


TX3 SERIES FAQs


VOICE ACCESS

Security		
#	Question	Answer
S1	How to change the level 3 passcode?	<p>Connect to the panel using the default level 3 passcode of 9999. Once connected go to monitoring>right click on the Voice Entry System>Set Passcode>Enter the old and new passcode and press OK. Your passcode should change successfully.</p> <p>The level 3 passcode can also be changed from the front keypad. For more info, please see instruction manual.</p> <p><u>Note: This must be done to ensure the security of your site.</u></p>
SALES, ORDER ENTRY, SUPPORT		
#	Question	Answer
S1	Can a client install OEM software within the TX3-TOUCH system for additional features such as video streaming for advertising?	No, This is a customize software configuration consideration and can only be customized by Mircom at an additional cost. Installing OEM software on TXTOUCH systems will void warranty.
S2	Can a client change the welcome text to the 8 or 4 line Telephone access?	Yes, they can. This can easily be done within the configurator configuration. For more information, please see instruction Manual.
S3	Can a client request a customize solution?	Yes, Mircom is highly flexible to the client's needs and can perform custom manufacturing requirements depending on job and task requirements. Please contact a Mircom rep to determine the viability of product customization.
HARDWARE		
Hx	Question	Answer
H1	What is the power requirement for TX3-Voice Entry and Access Control panels?	<p>All TX3 Voice Entry/per unit and Access Control/per unit are running off a (PS-4P) 40 VAC power supply.</p> <p>Only the TX3-Touch and 8 door controller uses (MD-990) 24VDC, 5A power supply.</p>

H3	How do I connect the door strike to a TX3 series telephone entry panel?	<ul style="list-style-type: none"> • Door strike power supply gets connected to the “Door Supply” terminal and the AC/DC door strike gets connected to “AC Door” or “DC Door”. Ensure that you use a separate power supply for powering the door strike. • If you are controlling the front main entrance with a non Mircom access control system, only tie the main door dry contact output (2 left screws of the AC door and Door supply terminals) from TX3-Voice Access to your 3rd party access control panel input (which can be assigned as a request to exit input). The door strike power will be supplied from the access control end in this case. • If you are using a Mircom’s access control system, then no wires are needed to activate the door strike. You can use correlations for controlling outputs on multiple panels that are connected with each other. For more information please read the instruction Manual.
H4	Why is the display blank (backlight on) and how do I fix it?	Displays can become blank because of poor ground issues. Make sure the TX3 telephone entry panel’s chassis is connected to a GOOD ground point (<50 ohms) and power cycle the panel. The display should come back.
H5	Is the Telephone Tip and Ring Line to line connector one-to-one?	No, the Tip and Ring Telephone lines do not matter how you connect them to the line connector. Tip/Ring for connector one and Ring/Tip for connector two.
H6	Is it important to ground the Telephone access module? And if so, then to what?	Yes, it is important and required as per NEC as well as FCC regulations. The telephone access unit should and must be grounded to the same communication bond point as the building’s communication equipment. A confirmatory test to determine if the communication bond is the same ground point as the telephone ground is by measuring the voltage (in ON-HK mode) between the Tip and the equipment ground. The potential between the two points should be as low as possible (0>x<275-300mV).

H7	I am hearing AM radio voices coming through the telephone lines?	<ul style="list-style-type: none"> • AM carrier is coupling on the ground lines (Tip and Ground) and then demodulated via the telephone bridge. The following should occur: <ul style="list-style-type: none"> ○ Verify that board has the current board revision (Mircom installed a notch filter removing the prominent carrier wave). If the board is not of current Revision, change out the board; or ○ Install an isolation telephone line transformer between the board's ground and telephone line. Ensure that no other grounds are connected to the board and that the casing is not connected the Telephone's metal casing; or <p>Use an analog/VoIP service to service the lines through the internet instead of analog lines.</p>
H8	The TX3-TOUCH unit is exhibiting "error 0" and is not dialing out?	<ul style="list-style-type: none"> • There is a short between the A+ and the B- connection to the RS485; <ul style="list-style-type: none"> ○ Check the lines; • Camera supply (on board) is deregulating the 5V DC-DC Converter. Remove the camera supply from the system and restart system, including the board. Telephone module is over loading the 5v DC-DC supply: <ul style="list-style-type: none"> ○ Replace the main board; • TX3-TOUCH system is not UPS power protected from the Building's unregulated power supply; <ul style="list-style-type: none"> ○ Change telephony board, verify if database is conserved and install a UPS;
H9	What qualifies a solid ground point?	<ul style="list-style-type: none"> • A solid ground point is a 6 AWG stranded ground wire feeding a room and coming from the building's bond point (Building bond – a point where all building corners has the same equipotential point) 

