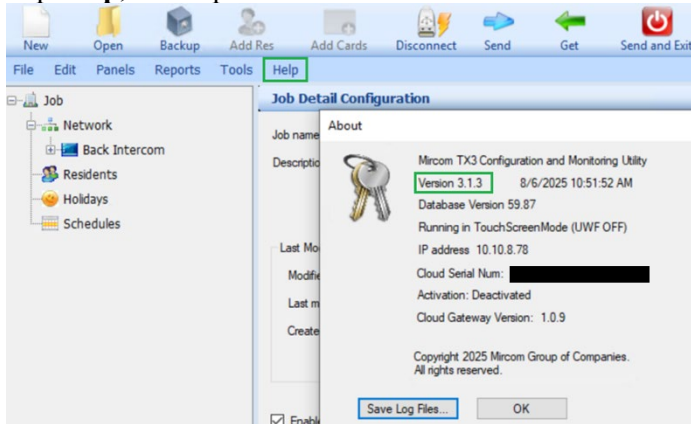
1. Type **9999** at the panel and tap **OK** (if there is a password on the TX3 Touch type the password here).

If the keyboard does not appear, press the **Leave Message** button and then **Cancel**.

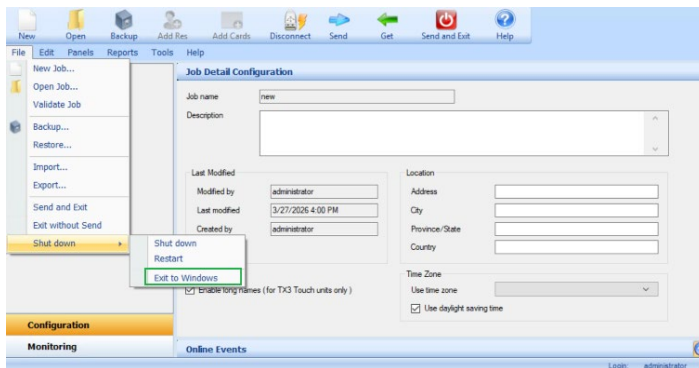


The Configurator appears.

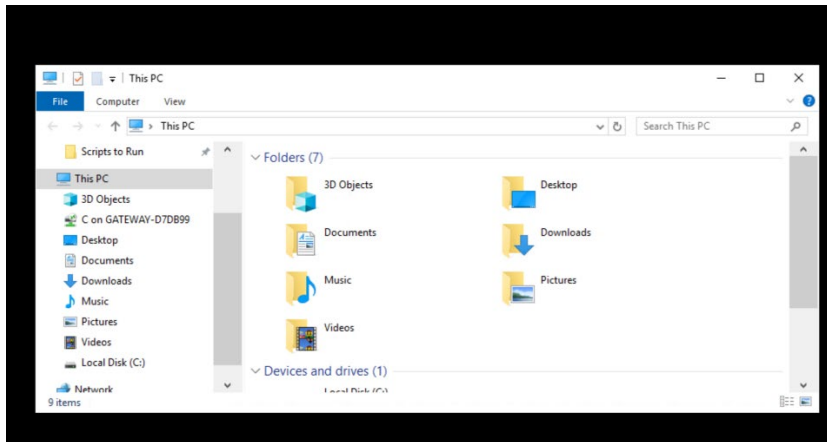
2. Tap **Help**, then tap **About** to see the Touch Version. In this example it is 3.1.3.



3. Tap **File - Shut down - Exit to Windows**.

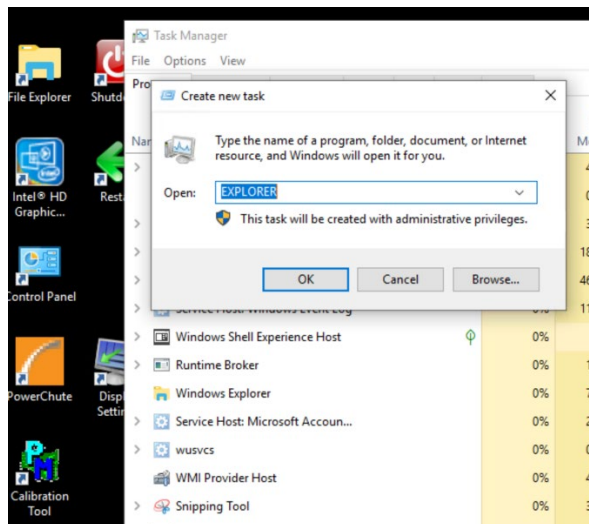


4. The Configurator closes and Windows Explorer appears.



Note: If Windows Explorer does not appear, run the Task Manager, then type **Explorer**, then tap **OK**.

5. If the Task Manager is not visible, connect a USB keyboard and press Ctrl+Shift+Esc, then open Task Manager.



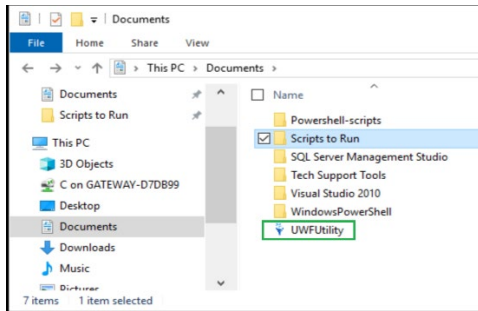
2.3 Turn off the Unified Write Filter

The UWF (Unified Write Filter) is a security feature which you must turn off before you run the patch.

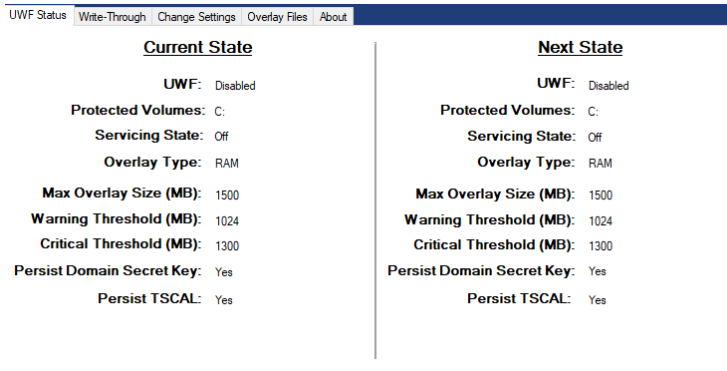
1. On the TX3 Touch, in Windows Explorer, open the **Documents** folder, then open **Scripts to Run**.
2. Double-click **UWF-Turn-off.bat** to turn off the UWF.

The TX3 Touch restarts.

3. After the TX3 Touch restarts, log into the Touch and open Windows Explorer as described in section 2.2.
4. Open the **Documents** folder again, then double-click **UWFUtility**.



