

# Support

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

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## 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
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# 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](#)

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# 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

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## ? 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
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# Thank You!

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