

# How to set up MiEntry

These instructions explain how to set up the MiEntry mobile app to receive calls from TX3 lobby units.

## 1. Verify your Email Address and Phone Number

When the administrator creates an account for you, you will receive an email from Mircom Support (**welcome@mircomsip.com**) asking you to verify your email address.

1. Make sure that the email message is sent from **welcome@mircomsip.com**, then click the link to verify your email address.

You will also receive a text message (containing a link beginning with **https://miconnect.mircom.com**) asking you to click a link to confirm your phone number for use with MiConnect.

2. Make sure that the link in the text message starts with **https://miconnect.mircom.com**, then tap the link to verify your phone number.

## 2. Set your Password

After you have verified your email address and phone number, you will receive an email from Mircom Support (**welcome@mircomsip.com**) saying that a MiEntry account has been created for you. This email contains a link.

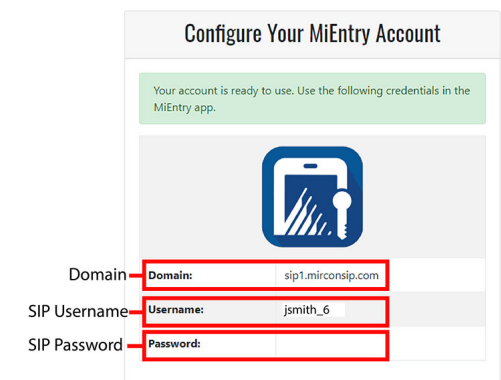
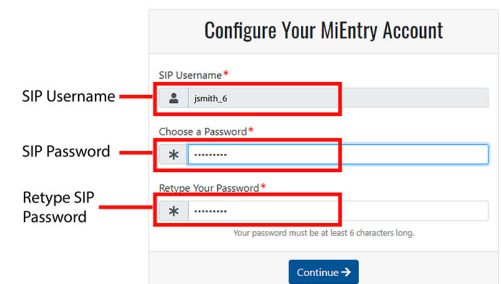
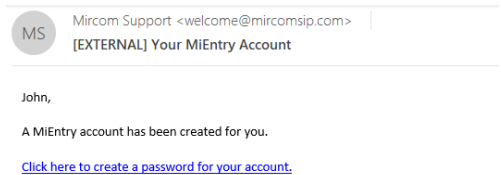
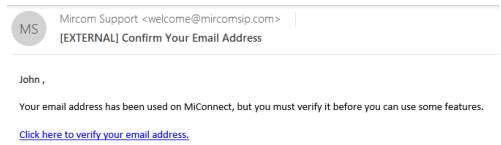
1. Make sure that the email message is sent from **welcome@mircomsip.com**, then open the link in the Google Chrome browser.

The MiConnect Password Page opens.

2. Enter a password in the fields as shown on the right.

**Note:** Your password must be at least 6 characters long.

3. Click **Continue**.
4. On the page that appears, make a note of your domain, SIP username, and SIP password. You will need them in the next section.



### 3. Set up MiEntry

You now have the three pieces of information you need to configure the MiEntry app to make SIP calls:

- Domain (for example **sip1.mirconsip.com**)
- SIP username (for example **jsmith\_6**)
- SIP password

1. Open the MiEntry app.

**Note:** The first time that you open MiEntry, it will ask for permissions that you must grant. See section 4 on page 3.

1. Provide the following information as shown on the right.

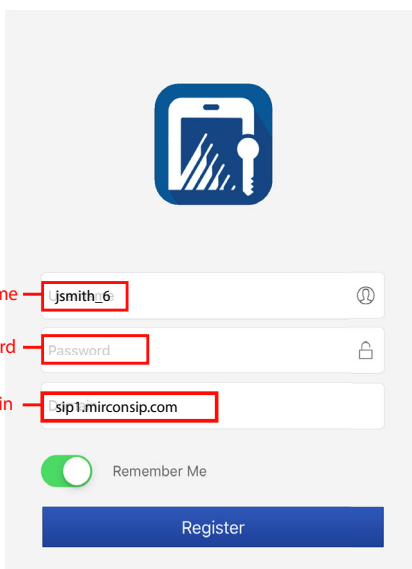
**Username.** The SIP username (for example **jsmith\_6**)

**Password.** The SIP password


**Domain.** The domain (for example **sip1.mirconsip.com**)

**Transport (Android only).** Leave as is (**TCP**).

**Remember Me.** Leave this setting on so that you will not have to enter this information in the future.



iOS



Android

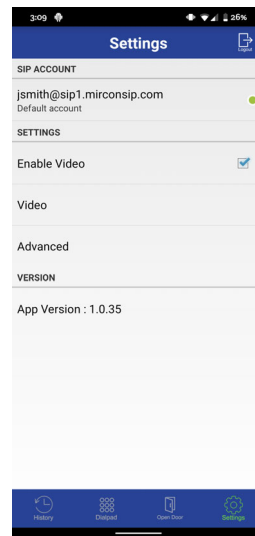
2. Tap **Register**.

