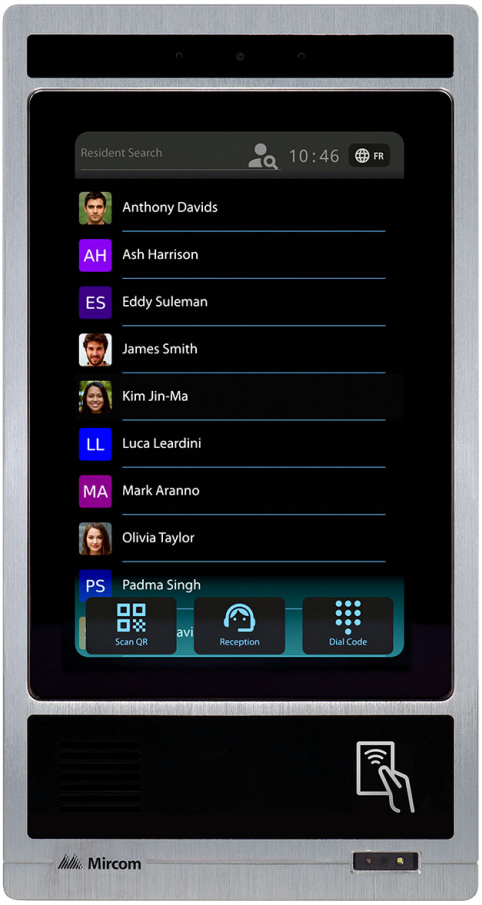
TX3 Series

TX3-T10 Series



User Manual

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TX3-T10 Series User Manual Version 0

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1 Introduction

This manual provides information about the on-screen configuration of the TX3-T10 Series, and information for the visitor on operating the TX3-T10 Series. This manual must be read in its entirety before beginning any configuration work.

For details about all the configuration options for TX3-T10, see LT-995 TX3 Configurator Manual, available on **www.mircom.com**.

Note: **This product uses open source software. Full license texts and details are available on the included USB disk. To request source code, please contact techsupport@mircomgroup.com.**

Note: **Mircom periodically updates panel software and Configurator software to add features and correct any minor inconsistencies. For information about the latest software visit the Mircom website at www.mircom.com.**

This chapter explains

- TX3-T10 Series Features
- TX3-T10 Components
- Networking
- Types of Calls
- Administrator's Responsibilities
- TX3-T10 Series Products
- Additional Documentation

1.1 TX3-T10 Series Features

Mircom's TX3-T10 Series is an IP networkable audio and video entry panel providing multiple options to communicate with the resident or concierge in a multi-unit dwelling establishment.

Features of the TX3-T10 Series include:

- Provision for both flush and surface mounting

- Speaker and microphone for clear, hands-free two-way audio communication to the resident's phone
- Touch display for scrolling through the directory to select residents and make calls
- Ability to make calls over traditional PSTN (Public Switched Telephone Network) line
- Ability to make one-way video calls over VoIP to the MiEntry application on the resident's cell phone
- Built-in proximity card reader and connection for an external card reader enable the panel to function as a two-door controller
- 10.1" automotive grade screen with 4mm thick front glass
- 1000 nits of high brightness for easy outdoor viewing
- 17 11/16” (196 mm) x 14 1/2” (368 mm) x 2 3/16” (56 mm)
- Brushed aluminum front face
- Weather-resistant enclosure
- QR code scanner for quick dial and temporary access to visitors and package/food deliveries

