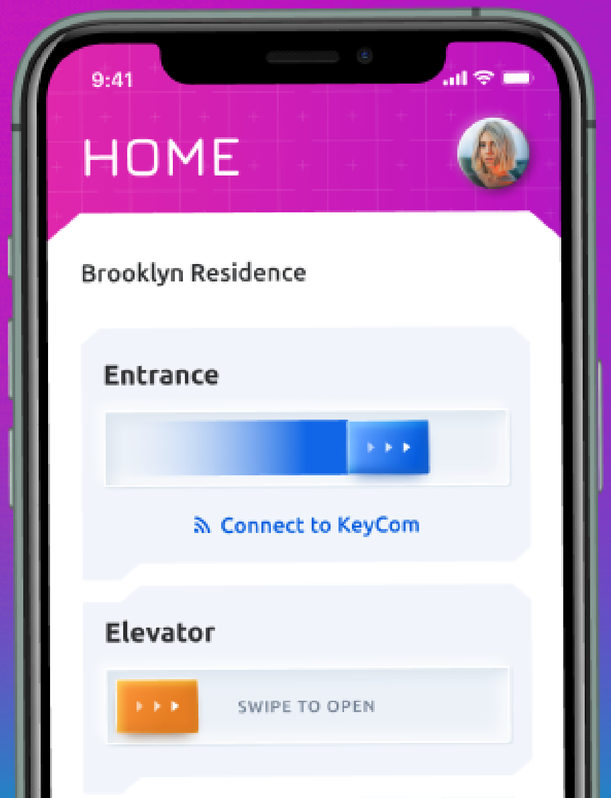
USER GUIDE

Mÿ MVI

The Mÿ MVI app provides completely new and revolutionary abilities to residents



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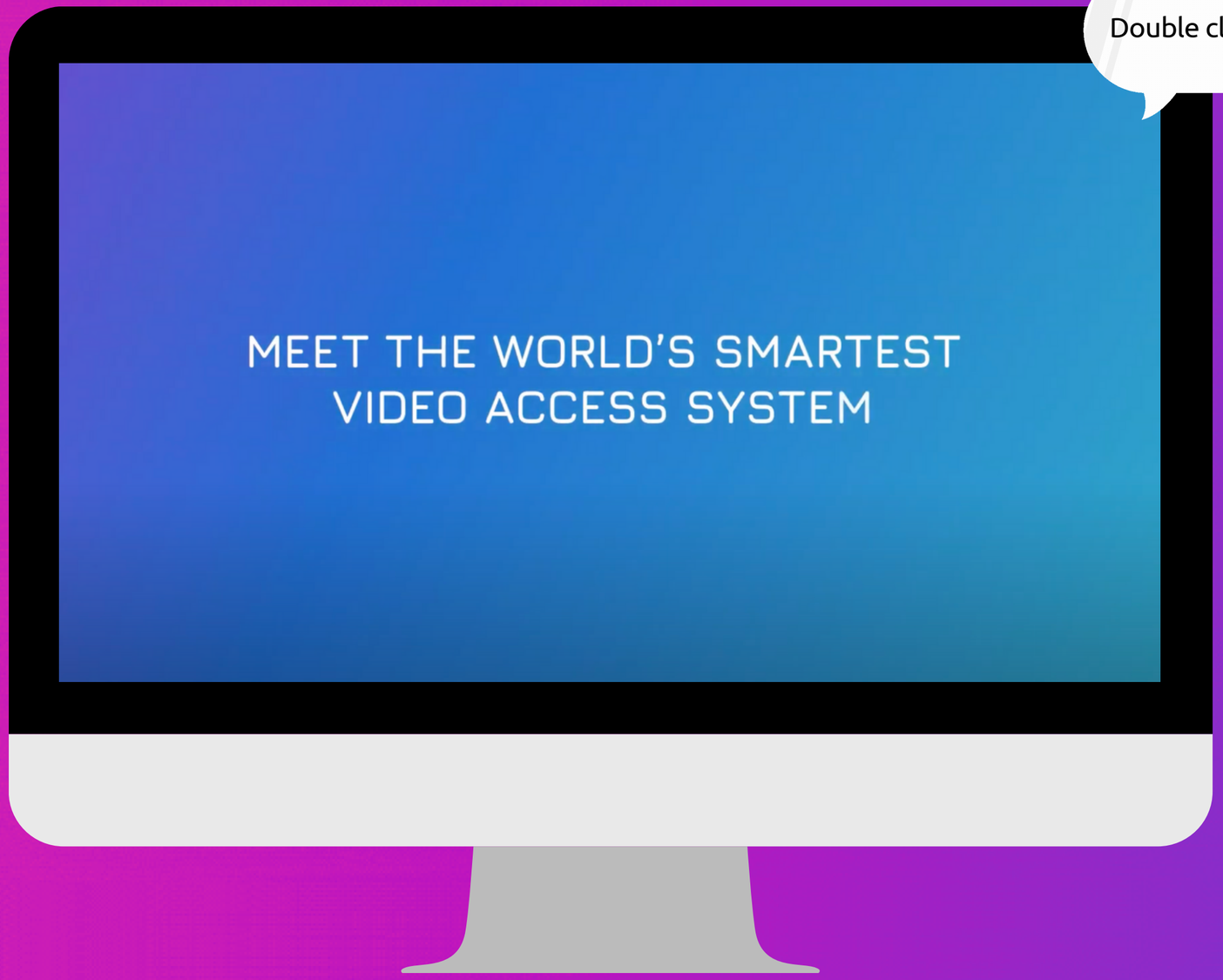


Double click to watch video

ONE APP EXPERIENCE

Your Management company should have invited you to the KeyCom system. If you open the app through the invitation sent to your email or phone number, you will automatically be directed to the Complete Personal Info screen for registration. Otherwise, you can manually go through the process on the next few pages.

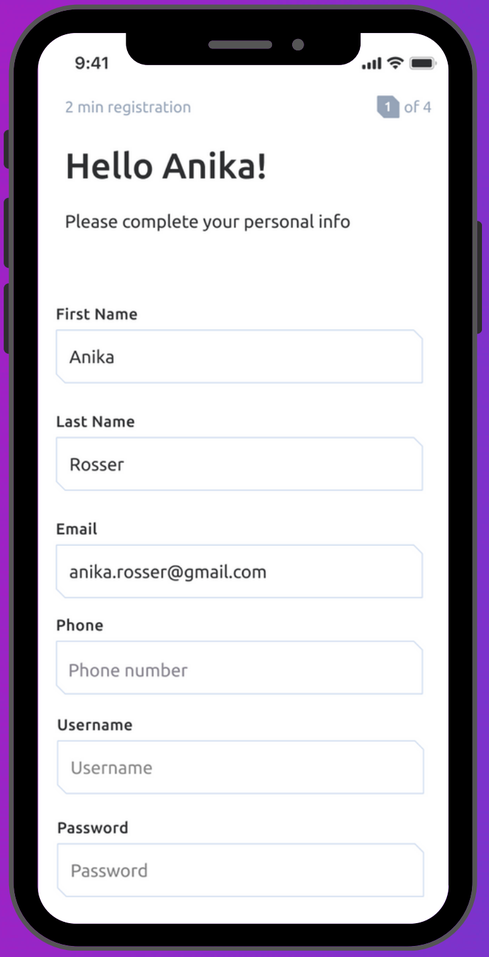
MY VIDEO INTERCOM

Welcome to 213 Fox Hollow Rd

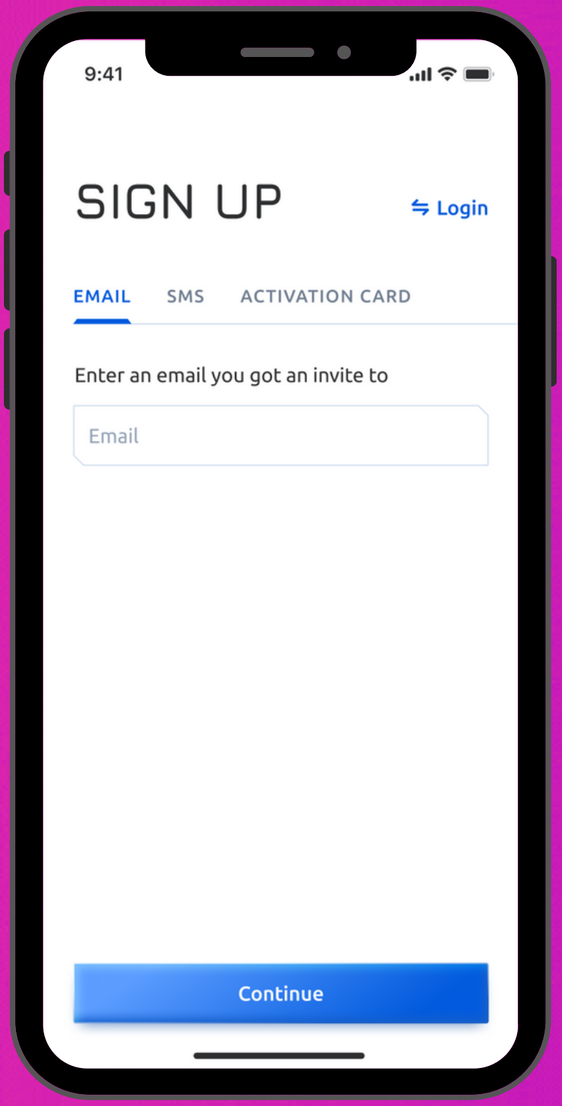
Below is your KeyCom® Video Intercom Activation Code

KeyCom® is our video access system that will allow you and your guests to access the building seamlessly and safely.

