

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
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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
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? 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

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