1.2 TX3-T10 Components

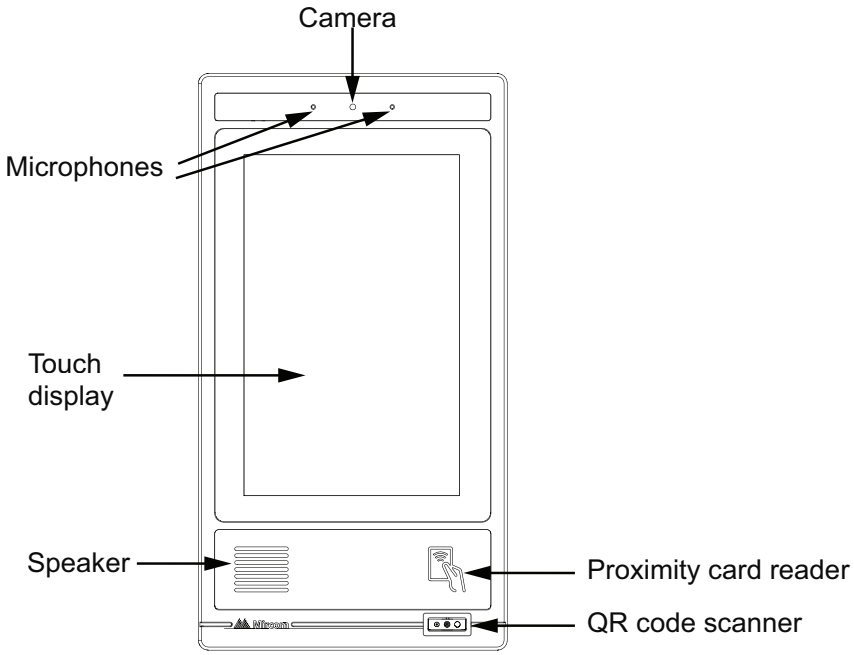

Figure 1. TX3-T10 components

1.3 Networking

The TX3-T10 is compatible with existing TX3 networks and can be connected to the TX3 network as shown in figure 2. The TX3-T10 is configured with the TX3 Configurator, which supports both the TX3-T10 and existing TX3 devices.

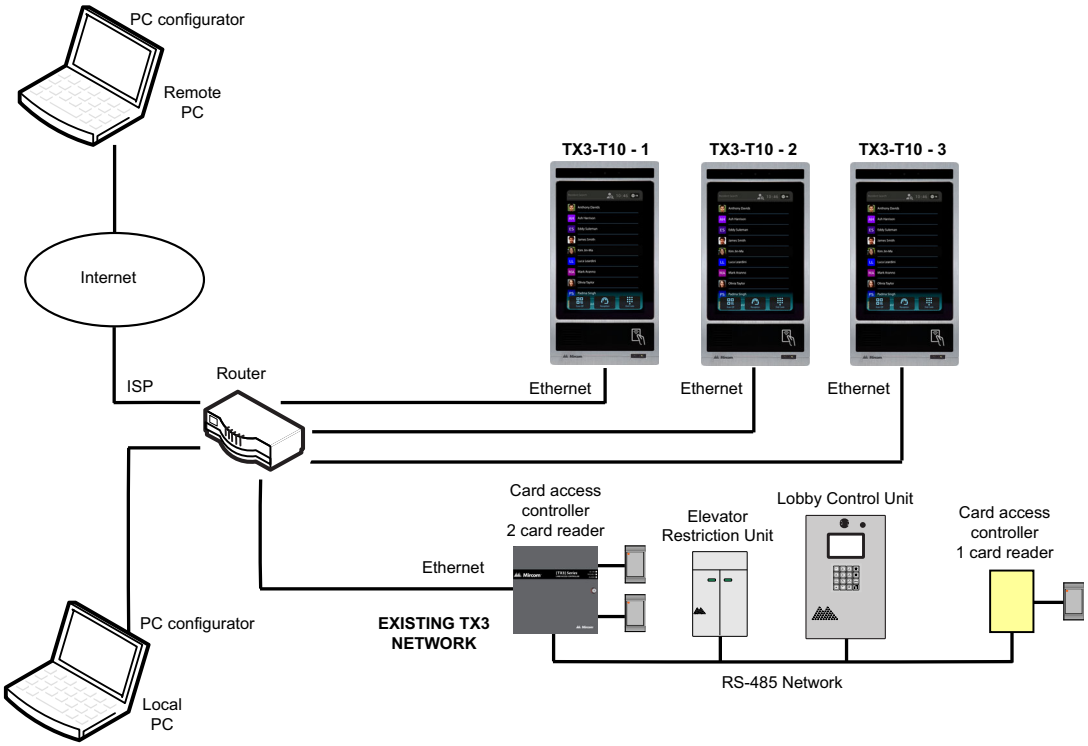

Figure 2. TX3-T10 on an IP network

1.4 Types of Calls

The TX3-T10 can make VoIP, PSTN and NSL calls. Each resident has three call options with three priority levels, with the exception that there can be only one PSTN call option and it must be the lowest priority. See LT-995 TX3 Configurator Manual for details.

In all cases, The TX3-T10 can accept DTMF tones from PSTN and NSL calls, and SIP messages from VoIP calls. This feature allows the resident to open the door for the visitor, or to disconnect the call without opening the door.

1.4.1 VOIP Call

A VOIP call allows both audio and video calls from the TX3-T10 to a SIP (Session Initiation Protocol) client. Both the called party and the TX3-T10 must be registered with the Mircom SIP Service server. Video is one direction only: from the TX3-T10 to the SIP client.