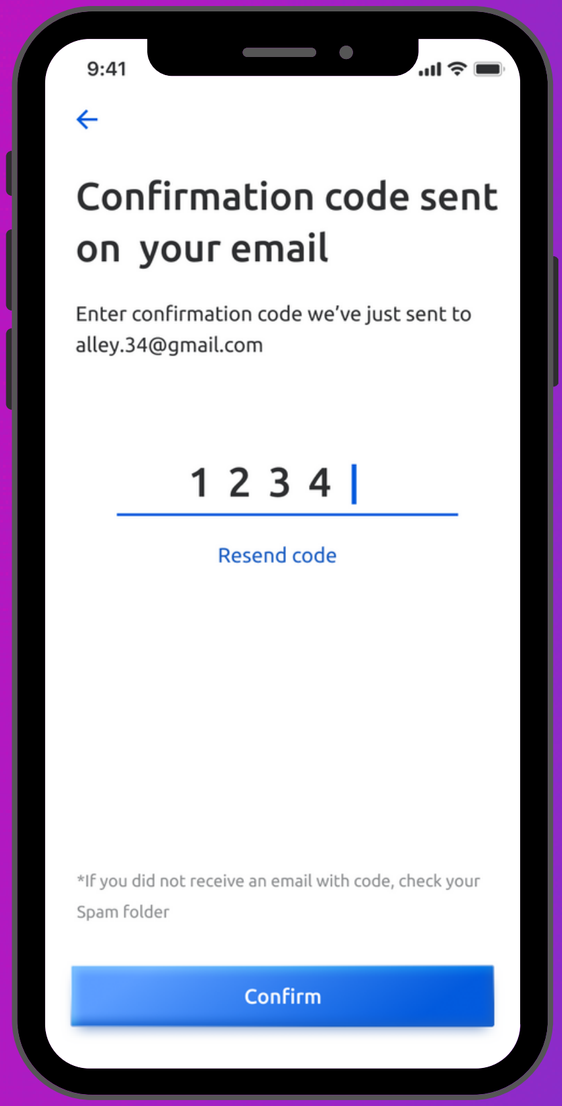
Click Here to Activate



APP INVITATION

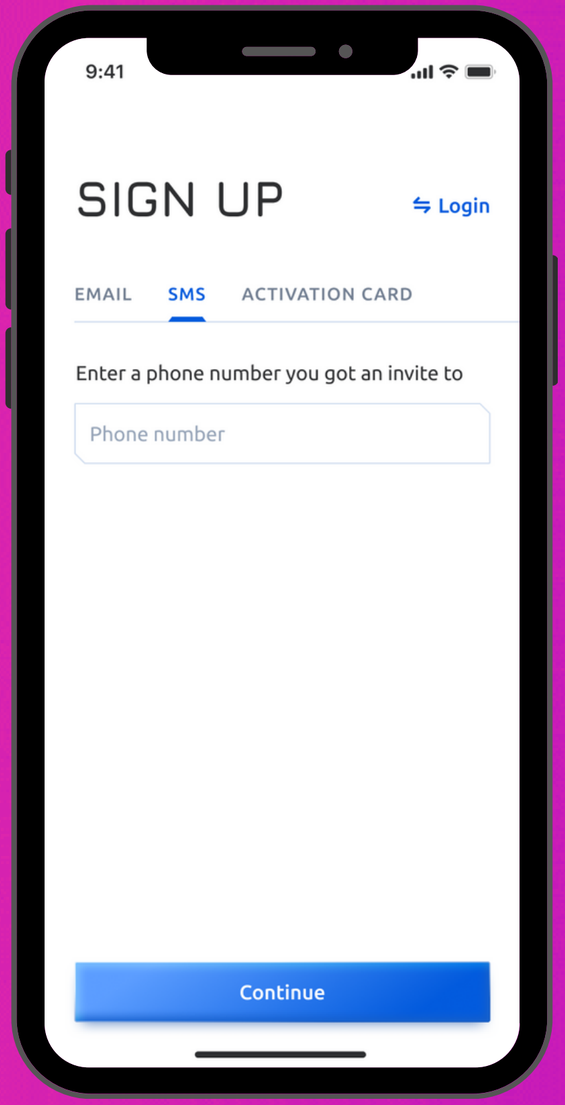


Enter your email address that you received the invitation on

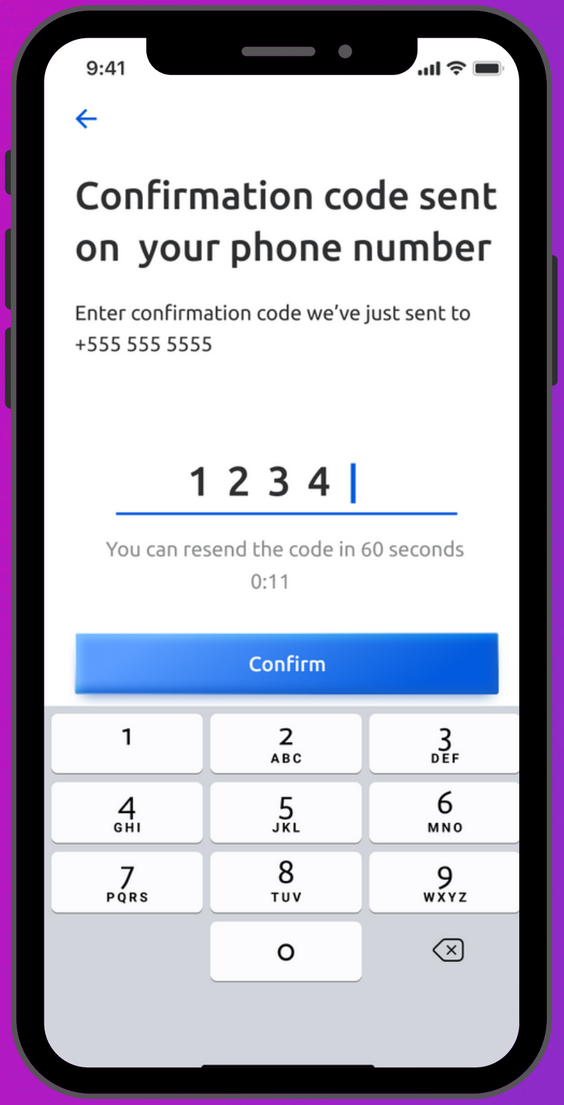


Enter the confirmation code that you receive

ONBOARDING PROCESS VIA EMAIL

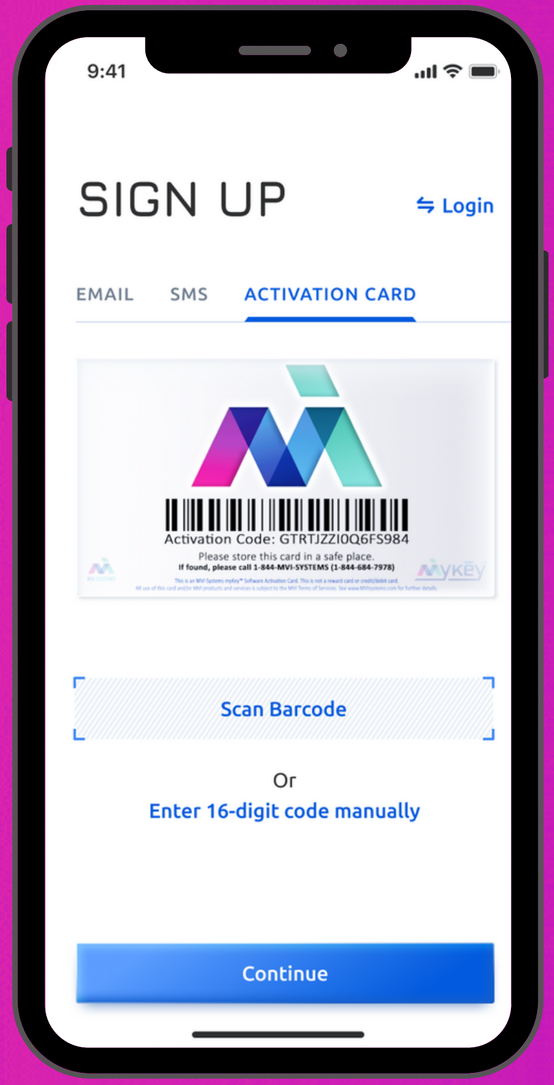


Enter your phone number that you received the invitation on



Enter the confirmation code that you receive

ONBOARDING PROCESS VIA SMS

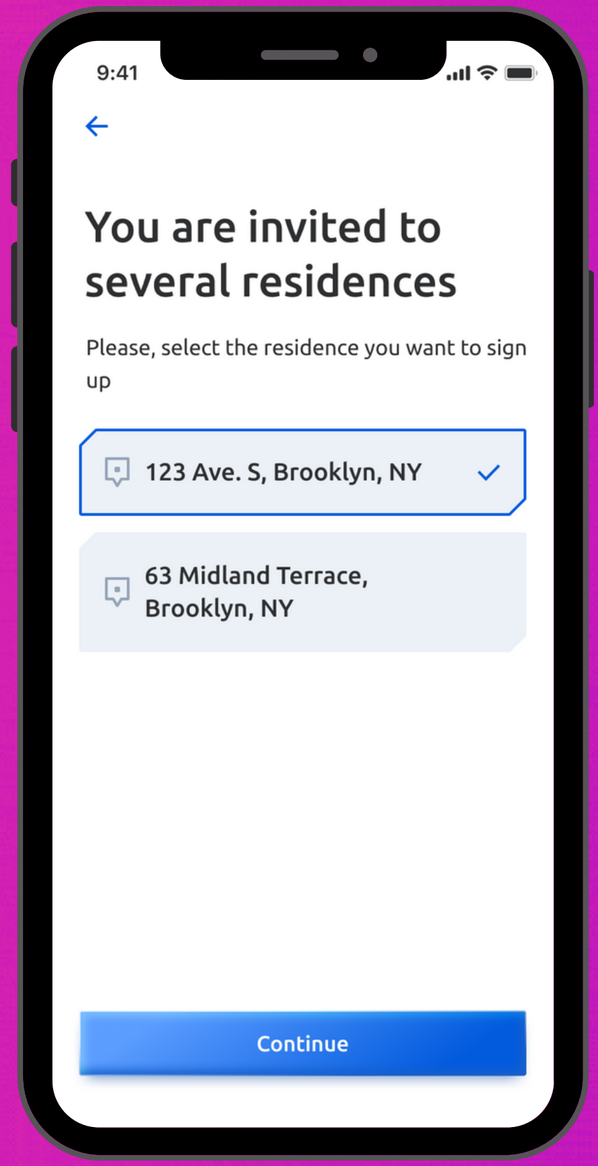


Enter the 16-digit code you received from the management, or scan the barcode on the activation card.

If it's too dark to scan properly, you can use the flash for scanning.

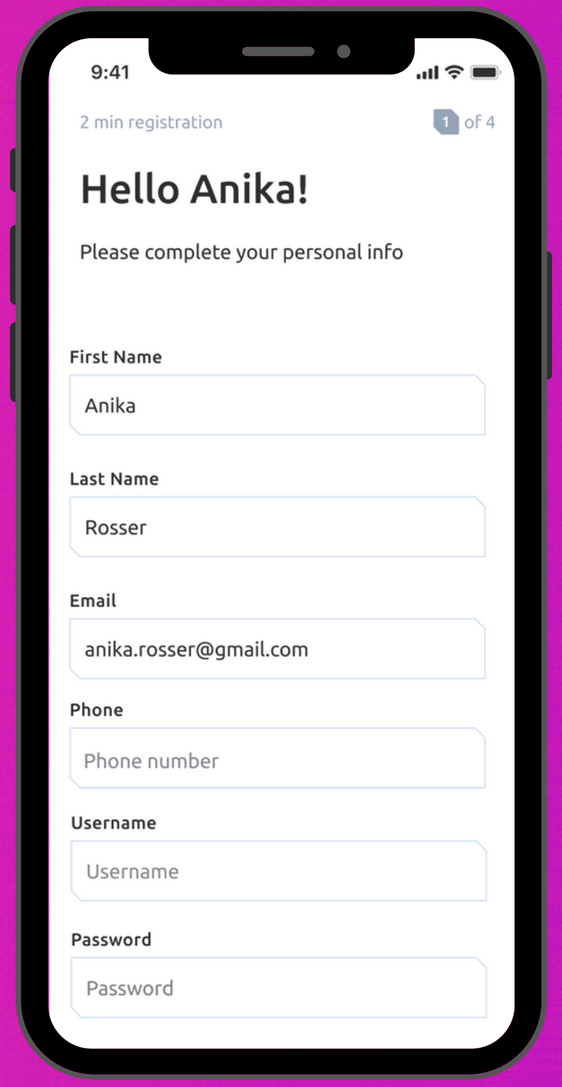
Once you enter the 16-digit code, or scan the activation card, the system will automatically navigate you to the Complete Personal Info step.

ONBOARDING PROCESS VIA ACTIVATION CARD



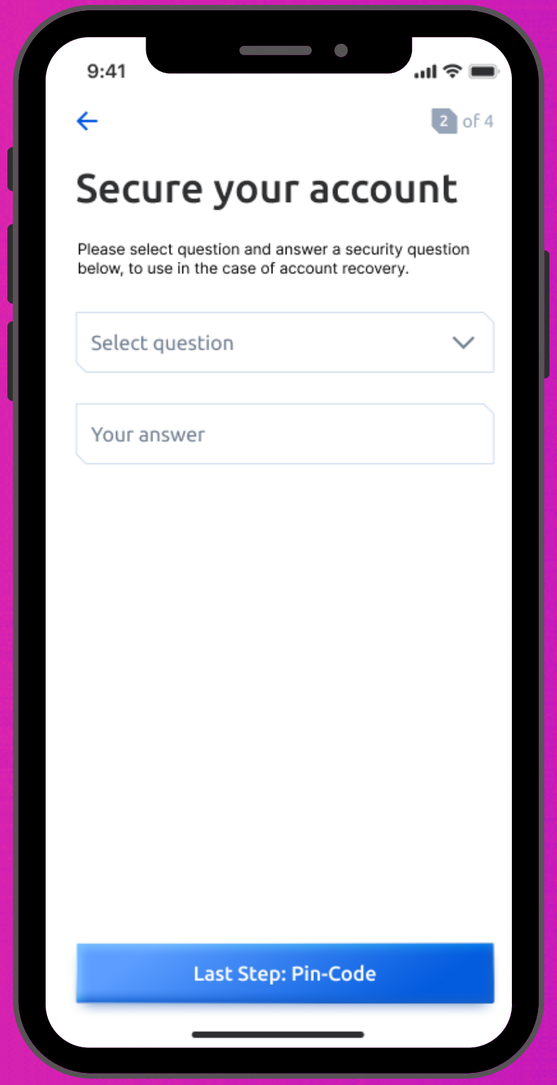
If you have been added to more than one building, you should select ONLY one building that you want to sign up for.

MULTIPLE RESIDENCES

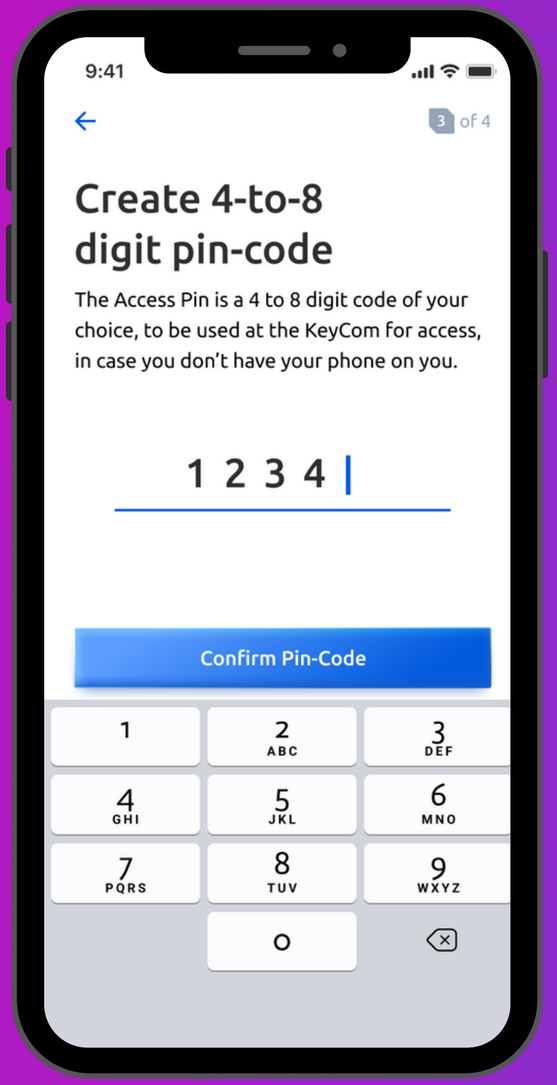


Once you have verified your email or phone number or entered your activation code, you will get to the next step, where you will need to complete the personal information needed to access your account. This consists of 4 simple steps

ONBOARDING PROCESS: REGISTRATION

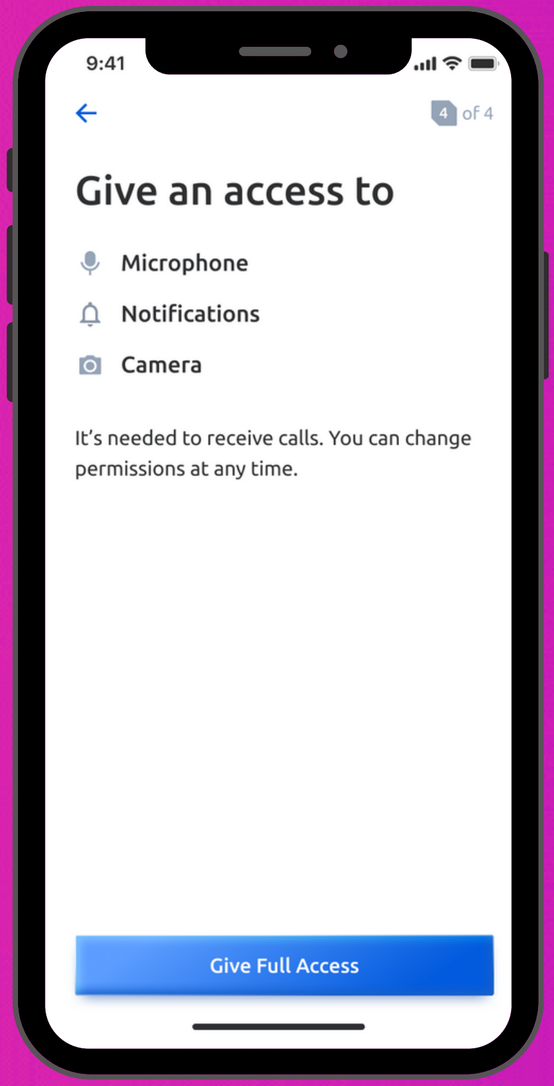


Select a secure question from the list that you will easily remember, and enter the answer.