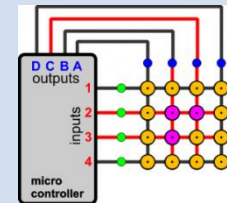
H10	The TXTOUCH 22" screen keeps going black, where no image is present on the screen with exception to the Mouse marker?	<ul style="list-style-type: none"> • TX3-TOUCH screen is not receiving enough power caused by the following: <ul style="list-style-type: none"> ○ The voltage, at the TX3-TOUCH input is below voltage. Verify if you are feeding 24 VDC to the TX3-TOUCH; ○ The 120VAC power feed to the power module is reversed. Change out the power module and ensure that that the hot of 120VAC is properly tied the right side; and ○ TX3-TOUCH's power module is damaged from generator testing. Replace the power module and protect the TX3-TOUCH by installing a UPS.
H11	High Telephone line noise with missing door opening via "DTMF" issues and causing terrible audibility from the visitor to the tenant?	<ul style="list-style-type: none"> • Tip and Ring bi-directional signalling is not differential or in-ground current noise issue: <ul style="list-style-type: none"> ○ Install a 0.1 μF capacitor in series to the Tip. Then line test: <ul style="list-style-type: none"> ▪ If the signal/noise improves then Line is unbalance. Request Line Card change-out; OR ○ Disconnect Tip and Ring from the module. Measure the voltage (potential) between Tip and Chassis ground. If voltage exceeds 2.0-2.5 volts: <ul style="list-style-type: none"> ▪ then run a 10 AWG/Stranded cable from the telephone access unit to the communication demarcation point to ensure voltage drops to approximately 0 potential difference; OR ○ Change out the power supply. Ensure the power supply ground is connected to the power ground and not the communication ground.
H12	When placing a call via ADC, the line would disconnect. Sometimes it allows to dial out and other times it dials partially?	<ul style="list-style-type: none"> • Line load issue: do the following: <ul style="list-style-type: none"> ○ Remove all the Voice Entry panels connected to the single Tip and Ring Line: <ul style="list-style-type: none"> ▪ Problem is resolved: verify which panel is overloading the system and replace; or ▪ Ensure that a maximum of 4 Voice Entry panels are connected to one Tip and Ring Line.
H13	When placing a call, there is a high static sound on the line?	<ul style="list-style-type: none"> • Continuity issue: <ul style="list-style-type: none"> ○ Verify the demarcation patch point is causing the issue and then re-punch-down;

H14 One person in a block of users is having issues giving authorize access opening the door via DTMF?	<ul style="list-style-type: none"> European Phone with different Dual Tone separation-resolution issue: <ul style="list-style-type: none"> Verify there is no value in the Main/Aux door secured entry code field. If you have a value put in there, change it to 0 and the person should be able to open the door pressing the assigned DTMF code; Tell client that all N.A phones must be FCC compliant; OR Use international analog/VoIP converter with new VoIP service to reconvert DTMF signalling to N.A standards.
H15 When connected to the TX3-TOUCH via the configurator, The event viewer indicates; upon configuration file transfer that the database is full at 200 records?	<ul style="list-style-type: none"> Dipswitch #7 issue: Voice Entry panel at the TX3-TOUCH: <ul style="list-style-type: none"> Properly shut down the TX3-TOUCH panel by going into the configuration and clicking on File>Shut down and open the unit.; Positioned at the top right general area, on the Telephony board (MD-1086)-Right-upper-mid of the MD-1086 assert dip-switch#7. Then turn the system back on. 
H16 The LCD screen corresponding to the 8-line Telephone access (TX3-8U) is barely visible?	<ul style="list-style-type: none"> Temperature issue: <ul style="list-style-type: none"> The Lithium Crystal Display is freezing up. Ensure that the system has and inside heater (on a different power supply) has been installed within the TX3-8U/C unit; or At the display board, change the value for the Graphic Adjust potentiometer to increase/decrease the contrast of the display until you get better result.
H17 TX3-TOUCH screen has “blue screen Of Death”	<ul style="list-style-type: none"> Data fragmentation issue: <ul style="list-style-type: none"> OS drivers are corrupted from environmental effects and wear and tear; <ul style="list-style-type: none"> Replace CFAST.

