How to set up MiEntry

These instructions explain how to set up the MiEntry mobile app to receive calls from TX3 lobby units.
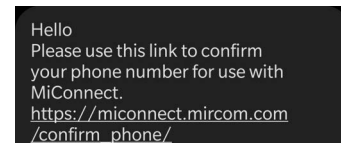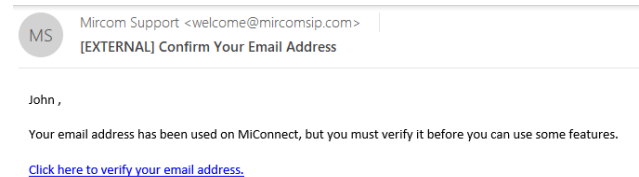
1. Verify your Email Address and Phone Number

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.

Note: **If you don't see the email, check your spam and junk mail folders.**

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.
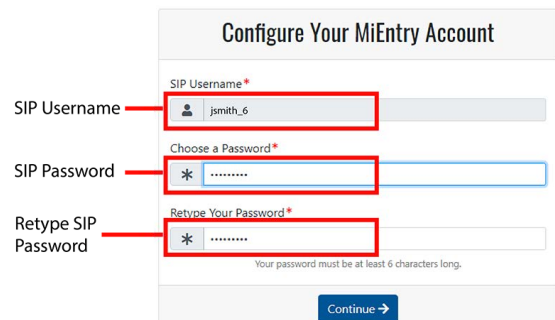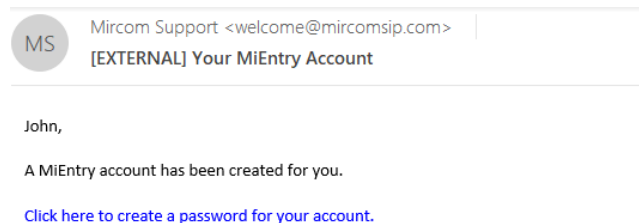

1. Make sure that the email message is sent from **welcome@mircomsip.com**, then open the link in the Google Chrome browser.

   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**.

Configure Your MiEntry Account

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.

5.   Start MiEntry.

6.   **If you have iOS, go to section 3. If you have Android, go to section 4.**

3.   For iOS users

3.1   Grant Permissions

In iOS, MiEntry asks for permissions that you must grant.

1.   Tap **Allow While Using App** on the **Allow "MiEntry" to use your location** screen.

2.   Tap **OK** on the **"MiEntry" Would Like to Access Your Contacts** screen if you want to give MiEntry access to your contacts.

3.   Tap **OK** on the **"MiEntry" would like to find and connect to devices on your local network** screen.

4.   Tap **Allow** on the **"MiEntry" Would Like to Send You Notifications** screen. This setting lets MiEntry display incoming calls.
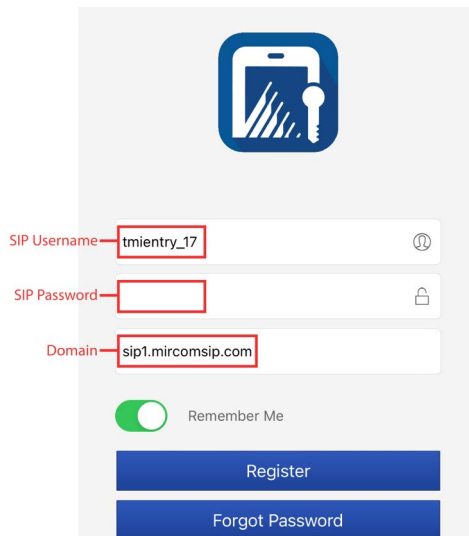
3.2   Register MiEntry

1.   Provide the following information in MiEntry:

Username. The SIP username (for example **jsmith_6**)
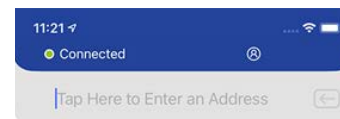
Password. The SIP password

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

Remember Me. This setting is optional. Leave this setting on if you do not want to enter your SIP username and password in the future.