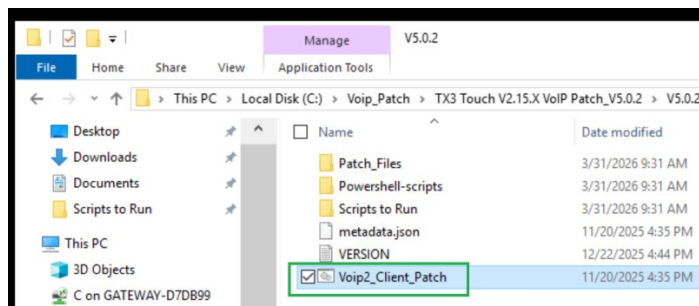
In the UWUtility window, confirm that **UWF** is **Disabled** as shown below.



- If you have a V2.15.X Touch, go to section 2.4. If you have a V3.X.X Touch, go to section 2.5.

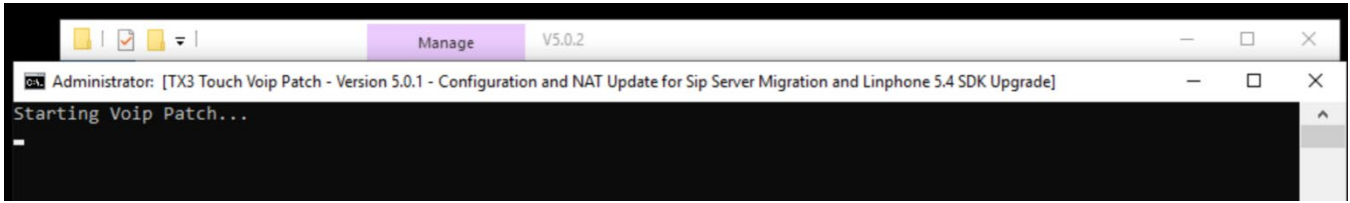
2.4 Install the Patch on a TX3 Touch V2.15.X Panel

- Download the patch file:
<https://mircom.com/download/voip-server-migration-for-tx3-touch-v2-15-x/>
- Extract the contents: right-click the .zip file then double-click **Extract All**.
 Or use 7-Zip/WinRAR.
- Copy the extracted folder to the USB disk.
- Plug the USB disk into the USB port on the TX3 Touch.
- Copy the files from the USB to an easily accessible folder on the TX3 Touch, for example:
C:\VOIP_Patch
- On the TX3 Touch, open Windows Explorer and browse to the files that you copied.



- Double-click the **Voip2_Client_Patch.bat** file.
- Wait while the patch is applied.

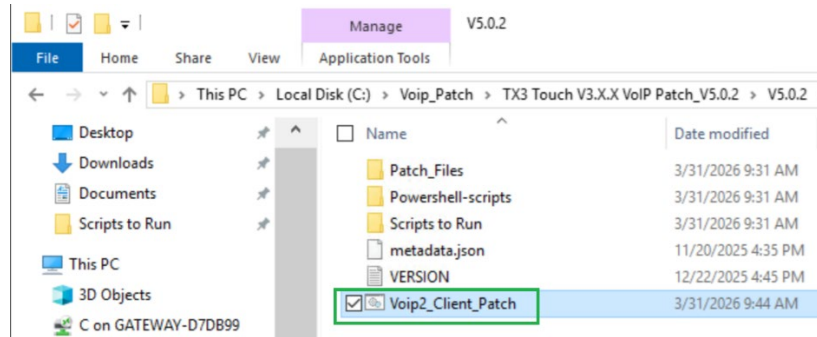
The screen below appears. It disappears when the patch is applied.



9. Go to section 2.6.

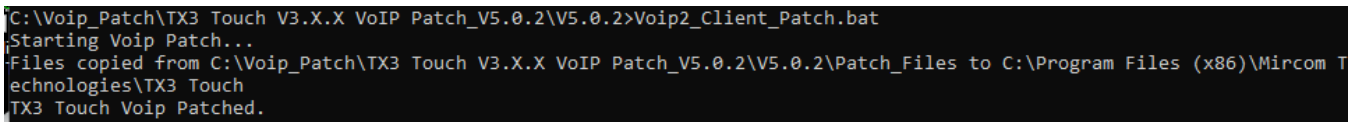
2.5 Install the Patch on a TX3 Touch V3.X.X Panel

1. Download the patch file:
<https://mircom.com/download/voip-server-migration-for-tx3-touch-v3-x-x/>
2. Right-click the .zip file then double-click **Extract All**.
Or use 7-Zip/WinRAR.
3. Copy the extracted folder to the USB disk.
4. Plug the USB disk into the USB port on the TX3 Touch.
5. Copy the files from the USB to an easily accessible folder on the TX3 Touch, for example: **C:\VOIP_Patch**
6. On the TX3 Touch, open Windows Explorer and browse to the files that you copied.



7. Double-click the **Voip2_Client_Patch.bat** file.
8. Wait while the patch is applied.

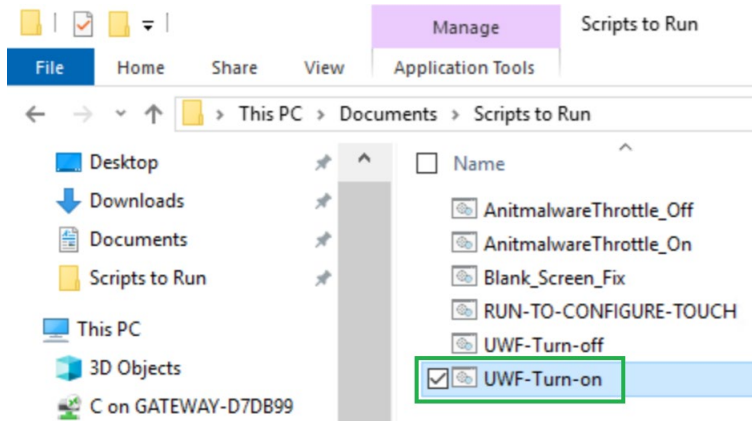
The screen below appears. It disappears when the patch is applied.



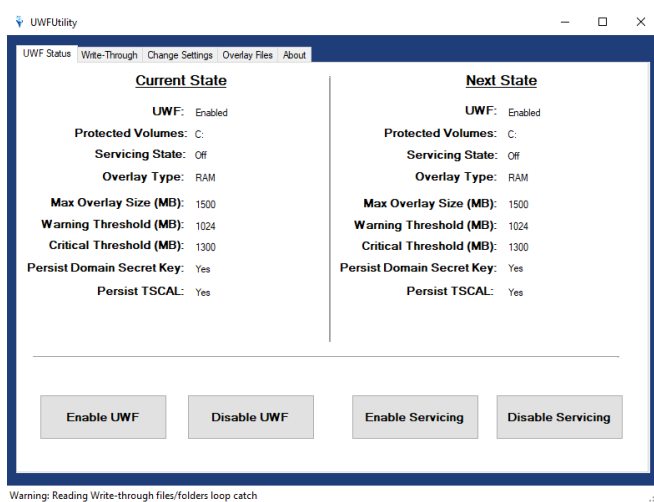
9. Go to section 2.6.

2.6 Turn on the Unified Write Filter

1. In Windows Explorer, open the **Documents** folder, then open **Scripts to Run**.



2. Double-click **UWF-Turn-on.bat** to turn on the UWF.
The Touch restarts.
3. After the TX3 Touch restarts, log into the Touch and open Windows Explorer as described in section 2.2.
4. Open the **Documents** folder again and double-click the **UWFUtility**.
In the UWFUtility window, confirm that **UWF** is **Enabled** as shown below.



