

Support

- [FAQ](#)
- [Troubleshooting Tools](#)
- [Support](#)
- [Self-Service Tools](#)

FAQ

Find answers to common questions and solutions to typical issues.

Common Questions

General Questions

Q: What is miAlarm? A: miAlarm is a mobile app that allows you to control and monitor your Finmon security system remotely from your smartphone.

Q: Is miAlarm free to use? A: Yes! The basic version supports up to 5 devices. Premium subscriptions offer up to 10 devices and additional features with an Unlimited version allowing no cap on your devices.

Q: Which alarm systems are compatible? A: miAlarm works with Finmon-compatible alarm panels. Check your installer or the unit label for compatibility.

Q: Can multiple people access the same alarm? A: Yes, multiple users can access the same alarm system with their own login credentials and appropriate permissions.

Q: What is a "Dial-In"? A: Dial-In is the process where the app establishes a connection to your alarm unit, determining whether access is permitted.

Account Questions

Q: Can I use the same email for multiple accounts? A: No, each account requires a unique email address and phone number.

Q: I forgot my password. What do I do? A: Tap "Forgot Password" on the login screen and follow the reset instructions sent to your email.

Q: How do I change my username? A: Usernames cannot be changed after registration. Contact support if you need assistance.

Q: Can I transfer devices between accounts? A: Devices must be removed from one account before being added to another. Master user permission required.

Technical Support

App Performance Issues

App Crashes

1. Update to latest version
2. Clear app cache:
 - iOS: Delete and reinstall
 - Android: Settings → Apps → miAlarm → Clear Cache
3. Restart phone
4. Check available storage

Slow Performance

- Close background apps
- Check internet speed
- Reduce number of active devices

Battery Drain

- Disable unnecessary notifications
- Reduce background refresh
- Check location services settings
- Update to latest app version

Notification Problems

Not Receiving Notifications

1. **Phone Settings:**
 - Settings → Notifications → miAlarm → Allow
 - Check Do Not Disturb isn't active
 - Verify sound/banner settings
2. **App Settings:**
 - Device Settings → Push Notifications → ON
 - Select desired notification types
 - Check each device individually
3. **Network Issues:**
 - Ensure stable internet
 - Check if app is restricted
 - Verify background data allowed

Delayed Notifications

- Check internet connection
- Verify time zone settings
- Clear notification center
- Reinstall app if persistent

Zone & Sensor Issues

Zone Shows Wrong Status

- Refresh by pulling down
- Check physical sensor
- Verify zone programming
- Test in walk-test mode

Cannot Bypass Zone

- Some zones cannot be bypassed
- Check user permissions
- Verify area is disarmed
- Contact installer for zone type

Zones Not Updating

- Check connection status
 - Sync device data
 - Wait for full data load
 - Verify panel communication
-

Advanced Troubleshooting

Debug Mode

Enable for detailed logging:

1. Settings → About
2. Tap version number 5 times
3. Enable "Debug Mode"
4. Reproduce issue
5. Send logs to support

Factory Reset (Last Resort)

1. Delete app completely
2. Restart phone
3. Reinstall from app store
4. Register/login fresh
5. Re-add all devices

Network Diagnostics

Test connectivity:

- Ping alarm unit IP
- Check firewall settings
- Verify port forwarding
- Test on different network

Known Limitations

- Maximum 5/10 devices (free/paid)
 - 30-second activity timeout
 - Requires internet connection
 - Some panels need firmware updates
-

? Contact Support

Before Contacting Support

Gather this information:

- App version number
- Device model and OS version
- Unit ID and panel type
- Error messages (screenshots)
- Steps to reproduce issue

Support Channels

Email Support

- support@mialarm.co.za
- Response within 24-48 hours
- Include all relevant details

Emergency Support

- For alarm emergencies: Call your security company
- For app issues: Email support
- For account locks: Use password reset

Installer Support

Some issues require installer assistance:

- Panel programming
- User code changes
- Hardware problems
- Firmware updates

? Tips & Best Practices

Preventive Measures

- Keep app updated
- Test monthly
- Maintain good passwords
- Update contact info
- Regular connection tests

Optimization Tips

- Set primary device
- Customize zone names
- Use biometric login
- Enable relevant notifications only
- Regular cache clearing

Security Best Practices

- Never share login credentials
- Use strong passwords
- Enable biometric authentication
- Log out on shared devices
- Keep emergency contacts updated

Troubleshooting Tools

Troubleshooting Tools

Connection Problems

Connection Diagnostics

When experiencing connection issues:

1. Verify network status indicators
2. Confirm user code accuracy
3. Check dial-in authorization
4. Test unit power status
5. Contact the installation company

"Cannot Connect to Unit"

This is the most common issue. Check these items in order:

