PRODUCT BULLETIN

![Mircom logo — Safer • Smarter • More Livable Buildings]

PB-TX3-25-014   May 6th, 2025

MIRCOM CLOUD SERVICES - Canada

Dear Valued Customer,

We're thrilled to announce the launch of Mircom Cloud Services, the newest innovation in our product lineup. This advanced suite of cloud-based solutions is designed to optimize and streamline interactions with Mircom TX3 systems. Mircom Cloud Services provides secure data storage, flexible subscription options, and advanced tools that enhance building operations and streamline management. By offering operational efficiency and a seamless user experience, Mircom Cloud Services caters to all key stakeholders—dealers, property managers, system integrators, and residents—ensuring smarter and more connected building management.

MiCONNECT

- Functions as an administrative platform for cloud services
- Empowers dealers to manage their customers' accounts
- Offers streamlined access to a suite of cloud services
- Operates as a robust software-as-a-service (SaaS) platform

MiVISION

- Enables remote configuration and monitoring of TX3 devices
- Facilitates effective management of all access points and user permissions control—anytime, from anywhere
- Offers real-time monitoring of user and panel events
- The gateway (TX3-cloud-gateway) is required to be present on-site, in conjunction with the subscription

MiENTRY

- Empowers application users to:
  - ✓ Verify guest identity with live 1-way video & 2-way audio
  - ✓ Securely grant access to the building
  - ✓ Generate a QR code to facilitate temporary visitor access
- Integrates with the TX3 Touch series to deliver a seamless **Package Delivery Solution**

MiVoIP

- Reduces costs by eliminating the necessity for a phone line
- Enables voice communication analogous to a traditional phone line, no limitations on usage across North America
- Adapter (TX3-ATA) is required in addition to the subscription

Mobile-Ready Credential Solution

- Substitutes the access card with a mobile credential
- Stores and manages credentials within a mobile application
- Provides a complimentary application, requiring a one-time purchase of the reader and credential

Please Refer to Mircom Cloud Services brochure for more information BR_240026_Mircom_Cloud_Services.pdf

Pricing Structure:

Mircom Cloud Services will be offered through subscription-based - monthly charges.

See below our Subscription Prices.

1- MiCONNECT

MiConnect Reseller Levels	Basic Account	Premium Account
Monthly MiConnect Membership Fee	Free	$9.95 CAD per month
Child Account (SUB Account) Membership Fee	Free	$6.95 CAD per month
What Reseller Can Sell	MiVoIP	MiVision, MiEntry and MiVoIP

2- MiVISION

Canada				
Model	**Description**	**Applications**	**Monthly Subscription Fee (CAD) Price (to Mircom Re-Seller)**	**Monthly Subscription Fee (CAD) MSRP (to the end user)**
MiVision	**Package 1:** No resident names	* The number of resident names that can be added to the scrolling directory on voice/video entry systems (e.g., TX3-2000 Series, TX3 Touch) is limited and varies based on the selected package. * Unlimited entry of credentials (card code, PIN codes) for access control systems (TX3-CX series) for all packages offered.	$10.00	$30.00
	Package 2: Up to 200 resident names		$15.00	$45.00
	Package 3: Up to 500 resident names		$30.00	$90.00
	Package 4: Up to 1000 resident names		$50.00	$150.00
	Package 5: Up to 2000 resident names		$90.00	$250.00
TX3-CLOUD-GATEWAY *(Hardware)*	**One time purchase device** Refer to the latest Mircom price book List Price CAD $2,499	This device is required for every site deploying MiVision, to connect MiVision to TX3 network on-site		

3- MiENTRY

	Premium Account	Child Account (SUB Account)
Monthly "User/Device" Charge	$0.99 CAD per user or device per month	$0.79 CAD per user or device per month
MSRP (to building / end user)	$3.95 CAD per month	$3.95 CAD per month

4- MiVoIP

	Price (to Mircom Re-Seller)	MSRP (to the building / end user)
Monthly Service Fee	$12.00 CAD per month	$20.00 CAD per month
ATA (Analog Telephone Adapter) one-time charge	Consult your distributor	n/a

Service Requirements:

	Compatibility	Required Hardware	Purchase Method
MiConnect	NA	No Hardware	Subscription
MiVision	All Mircom IP capable TX3 Devices	TX3-cloud-gateway	Subscription
MiEntry	Mircom TX3 Touch Family	Smart phone	Subscription
MiVoIP	Mircom & any third-party Entry Panels	TX3-ATA	Subscription

Compatibility Information:

1. MiVISION

TX3 Product	Firmware and Software Version
Elevator Restriction Units	SO-468 3.7.128 or higher
	SO-254 3.7.x or higher
TX3 Lobby Panels	SO-466 3.8.112 or higher
	SO-253 3.7.x or higher
TX3-CX Door Controllers	SO-465 3.7.112 or higher
	SO-252 3.7.x or higher
TX3-TOUCH Panels	SO-440 V3.x.x or higher
	MSW-026 Touch Screen software 3.1 or higher

Updating Touch Panels Software Version
According to the table above, MiVision is compatible with TX3 Touch panels operating with firmware version V3.0 or higher. Existing older touch units deployed in the field may currently be operating with firmware version V2.15.9 or lower, which cannot interface with the MiVision cloud platform. To enable communication with MiVision, an upgrade to V3.1.X or later is required.
We kindly request that you use the touch panel firmware installer **(available on the Mircom website by the end of May 2025)** to facilitate the upgrade of the touch panel firmware from V2 to V3. Following the upgrade, the touch panel will be compatible with MiVision, enabling communication with the cloud platform.

2. MiENTRY
- Android 11.0 (API 29) and above
- IOS 14 and above

3. MiVoIP
MiVoIP is compatible with Mircom and any third-party entry panels

Ordering Process:

1. **Hardware Requirements:**

   ➢ Order the mandatory hardware—TX3-Cloud-Gateway (for MiVision) or TX3-ATA (for MiVoIP)—from a Mircom distributor or directly through your sales representative.
   ➢ **F**or MiEntry, Smart phone with the correct IOS or android version is required for the App.

2. **Subscription & Meeting:**

   ➢ Contact **Mircom Cloud Services Inside Sales Representative** to set up your subscription.
   ➢ You will need to provide credit card information for the monthly subscription charges.

   > **Contact:**
   > Inside Sales - Cloud Services
   > **Phone: 866-927-7908**
   > **Email:** activations@mircomgroup.com

3. **MiConnect Onboarding:**

   ➢ The inside sales representative will guide you through setting up your **MiConnect** account and subscribing to the required service.

4. **Hardware Activation:**

   ➢ Connect the TX3-Cloud-Gateway or TX3-ATA to an Ethernet (LAN ONLY) network.
   ➢ Activate the device by following the instructions in the respective manual.
   ➢ Skip this step for MiEntry, as it does not require hardware.

Product Information

For more information, please visit the Mircom Cloud Services Web page

Scan For more information

For service subscription inquiries, call **866-927-7908**
or email activations@mircomgroup.com

This innovative addition to our product portfolio provides you with the tools necessary for the success of your projects. If you have any questions, please reach out to your sales representative or a member of the Mircom Cloud Services Inside Sales team.

Best Regards,

Amgad Alkapraa
Senior Product Manager – Communication & Security