5. Double-click the **TX3 Touch** icon on the desktop to launch the TX3 Touch application.

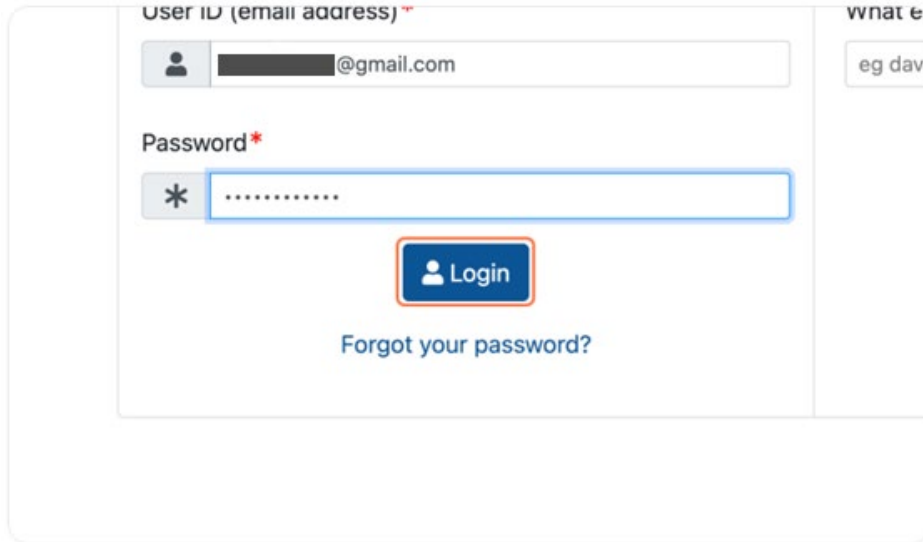


You have successfully installed the TX3 Touch VoIP Patch.

Go to section 3.

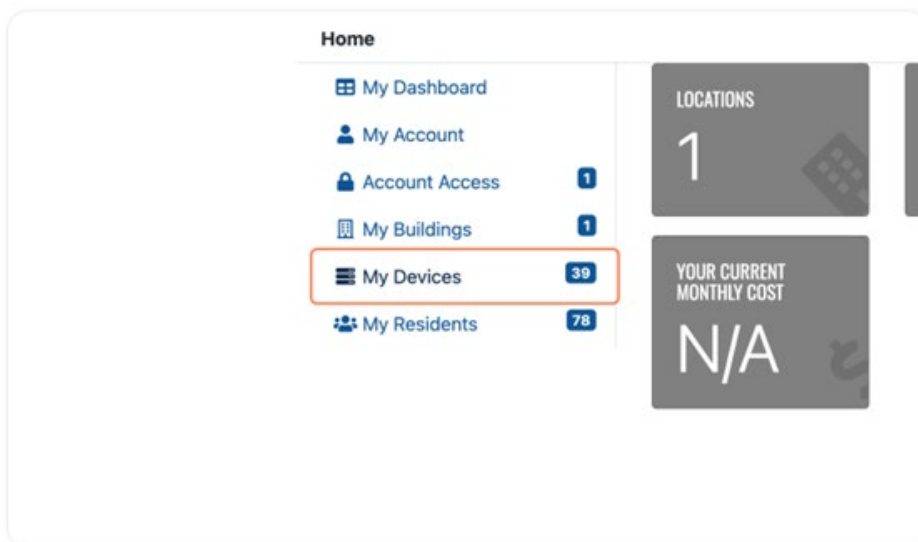
3 Migrate the TX3 Device from MiEntry to MiEntry+

1. Open your browser and go to <https://miconnect.mircom.com/login>
2. Type your user ID and password, then click **Login**.



The screenshot shows a login form with two input fields. The first field is labeled "User ID (email address) *" and contains a redacted email address ending in "@gmail.com". The second field is labeled "Password *" and contains a redacted password represented by dots. Below the password field is a blue "Login" button with a white user icon. Underneath the button is a link that says "Forgot your password?". To the right of the form, there is a small text "what e." and a placeholder "eg dave".

3. Click My Devices.



4. Click the name of the TX3 device that you want to migrate.


TX3-TOUCH-F22	TESTTOUCH2	Mircom Group of Companies	Mircom Engineering	Active	MiEntry+	
TX3-TOUCH-F22	TESTTOUCH1	Mircom Group of Companies	Mircom Engineering	Active	MiEntry+	
TX3-TOUCH-F22	TESTTOUCH2	Mircom Group of Companies	Mircom Engineering	Active	MiEntry+	
TX3-TOUCH-S15-B	TESTTOUCH3	Mircom Group of Companies	Mircom Engineering	Active	MiEntry+	
TX3-TOUCH-S15-B	TOUCH4	Mircom Group of Companies	Mircom Engineering	Active	MiEntry	Migrate to MiEntry+
TX3-TOUCH-S15-B	TESTTOUCH5	Mircom Group of Companies	Mircom Engineering	Active	MiEntry	Migrate to MiEntry+
TX3-TOUCH-S22	TESTTOUCH4	Mircom Group of Companies	Mircom Engineering	Active	MiEntry+	
TX3-	TESTTOUCH7	Mircom	Mircom	Active	MiEntry	Migrate to MiEntry+

- In the **SIP Admin Email** field, enter the email address where you would like to receive the password change request.

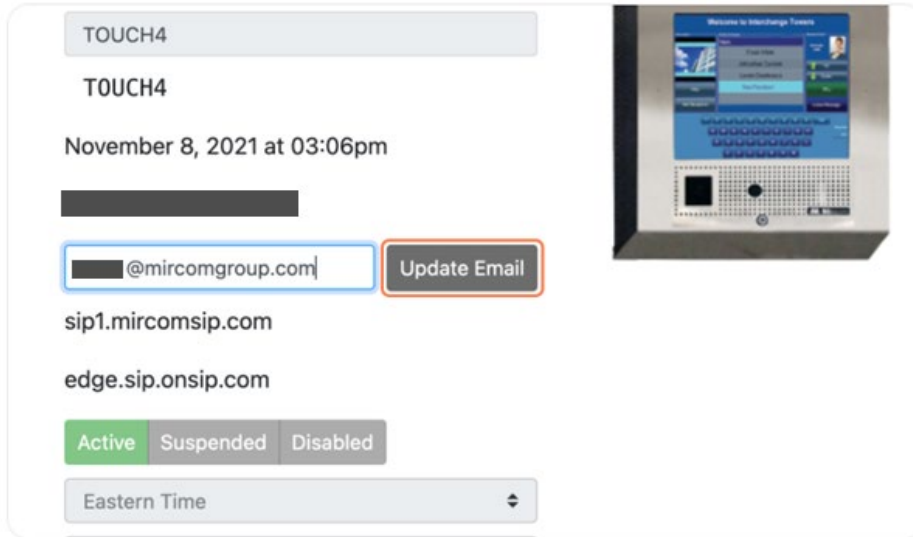
- My Dashboard
- My Account
- Account Access 1
- My Buildings 1
- My Devices 39
- My Residents 76