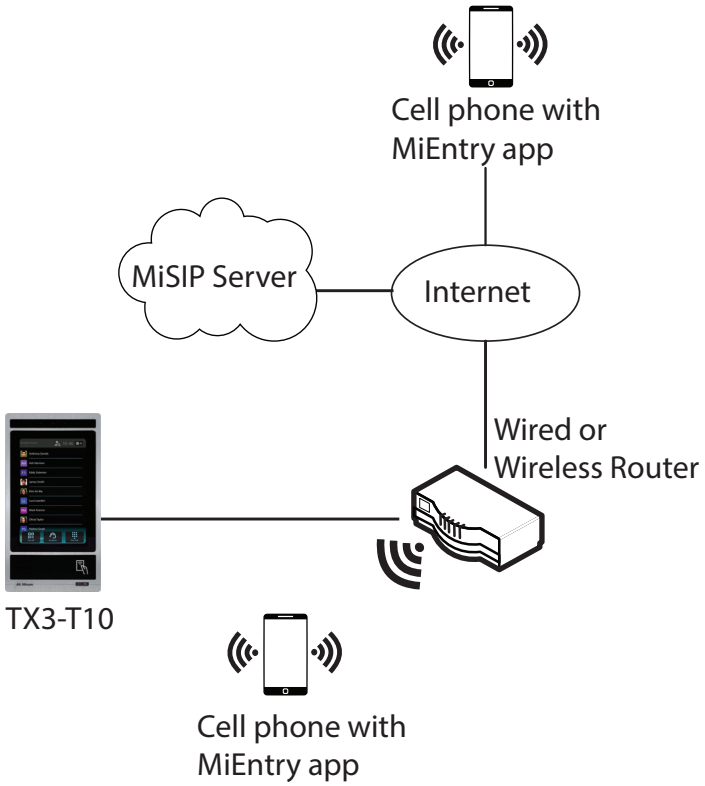

Figure 3. VOIP Call with Mircom SIP Service and MiEntry

1.4.2 PSTN Call

The TX3-T10 makes calls over the PSTN (Public Switched Telephone Network), as shown in figure 4.

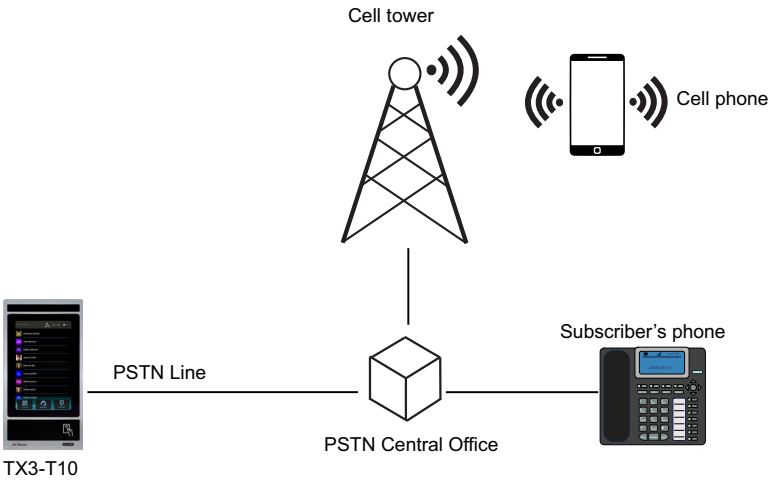

Figure 4. PSTN call

1.4.3 NSL Call

An NSL (no subscriber line) connection may consist of one or more TX3-T10 units connected to TX3-NSL-8M units. The TX3-NSL-8M units intercept all telephone lines into the building's suites and communicate directly to the resident phone using the TX3-T10.

Note: Not all PBX systems are not supported. For more information, contact Mircom technical support.

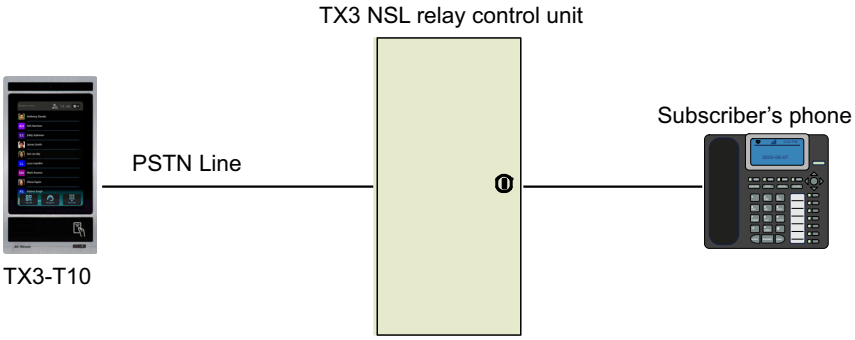

Figure 5. NSL call

1.5 Administrator's Responsibilities

Warning! In order to keep the TX3 system secure, follow these precautions:

Change the default PIN code on the TX3-T10. See LT-995 TX3 Configurator Manual.

