



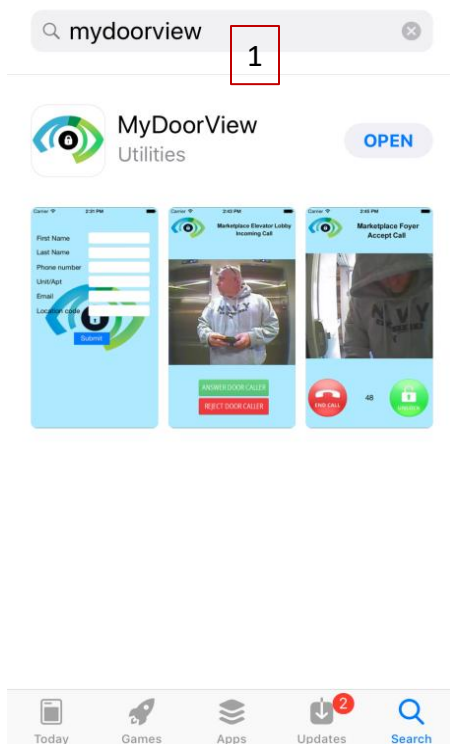
USER GUIDE

For further information or technical
support please call:

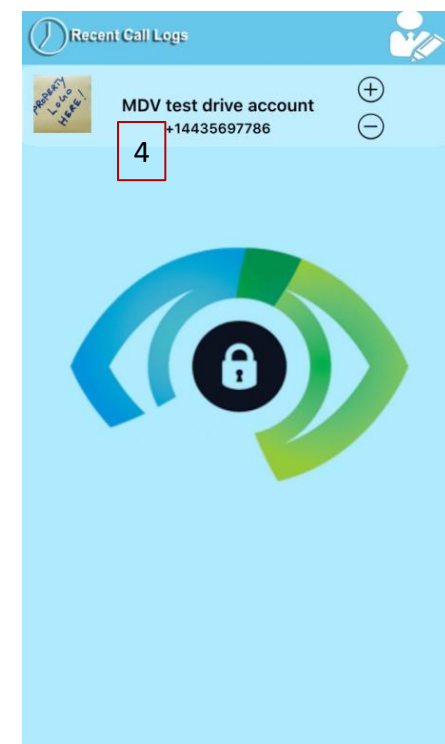
844-596-5801 or visit
www.mydoorview.com

APPLE iOS & Android Apps

1) Download the app from App Store or Google Play, complete the Short-Form and press Submit. You must accept ALL permissions or the App may not work properly. 2) Fill out the short-form, you must enter actual phone number in the Short-Form as this is an identifier on the system and could otherwise cause problems if it is incorrect, If you have a tablet that is WIFI only, enter the same phone number as your phone, upon submitting you will be prompted to verify the info, please do so and confirm. 3) Your Location Code will be provided to you by management staff, press DONE then SUBMIT. 4) You should now see the location property name & logo with a phone number below it, this is your virtual phone number associated with your device - this is the number that the telephone entry will dial to reach you. *NOTE: THIS VOIP NUMBER WORKS ONLY WITHIN THE MYDOORVIEW SYSTEM. To add another location code press +, the VOIP phone number will be the same unless the location code is from a different property. Lastly, management will receive an email with your name and virtual number, there is no need to contact them unless you wish to set up a family broadcast calling group.



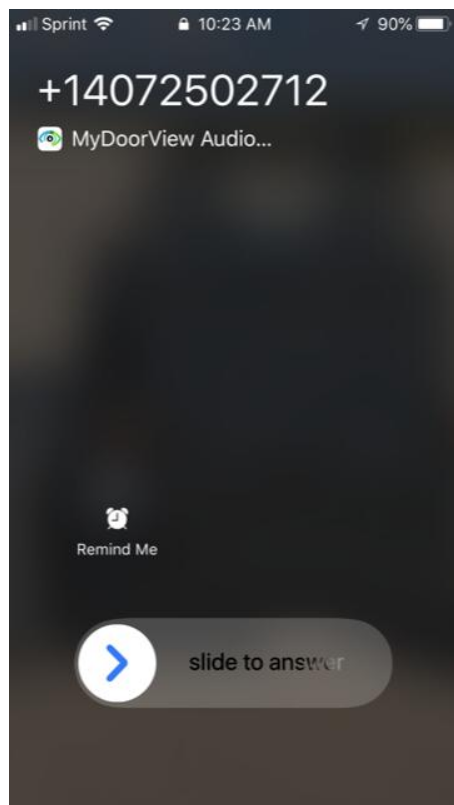
This screenshot shows the registration form within the MyDoorView app. A red box labeled '2' highlights the top section of the form. The form fields are: First Name (John), Last Name (Smith), Phone number (2125551212), Unit/Apt (2600), Email (JohnSmith@Email.c...), and Location code (a field with a lock icon and a red box labeled '3'). At the bottom of the form, there are 'PRE', 'NEXT', and 'DONE' buttons. Below the form is a numeric keypad with letters associated with each number (e.g., 1, 2 ABC, 3 DEF, etc.).