H18	When connected via the configurator to a TX3-8U/C unit the event viewer is indicating that I have the wrong unit registered, even though, I am sure this is not the case?	<ul style="list-style-type: none"> • Check the correct model number by pressing 9999 at the keypad and going into “View Config Info”. Make sure the model number represents correctly in the configurator software and try again; or • The ribbon and or the keypad issue: <ul style="list-style-type: none"> ○ Power recycle the unit then try to connect: <ul style="list-style-type: none"> ▪ If the unit comes back online, then Key pad or ribbon connector will require change-out at a later date. If it happens again, replace the keypad and ribbon cable.
H19	Visitor to Tenant MIC is breaking up (and very low)	<ul style="list-style-type: none"> • Load/MIC issue through wear and tear and or power variance: <ul style="list-style-type: none"> ○ Remove all additional loads feeding from the board (cameras, attached module, etc.); <ul style="list-style-type: none"> ▪ Place a call, if it did not change, then measure the voltage on the MIC (Voltage should be around 5 VDC); ▪ Disconnect MIC from the main board and measure impedance (should be around 1.2KΩ). ○ Replace the board if voltage supply to the MIC is below 4.5Vdc or replace keypad if Mic impedance is not 1.2KΩ
H20	NSL system is not generating a ring tone	<ul style="list-style-type: none"> • Power/Firmware related: <ul style="list-style-type: none"> ○ Replace the power supply with a 40VA power supply and ensure that it is not shared with any other loads; and ○ Update the firmware.
H21	When the tenant grants access to the visitor, the ERU relays are not changing state. The communication is only RS485 and USB?	<ul style="list-style-type: none"> • USB/RS485 module and RS485 bus is connected together. The USB/RS485 Module connection to the PC should be one-to-one connected and not mutually connected to the main RS485 BUS; <ul style="list-style-type: none"> ○ Separate the two RS485 lines; <ul style="list-style-type: none"> ▪ RS485 BUS is separate from the USB/RS485↔PC connection.

H22 Keypad latency issue as well as random character display?

- Power , environmental and ground issues:
 - Ensure proper –steady voltage fed to the Voice Entry panel;
 - Ensure that the ribbon cable is not pinched;
 - Turn off the panel>disconnect ribbon cable>wait for at least 5 minutes>connect the ribbon cable back >turn power back on; and
 - If the unit is outside, then ensure that the unit is properly shielded from the elements, a separate heater feed is installed within the unit’s housing and that no water can enter the unit;
- If the above is complete and keypads Latency persists then change out the keypad.

**H23 Modem module, all of a sudden is not syncing?**

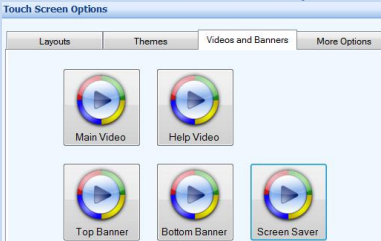
- Ensure that your COM port, modem attached, has a bit rate of 38400 and that the flow control is set to “none”;
- Check the COM ports VCC to be measured not less than 4.9Vdc.

H24 TXTOUCH’s boot-up sequence stops at 30% loaded?

- SQL connectivity /fragment issue:
 - Ensure that TXTOUCH is power protected from the Building’s power feed via an UPS:
 - Replace CFAST due to corrupted database and/ or ODBC data links.

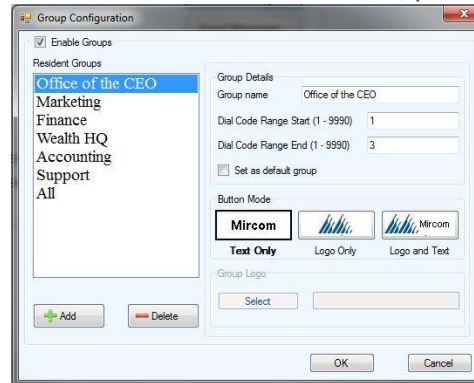
PROGRAMMING / CONFIGURATION**Question****Answer**