Perform a virus scan on all picture files before importing them into the TX3-T10.

Secure the TCP/IP network to prevent unauthorized access to the TX3-T10.

1.6 TX3-T10 Series Products

- TX3-T10-G - Gray
- TX3-T10-S - Silver
- TX3-T10BB - TX3-T10 Series flush and surface mount backbox
- TX3-PS24-5AF - TX3-T10 Series power supply
- TX3-T10TR - Flush trim ring
- TX3-T10RH - Rain hood
- TX3-T10PS - Pedestal

1.7 Additional Documentation

- LT-6676 TX3-T10 Series Installation Manual
- LT-995 TX3 Configurator Manual
- LT-6783 TX3-T10TR Installation Instructions
- LT-6791 TX3-T10RH Installation Instructions
- LT-6792 TX3-T10PS Installation Instructions

2 Making a call on the TX3-T10

Calling by Number

1. On the **Main Screen**, either scroll through the resident directory or tap **Resident Search** in the top-left corner to type and find the resident's name.

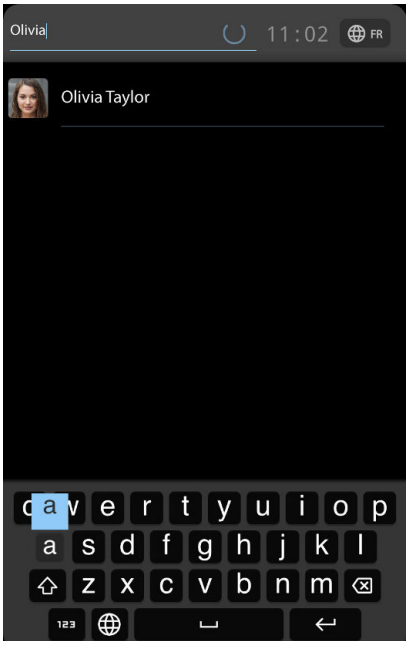

Figure 6. Resident search

2. Tap on the resident's name from the list.

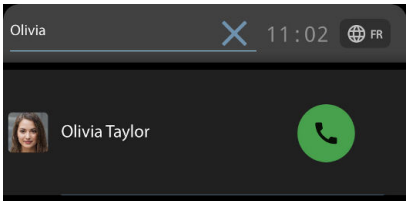

Figure 7. Select resident

3. Tap the call button next to it to initiate the call.

Calling by Dial Code

1. On the **Main Screen**, tap the **Dial Code** button.

Figure 8. Dial Code

2. Enter the resident's dial code on the number pad, then tap **Call**.

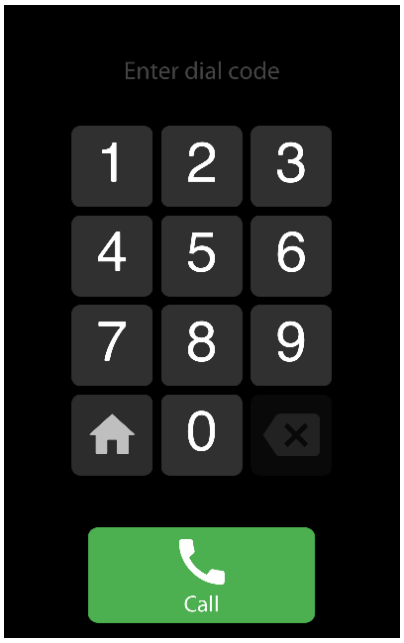

Figure 9. Number pad

Calling Reception

1. On the **Main Screen**, tap the **Reception** button.

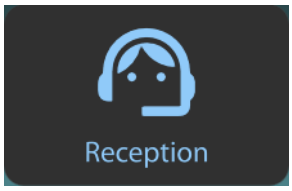

Figure 10. Reception

2. Tap the checkmark.

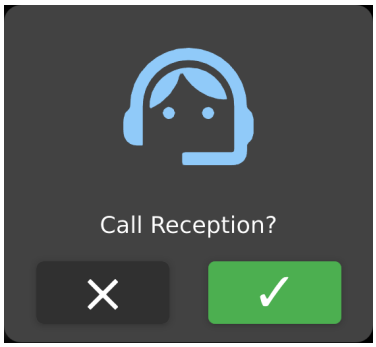

Figure 11. Number pad

The TX3-T10 calls Reception.

Note: In the TX3 Configurator, **Reception** is the resident that has the dial code **9995**.

Ending a Call

During the call, the screen will display the resident's image and an **End Call** button.