Device: TOUCH4

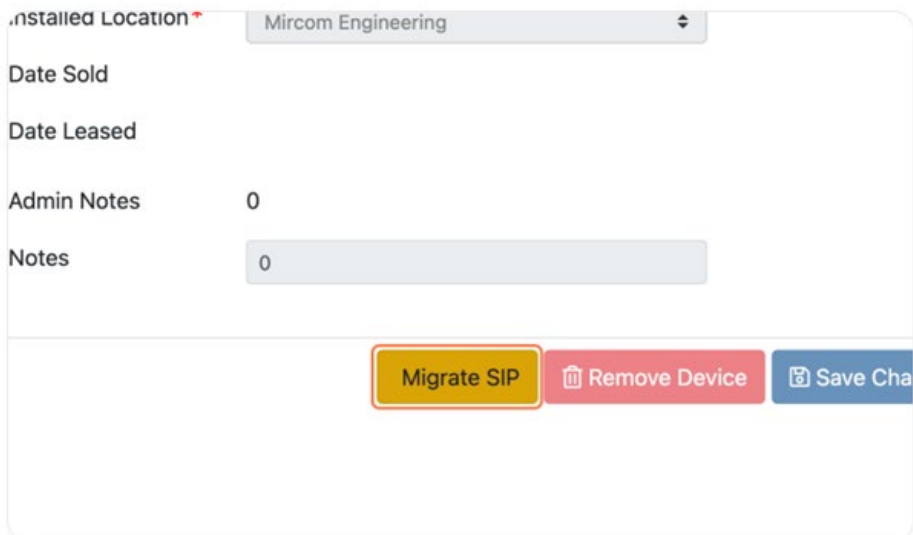
Device Information - This device is locked down and needs to be migrated to a new SIP provider

Device Type	TX3-TOUCH-S15-B	
Warranty	1 year	
Label	TOUCH4	
Serial Number	TOUCH4	
Device Activated	November 8, 2021 at 03:06pm	
SIP Username	[REDACTED]	
SIP Admin Email*	[REDACTED]@mircomgroup.com	Update Email
SIP Domain	sip1.mircomsip.com	
SIP Proxy Domain	edge.sip.onsip.com	
Status	Active Suspended Disabled	
Timezone	Eastern Time	
Installed Location*	Mircom Engineering	
Date Sold		
Date Leased		
Admin Notes	0	

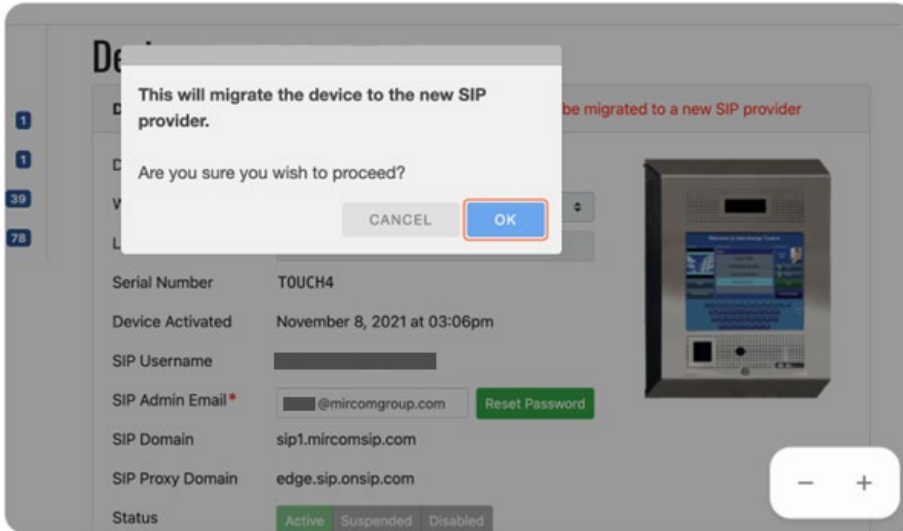
- Click **Update Email**.



7. Click **Migrate SIP**.



8. Click **OK**.




After you click **OK**, you will receive an email to create your password.

In addition, the **Migrate SIP** button will no longer be visible. The **SIP Domain** will change from **sip1.mircomsip.com** to **sip3.mircomsip.com**, and the **SIP Proxy Domain** will change from **edge.sip.onsip.com** to **proxy1.mircomsip.com**.

9. Go to section 4 to create a password for the device.

Device: TOUCH4

Device Information

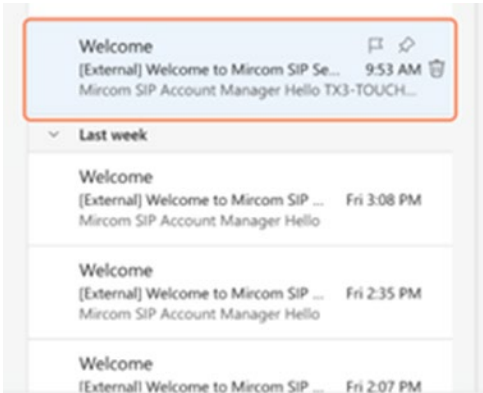
Device Type	TX3-TOUCH-S15-B	
Warranty	1 year	
Label	TOUCH4	
Serial Number	TOUCH4	
Device Activated	November 8, 2021 at 03:06pm	
SIP Username	[Redacted]	
SIP Admin Email *	[Redacted]@mircomgroup.com Reset Password	
SIP Domain	sip3.mircomsip.com	
SIP Proxy Domain	proxy1.mircomsip.com	
Status	Active Suspended Disabled	
Timezone	Eastern Time	
Installed Location *	Mircom Engineering	
Date Sold		
Date Leased		
Admin Notes	0	
Notes	0	