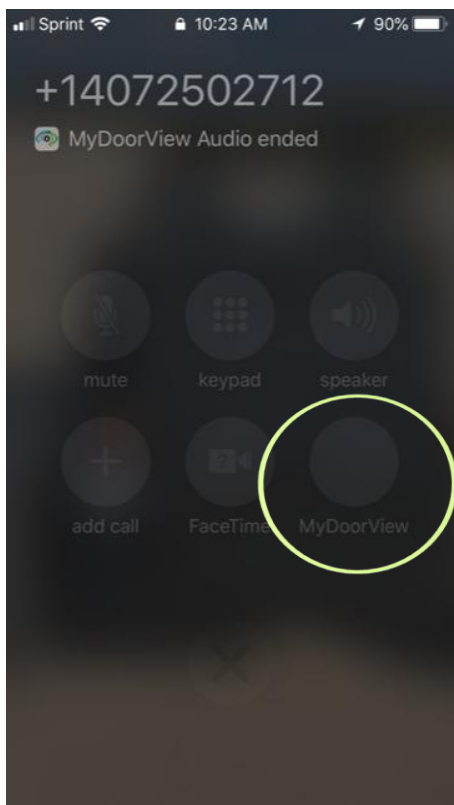
Android App launches immediately when call comes in.

- iOS App (due to Apple requirements) must be unlocked before launching app.
Typical user experience is as follows:

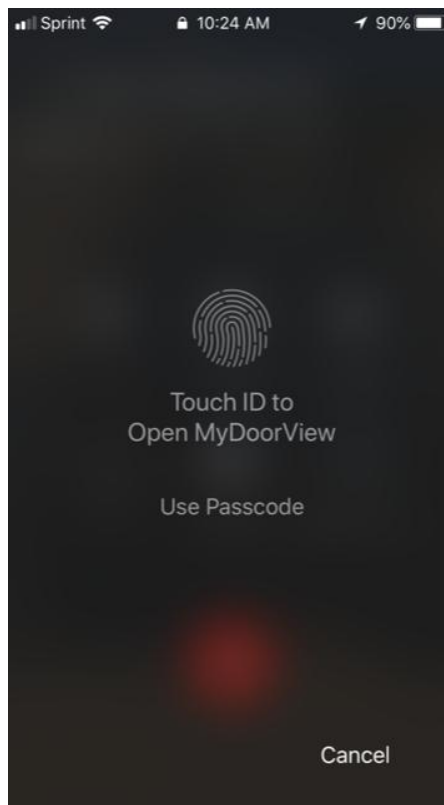
Answer Call



Press MyDoorView Button



Unlock Phone



App Will Launch

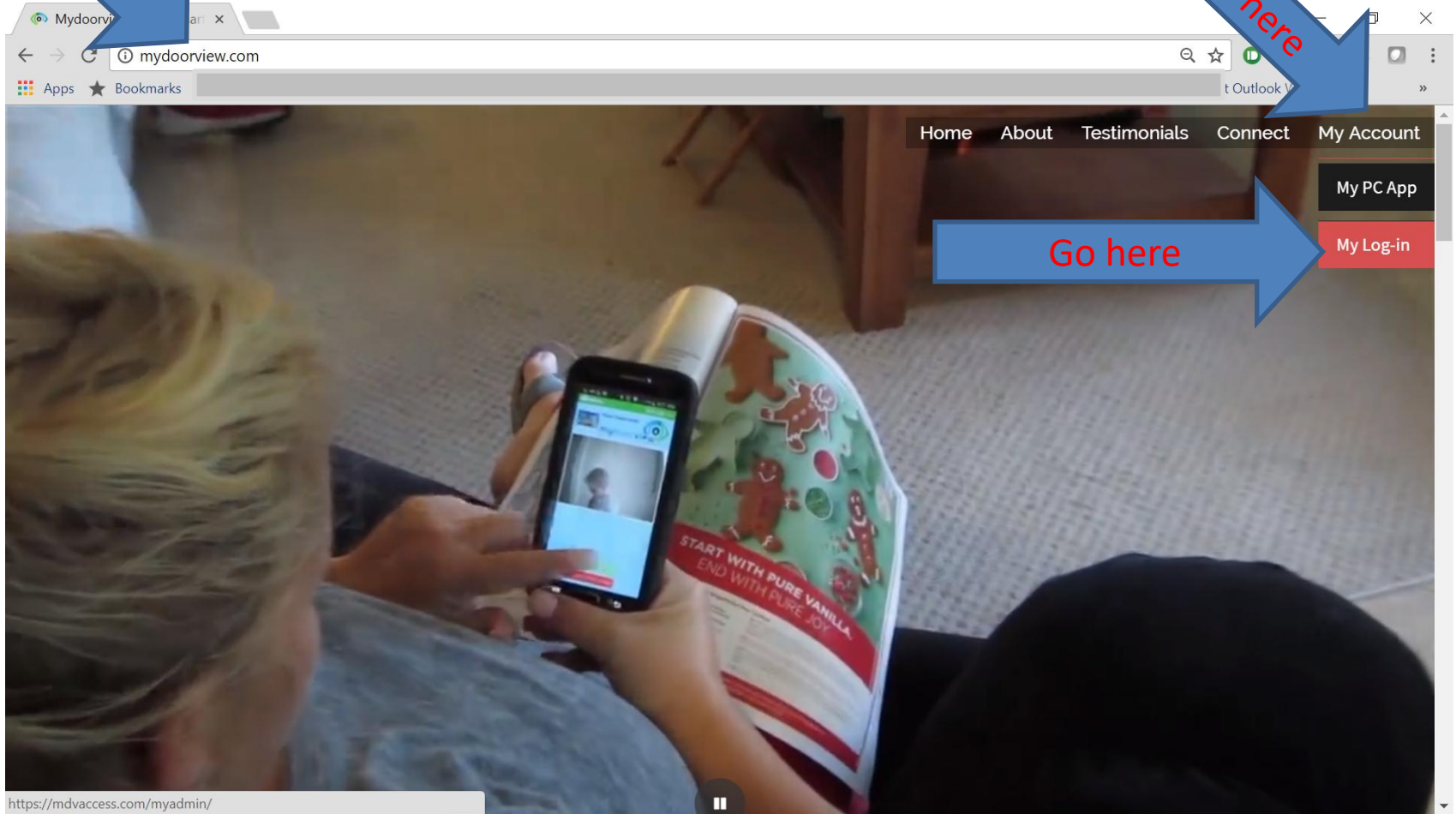


Getting Started


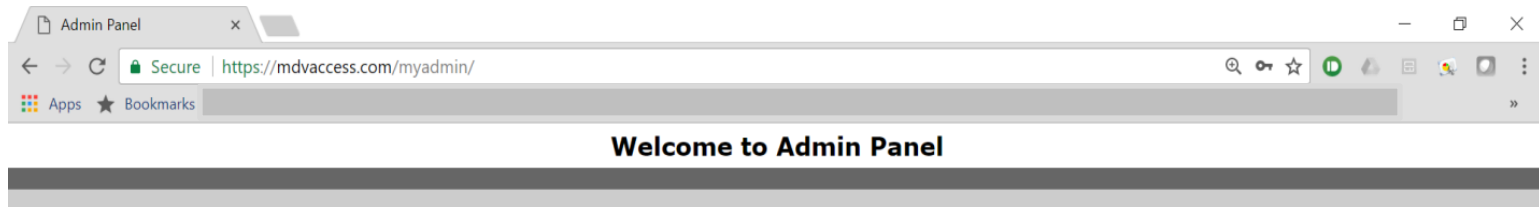
Go here

Point here

Go here



You must have an account to log-in here
contact your dealer to create one



mydoorview

..: Login

Enter your username and password to log in

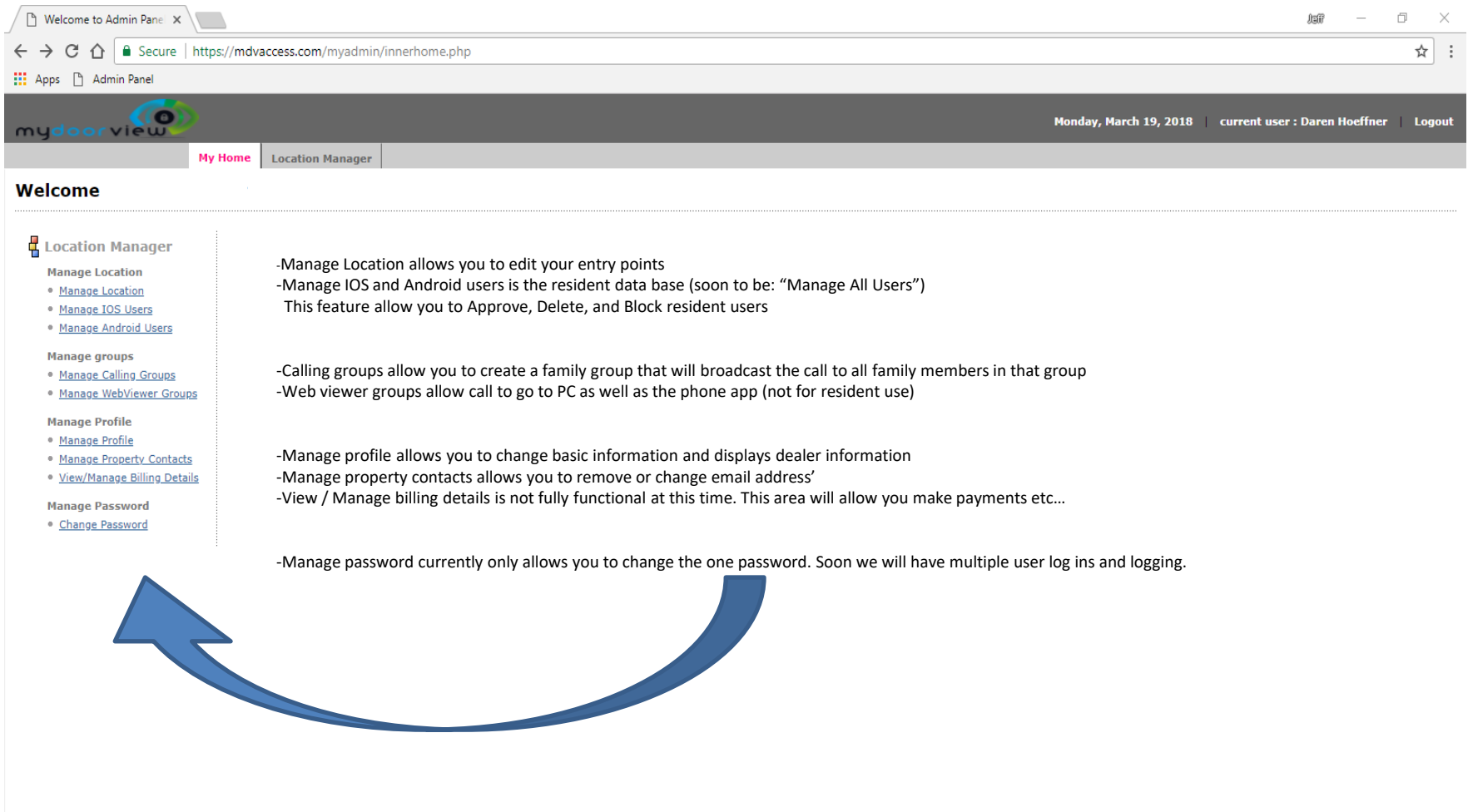
Username

Password

..: [Forgot Password](#)

New Users:
Please retrieve your user name and temporary password from your email account or contact an administrator for further instructions.

Account Manager Portal



The screenshot shows a web browser window with the URL <https://mdvaccess.com/myadmin/innerhome.php>. The page features a 'mydoorview' logo and a navigation bar with 'My Home' and 'Location Manager' tabs. The 'Location Manager' tab is active, displaying a 'Welcome' message and a list of management options on the left. A large blue arrow points from the text on the right to the 'Change Password' link in the left sidebar.