This access pin is used together with your phone number or your name, to grant access to the building when you don't have your phone on you.

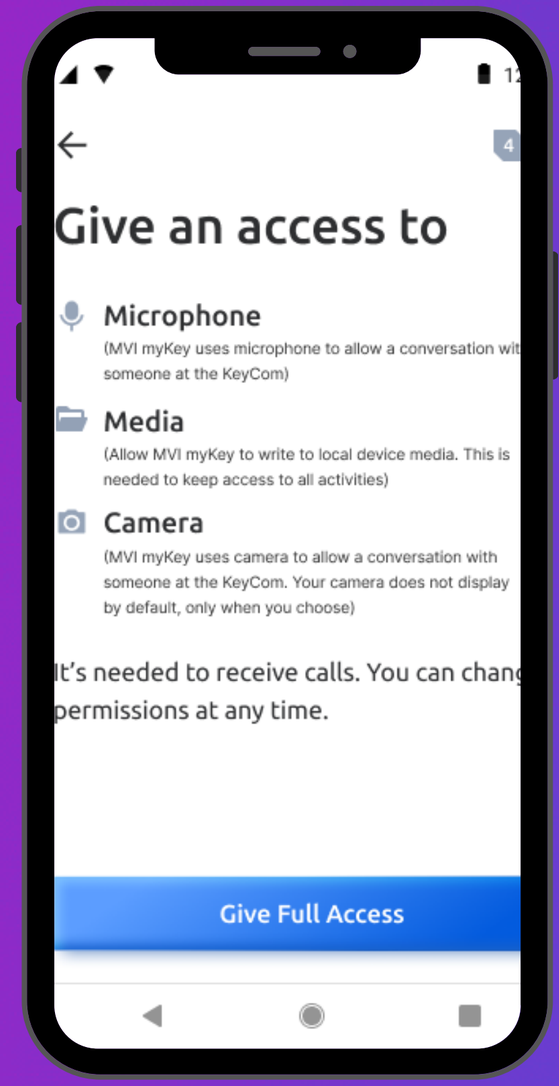
ONBOARDING PROCESS: SECURING ACCOUNT



On the last step, you will need to give access permissions to the app, in order for it to work properly. On iOS, you need to give access to the Microphone - so visitors can hear you, Notifications - so that you will receive calls, and your Camera - so that visitors can see you if you want to share it.

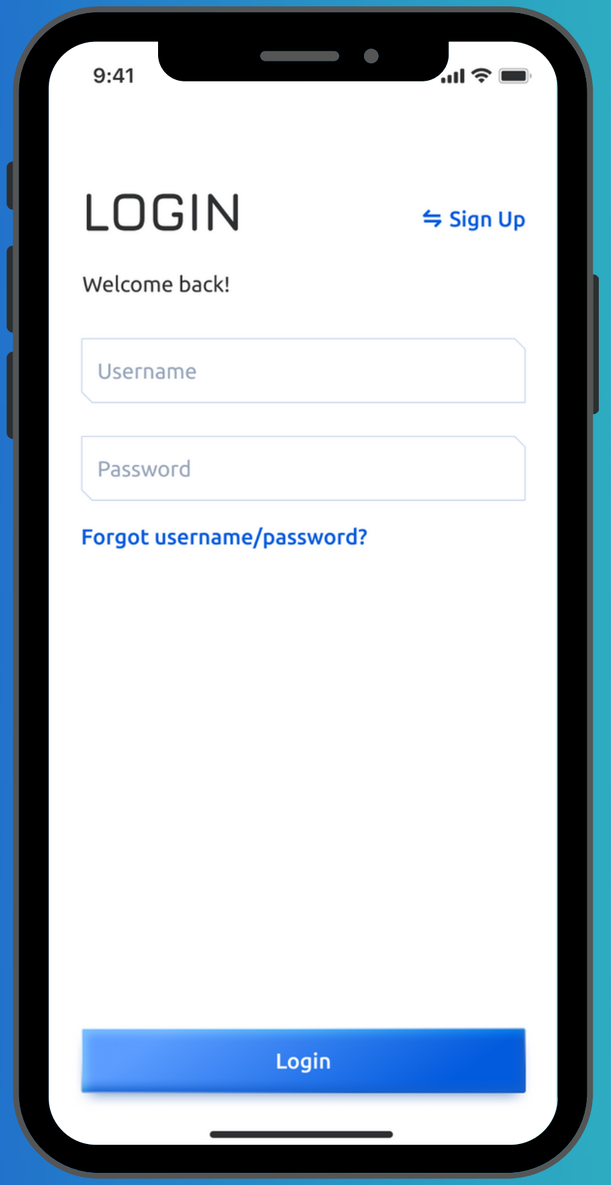
On Android you will need to give access to the Microphone - so visitors can hear you, Media - so your settings get saved, and your Camera - so that visitors can see you if you want to share it. .

Once you press "Give Full Access", there will be 3 system pop-ups that you will need to confirm."



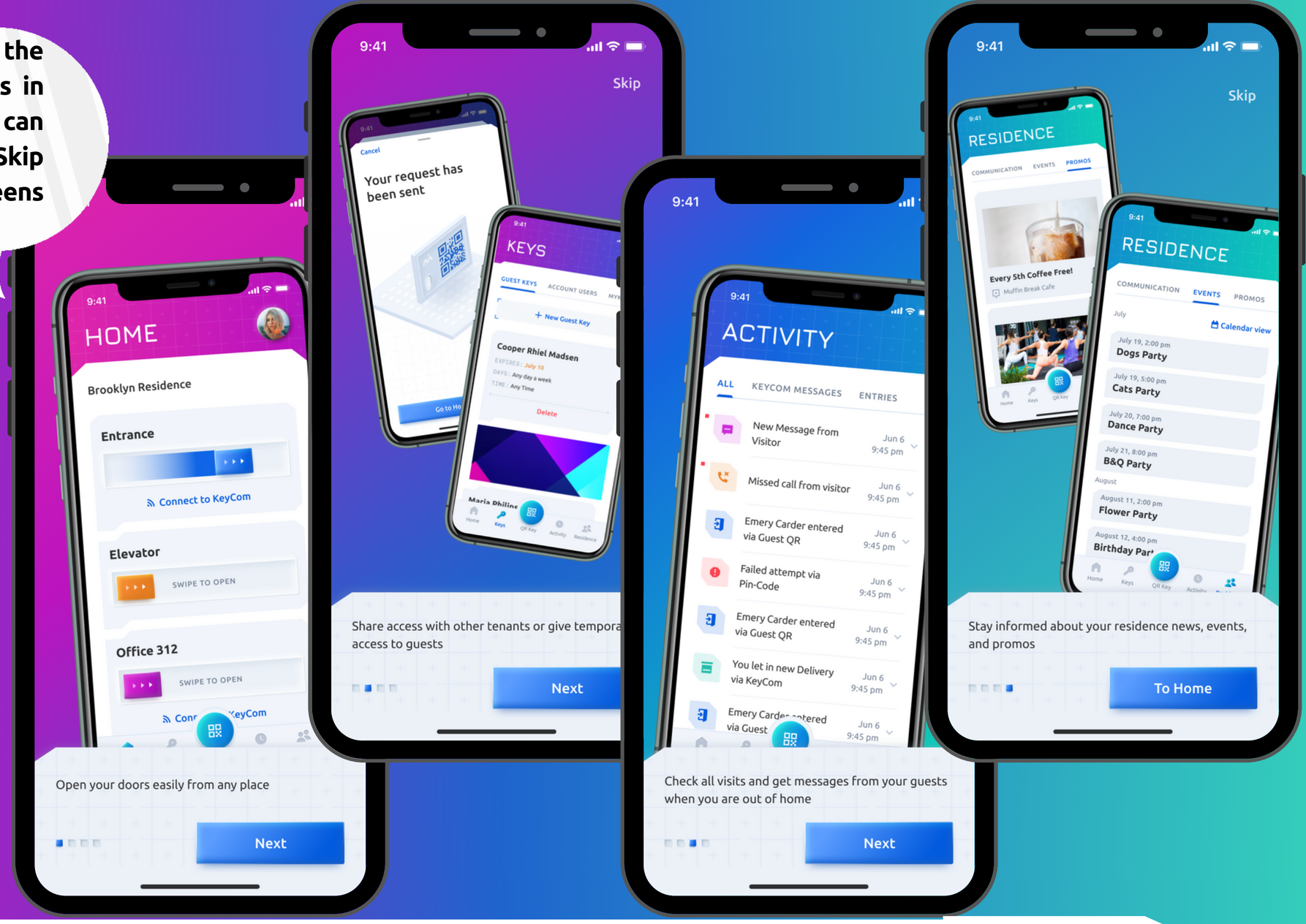
ONBOARDING PROCESS: COMPLETE REGISTRATION

In order to log into your account, you need to enter your username and password. From this screen, you can also go to the sign up screen by clicking on the Sign up button.



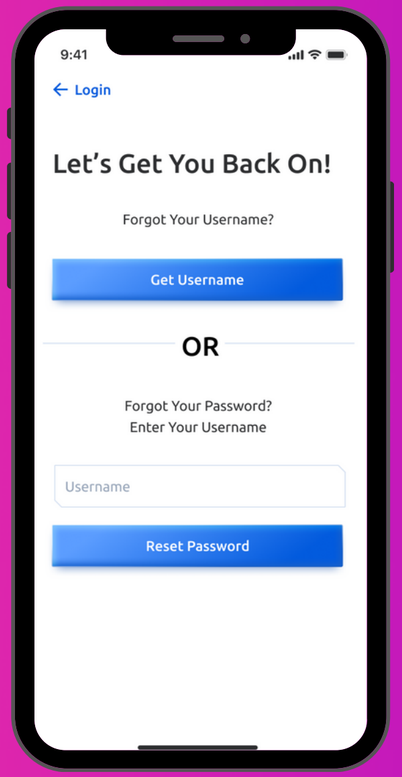
SIGN IN SCREEN

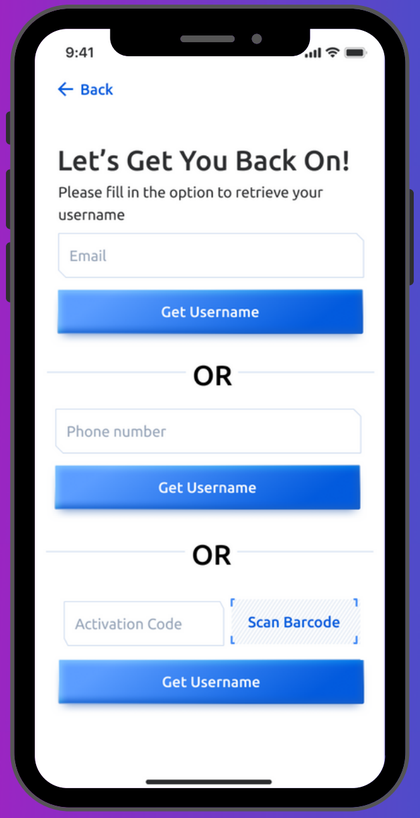
After registration or when you log in for the first time, you will see onboarding screens in order to learn more about application. You can skip these screens by tapping on the Skip button or you can navigate through the screens by tapping on the Next button.