Remove Device
Save Changes
Close

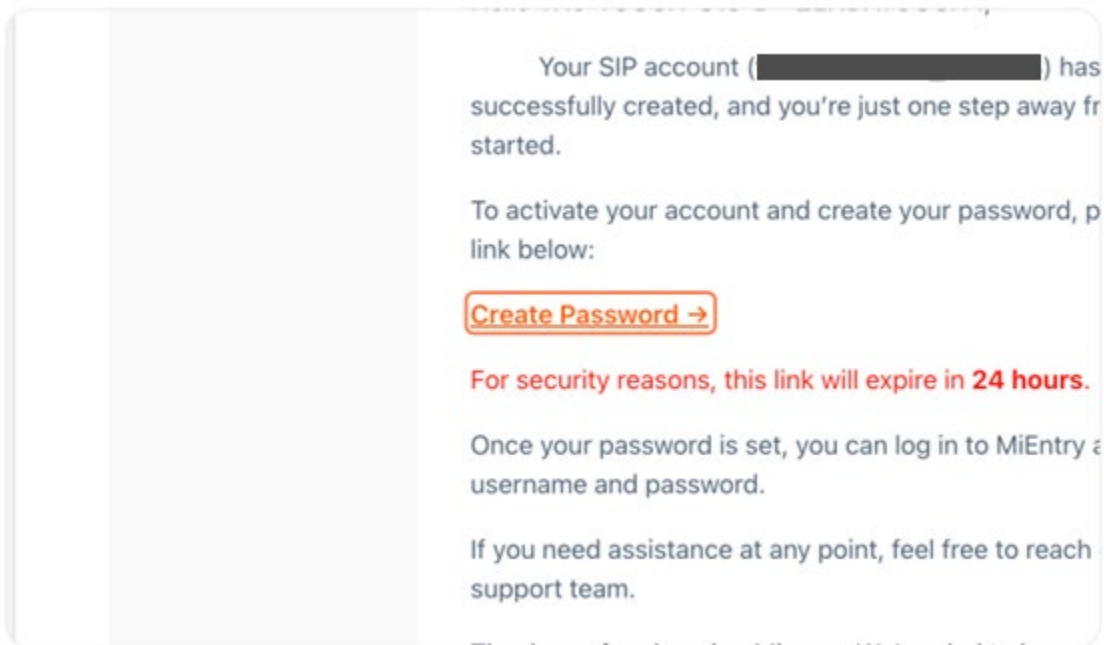
4 Create a Password for the TX3 Touch

After you click **Migrate SIP**, Miconnect sends a password creation email to the email address entered in the **SIP Admin Email** field, prompting you to create a password for the device.

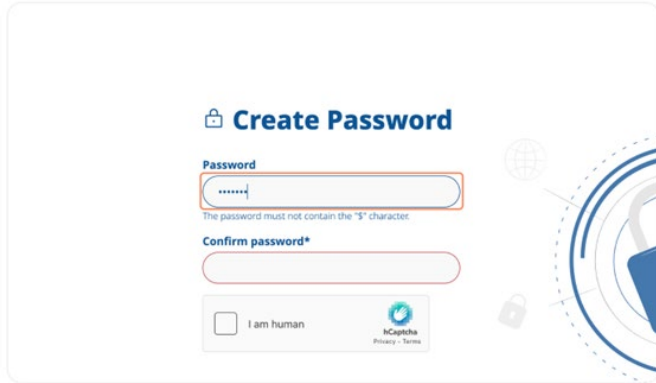
1. In your email program, open the email titled “Welcome [External] Welcome to Mircom SIP Services”.



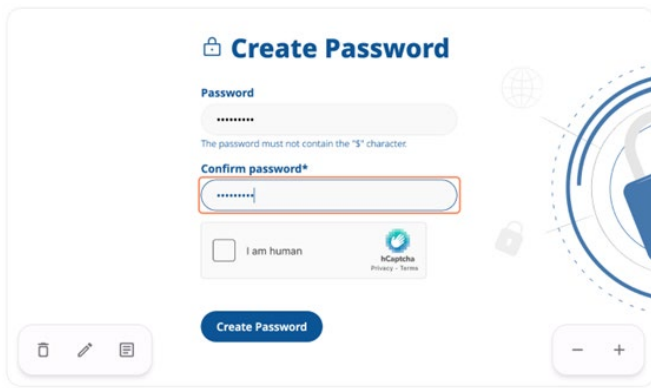
2. Click **Create Password**.



3. Type your password in the webpage that appears.



4. Retype the password.



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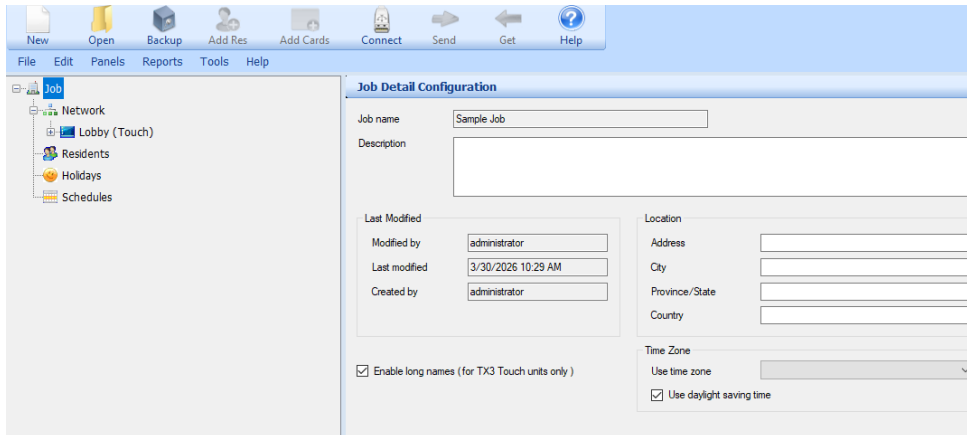
The password has been successfully created for the migrated device.

Go to section 5 to update the credentials in the TX3 Configurator.

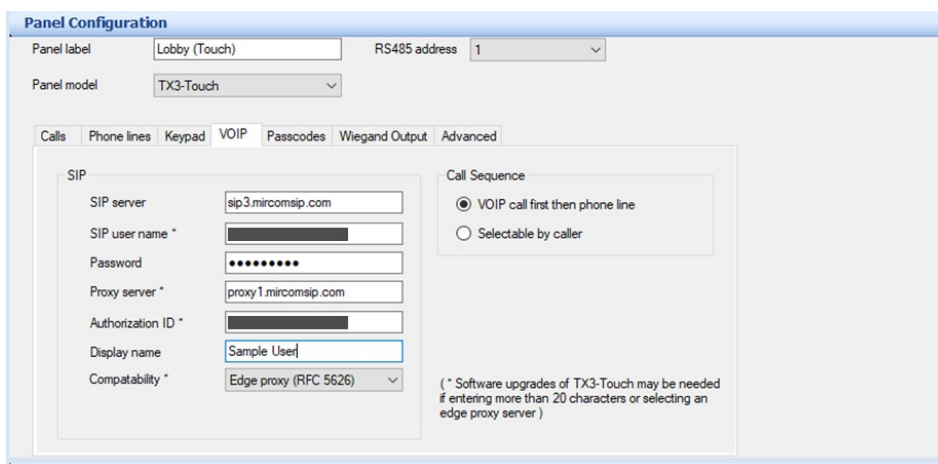
5 Update Device Credentials in the TX3 Configurator

After the device is migrated, the new device credentials must be updated in the TX3 Configurator so they can be sent to the TX3 panel.

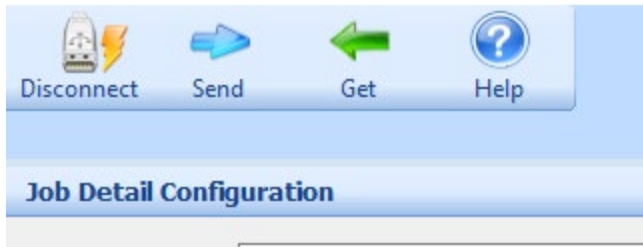
1. Open the TX3 Configurator on your computer.