P1	When call-connected to the tenant and granted Call authorization opens the door 80% of the time?	<p>The following could be the cause:</p> <ol style="list-style-type: none"> 1. Line load balance issue: "DTMF" sensitivity issue: go to "advance folder" and adjust the DTMF sensitivity to "7" then test. If worst; then 2. Adjust DTMF sensitivity to "4"; if helped and now fewer calls issue still occurs; then 3. Call your provider to change out the line card (load balance issue); or 4. Remove the DSL service from the line. The line MUST BE a POTS line. Change telephone line demarcation point.
P2	During the installation process of the TX3 Configurator I have compatibility issues and errors with Windows 7.	Make sure that your Windows Security is updated (<u>Please see P2 of Access Control</u>). If the issue remains, please contact our Tech Support.
P3	What is the default password to log into the configurator software?	It is blank. Leave the password field empty and click log in.
P4	I forgot my level 3 passcode for programming. What should I do?	<p>Send an email to Mircom Technical Support at techsupport@mircom.com with the following info:</p> <ul style="list-style-type: none"> • Panel Model • Panel ID • Contact info for the person who is handing the programming for the panel • Address the telephone entry panel is located at ____
P2	What is the default passcode (Level 3) to get into the programming?	<p>"3333" is the installer's code for configuration changes to be allowed.</p> <p><u>Note:</u> to get to the installer's level, the client must first dial "9999"</p>
USER FUNCTIONS		
	Question	Answer
U1	Main door does not open when pressing 9?	<ul style="list-style-type: none"> • Check "Main Door Sec Code" option from programming. If you have any value set there it will override the general DTMF (9). If there is no value set for "Main Door Sec Code" you need to check the "Main Door DTMF" is set to 9 or not. • Check that you hear a tone at the entry panel speaker when the resident presses 9. If no tone is heard, try another phone set for the occupant to use.

U2	Can the Telephone access system convert its text and voice messaging to French and Spanish?	Yes, All Mircom's telephone access systems are trilingual and can be easily converted to French or Spanish. Please consult the instruction manual for further understanding.
U3	Can the TX3-TOUCH easily become VoIP with visitor-to-Tenant Video Streaming for added security assurance?	<ul style="list-style-type: none"> Yes, all that is needed is to either use a Grand Stream SIP services for VoIP integration and use OnSip video compression compatibility (H.264). For more information please see instruction manual
U4	Can you update and/or change the configuration or tenant records remotely?	<ul style="list-style-type: none"> Remote connection can be either done by <ul style="list-style-type: none"> TCP/IP using port forwarding, or Modem connection uses a modem module at the main board and an USB soft modem at PC end. Note that both modems need to be connected using 2 different analog telephone lines.
U5	Can you install your own screen saver on the TX3-TOUCH?	<ul style="list-style-type: none"> Yes, you simply use the configurator's Touch Screen>>Video banner's folder to upload your new video. Ensure that the video is of the same Video format as the default screensaver for operational assurance. 

U6 Can you separate tenant's records in groups for the TX3-TOUCH?

- Yes, you simply go to advance>>"more Options">>Resident Groups to separate the tenants into groups. Ensure that the tenant's records are organized via dial codes. For more information, please see instruction manual.



U7 Can you configure an email response pre-set for visitor-to-tenant communication?

Yes, this can be done within the "More Options" menu. Complete all requirements for email outgoing messaging and ensure that all tenants' records have email accounts for full functionality. Live, Gmail, and custom SMTP can be configured. For more information, please see instruction manual.

U8 I am IP connected to the TX3-TOUCH and yet I cannot gain access to the TX3-TOUCH unit via the configurator?

- Wrong admin password:
- Under "More Options" folder, ensure that the configurator's admin password is the same as the admin password of the TX3-TOUCH's unit. For more information, please see instruction manual.

U9 I RS485 connected to the TX3-TOUCH via another Access Control panel and "sent" the full configuration to the TX3-TOUCH. The TX3-TOUCH system did not update its tenant's list?

- Since the TX3-TOUCH unit is network connected via RS485, you must tell it to update its tables from the telephone card. From this please go directly to the unit, open the TX3-TOUCH to its configurator and check the "Auto get Job";
- Restart unit and re-send the configuration file.



U10 TXTOUCH is stuck at 100%?

Video/GUI issue:

- Ensure that the Video screen saver is of the same format as the TX3-TOUCH's default screen saver and that the resolution of the video-screensaver is the same resolution as the default screen saver.