ONBOARDING SCREENS

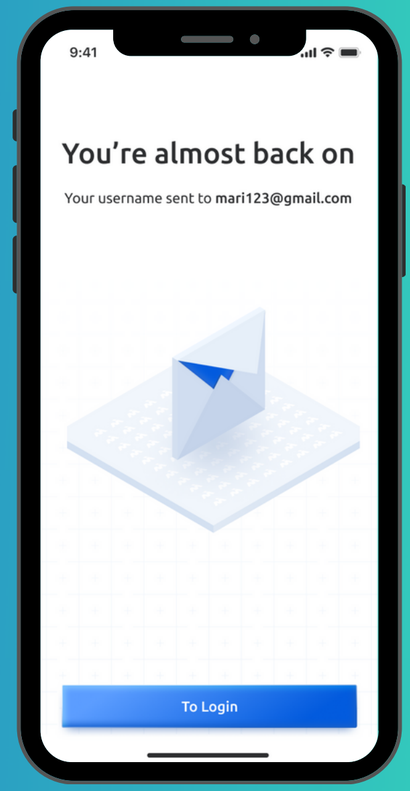
If you want to retrieve your username, tap "Get Username".
You'll have 3 options to retrieve it: By email, phone number, or activation card.





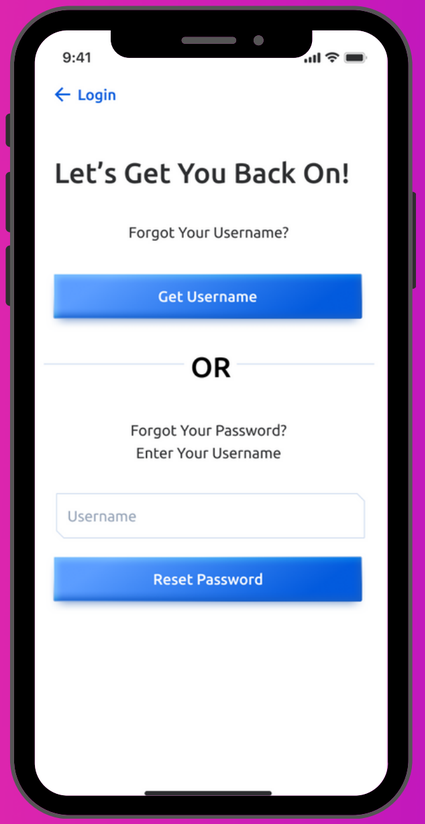
Select the option that works for you to retrieve your Username, and enter the information required. Once entered, tapping on the "Get Username" button, the system will send the username(s) linked to that information, to either your email or phone number. After receiving your Username, proceed To Login on the next screen.

To retrieve your username by using the activation card, either enter the 16-digit code manually or scan it, by tapping "Scan Barcode". Upon tapping on the "Get Username" button, the system will send the username to your email on the account. After receiving your Username, proceed To Login on the next screen.



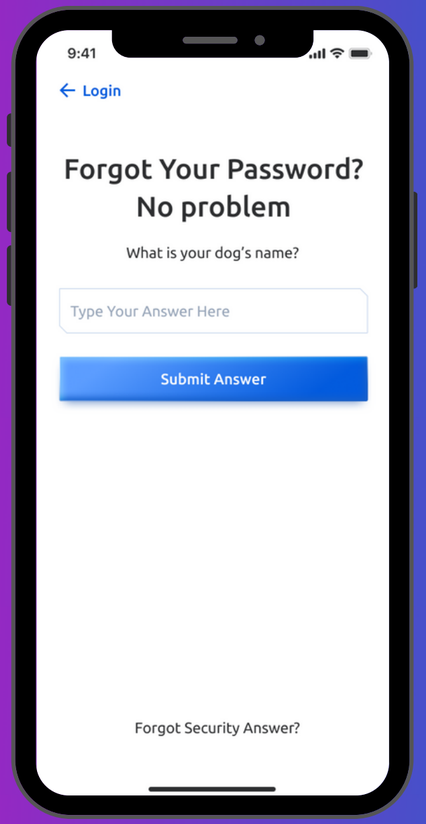
Just tap the "To Login" button on this screen, to continue to the main login screen.

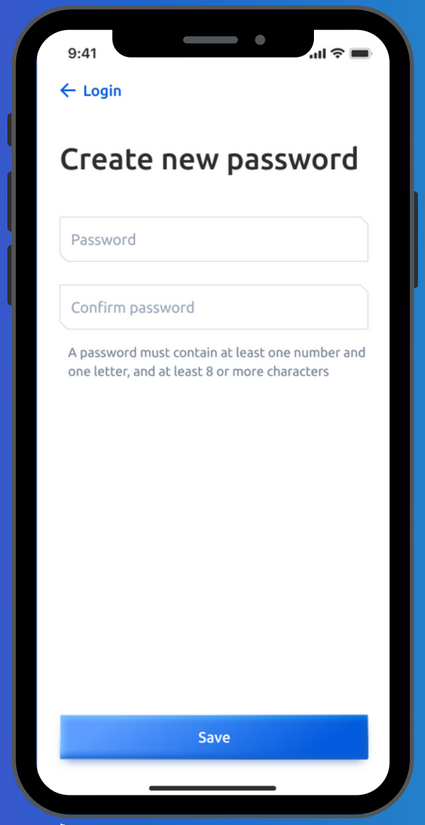
FORGOT USERNAME



In order to reset your password, just enter your username and tap on "Reset Password" button.

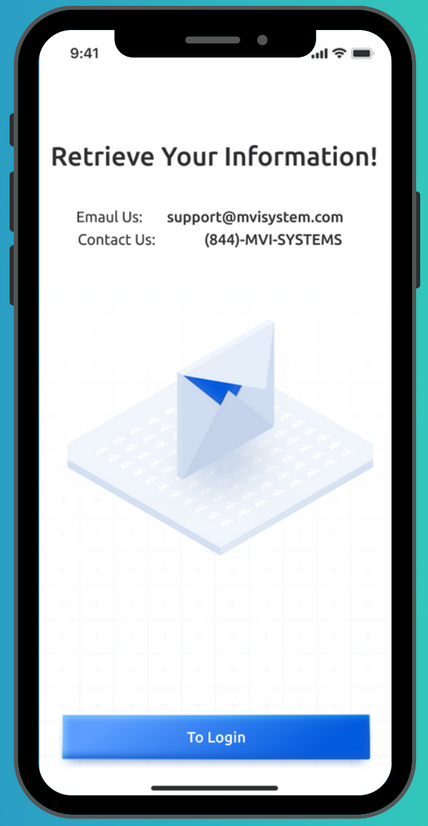
After that, type your answer to the secure question that you setup during registration, and tap on the "Submit Answer" button.



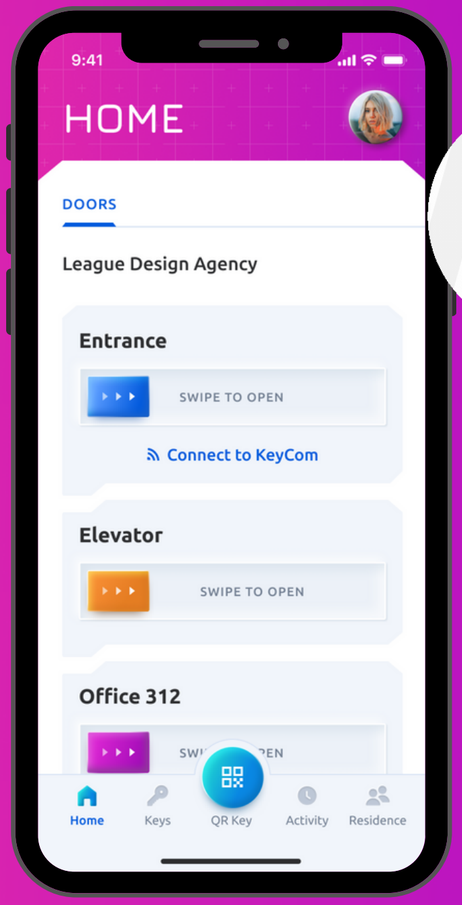


You will then get to the Create New Password screen. Enter a new password that contains at least one number and one letter, with at least 8 characters. Clicking "Save" will immediately save your new password, and take you to the main login screen.

If you forgot your security answer, please contact your management company for assistance, or reach out to MVI for more help.



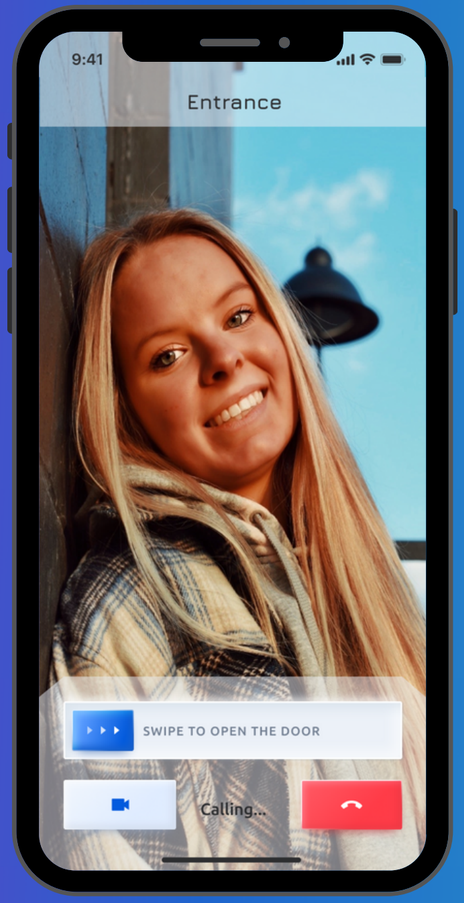
FORGOT PASSWORD



On the Home tab, you can open the door directly by "Swipe To Open", or call to the KeyCom to connect to the visitor standing outside. You will also have the ability to open elevators or other doors, that have been associated to your property.

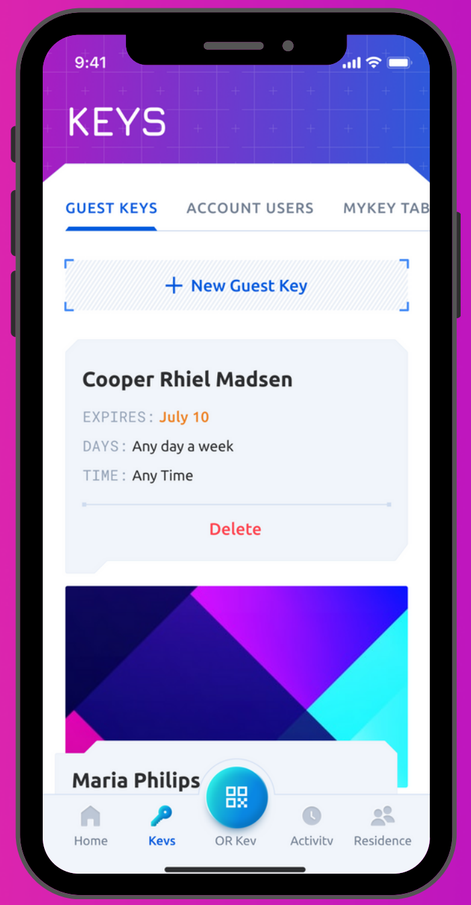
Upon tapping on the "Connect to KeyCom" button, the system will open a call directly between your app and the KeyCom.

During the call, you can turn on/off your camera to have a "Facetime" type call, or open the door by swipe, or just end the call.



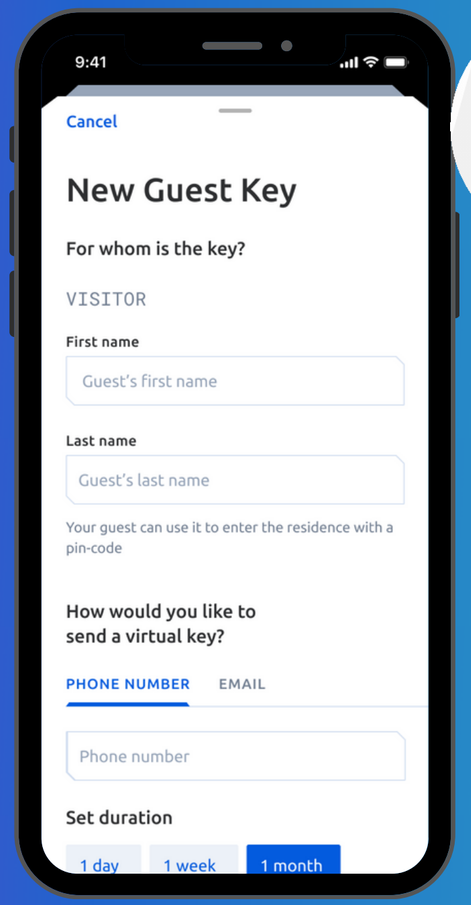
When incoming calls are received from the KeyCom, you will see a preview of the visitor standing outside, if you have the "Incoming Call Preview" setting enabled. In that case, you can view a preview of the visitor standing outside, and open the door by swipe, or accept or decline the call.

