

MiEntry+ Application

User Guide

Android version



Key Features



Video Call

Receive real-time video calls from entry panels to visually confirm visitor identity before granting access.



Generate Temporary QR Code

Share secure, time-sensitive QR codes for easy guest access without needing physical keys or buzzers.



Visitor Preview - Early Media

When a VoIP call is placed from the entry panel, you can view the visitor instantly over your phone.

MiEntry+ Onboarding Process



MiEntry+ Account Creation

The property manager initiates the onboarding process by creating the user's **Resident account** in Mircom portal and requesting the user's email to set up the account.



Email Verification

The user receives the **email verification**, and once the user verifies the email, a MiEntry+ account is created with a temporary password.



Create Password

The user receives an email containing a link to the **Create Password** page to change their temporary password.



Launching the App



Application Icon

Locate the MiEntry+ app icon on your device, then tap it to open it.



Server Selection

New users should choose **Server 2026**.
Legacy users should choose **Server 2018-2025**.

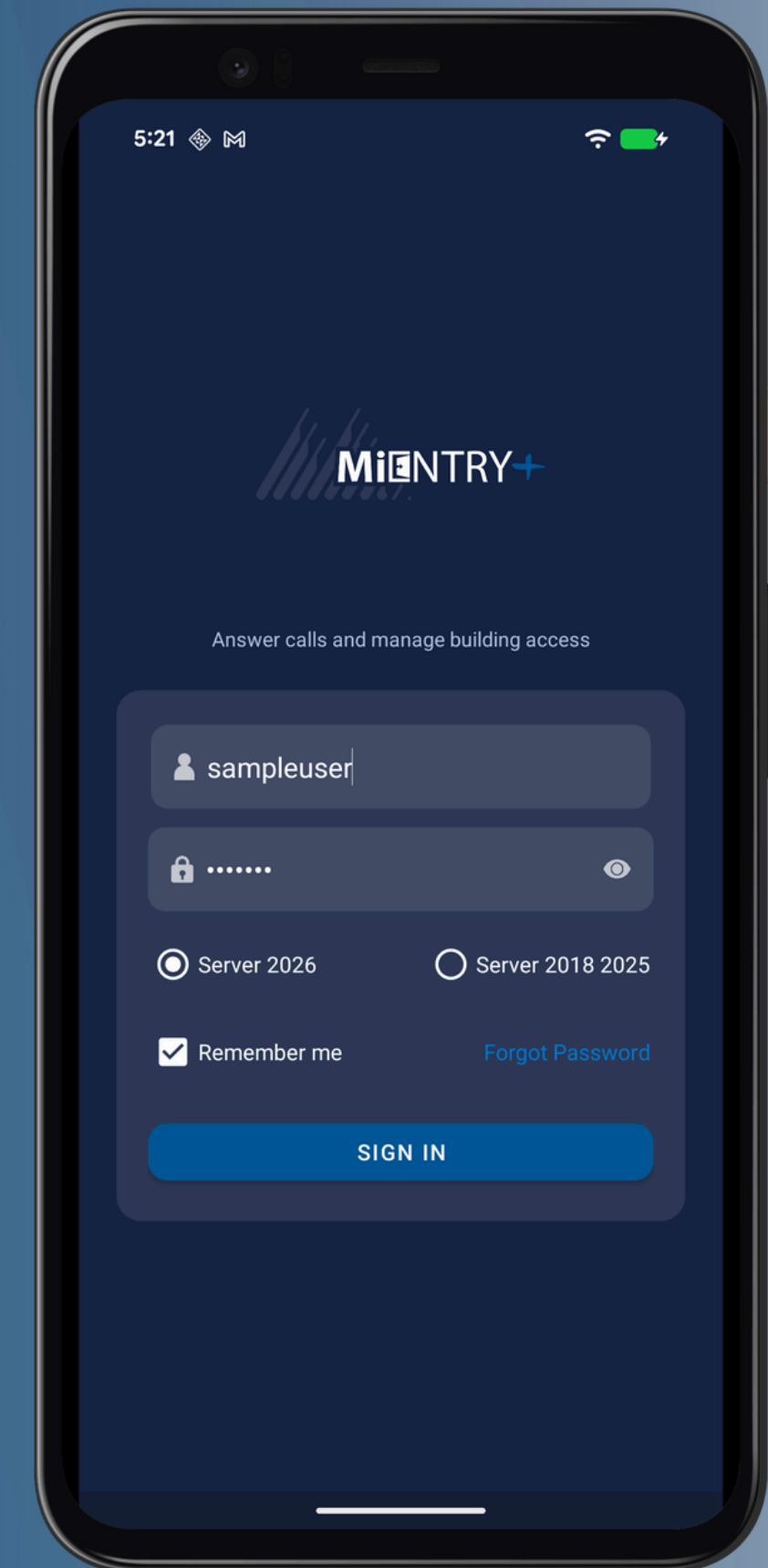


Signing In

Enter the username (as mentioned in the **Welcome email**) and the password.



Don't forget to select "**Remember me**" to save your password.

