

## FAQ's (Frequently Asked Questions)

### TX3-ATA & MiVOIP

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1) Q: Does the device arrive activated?

A: No, it does not. Should be activated before going to site

2) Q: How do you activate the device?

- Send an email to [activations@mircomgroup.com](mailto:activations@mircomgroup.com)
- Or call the activations toll free number at 866-927-7908
- Or if you have access to the MiConnect Self Administration Portal, you can self activate.

3) Q: What information is required to activate my device?

A: You need to have the building name and full address, including city and postal/zip code.

4) Q: How do I know if the device has internet?

A: When the blue globe light is lit, the device has access to the internet.

5) Q: Do I need a static IP address to use this unit?

A: No, the device works on DHCP assigned addresses.

6) Q: How do I know if the device is online?

A: When the blue light that looks like a phone receiver is on, the device is online with the Mircom cloud server.

7) Q: Should my device have a dial tone when it is connected to the Mircom cloud server?

A: Yes, it should.

8) Q: Can this device be installed outdoors?

A: This device is manufactured for indoor use only.

9) Q: How do I order the device?

A: The device is sold through security distribution. If you have a Mircom direct account, you may order it through the Mircom order department.

10) Q: What is the Mircom ordering part number for this device?

A: TX3-ATA

11) Q: What is the warranty timeline?

A: One year from date of purchase.

12) Q: Whom shall I contact if I have technical difficulties?

A: All technical questions and issues should go through the Mircom Technical Support Department. [techsupport@mircomgroup.com](mailto:techsupport@mircomgroup.com) Toll Free 888-660-4655




13) Q: Do I require a computer to install the device?

A: No, the device is provisioned by the Mircom cloud servers.

14) Q: Does the reset button work?

A: No, it is disabled while on the Mircom Network.

## Trouble Shooting Tips

- SIP registration ports used 5060 & 5061
- SIP RDP ports 10000 to 29999
- Provisioning\Activation ports used 80, 443, 3478, 3479, 6514
-  Power LED The power LED lights up when the ATA is powered on, and it flashes while the ATA is booting up. If the light is not on check your power source.
-  Ethernet LED The Ethernet LED lights up when the ATA is connected to your network through the ethernet port, and it flashes when there is data being sent or received.
-  Phone LED The phone LED indicates status of the respective phone port on the back of the ATA.
  - 1) Off Indicates the ATA is not registered to the SIP server
    - A) If the phone led doesn't light up check to be sure that your firewall isn't blocking the necessary ports.
    - B) Check MiConnect to be sure that the device has been created in the building.
    - C) Check and see if you can browse the internet from the ethernet cable on the ATA with a laptop.
  - 2) ON (Solid Blue) Indicates the ATA is registered and ready to make a call.
  - 3) Blinking Indicates Off-Hook or Busy status
- ATA registered but no audio on the call when answered. Check the SIP ALG on the router and if enabled, disable the SIP ALG and perform a test call.
- If you continue to have issue test the adapter on your office or home internet service.