

PRODUCT BULLETIN

MiVision compatibility with TX3-T10



Dear Valued Customer,

We are pleased to announce that MiVision, Mircom’s cloud-based configuration and monitoring solution, now offers full support for the Touchscreen Video Intercom System (TX3-T10), which was introduced a few months ago.

As a cloud-based platform, no software upgrade is required. MiVision is immediately available to remotely configure and monitor the TX3-T10, along with all other TX3 devices.



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

TX3-T10

- Full-color 10” touch display for an impressive visual experience.
- Compatible with the Mircom MiVision cloud-based configurator and MiEntry app, providing one-way video and two-way audio directly to mobile devices.
- Built-in proximity card reader and interface for an external card reader.
- QR code scanner enables temporary visitor access by scanning QR codes generated through the MiEntry app.
- Built in controller supports two doors via two relays
- Powered by PoE+ (IEEE802.3at/Type2) or an external power supply (24-48 VDC / 30 W).
- Vandal and weather-resistant enclosure for reliable indoor and outdoor applications.
- IP65 Weatherproof.

Please Refer to MiVision webpage for more information [MiVision Cloud Configuration & Monitoring Solution | Mircom](#)

Gateway Software Upgrade Instructions (Existing MiVision Users)

If you are already using MiVision and its gateway (TX3-Cloud-Gateway), please update your gateway software to **version 1.1.1.3** available in MiVision by following these steps:

1. Go to Configurations > Panels.
2. Locate the TX3 Cloud Gateway panel in the panel list.
3. Click the > icon to open the panel details.
4. Click the Commands button.
5. Select Upgrade Software.
6. From the Cloud Gateway Version dropdown, choose version 1.1.1.3.
7. Click Upgrade Now.
8. Wait until you see the confirmation message: "Software Upgraded Successfully."

Once the confirmation message appears, the TX3 Cloud Gateway panel upgrade is complete.

Pricing Structure:

- No changes to our pricing structure
- Please refer to latest Mircom price book for pricing

Service Requirements:

	Compatibility	Required Hardware	Purchase Method
MiVision	All Mircom IP capable TX3 Devices including TX3-T10	TX3-cloud-gateway	Subscription

Ordering Process:

1. Hardware Requirements:

- Order the mandatory hardware—TX3-Cloud-Gateway for MiVision from a Mircom distributor or directly through your sales representative.

2. Subscription & Onboarding:

- 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

- The inside sales representative will guide you through setting up your **MiConnect** account and subscribing to MiVision.

3. Hardware Activation:

- Connect the TX3-Cloud-Gateway to an Ethernet (LAN ONLY) network.
- Activate the device by following the instructions in the respective manual.

Product Information

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

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

Scan For more information



Best Regards,

Amgad Alkapraa
Senior Product Manager – Communication & Security