Welcome

Location Manager

- Manage Location
 - [Manage Location](#)
 - [Manage IOS Users](#)
 - [Manage Android Users](#)
- Manage groups
 - [Manage Calling Groups](#)
 - [Manage WebViewer Groups](#)
- Manage Profile
 - [Manage Profile](#)
 - [Manage Property Contacts](#)
 - [View/Manage Billing Details](#)
- Manage Password
 - [Change Password](#)

-Manage Location allows you to edit your entry points
-Manage IOS and Android users is the resident data base (soon to be: "Manage All Users")
This feature allow you to Approve, Delete, and Block resident users

-Calling groups allow you to create a family group that will broadcast the call to all family members in that group
-Web viewer groups allow call to go to PC as well as the phone app (not for resident use)

-Manage profile allows you to change basic information and displays dealer information
-Manage property contacts allows you to remove or change email address'
-View / Manage billing details is not fully functional at this time. This area will allow you make payments etc...

-Manage password currently only allows you to change the one password. Soon we will have multiple user log ins and logging.

Creating Broadcast Groups

There are two types of groups:

- 1) Calling Group is useful for someone with multiple devices such as a phone and tablet -or- multiple family members -or- both.
- 2) Webviewer Group is for office staff or single family use only, multi-family resident should not be added to this group.

1)

- Calling groups are useful in a couple of ways. If you own a phone and a tablet you can receive a call on both at the same.
- Family members can all be placed in the same group and all receive the call at the same time. Note: only one member needs to be in the telephone entry software for all group members to receive the call.

- To create a group, see below:

mydoorview

Manage Group

Add Group

Group Name	Operation
Smith Family	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Jones Family	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Doe Family	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
New Family	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

< Previous Page 1 Next Page >

Enter Name and click add

New family group will populate here, once the group is created, management will be able to add the family members to the family group here. Click the name of the family and add the members from the available list.

2)

Setting up the WebViewer Group

This screenshot shows the 'Web Calling Group' management page in the mydoorview admin interface. The left sidebar contains a navigation menu with options like 'Manage Location', 'Manage iOS Users', 'Manage Android Users', 'Manage Calling Groups', 'Manage Profile', 'Manage Property Contacts', 'View/Manage Billing Details', 'Manage Password', and 'Change Password'. The main content area is titled 'Web Calling Group' and features a blue arrow pointing to an 'ADD' button with the text 'Select name(s) and click ADD'. Below this, there is a section for 'Iphone Users' and 'Android Users', each with a table for adding users. The 'Iphone Users' table has columns for 'Username' and 'Operation', with 'jeff Santeramo' listed. The 'Android Users' table has columns for 'Username', 'Email', 'Phone #', and 'Operation', with 'jill san' listed. A blue box at the bottom right of the screenshot contains the text 'The list will populate here'.

This screenshot shows the 'WebViewer' login interface. The top navigation bar includes links for 'Home', 'About', 'Testimonials', 'Connect', and 'My Account'. The 'My Account' dropdown menu is open, showing options for 'My PC App' and 'My Log-in'. A blue arrow points to the 'My Log-in' option with the text 'Click here'. The main content area features a 'Login to your account' form with fields for 'PropertyManager@EMail.com' and a password field. Below the password field is a 'Remember me' checkbox and a green 'LOGIN' button. A blue arrow points to the 'LOGIN' button with the text 'Log-in here'. The background of the login page shows a woman using a door lock system.

Browser settings

- Open Chrome Browser - Click the three dots on top right corner
- **(Note: PC MUST HAVE SPEAKERS AND MIC)**
- "Settings" - (Scroll to bottom) Show advanced settings
- Scroll to "Content settings"
- "Pop ups" > Allow_____ Click ADD In box enter <https://mdvaccess.com> - [ADD]
- Click Left arrow at top.
- "Notifications" > Allow_____ Click ADD In box enter <https://mdvaccess.com:443> - [ADD]
- Click Left arrow at top.
- "Microphone" > Allow_____ Click ADD In box enter <https://mdvaccess.com:443> - [ADD]
- Go to www.mydoorview.com > "My Account" top right corner > "Log in" - Enter User Name and Password associated with account, "yes" to "save passwords"
-
- - Click on the three dots in the upper left hand corner > More tools > Add to desktop... This will create a stand-alone browser page that will prevent accidental closure.
-
- Note: This browser page must remain open for the system to remain operational; the call will only come through to PC's logged in. "M" Icon will be placed on Desktop.
-
- Unlimited PC's can be logged into this account, first to answer will handle call all others will go back to stand-by.
- In TEU data base enter phone number **443-844-3135** in place of office number. - Note: First call to PC will ask for permission and not display video, any calls thereafter will display.
- Complete!
- Now when call comes in to the office it will ring on the PC's, if the group has been created it will ring on those associated phones as well.