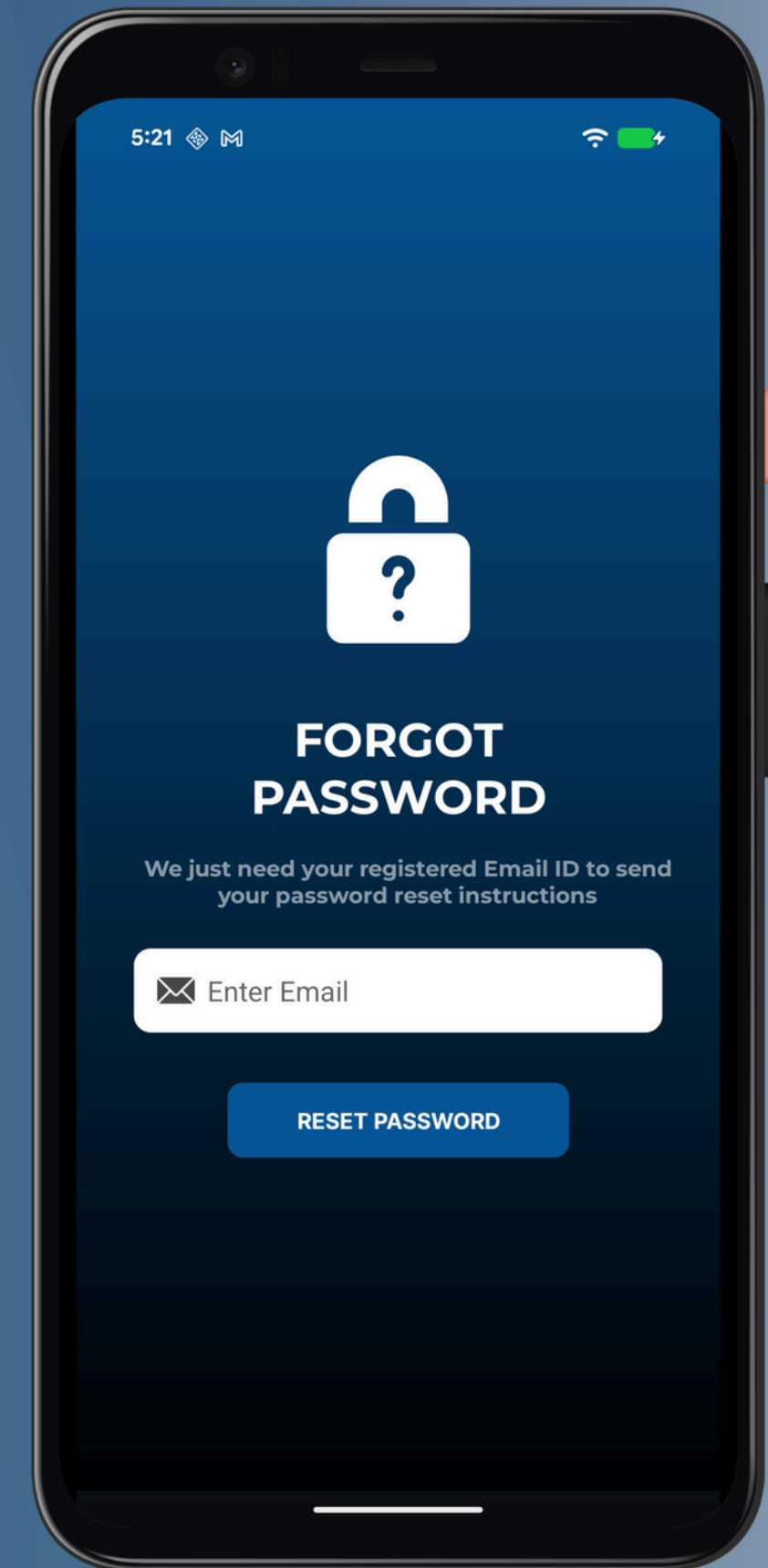


Forgot Password



Forgot Password

Enter the email linked to your MiEntry+ account. You will receive an email containing a link to the password reset page.



Essential Permissions

After you sign in, the app will prompt you for the necessary permissions to ensure full functionality. All permissions are essential. For each permission select **Allow** or **Allowed while using the application**.



Microphone Use

Allow for real time voice communication.



Send Notifications

Allow the app to receive calls even when the app is force quit or the phone is locked.



Manage phone calls

Allows the app to manage VoIP phone calls the same way as regular phone calls



Stop Optimizing Battery Usage

Allows the app to run in the background.

Please note: This app does not record or save your audio. This app uses the microphone in real time to provide audio communication with the TX3 video intercom devices.