1. Tap the **End Call** button to end the call.

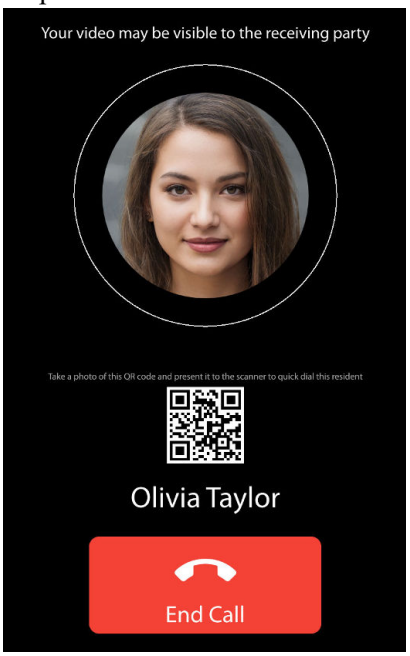

Figure 12. End Call

Visitor Access

If the resident grants the visitor access, the visitor will see the screen as shown in Figure 13.

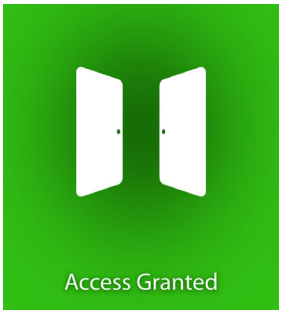

Figure 13. Access Granted

If the resident denies access, the screen in Figure 14 will appear instead.

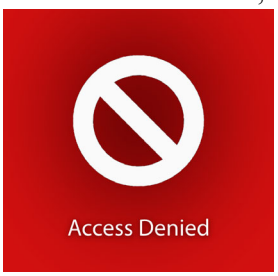

Figure 14. Access Denied

3 Configuration

Most of the TX3-T10 configuration is done in the TX3 PC Configurator (see LT-995 TX3 Configurator Manual). However, some options can be changed temporarily on the TX3-T10 display. These options include language selection, brightness, volume, and checking for remote software updates.

Note: Configuration changes made on the TX3-T10 screen are temporary. The TX3-T10 will be reset to its TX3 Configurator job setting if it restarts or if the TX3 Configurator sends the job again.

3.1 TX3-T10 Main Screen

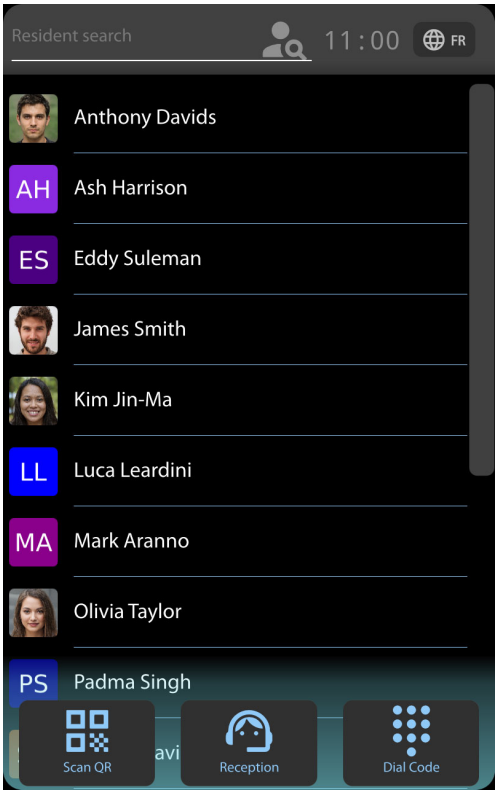

Figure 15. TX3-T10 main screen

3.2 Access the TX3-T10 Configuration

1. On the main screen, tap **Resident Search**.

2. Enter ****4636****.

   The main configuration screen appears.

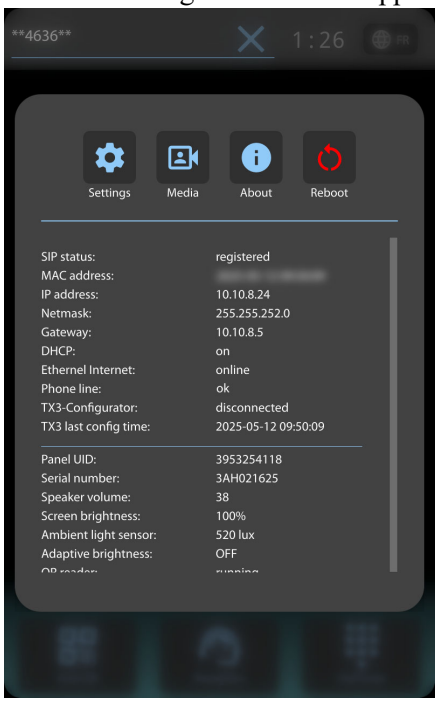

Figure 16. Configuration

The configuration screen shows information that can be useful for technical support, such as panel UID, serial number, and software version.