2.   Tap **Register**.

3.   When the iOS app is registered successfully, the call history appears and the word **Connected** appears at the top.

You are done! See sections 5 and 6 for troubleshooting and best practices.

4. For Android Users

4.1. Register MiEntry

1. Provide the following information in MiEntry:

   Username. The SIP username (for example **jsmith_6**)

   Password. The SIP password

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

   Remember Me. This setting is optional. Leave this setting on if you do not want to enter your SIP username and password in the future.
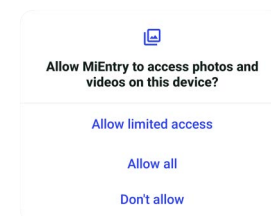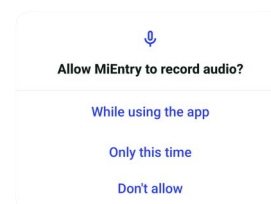

2. Tap **LOGIN**.

4.2 Grant Permissions

After you register, the app asks for permissions that you must grant.

1. Tap **While using the app** on the **Allow MiEntry to record audio** screen.
   Note: This setting lets MiEntry make and receive audio calls. MiEntry does not record audio.

2. Tap **Allow all** on the **Allow MiEntry to access photos, media and files** screen.
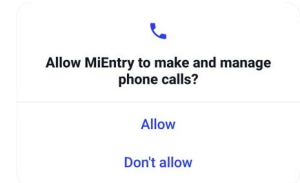
3. Tap **While using the app** on the **Allow MiEntry to take pictures and record video** screen.
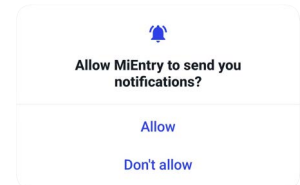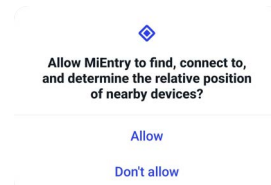   **Note:** This setting lets MiEntry make and receive video calls. MiEntry does not record video.
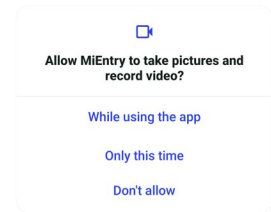
4. Tap **Allow** on the **Allow MiEntry to make and manage phone calls** screen.

5. Tap **Allow** on the **Allow MiEntry to send you notifications** screen.
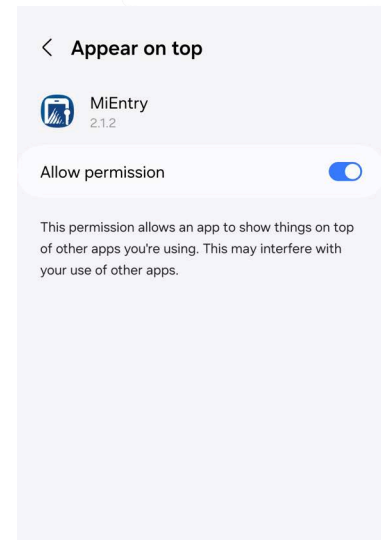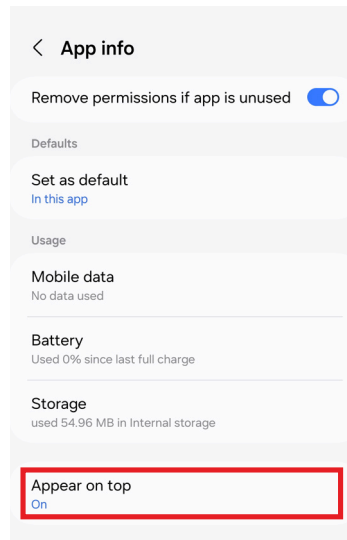
6. Tap **Allow** on the **Allow MiEntry to find, connect to, and determine the relative position of nearby devices** screen.

7. Go to the Android App Info screen for MiEntry.

8. Tap **Appear on top**.

9. Toggle the switch to the right to allow permission.

4.3   Enable unrestricted battery usage

If you see a message saying that the app must be whitelisted, follow the instructions below. This step allows the Android app to answer calls in the background.