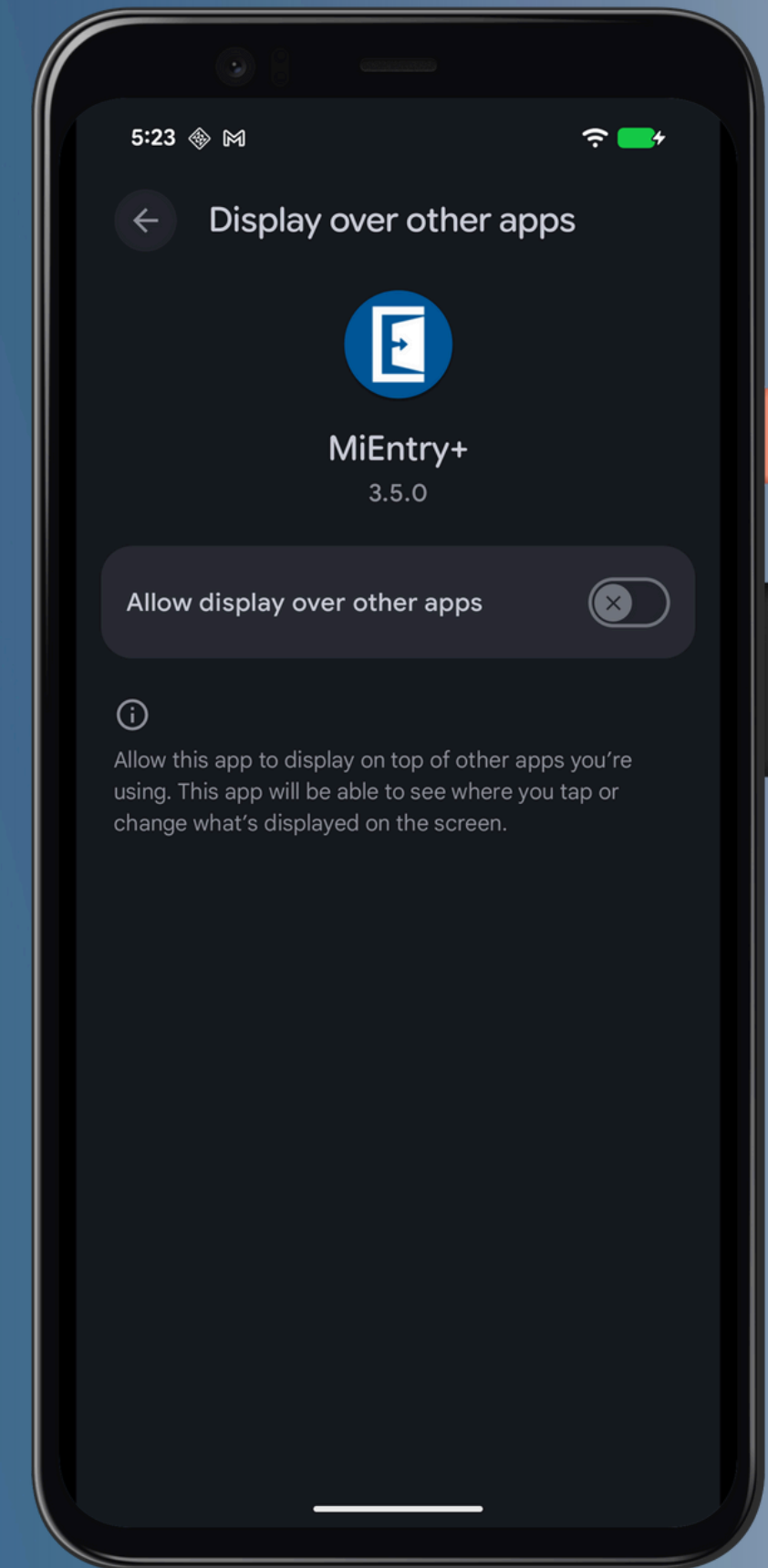


Essential Device Settings



Application on Top

Allows the app to show the call notification above other apps so you never miss a call.