- Panel UID: A number identifying the TX3-T10. It is used by Mircom technical support for remote software updates and resetting the password.
- Serial number: This number is also printed on an orange sticker on the TX3-T10.

There are four options at the top of this screen:

- **Settings** - section 3.3
- **Media** - section 3.4
- **About** - section 3.5
- **Reboot** - section 3.6

3.3 Settings

1. On the configuration screen, tap **Settings**.

2. Enter the device PIN code. The default code is **3333**.

Warning: **To keep the TX3-T10 secure, change the PIN code. See LT-995 TX3 Configurator Manual for instructions.**

Figure 17. Enter device PIN code

The Settings screen appears.

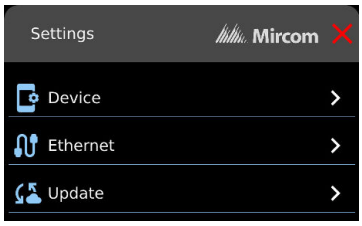

Figure 18. Settings

There are three options on this screen:

- **Device** - change the volume and brightness
- **Ethernet**- enable or disable DHCP
- **Update** - configure the options for updating the device software

3.3.1 Device

Note: Configuration changes made on the TX3-T10 screen are temporary. The TX3-T10 will be reset to its TX3 Configurator job setting if it restarts or if the TX3 Configurator sends the job again. To change these settings permanently, use the TX3 Configurator.

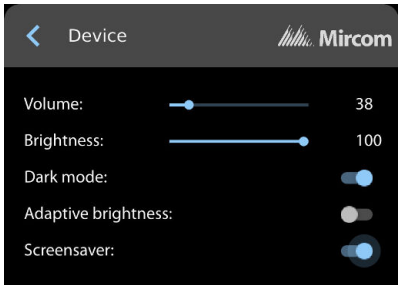

Figure 19. Device

- **Volume.** Move the slider to change the speaker volume. The default setting is 80 for indoors and outdoors.

- **Brightness.** Move the slider to change the screen brightness. By default, this setting is enabled. If adaptive brightness is disabled, the slider defaults to 60, which is recommended for indoors. For outdoor use, set brightness to 80.
- **Dark Mode.** Change the theme from light to dark. When **Dark Mode** is disabled, the screen is white. By default, this setting is disabled.
- **Adaptive Brightness.** Turn this on to allow the TX3-T10 to automatically adjust the screen brightness depending on the ambient light. The screen will brighten so that it is visible during a bright day, and darken to prevent unnecessary illumination at night. By default, this setting is enabled.

  When **Adaptive Brightness** is on, **Dark Mode** and **Brightness** cannot be used.

  The screen will dim to the lowest brightness when the TX3-T10 is idle regardless of the **Brightness** and **Adaptive Brightness** settings.
- **Screensaver.** Turn the screensaver on or off. When the screensaver is off the resident directory is always on display. The screensaver is on by default. It is recommended to leave the screensaver on.

3.3.2 Ethernet

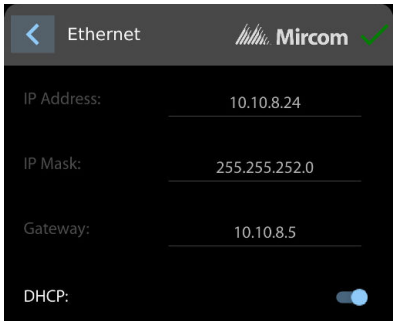

Figure 20. Ethernet

The Ethernet screen shows the IP information for the TX3-T10. By default, DHCP is on, which means the IP address is assigned using a DHCP server.

To disable DHCP, follow these instructions.

1. In the Ethernet window, toggle the switch to the left beside DHCP to disable.

2. Tap the check mark in the upper right to save the changes.

When DHCP is OFF, the IP address is assigned using the TX3 Configurator software. See LT-995 TX3 Configurator Manual for more details.

3.3.3 Update

By default, the TX3-T10 does not regularly check for software updates from Mircom's server. In order to enable regular remote updates, you must enable the **Remote Update** feature in the TX3 Configurator. See LT-995 TX3 Configurator Manual for details.

If **Remote Update** is on, the TX3-T10 will automatically check for software updates from Mircom's server on a regular basis.

If **Remote Update** is off, the TX3-T10 will not automatically check for software updates, but you can still manually update the TX3-T10 with the options on the **Update** screen.