2. Click the TX3 device that you have migrated, then click the **VOIP** tab.
3. Enter the new information in the **SIP Server**, **Password**, **Proxy Server** and **Authorization ID** fields.
 - **SIP Server:** sip3.mircomsip.com
 - **Proxy Server:** proxy1.mircomsip.com
 - **Authorization ID:** same as the SIP user name



4. Click **Send Job** to send the updated information to the **TX3 Touch**.

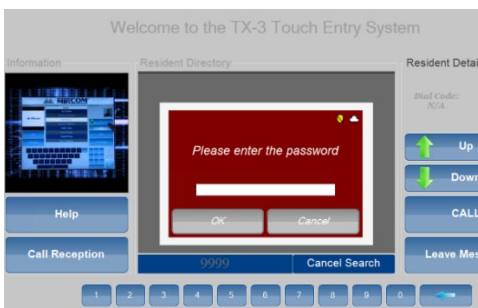


Go to section 6 to configure the TX3 Touch.

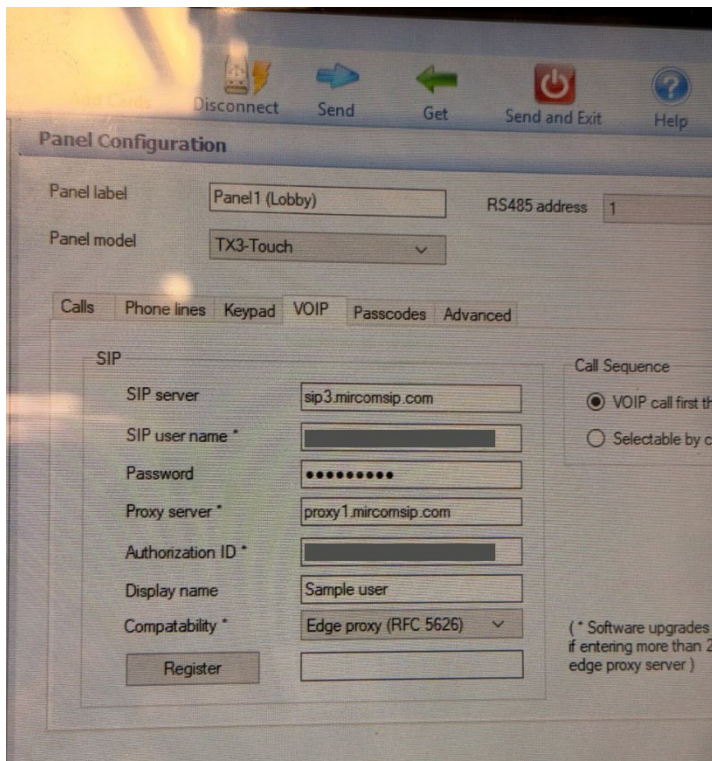
6 Confirm that the TX3 Touch is Registered

The next step is to go to the TX3 Touch panel and confirm that the panel is registered with the SIP server.

1. Log into the Touch and open Windows Explorer as described in section 2.2.



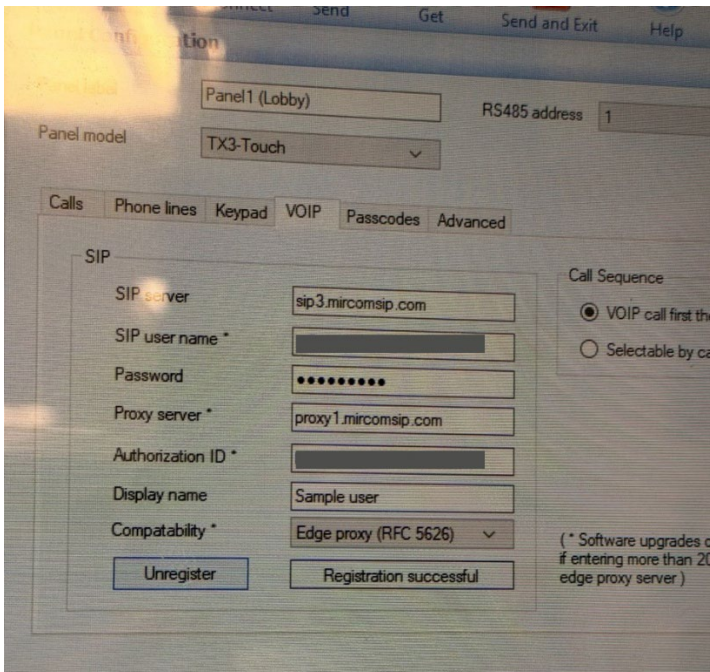
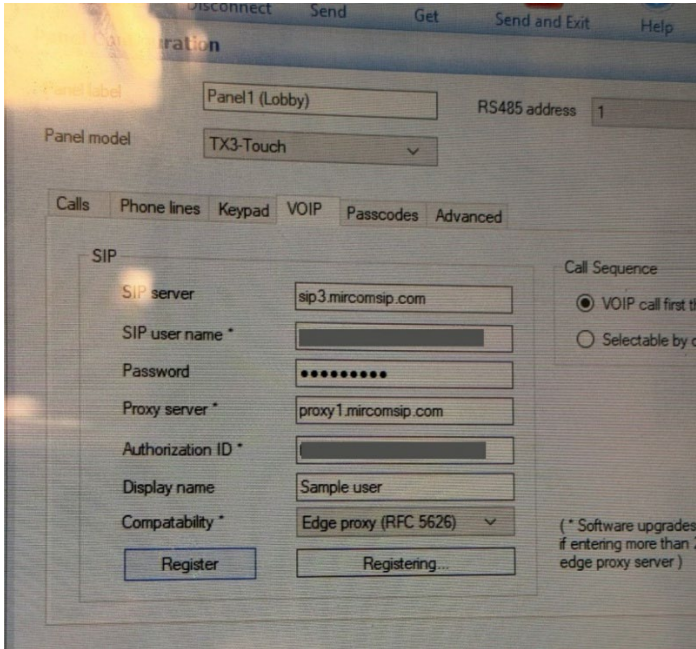
2. Open the **VOIP** section on the TX3 Touch panel and verify that the new credentials are present.



3. At the bottom of the screen, check the registration status beside the **Registered** button.

 - If it shows **Registration Successful**, no further action is needed.
 - If the box is empty, tap the **Register** button and wait for the panel to register.

When you tap the **Register** button, the word **Registering** should appear, then the words **Registration Successful** should appear.