MAIN FEATURES: HOME PAGE & CALLING



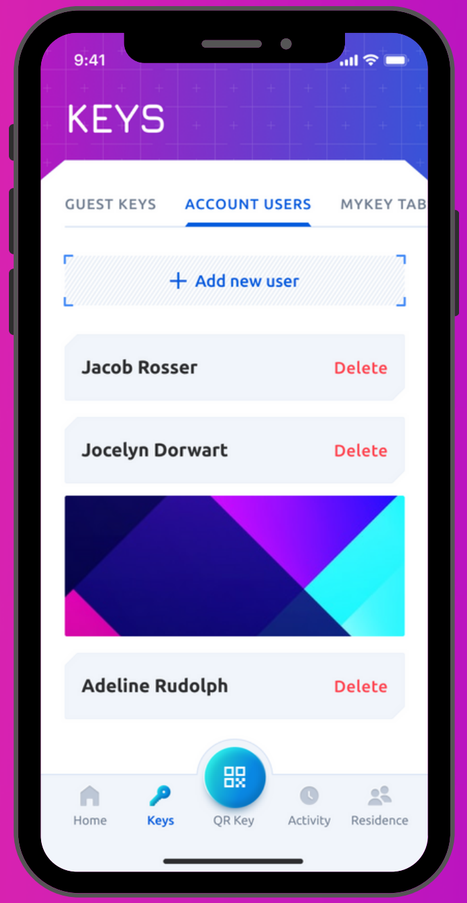
On the Guest Keys tab, you can view all the keys created by you for your visitors. You can remove them by tapping on the "Delete" button, to immediately disable their access.

In order to create a mobile guest key for your guest, tap on the "New Guest Key" button and fill in the required details.



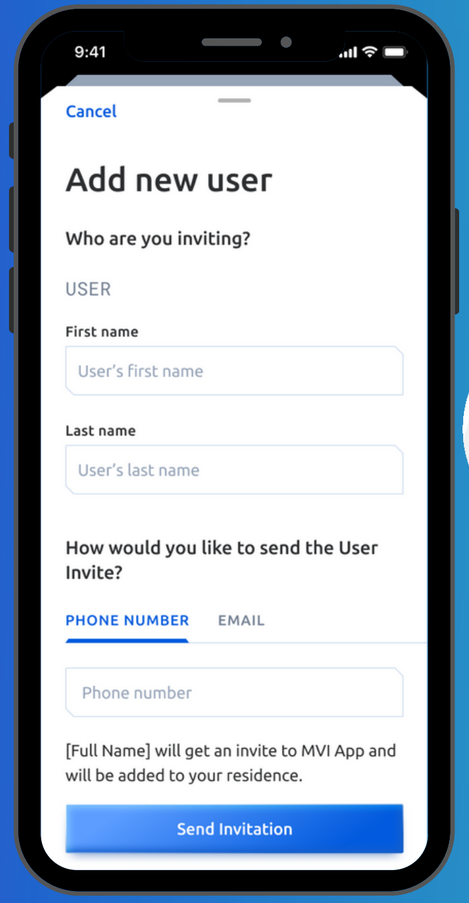
Here, you can select the method of sending a key (Email or SMS) to your guest. Just set the duration of the key and the time of the day when this QR key will be active. Sending the key occurs by tapping on the "Send Visitor Key" button.

MAIN FEATURES: GUEST KEYS



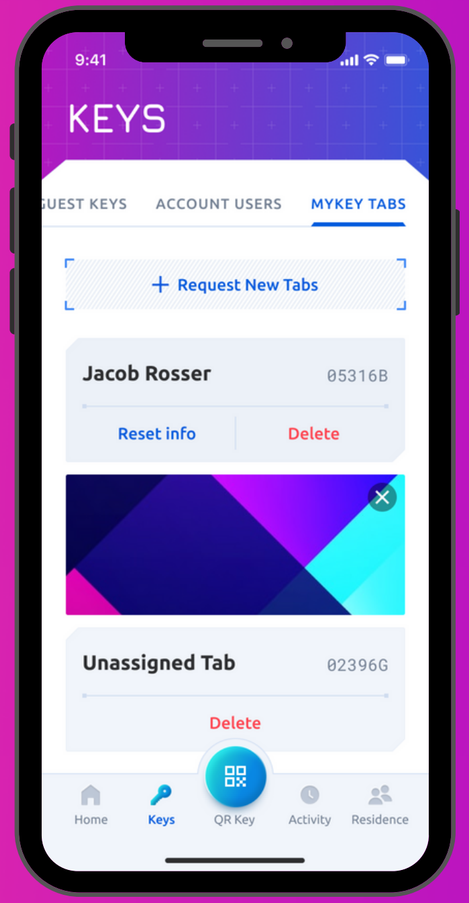
On the Account Users tab, you can view all the residents added to your residence. You can also remove them from the residence by tapping on the Delete button.
This tab is only available to primary residents.

In order to add a resident to your residence, just tap on the "Add new user" button and then fill in the details required.



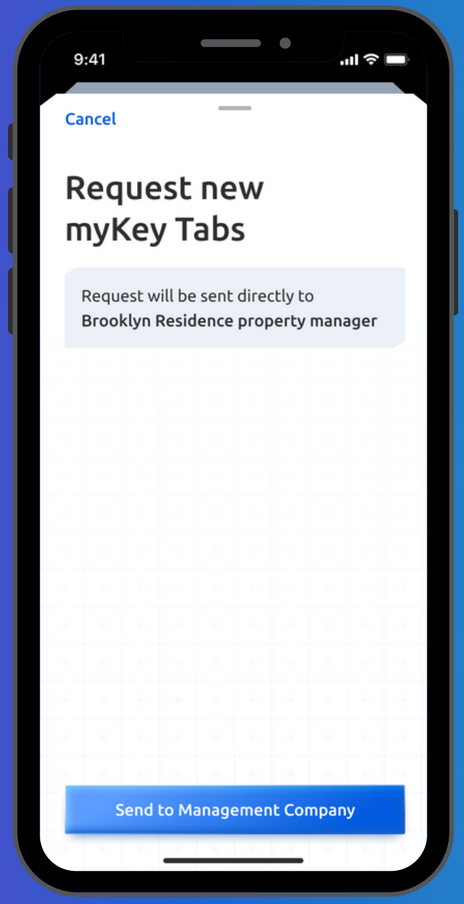
Here, you can enter first and last name of the future user and select the way of sending an invitation (email or sms). Sending the invitation occurs by tapping on the Send Invitation button

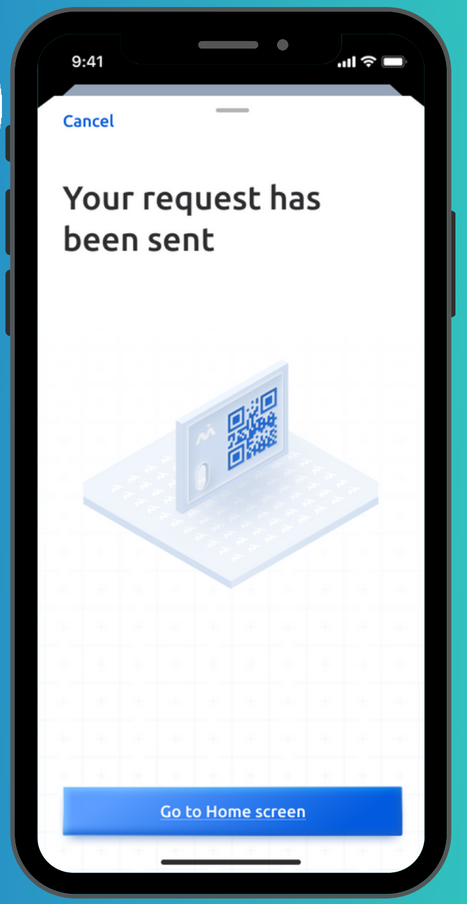
MAIN FEATURES: ACCOUNT USERS



On the "MYKEY TABS" tab, you can view all your current tabs, delete or reset them, or request additional mykey tabs, This tab is only available for primary residents.

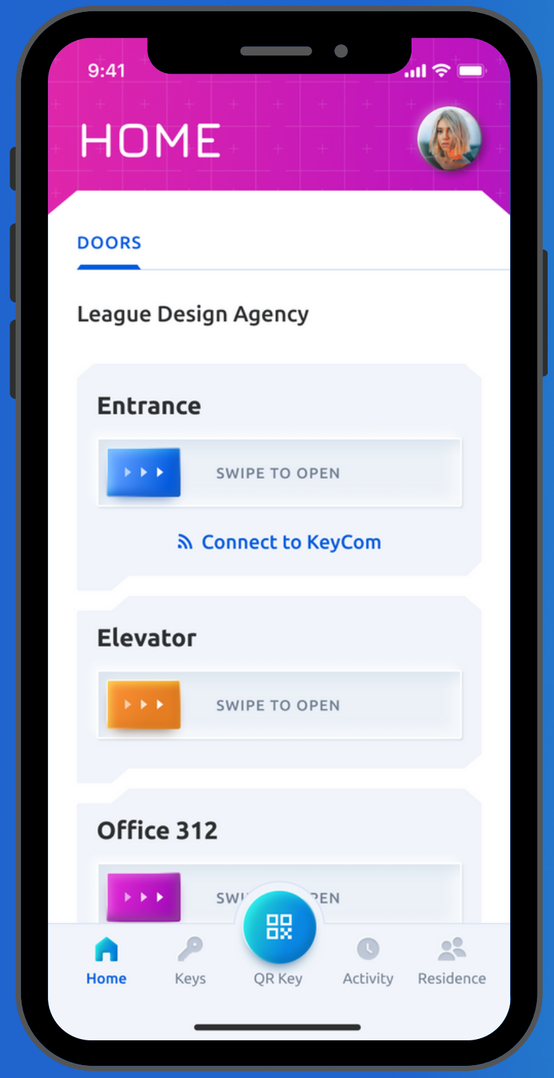
In order to send a request for new mykey tabs to the property manager, just tap on the "Request New Tabs" button, and then tap on the Send to Management Company button on the popup.



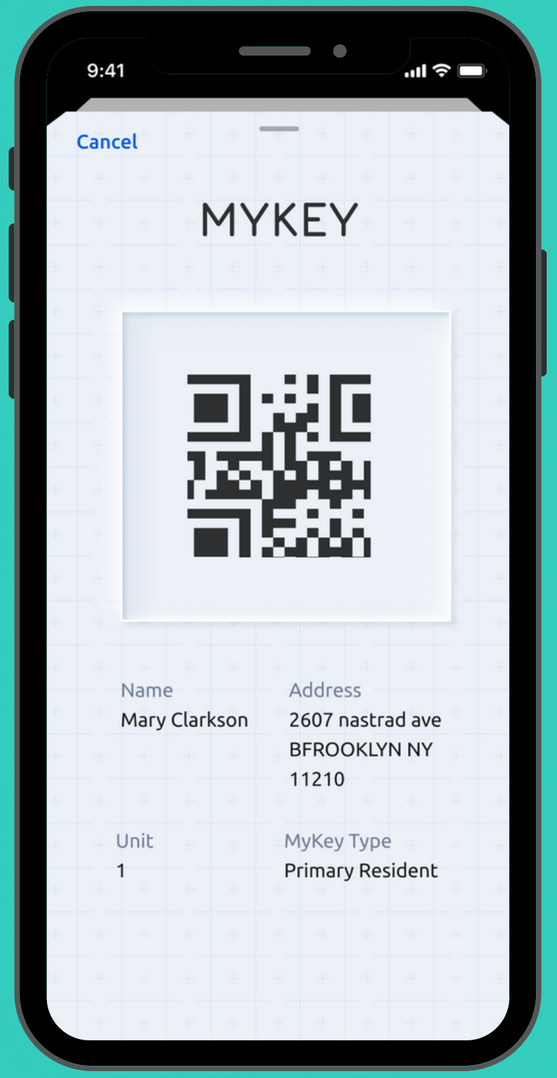


If your request has been successfully sent, you will see this screen.

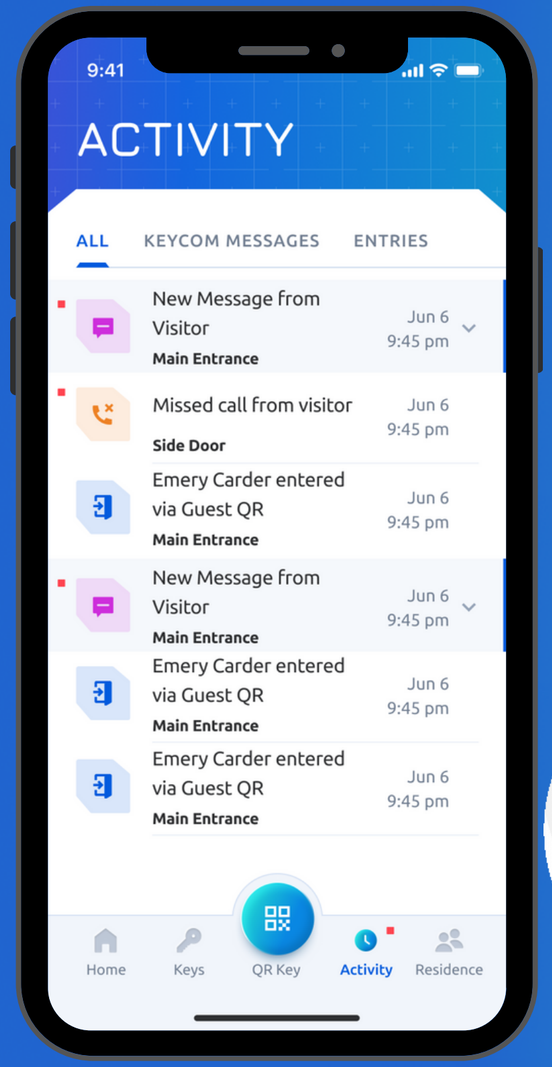
MAIN FEATURES: MYKEY TABS



MYKEY is a barcode that can be easily read by the KeyCom scanner, for opening the door. You can get to this screen by tapping on the MYKEY tab at the bottom main bar.