Note: Do not turn off the TX3-T10 or remove power from the TX3-T10 while the software update is in progress. Doing so might render the TX3-T10 unusable.

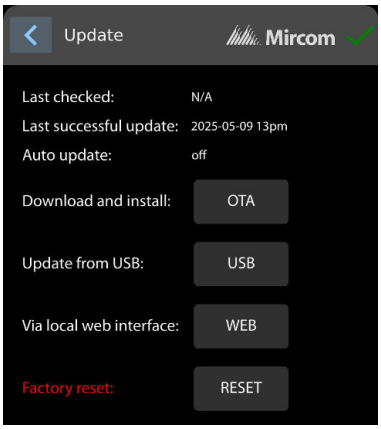

Figure 21. Update

The Update screen shows the software update status and lets you select a method for manually updating software.

- **Last checked.** The last time that the TX3-T10 checked for a software update from Mircom's server.
- **Last successful update.** The last time that the TX3-T10 software was updated.
- **Auto update.** This setting shows whether the **Remote Update** feature in the TX3 Configurator is on or off.

  If **Remote Update** is on, the TX3-T10 automatically checks for software updates from Mircom's server on a regular basis.

  If **Remote Update** is off, you can still manually update the TX3-T10 software with the options on the **Update** screen.

- **Download and install.** Tap **OTA** to force the TX3-T10 to check for updates from Mircom's server. See section 3.3.4.
- **Update from USB.** Tap **USB** to update the TX3-T10 from a USB flash drive. See section 3.3.5.
- **Via local web interface.** Tap **WEB** to display a URL. Access this URL on a web browser and follow the instructions to update the software. See section 3.3.6.
- **Factory reset.** Tap **RESET** to erase all databases, including resident records, and restore all settings to factory defaults.

Attention: Factory reset erases all settings, including residents.

3.3.4 Download and install

Use this option to force the TX3-T10 to check for updates from Mircom's server.

Note: Use this option only if asked to do so by Mircom technical support.
Mircom technical support will ask for the TX3-T10's panel UID, which is listed on the Configuration screen (Figure 16).

1. Tap the **OTA** button.
2. Follow the instructions on the screen to update the software.
3. Wait for the TX3-T10 to perform a software update and restart. This can take up to one hour.
4. After the TX3-T10 restarts, confirm that the update was successful by checking the software version (section 3.2) and the last update time (section 3.3.3).

3.3.5 Update from USB

This option updates the TX3-T10 with a software update file through the USB port on the back of the TX3-T10. Use this option if you have access to the TX3-T10's USB port.

The software update is provided in a .swu file which can be downloaded from the Mircom web site. The file name looks like this:

SO-503-tx3tx-os-app-Vx.xx.swu - This file contains all necessary packages to update TX3-T10 firmware.

1. Copy the **.swu** update file to the root folder of a FAT32 formatted USB flash drive.

2. Connect the USB flash to the USB port on the back of the TX3-T10.

3. Tap the **USB** button (section 3.3.3).

4. Wait for the TX3-T10 to perform a software update and restart. If there is a problem, the TX3-T10 will produce an “update failed” audio message in less than ten seconds. The update can take up to 20 minutes. The TX3-T10 will restart at least two times.

5. Confirm that the update was successful by checking the software version (section 3.2) and the last update time (section 3.3.3).

3.3.6 Via web interface

This option updates the TX3-T10 with a software update file through the TX3-T10’s built-in Web server.

The software update is provided in a .swu file which can be downloaded from the Mircom web site. The file name looks like this:

SO-503-tx3tx-os-app-Vx.xx.swu - This file contains all necessary packages to update TX3-T10 firmware.

1. Tap the **WEB** button (section 3.3.3).

2. A URL appears at the bottom of the screen.

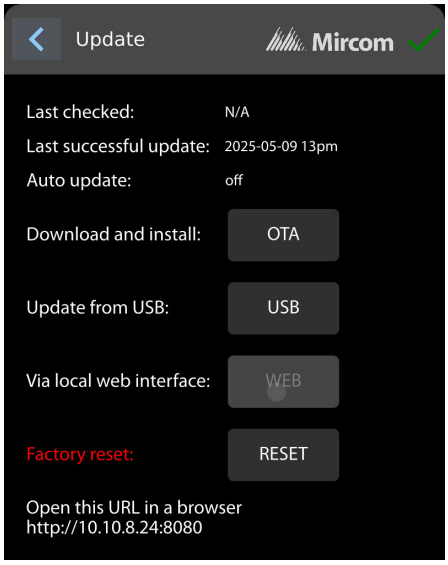

Figure 22. Web update URL

3. Open a Web browser on a computer that is connected to the same LAN as the TX3-T10.

Note: The computer's firewall must be off, or the computer's IP address must be in the TX3-T10 firewall whitelist. See LT-995 TX3 Configurator Manual.