Note: This procedure might be different depending on the phone's manufacturer.
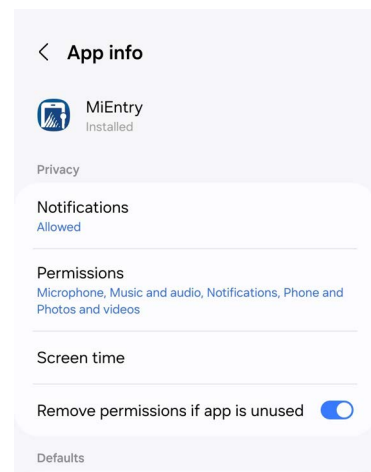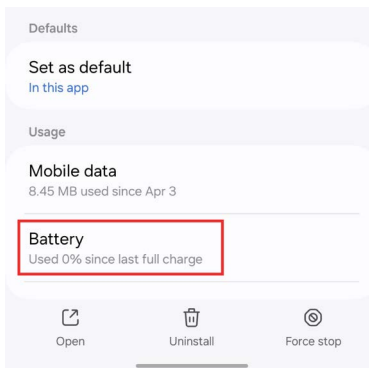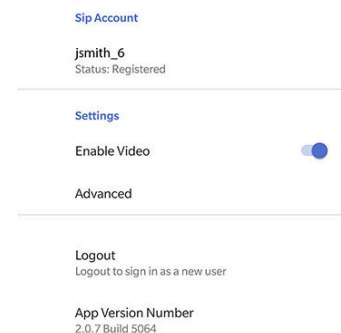
1.	Go to the Android App Info screen for MiEntry.

2.	Tap **Battery**.

3.	Tap **Unrestricted**.

4.	Go back to the MiEntry app.
	You should see the call history page.

5.	Tap the **Settings** button ⚙ and you should see the word **Registered** under your SIP username. This means that you are registered.

You are done! See sections 5 and 6 for troubleshooting and best practices.

5. Appendix: Troubleshooting

I forgot my password

If you forget your password, contact your building manager.

I cannot receive or make calls

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

Set Permissions in iOS

1. Go to the device's Settings page and scroll down to **MiEntry**.

2. Turn on **Microphone**, **Notifications**, **Contacts** and **Local Network**.
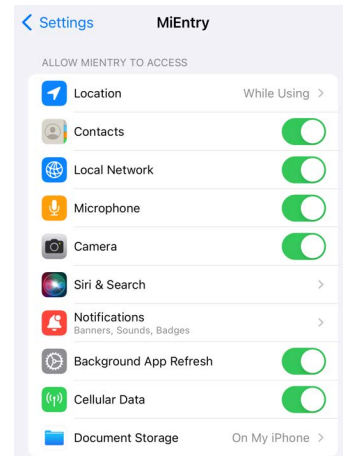
Set Permissions in Android

1. Go to **Android Settings - Apps - MiEntry - Permissions**.

2. Turn on **Microphone**, **Music and audio**, **Notifications** and **Phone**.
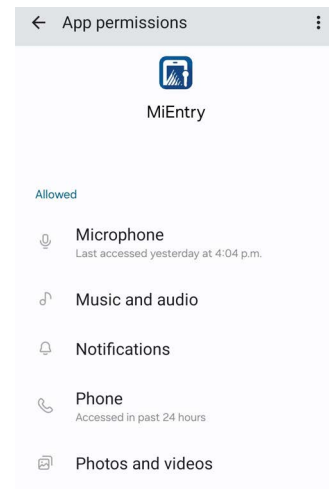
6. Appendix: Best Practices

- **Do not force quit the app.** When you are finished using MiEntry, go to the home screen normally by pressing the back button or the home button. Do not force quit the app by swiping up in the list of recent apps or by using a third-party tool. Do not use the Android Force Stop or Force Quit feature to quit the app.

- **Enable unrestricted battery usage in Android.** Follow the instructions in section 4.3 to whitelist the app (enable unrestricted battery usage).

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