dormakaba

dormakaba Multihousing Integrator Partnership Certification (MIPC)

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Introduction

This document will clarify requirements, processes, and guidelines that integrators of dormakaba products will need to earn the Multihousing Integrator Partnership Certification (MIPC). This reference document should be used for training new integrators during the certification process, or by the certified integration company during the onboarding of new staff members. This will ensure full compliance when contracted by dormakaba to perform installs, service, and training work.

Mission Statement

dormakaba will engage the best service professionals in the industry, provide them with quality training, support, and collaboration to deliver dormakaba labor products with top quality and world class customer service!

Certified integrators need to represent dormakaba core values

1. Customer First - Go the extra mile, listen to the client, and keep your promises
2. Performance - Reach the goals, find solutions, and deliver with top level customer service and support
3. Curiosity - Ask questions, show empathy, respect, and support others
4. Courage - Admit to your errors, receive feedback, share your opinions, and be open to change
5. Trust - Integrity is the cornerstone, high ethics, support local laws, and maintain clear communication

Multihousing Integrator Partnership Certification (MIPC) Training

dormakaba will coordinate annual re-training on Multihousing hardware and software. The frequency of these sessions is dependent on current volumes, current capacity to cover these volumes in certain regions, and within reasonable time frame.

Contact Information

Starting your journey to earn dormakaba's Multihousing Integrator Partnership Certification (MIPC) is easy! Contact your Sales Representative by downloading this PDF with updated Multihousing Sales Contacts.
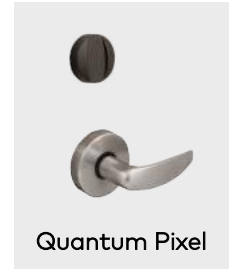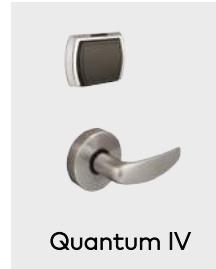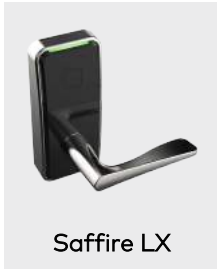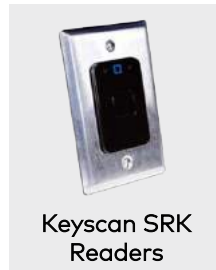
Product Knowledge and Sales Resources

Product knowledge and sales resources are collected here for your convenience. Follow these links to download product cut sheets, marketing videos, templates, and instruction manuals.

Click on each image to link to the documentation.

Locks

Saffire LX	Nova-D	RT Plus	Quantum	Quantum IV	Quantum Pixel

Perimeter Controller Options

SR Series Readers	RAC5 XT (Online) MFC (Offline)	Keyscan CA/EC Series Panels	Keyscan SRK Readers	Keyscan Long Range Wireless

Industry Knowledge and Product Training

Industry knowledge changes rapidly and dormakaba will support you with topical videos, industry training, and 1-on-1 education.

Click on the title to view videos and participate in education.

Title	Description
The Future of Multihousing: Connectivity	dormakaba's Multihousing team has a commitment to providing our customers with operational efficiency and performance that come through connectivity.
domakaba Discovery Center: Multihousing Solutions	Take a look at dormakaba's Multihousing and Vacation Rental smart electronic door locks and how you can implement them with mobile credentials.
Tour the Discovery Center In-person Tour Virtual 3D Tour	When you visit our Discovery Center, you'll have a one-of-a-kind experience that reveals how we become your trusted partner to make access in life smart and secure.
Mobile Credentials in Multihousing [DM-MLN-1218]	Once you complete this course, *Mobile Credentials in Multihousing*, you will have a better understanding of the mobile access solutions dormakaba provides and how they are used in the Multihousing setting.
Community Software	Community is dormakaba's web-based access management software for Multihousing property employees to easily configure resident, vendor and staff access.
Boot Camp	Contact your Sales Representative to schedule the Multihousing Boot Camp.

Integration Support

To support integrators, we've collected technical product knowledge here for your convenience. Follow these links to download technical tips, drilling and door prep templates, videos, technical bulletins, and other supporting documents.

Click on the title to view the content.

Title	Description
Integration Project Management Pre-Deployment Forms	Contact your Sales Rep for access. These pre-deployment forms are for the Project Manager or Coordinator.
Integration Project Support Documents	Contact your Sales Rep for access. These integration project support documents describe how a project proceeds.
Drilling Templates and Door Prep Templates	These documents can be downloaded from dormakaba's Knowledge Center.
Wiring Diagrams	Contact your Sales Rep for access.
Tech Tips	Login to dormakaba support diagnostics.
Database Configuration Form	Contact your Sales Rep for access. Configuration and Database Configuration form for In-Sync w/ SAM software and Saffire locks.
LED Diagnostics	Login to dormakaba support diagnostics.
Multihousing Installation Videos	Product installation videos are on dormakaba's Multihousing playlist on our YouTube channel.
Community: Property Builder	Video series of the Property Builder module in Community software.
Community: Access Management	Video series of the Access Management module in Community software.
Community: Resident Visitor Management	Video series of the Resident Visitor Management module in Community software.
Community: Staff Vendor Keys	Video series of explaining Vendor Keys in Community software.
Community: Staff Vendor Management	Video series about Staff Vendor Management.
Community: System Settings	Video series explaining system settings of the Community software.
Keyscan Aurora Software Setup	This video series explains how to setup Keyscan Aurora software.
BlueSky App: Setup and Operation	This video series shows how to setup and operate the BlueSky app.
Technical Service Bulletins	Technical Service Bulletins can be downloaded from dormakaba's Knowledge Center.
Site Survey Form	Contact your Sales Rep for access.
FAQs	Login to dormakaba support diagnostics.

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Product Technical Support

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After successful integration, software and firmware updates will be made available using the links below.

Click on the title to view the content.

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Title	Description
Firmware updates	Contact your Sales Rep for access.
Keyscan Aurora Software Updates	Software updates for Keyscan Aurora can be found here.
dormakaba's Technical Support	Contact dormakaba's Technical Support by phone or email