4. Type the URL into the browser exactly as it appears. The URL will look like this:
http://10.10.10.76:8080

Note: Make sure to type **http** and not **https**.

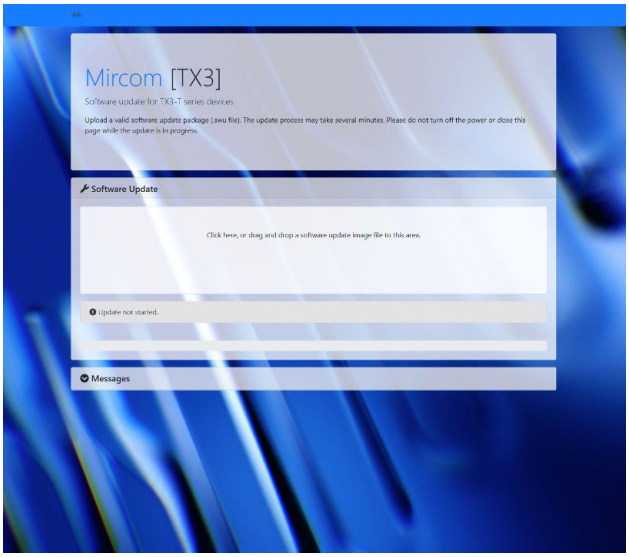

Figure 23. Software update web interface

5. Drag and drop the **.swu** update file into the browser window.

6. Wait for the TX3-T10 to perform a software update and restart. **Do not close the browser window or turn of the computer.**

7. Confirm that the update was successful by checking the software version (section 3.2) and the last update time (section 3.3.3).

3.4 Test Multimedia

This screen lets you test the camera, microphone and speaker. Follow the steps below to perform the multimedia test.

Figure 24. Test Multimedia

- Tap the speaker button to test the speaker. The TX3-T10 will play a tone if speaker is working.
- Tap the microphone button to test the microphone. The TX3-T10 will record a few seconds of audio and play it back.

3.5 About

Tap **About** to display a QR code for the TX3-T10 product Web page.

Figure 25. About

3.6 Reboot

Tap **Reboot** to reboot the TX3-T10.

1. Tap **Reboot Device**.

Figure 26. Reboot

2. Tap the button.
3. If you want to cancel the reboot, tap the button within 7 seconds.

   After 7 seconds, the TX3-T10 reboots.

3.7 Language

The TX3-T10 can display English, French, and Spanish. However, only two languages can be enabled at a time. The languages are enabled in the TX3 Configurator.

The TX3-T10 uses one language by default, called the primary language. The visitor can switch to the secondary language.

1. On the main screen, tap the globe icon in the upper right corner to change the language.
2. Select the secondary language.

Figure 27. Language

The TX3-T10 switches to the secondary language. It will switch back to the primary language after 55 seconds if there is no user activity.

4 QR Code Scanner

The QR code scanner allows temporary access for the visitor or delivery person. The QR code is generated by the MiEntry application. It is temporary and is for one time use only. It expires in 24 hours.

The QR code scanner also lets the visitor make a quick call to a resident without scrolling or searching the directory.

4.1 Use the QR Code Scanner to Make a Quick Call

The sequence of events is described below.

1. A visitor selects a resident name in the list.
2. The TX3-T10 displays a screen like the one in figure 28.

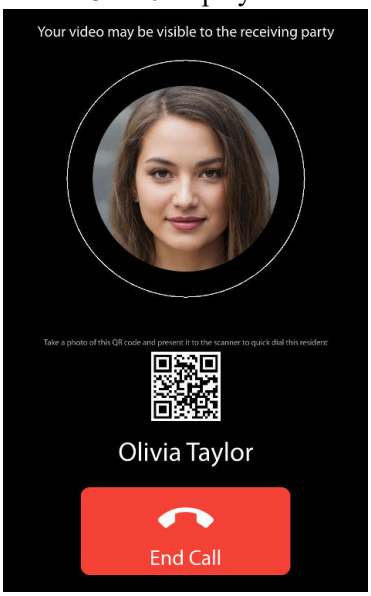

Figure 28. Call a resident

3. The visitor takes a picture of the QR code with their phone.
4. The next time the visitor wants to visit the same resident, they show the picture of the QR code to the QR code scanner on the TX3-T10. The location of the QR code scanner is shown in figure 1.
5. The TX3-T10 uses the QR code to call the resident. This QR code can be used only once.

5 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