MAIN FEATURES: MYKEY

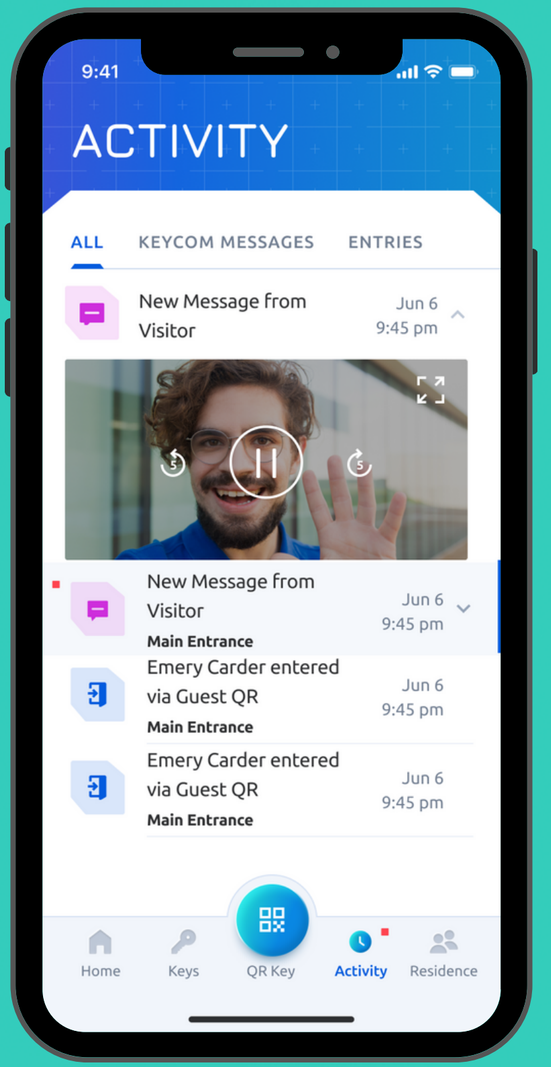


If you expand the messages, you can see the video message left by the visitor. When the video message is playing, the video player appears, where you can play/pause the video, drag the duration bar to skip forward or backwards, skip 5 seconds forward or backwards and maximize the screen by tapping on the square icon.

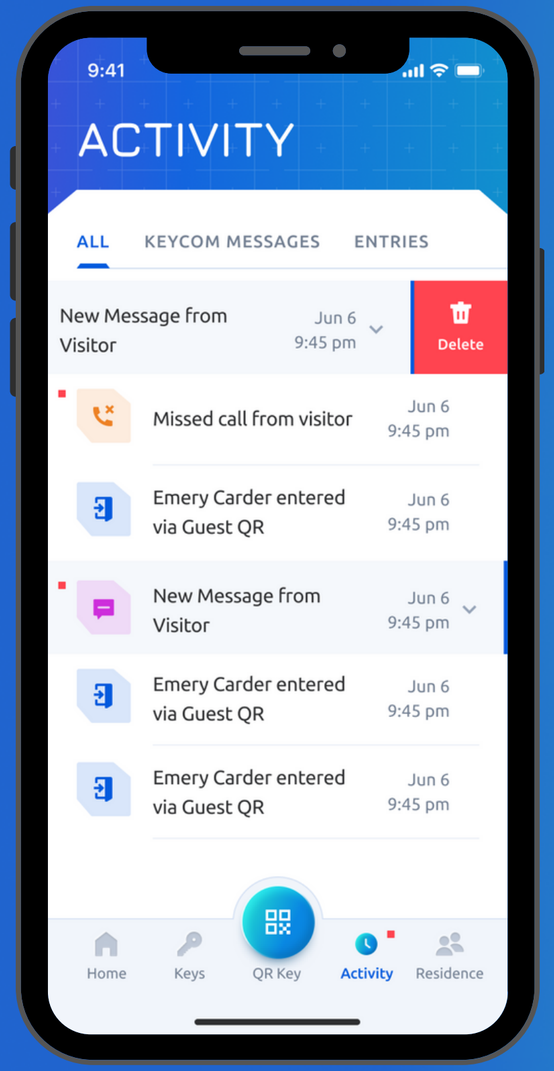
The Activity tab allows you to track all activities made by you, your visitors, vendors or deliveries.

The Activity tab includes:

- ALL: displays all possible activities made by you, visitors, vendors, deliveries;
- KEYCOM MESSAGES: displays messages left by visitors on the KeyCom;
- ENTRIES: displays only who entered the door.

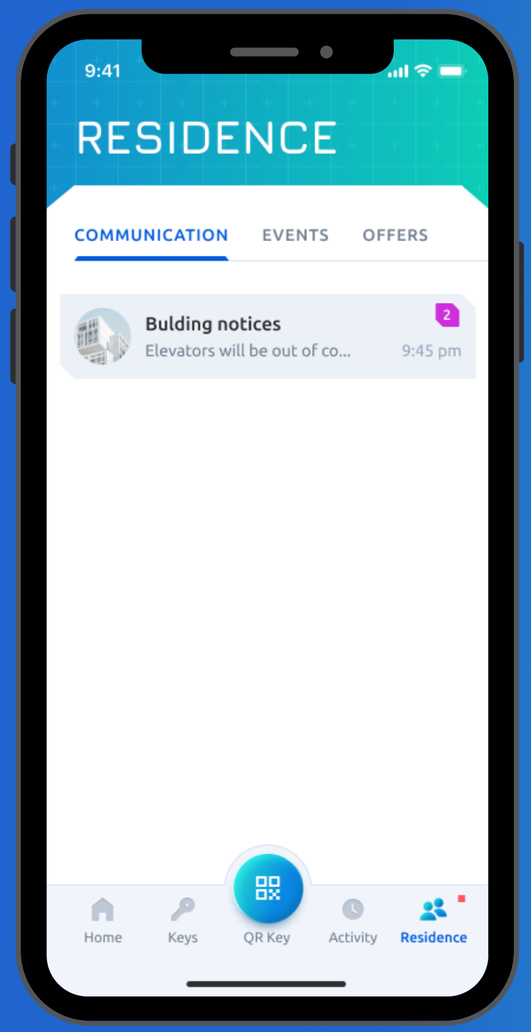


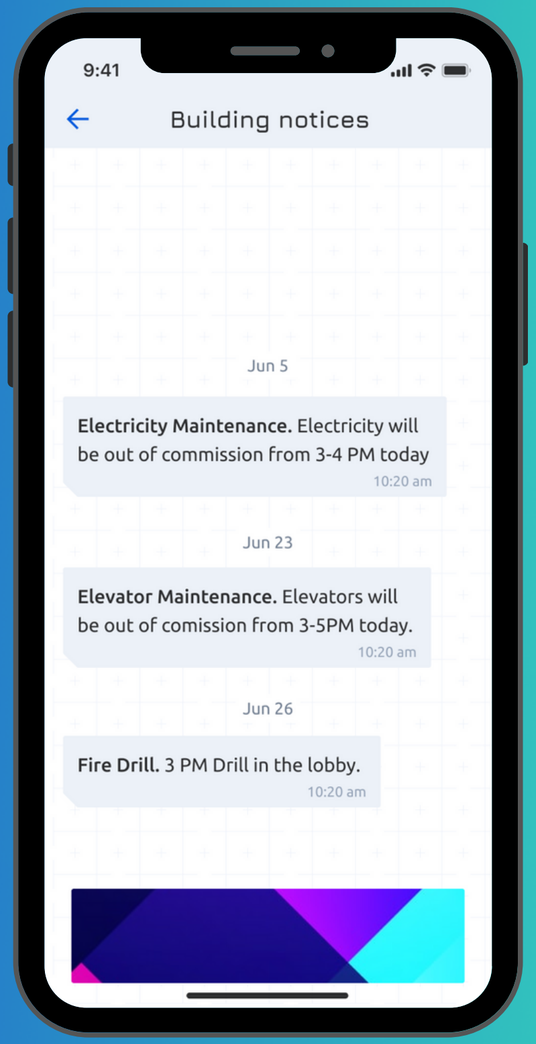
MAIN FEATURES: ACTIVITY



Furthermore, you have an option to delete messages from the list. Just swipe left and tap on the red Delete button, to remove it from your activity list.

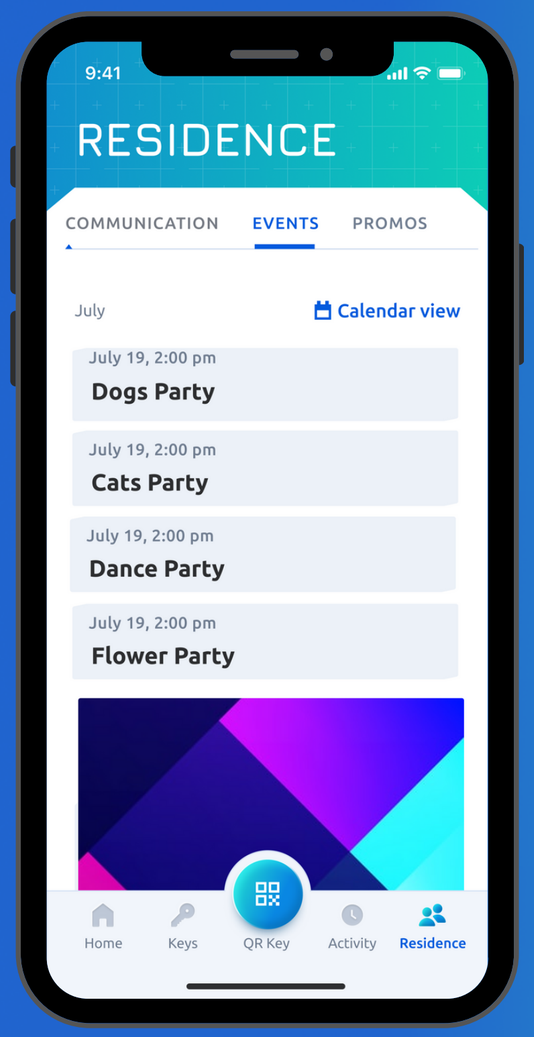
MAIN FEATURES: DELETE MESSAGES

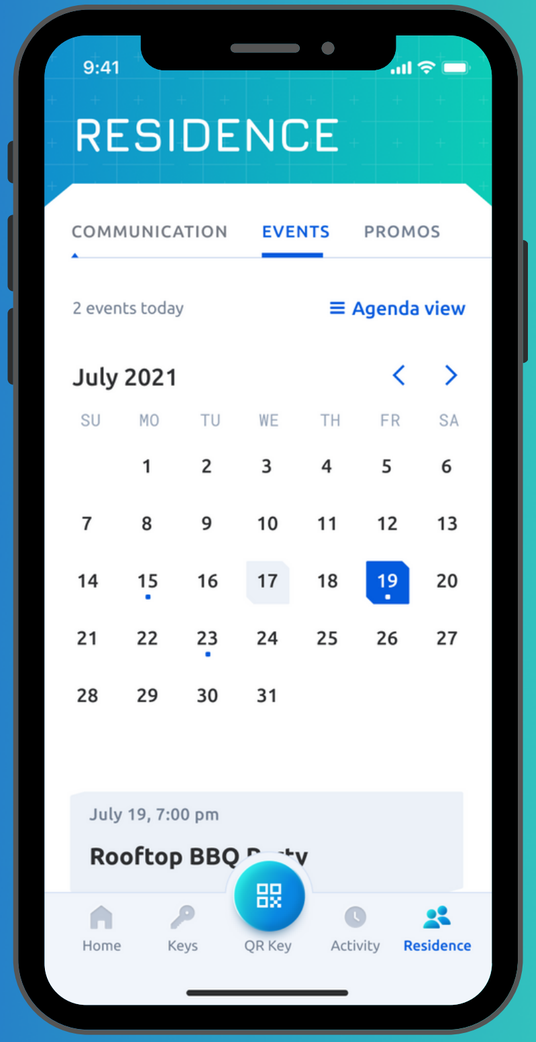




On the Residence-Communication tab, you can always be informed about the latest news in the building left by your property manager.