When the iOS app is registered successfully, the dialpad appears and the word **Registered** appears at the top.

On the Android app, the dialpad appears. Tap the **Settings** button and you should see a green dot beside your SIP username. This means that you are registered.



iOS



Android

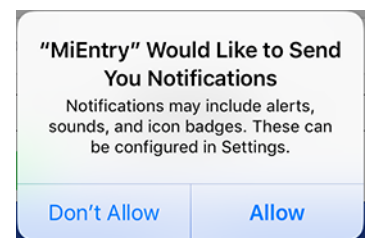
You are done. See the next two pages for help with granting permissions to MiEntry and troubleshooting.

## 4. Appendix: Grant Permissions the First Time MiEntry Opens

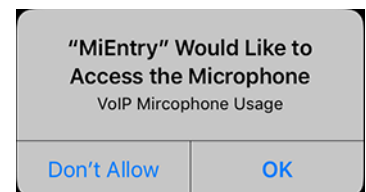
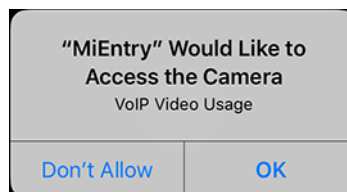
The first time that you open MiEntry, it will ask for permissions that you must grant.

### 4.1 Grant Permissions on iOS

- Tap **Allow** on the “MiEntry” Would Like to Send You Notifications screen. This setting lets MiEntry display incoming calls.
- In iOS 13, MiEntry asks for permission to use Bluetooth. Tap **Allow**.

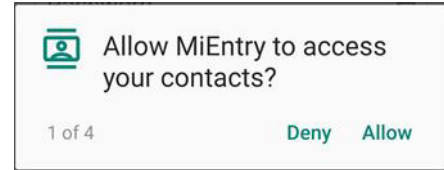


- The first time you make or receive a call, MiEntry will ask for access to the microphone and camera. Tap **OK** for both.



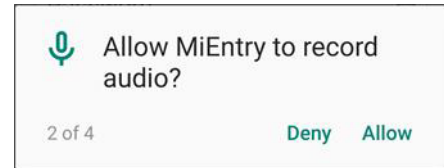
## 4.2 Grant Permissions on Android

1. Tap **Deny** on the **Allow MiEntry to access your contacts** screen.

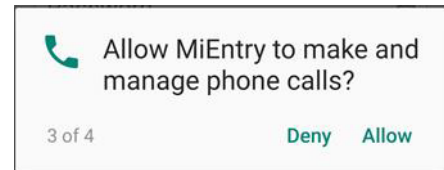


2. Tap **Allow** on the **Allow MiEntry to record audio** screen.

**Note:** This setting lets MiEntry make and receive audio calls. MiEntry does not record audio.

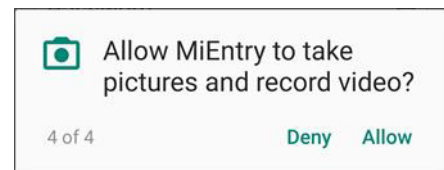


3. Tap **Allow** on the **Allow MiEntry to make and manage phone calls** screen.



4. Tap **Allow** on the **Allow MiEntry to take pictures and record video** screen.

**Note:** This setting lets MiEntry make and receive video calls. MiEntry does not record video.



## Mircom

<http://www.mircom.com>

**Toll Free:** 1-888-660-4655

**Local:** 905-660-4655

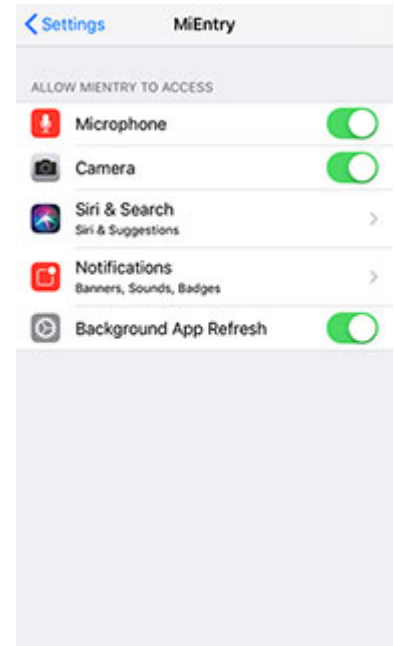
**Fax:** 905-660-4113

## 5. Appendix: Troubleshooting

If you are having trouble receiving or making calls, follow these steps to give MiEntry permissions.

### 5.1 iOS

1. Go to the device's Settings page and scroll down to **MiEntry**.
2. Turn on **Microphone**, **Camera**, and **Notifications**.



### 5.2 Android

1. Go to **Android Settings - Apps - MiEntry - Permissions**.
2. Turn on **Camera**, **Microphone**, and **Telephone**.