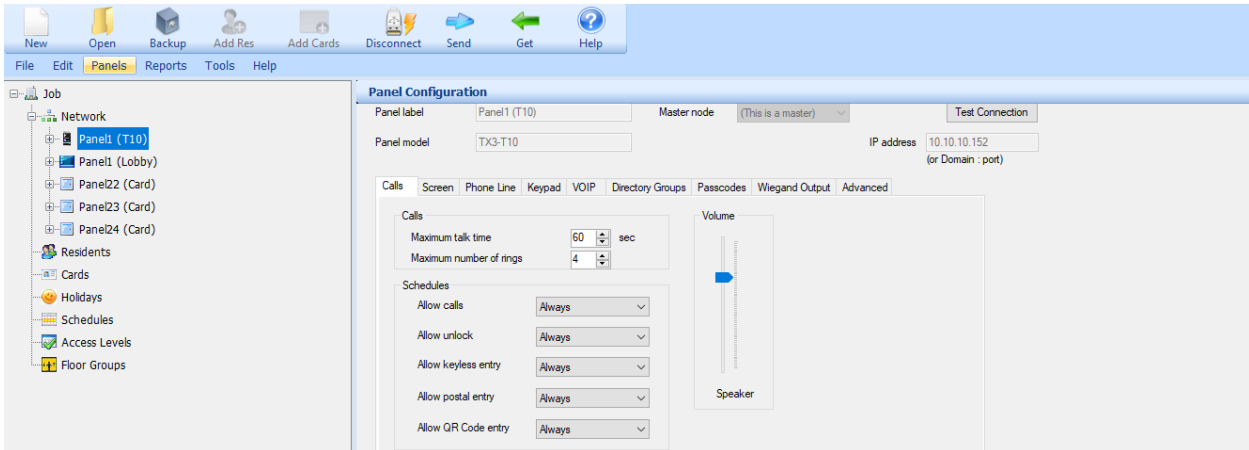
You have successfully migrated the device to the new server.

Go to section 7 to migrate a TX3-T10 panel, or go to section 8 to migrate residents.

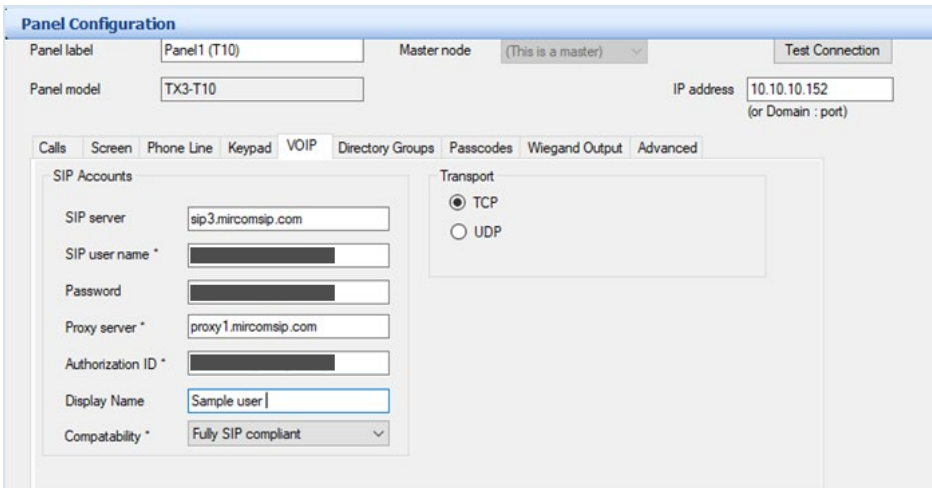
7 Migrate a TX3-T10 Panel

Follow the instructions in **Section 3** and **Section 4** to migrate the TX3-T10 panel in MiConnect and to obtain the new credentials for the panel.

1. Open the TX3 Configurator.



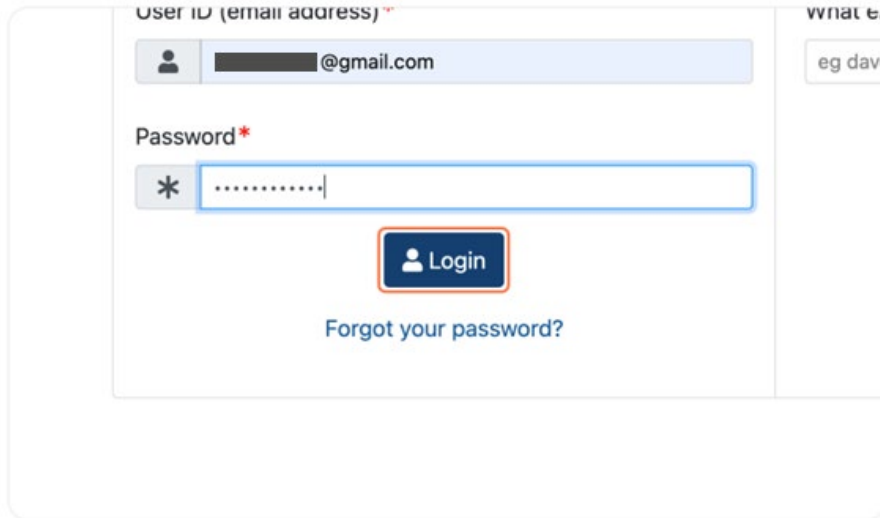
2. Click the TX3-T10 panel, then click the **VOIP** tab.
3. Type the new SIP server, password, and proxy server.
 - **SIP Server:** sip3.mircomsip.com
 - **Proxy Server:** proxy1.mircomsip.com
 - **Authorization ID:** Same as the SIP user name



Go to section 8.

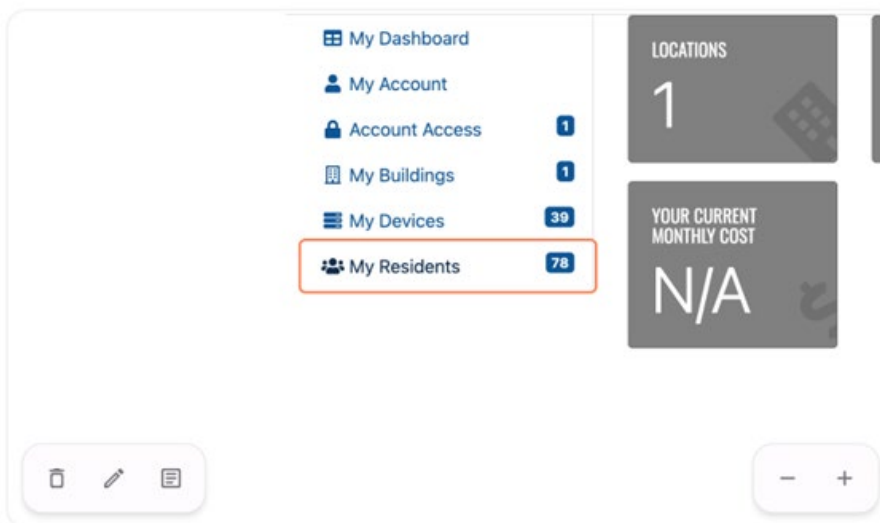
8 Migrate Residents from MiEntry to MiEntry+

1. Open your browser and go to <https://miconnect.mircom.com/login>
2. Enter your credentials and click **Login**.



The screenshot shows a login form with two input fields: "User ID (email address)" and "Password". The User ID field contains a redacted email address followed by "@gmail.com". The Password field is masked with dots. Below the fields is a blue "Login" button with a user icon. Underneath the button is a link that says "Forgot your password?". To the right of the form, there is a partial view of another field labeled "What e..." with a placeholder "eg dave".

3. Click **My Residents**.



The list of residents for that building appears.