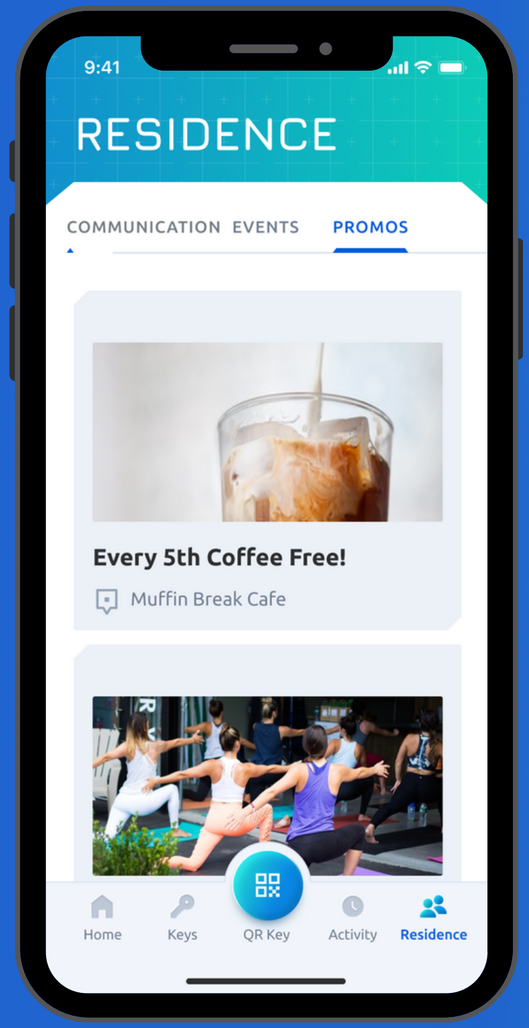
MAIN FEATURES: COMMUNICATION



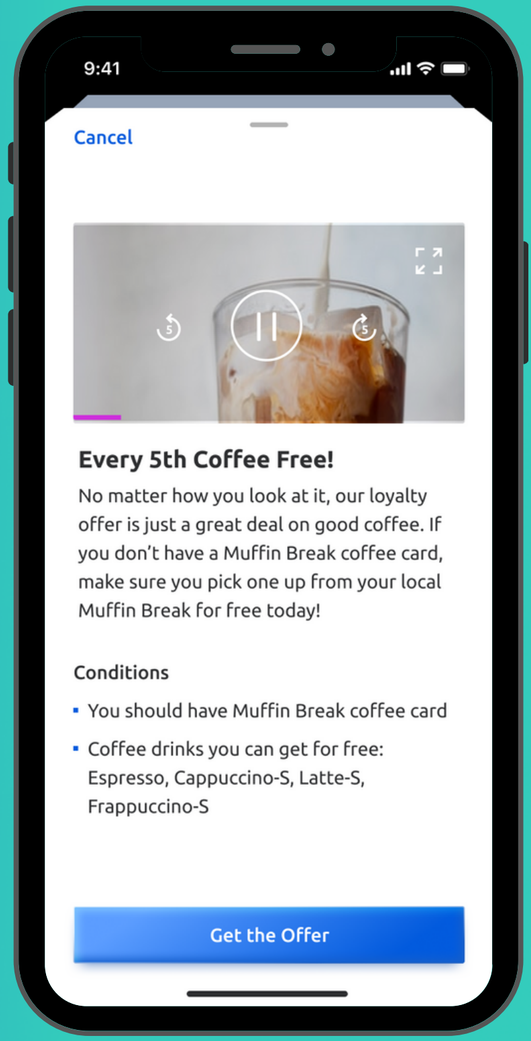


On the Residence-Events tab, you can see all the upcoming events in your residence.
For your convenience, there are two viewing options:
Agenda- where the events are shown as a list, and
Calendar- where the events are sorted by dates.

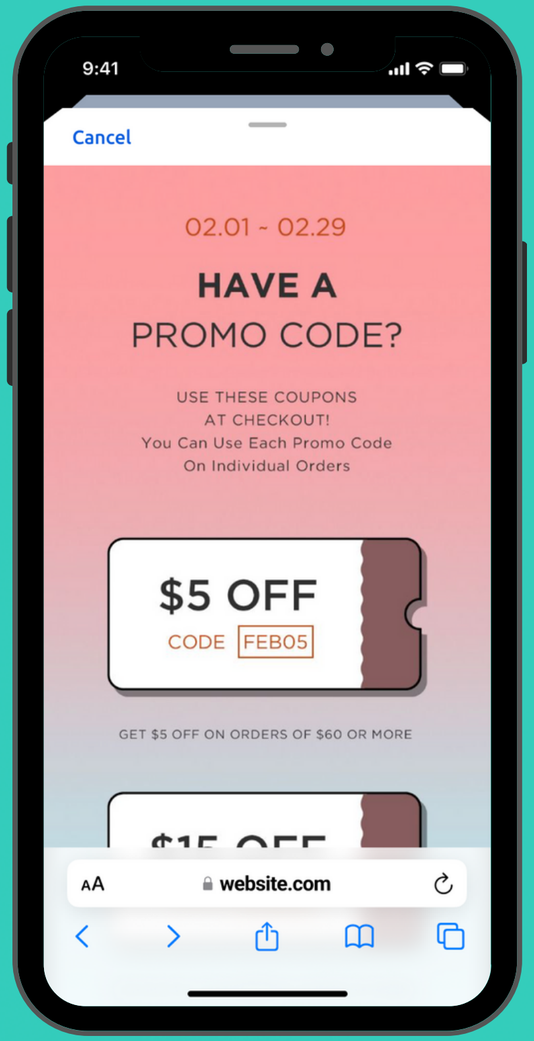
MAIN FEATURES: EVENTS



On Residence-Promos tab, you can get available offers for you residence.
Just tap on the needed promo from the list and tap on the "Get the Offer" button.

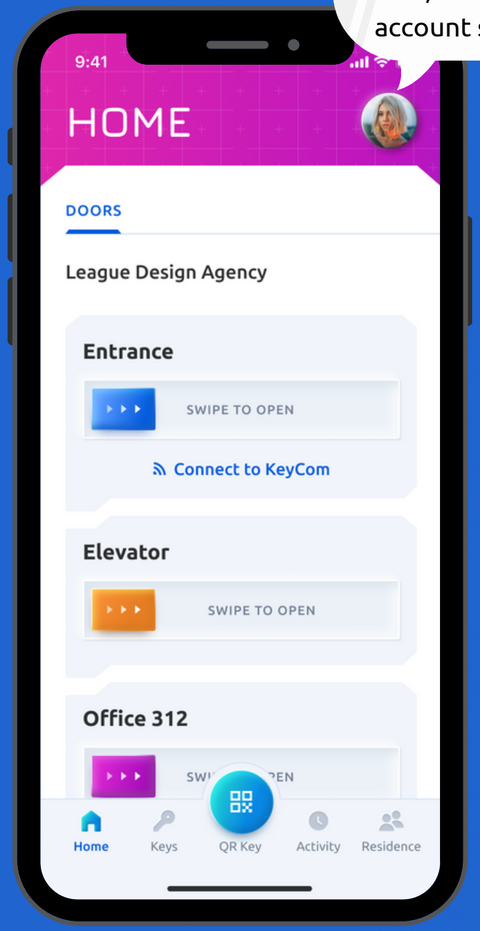


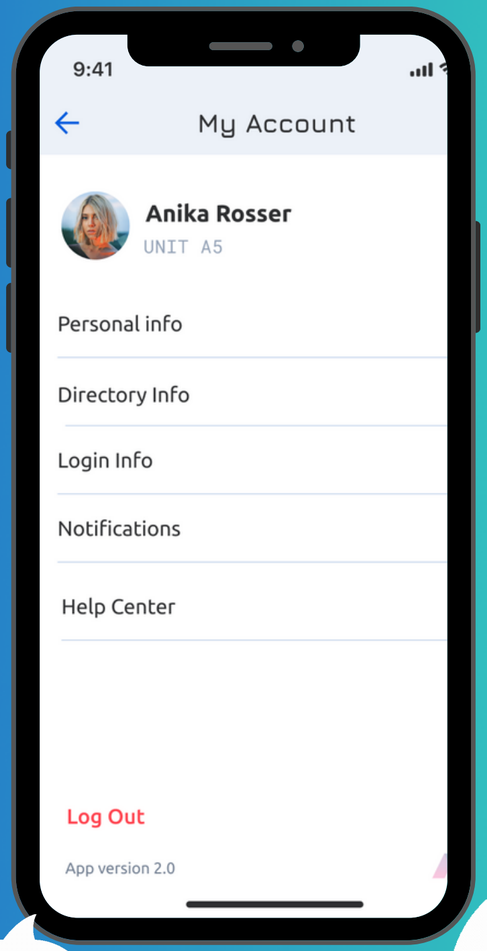
Tap on the promo if you want to find out more information.



MAIN FEATURES: PROMOS

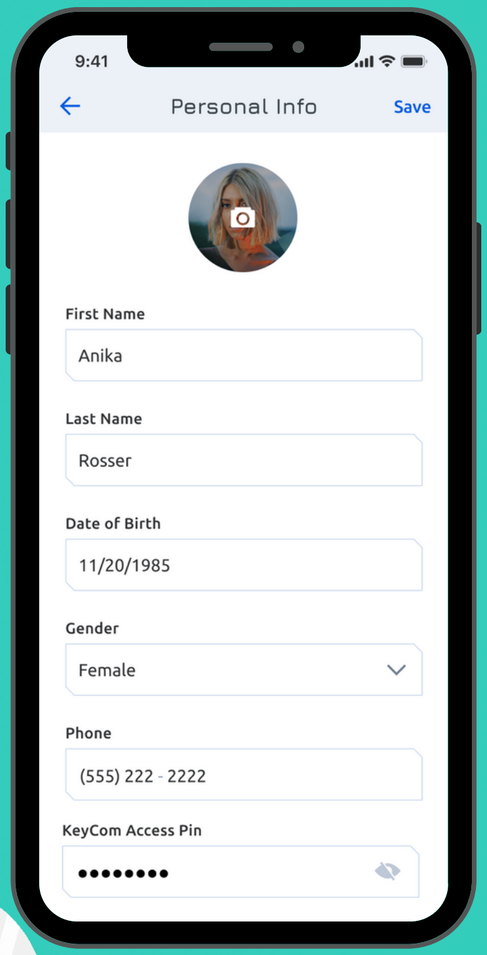
Tapping on your personal icon, will take you to your account settings.





Tapping here will log you out of your account.

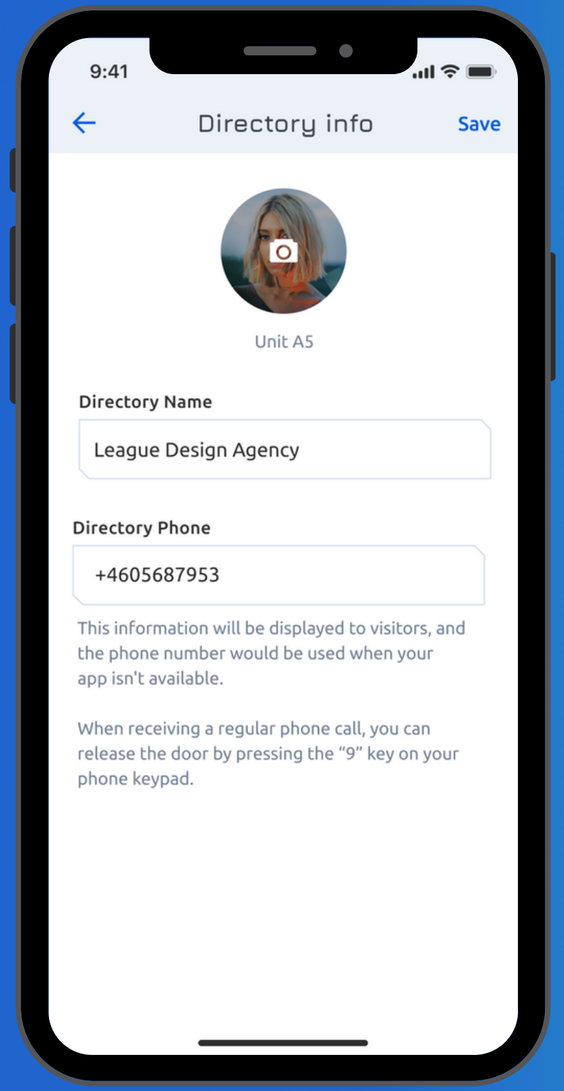
On the Personal info page, you can update your personal data and upload a profile photo from your gallery or take a photo.



On the bottom of the page, you can configure some notifications, such as:

- display my profile picture when I enter the building
- incoming call preview

MAIN FEATURES: PERSONAL INFO

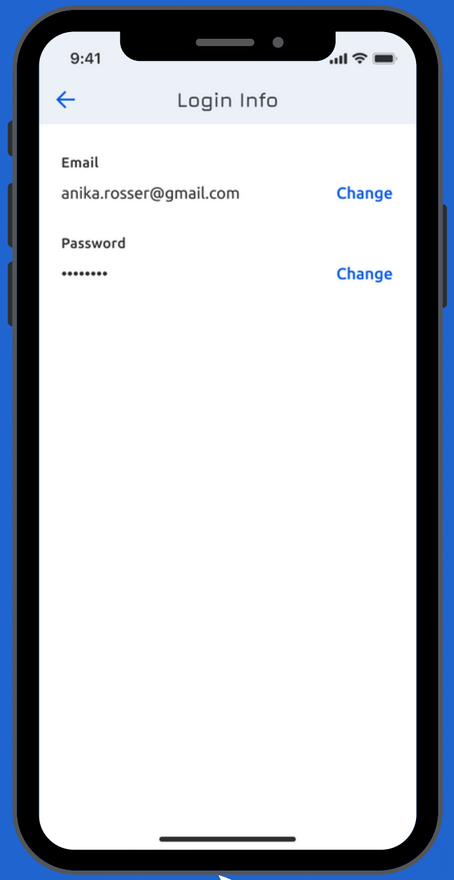


On the Directory info page, you can update the directory name and image which will be displayed to visitors on the KeyCom, as well as the directory phone number which is used in case none of your account users are signed in.

In the case of a phone call, you will be able to hear and speak to your visitors, as well as release the door by pressing the number "9" on your keypad.