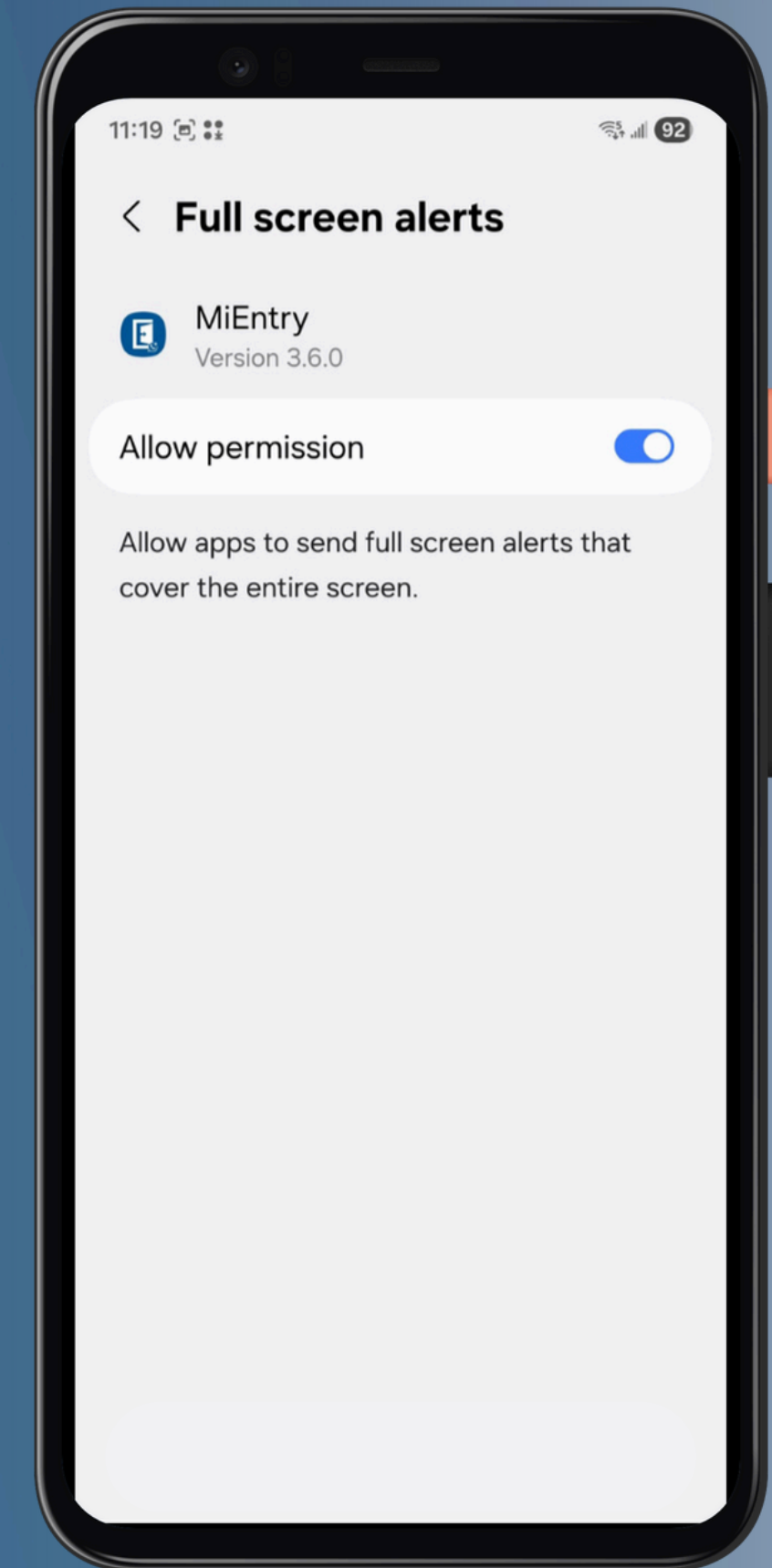
Essential Device Settings

Continued ...



Full Screen Alerts

This setting is essential to receive the video call when the phone is locked.



Getting Your First Call with Early Media



Early Media

When a VoIP call is placed from the entry panel, you can view the visitor instantly over your phone



Answer the Call

To answer the call, tap the notification to open the app and connect seamlessly.



In-Call Interface

The in-call interface includes essential buttons for muting, granting access, and ending the call.



Common Controls

The in-call interface features essential buttons such as mute, keypad display, and end call.



Access Control

Grant visitors access to either the Main door or the Auxiliary door.



In-Call Info

Shows real-time audio-video call information. See troubleshooting section for more detail.



Temporary QR code



Create New QR Code

Create a temporary QR code and share it with friends and delivery staff for convenient building access.