4. Click the resident that you want to migrate.

My Residents

Filter by Name or SIP Username

Filter by Building

Full Name 12	Building	Unit Number	Account	SIP
Juliet Capulet	Mircom	1	Mircom Group of Companies	Active
Romeo Montague	Mircom	2	Mircom Group of Companies	Active

5. Click the **MiEntry Accounts** tab and verify that the resident's email address is correct.

RESIDENT PROFILE

Phone:
 Mobile: 0
 Email: @mircomgroup.com

[Edit Profile](#)

Residency **MiEntry Accounts** MiEntry+ Accounts

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

Building	Unit
Mircom Engineering	

6. Click **Migrate to MiEntry+**.

RESIDENT PROFILE

Phone: Active
 Mobile: 0
 Email: @mircomgroup.com Confirmed

[Edit Profile](#)

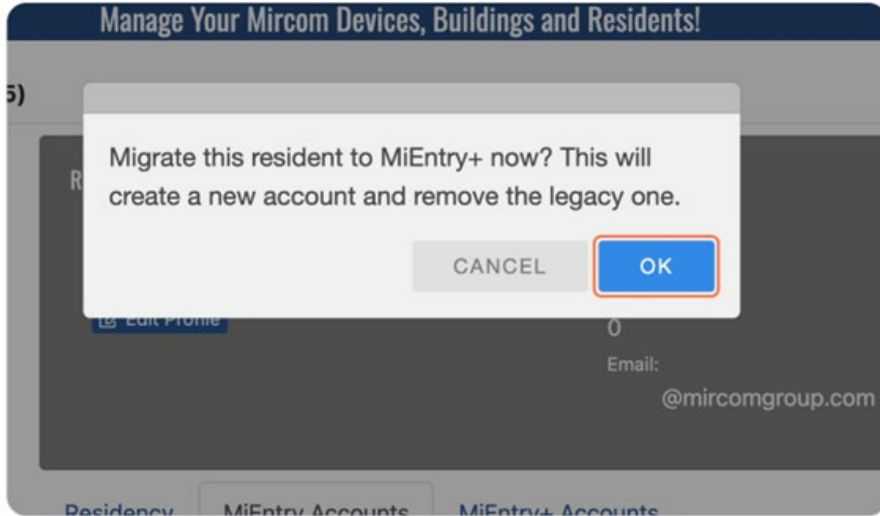
Residency **MiEntry Accounts** MiEntry+ Accounts

Deprecated MiEntry Account - Read Only. Create a new account in the MiEntry+ tab.

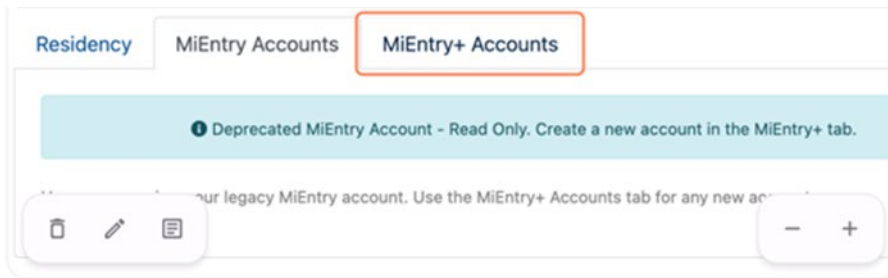
Here you can view your legacy MiEntry account. Use the MiEntry+ Accounts tab for any new account.

Username	Type	Created	
	Mircom (sip1.mircomsip.com)	August 19, 2025	Migrate to MiEntry+

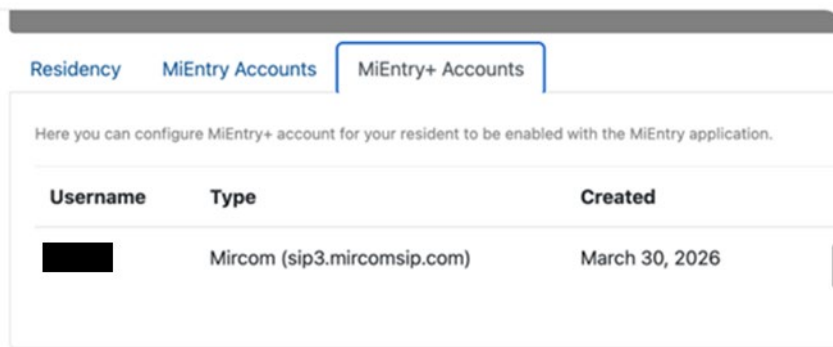
7. Click **OK**.



8. Click the **MiEntry+ Accounts** tab.



This screen shows a new MiEntry+ account with the same username.



The **MiEntry+** account has been created successfully. Miconnect will send a password setup email to the registered email address.

The next step is to create a password for the newly created **MiEntry+** account. For more information, please refer to the **MiEntry+ User Guide**.

Android - https://mircom.com/wp-content/uploads/product_documents/LT-6834-MiEntry-User-Guide-Android.pdf

iOS - https://mircom.com/wp-content/uploads/product_documents/LT-6835-MiEntry-User-Guide-iOS.pdf

9 Resident Login to MiEntry+ after Password Creation

This section describes how the resident should download and log into MiEntry+ after they have created a password for the MiEntry+ account.

Step 1: Download the MiEntry+ App

If the resident does not already have the **MiEntry+** app installed, they must download it on their mobile device.

- For **Android devices**, open the **Google Play Store**
- For **iPhone/iOS devices**, open the **App Store**

Step 2: Search for the App

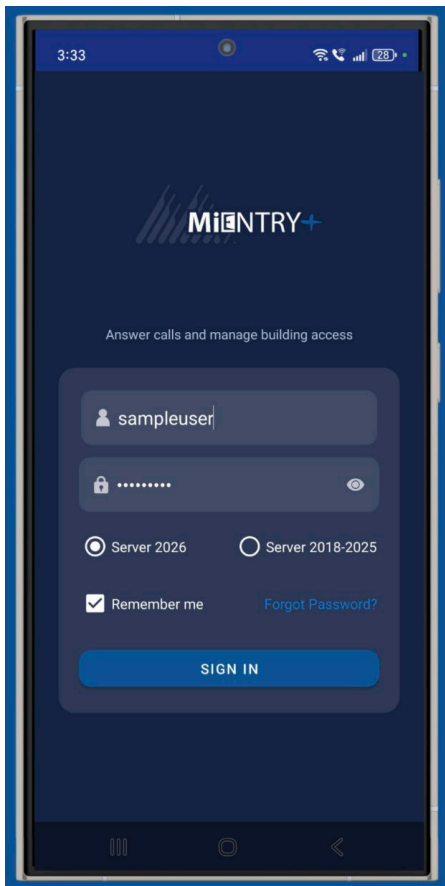
In the app store, search for **MiEntry+**.

Step 3: Install the App

Select the **MiEntry+** app from the search results and install it on the device.

Step 4: Open the App

Once the installation is complete, launch the **MiEntry+** app.



Step 5: Enter Login Credentials

On the login screen, enter the following:

- **Username** – the same username used for the migrated account
- **Password** – the password that was created through the password setup email

Step 6: Select the Server

From the server selection option, choose **Server 2026**.

Step 7: Log In

After entering the username, password, and selecting **Server 2026**, tap **Login**.

Once the resident has logged in, they can use the **MiEntry+** app.