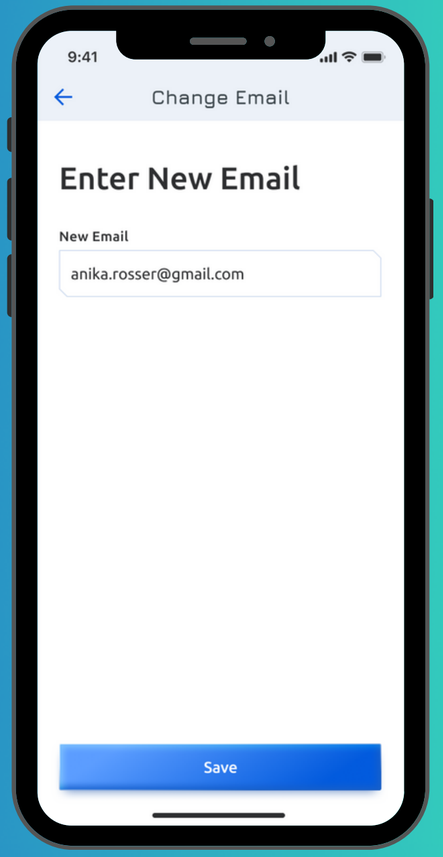
This can only be done by the Primary user on the account.

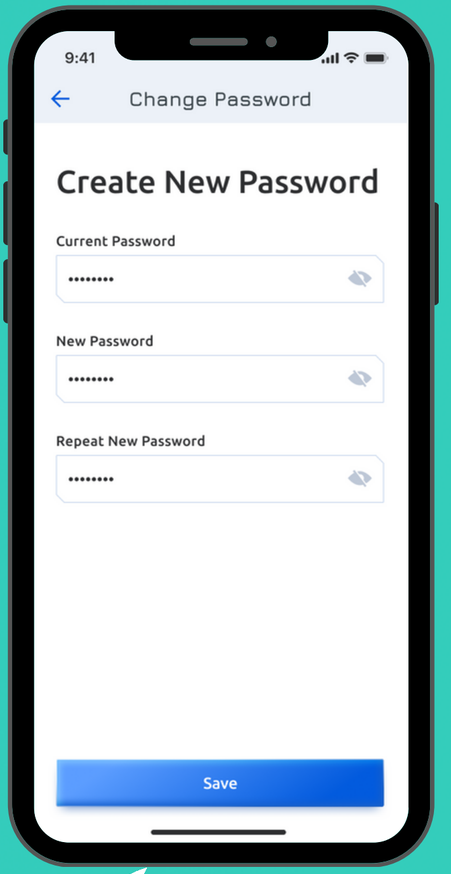
MAIN FEATURES: DIRECTORY INFO



You also have an option to change the login and password from the app as well. In order to get to this screen, just tap on the "Login Info" button on the "My Account" screen.

When you tap on the Change button near Email, you will get to the Change Email screen, where you should enter the new email address.

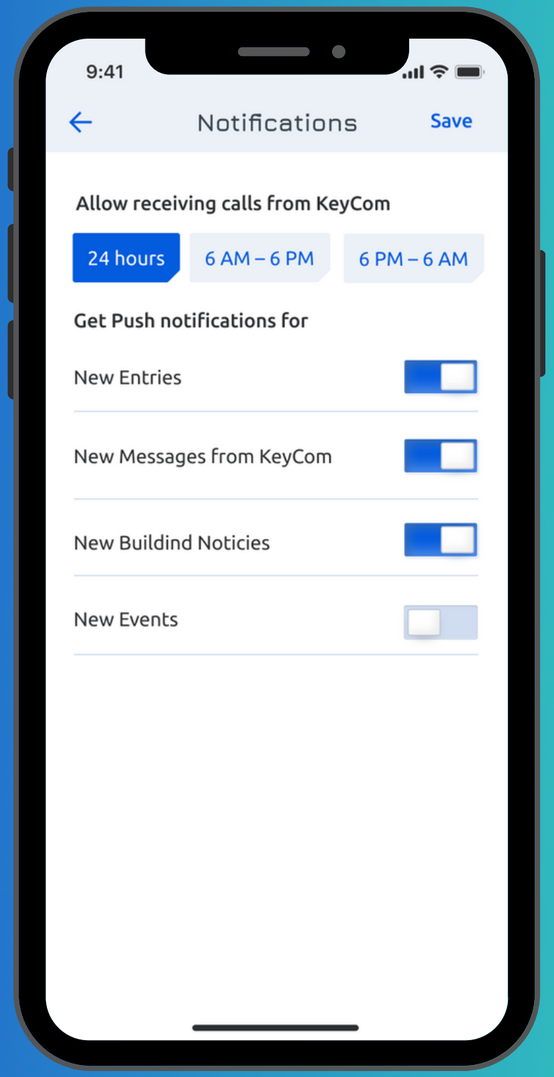




When you tap on the Change button near the Password, you will get to the Change Password screen, where you can change your password.

MAIN FEATURES: CHANGE LOGIN INFO

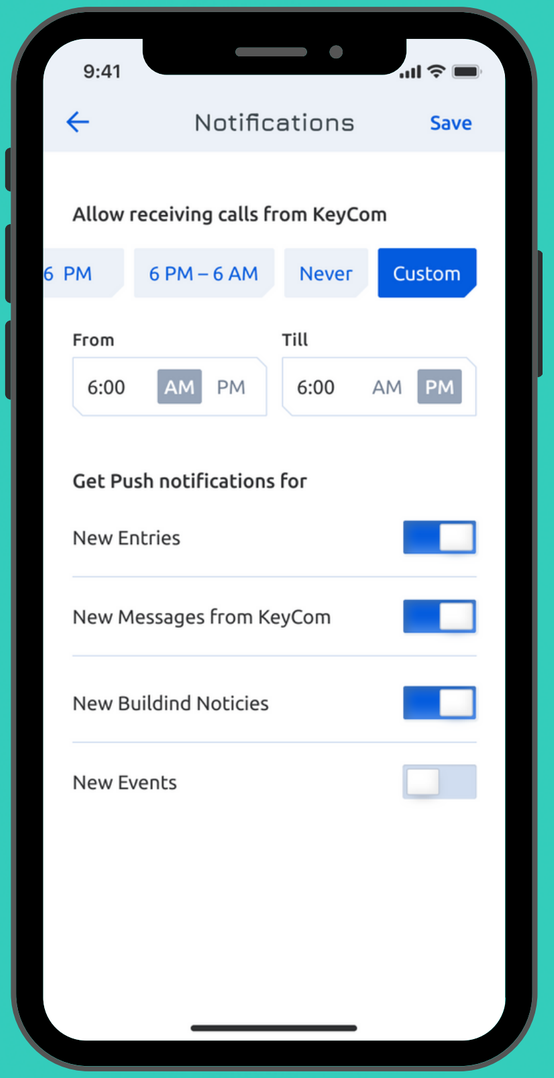
You also have the option to configure your personal notifications settings.
Just tap on the Notifications button on the My Account screen.



On the Notifications screen, you can customize the notifications to your preference:

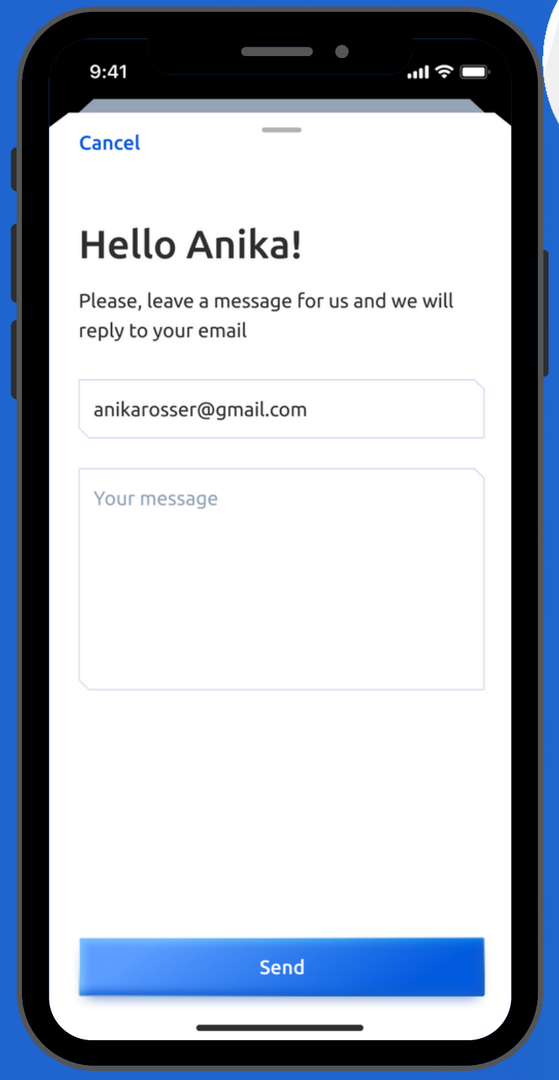
- Choose when to allow receiving calls from the KeyCom
- Choose which push notifications you want to receive

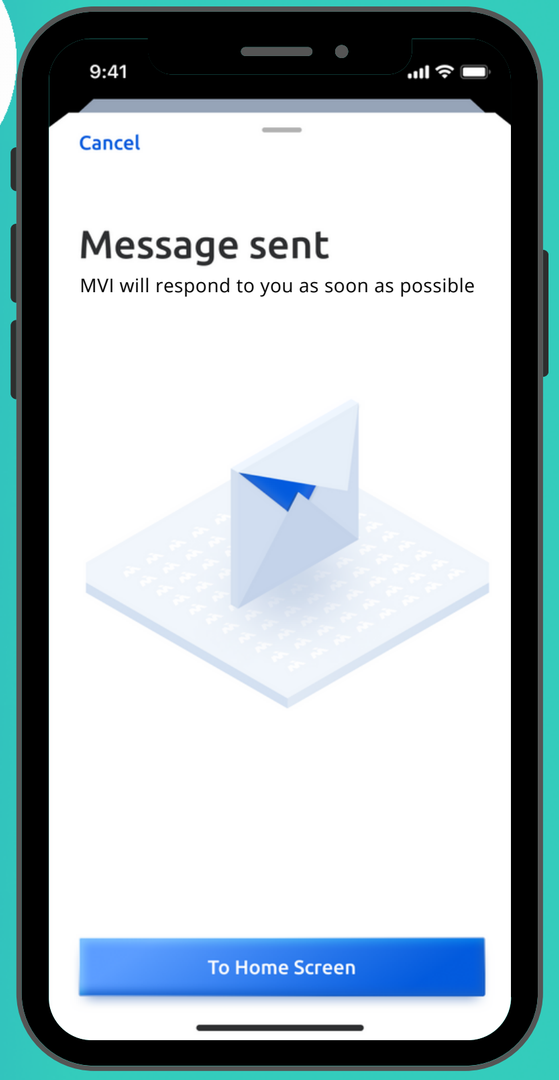
If you select a custom option of allowing receiving calls from the KeyCom, you can manually set the time in the "From" and "Till" fields.



MAIN FEATURES: NOTIFICATIONS

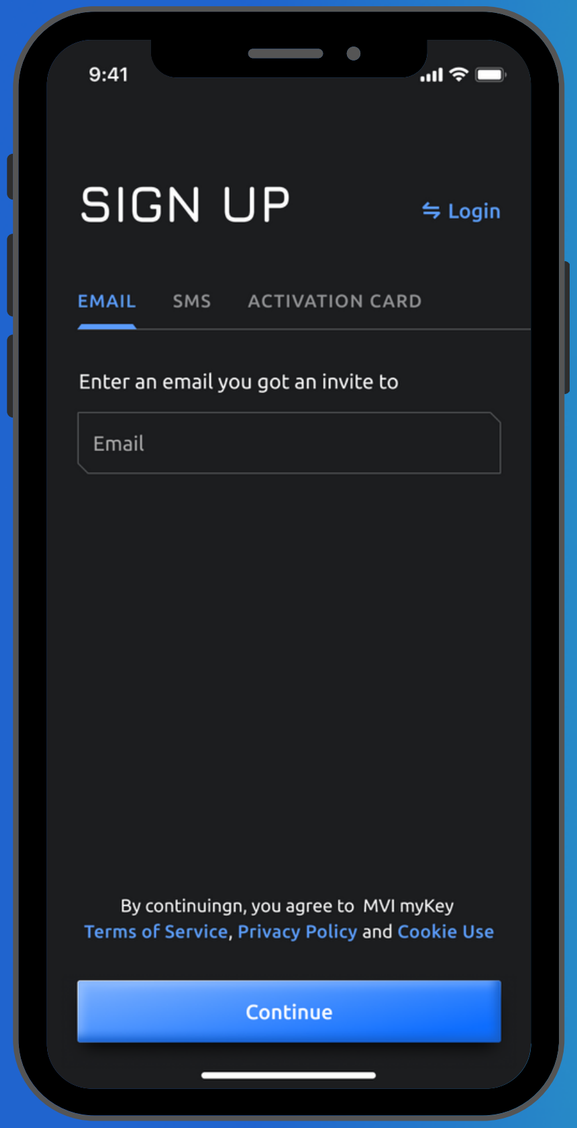
MVI is always interested in what our clients have to say. If you have any questions for us, or want to request a feature, you can send a message to us at any time. Just tap on the Help Center button on the My Account screen, and leave us a message. We will respond to you in a timely manner.





When the email has been successfully sent, you will see this screen.

MAIN FEATURES: HELP CENTER



In order to improve the use of application and keep your eyes from straining, we have added a dark mode feature.

The dark mode will automatically be adjusted to the theme set on your phone.

DARK MODE

Thank you!