1. **Unit Power**
 - Confirm unit is powered on
 - Check for power LED indicator
 - Verify backup battery status
2. **Network Connection**
 - Green network light on unit
 - Test internet connectivity
 - Check cellular signal (if applicable)
3. **User Code**
 - Confirm 4-digit code is correct
 - Try code on physical keypad
 - Check with installer if needed
 - Ensure code has app permissions
4. **App Settings**
 - Dial-In is enabled
 - Unit ID is correct
 - Latest app version installed
 - Phone has internet access

"Connection Timeout"

Solutions:

- Wait 30 seconds and retry
- Force close and reopen app
- Check internet speed
- Try on WiFi instead of cellular
- Contact installer for unit reset

"Authorization Required"

What it means:

- Waiting for master user approval
- Device not yet authorized
- Previous authorization revoked

Solutions:

- Contact a master user
 - Check authorization status
 - Verify request was sent
 - Re-add device if needed
-

Account Issues

"Invalid Credentials"

Check:

- Username spelling (case-sensitive)
- Password accuracy
- Caps lock isn't on
- Using correct account

"Account Locked"

Caused by:

- Multiple failed login attempts
- Security protection activated

Solution:

- Wait 15 minutes
- Use password reset
- Contact support if persistent

"Duplicate Device" Error

Meaning:

- Device already on your account
- Check device list carefully

Fix:

- Pull down to refresh home screen
- Remove and re-add if needed

Multi-User Issues

"Cannot Remove User"

- Only master users can remove others
- Cannot remove other masters
- Cannot remove yourself

"User Limit Reached"

- Maximum users per device reached
- Remove inactive users
- Contact installer for limit increase

Reset Options

- Clear application cache
- Reset notification preferences
- Re-synchronize device data
- Remove and re-add devices

Debug Mode (Advanced Users)

For detailed diagnostic information:

1. Reproduce the issue
2. Open Menu.
3. Tap your name five times.
4. Logs options appears on the menu.
5. Share logs with support team

Remember: With great power comes great responsibility. Use advanced features wisely, and when in doubt, consult the documentation or contact support.

Support

We're here to help you get the most out of your miAlarm experience.

Contact Information

Primary Support

Email Support

- **Email:** support@mialarm.co.za
- **Response Time:** 24-48 hours
- **Hours:** Monday-Friday, 8 AM - 5 PM SAST
- **Language:** English

What to Include in Support Emails:

1. Your account username
2. Unit ID (if device-specific)
3. App version number
4. Phone model and OS version
5. Detailed description of issue
6. Screenshots if applicable
7. Steps to reproduce problem

Emergency Contacts

For Alarm Emergencies:

- Contact your security company directly
- Use in-app "Call Control Room" feature
- For immediate danger: Call 10111 (SAPS)

Business Inquiries

Partnership & Integration

- Installer programs available
 - Corporate solutions offered
-

Help Resources

In-App Help

Help Icons (i)

- Found throughout the app
- Tap for contextual help
- Includes glossary terms

Tutorial Sections

- First-time setup wizard
- Feature introductions
- Tooltips and hints
- Interactive guides

Documentation

User Guides

- [Getting Started Guide](#)
- [Features and Settings](#)
- [Support](#)

Video Tutorials

- Coming soon on YouTube
- Setup walkthroughs
- Feature demonstrations
- Troubleshooting guides

Knowledge Base

Popular Articles:

1. [How to add a new device](#)
2. [Setting up notifications](#)
3. [Understanding zone colors](#)
4. [Configuring emergency contacts](#)
5. [Managing multiple users](#)
6. [Subscription Management](#)
7. [Troubleshooting connections](#)

Quick Solutions

Common Fixes

Issue	Quick Solution
Can't login	Check username/password, reset if needed
No connection	Verify unit power and network
Missing device	Pull down to refresh home screen
No notifications	Check phone and app settings
Slow performance	Clear cache, update app
Zones not updating	Sync device data in settings

Diagnostic Steps

Before Contacting Support:

1. Update to latest app version
2. Restart the app
3. Check internet connection
4. Verify unit is online
5. Try on different network
6. Review FAQ section

? Feedback

We Value Your Input

Share Feedback:

- Feature requests welcome
- Report bugs immediately
- Suggest improvements
- Rate the app

How to Provide Feedback:

1. Email suggestions
2. App store reviews
3. Social media comments

Feature Requests

Submission Process:

1. email support@mialarm.co.za
2. Provide detailed description
3. Explain use case
4. Include examples

What Happens Next:

- Team reviews all requests
 - Popular features prioritized
 - Updates on progress
-

Thank You!

[← FAQ](#) | [Back to Home](#)

Self-Service Tools

Self-Service Tools

Account Management

Password Reset

1. Login screen → "Forgot Password"
2. Enter registered email
3. Check email for reset link
4. Create new password
5. Login with new credentials

Update Contact Info

1. In-app profile settings
2. Edit email/phone number
3. Verify changes
4. Save updates

Device Management

Remove Device

1. Swipe device tile
2. Select "Remove"
3. Confirm deletion
4. Device removed from account

Transfer Device

1. Remove from current account
 2. New user adds device
 3. Master approval required
 4. Transfer complete
-