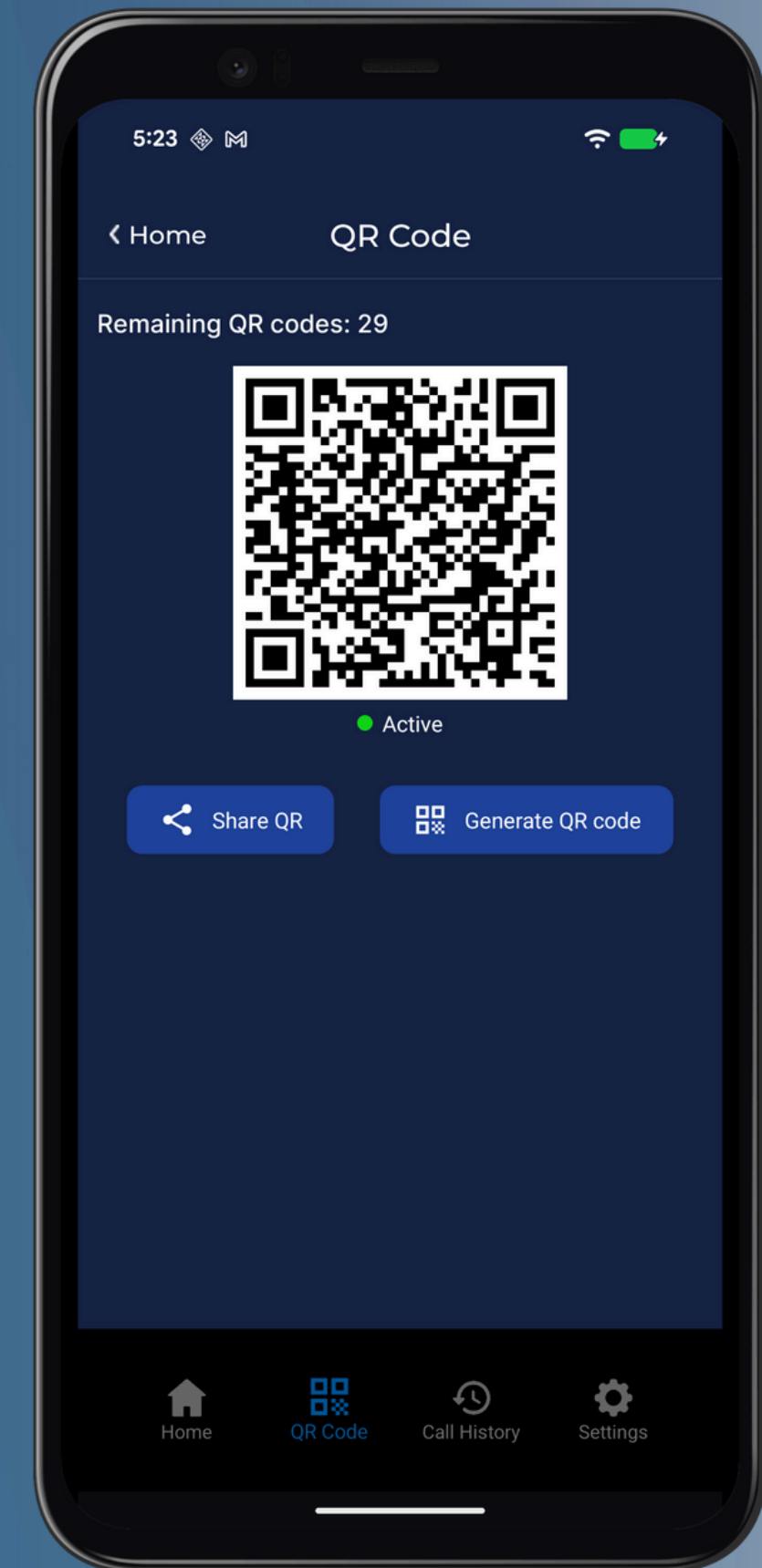
Share QR Code

Share the QR code using the sharing apps installed on your device.



QR Code Status

Displays the status of the most recent QR code generated. If the status is Active, no new QR code is needed. The limit on QR code generation is 30/month.



Troubleshooting Issues

Common occurring issues and their solution

Incoming Calls

If you are not receiving calls, verify that your internet connection is stable and that you are allowing all the notifications in your device's Settings.

Audio/Video Issues

If there is no audio or video during calls, check that microphone and camera permissions are enabled for MiEntry.

App Not Responding

If the app becomes unresponsive, try restarting the app or your device.



User Disconnected

If you see the red dot on the profile picture, it means the user is disconnected from the server. Please check your internet connection to make sure you are online. Try force quitting the application and relaunching it.



Wifi Connected Without Internet

If you see this symbol on your phone, it means the WiFi is connected, but you don't have internet access. Because your device does not have internet access, unfortunately, no calls can be received. Try disconnecting and reconnecting to the WiFi to see if that helps resolve the issue.



Very Low WiFi/LTE/5G Signal Strength

If your WiFi or LTE/5G signal is very weak, it will degrade call quality. If the bandwidth is insufficient, the application falls back to audio-only, since the video requires much more bandwidth.



Troubleshooting Issues

Continued ...

Click the icon in the upper right of the screen during a call to show real time audio-video information. The example shown on the right is a successful call with no video or audio problems.

Audio

If there is no audio, or if the audio is intermittent, look for these critical parameters:

- Upload bandwidth approximately 80 kbit/s
- Download bandwidth approximately 80 kbit/s
- Sender loss rate approximately 0%, should not exceed 2%
- Receiver loss rate approximately 0%, should not exceed 2%

Video

If there is no video, or if the video is intermittent, look for these critical parameters:

- Download bandwidth approximately 1000 kbit/s
- Receiver loss rate approximately 0%, should not exceed 2%

Audio
Codec: PCMU/8000Hz/1 channels
Encoder: ITU-G.711 ulaw encoder
Decoder: ITU-G.711 ulaw decoder
Download bandwidth: 89.5 kbits/s
Upload bandwidth: 80.0 kbits/s
ICE state: Not activated
Afinet: IPv4
RTP packets: 271 total, 0 cum loss,
0 discarded, 0 OOT, 0 bad
Sender loss rate: 0.00%
Receiver loss rate: 0.00%

Video
Codec: H264/900000Hz
Encoder: H264 hardware encoder
for iOS and MacOSX
Decoder: H264 hardware decoder
for iOS and MacOSX
Download bandwidth: 839.9 kbits/s
Upload bandwidth: 0.8 kbits/s
ICE state: Not activated
Afinet: IPv4
RTP packets: 387 total, 0 cum loss,
0 discarded, 0 OOT, 0 bad
Sender loss rate: 0.00%
Receiver loss rate: 0.00%
Sent video resolution: 0x0 (0.0FPS)
Received video resolution:
640x480 (27.2FPS)

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