USER GUIDE

Mÿ MVI

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



<u>1. TABLE OF CONTENTS</u>	16. <u>M</u>
2. ONE APP EXPERIENCE	17. <u>M</u>
3. <u>APP INVITATION</u>	18. <u>M</u>
4. ONBOARDING PROCESS VIA EMAIL	19. <u>M</u>
5. ONBOARDING PROCESS VIA SMS	20. <u>M</u>
6. ONBOARDING PROCESS VIA ACTIVATION CARD	21. <u>M</u>
7. MULTIPLE RESIDENCES	22. <u>M</u>
8. ONBOARDING PROCESS: REGISTRATION	23. <u>M</u>
9. ONBOARDING PROCESS: SECURING ACCOUNT	24. <u>M</u>
10. ONBOARDING PROCESS: COMPLETE REGISTRATION	25. <u>M</u>
11. <u>SIGN IN SCREEN</u>	26. <u>M</u>
12. <u>ONBOARDING SCREENS</u>	27. <u>M</u>
13. FORGOT USERNAME	28. <u>M</u>
14. FORGOT PASSWORD	29. <u>M</u>
15. MAIN FEATURES: HOME PAGE & CALLING	30. <u>D</u>

TABLE OF CONTENTS

AIN FEATURES: GUEST KEYS AIN FEATURES: ACCOUNT USERS AIN FEATURES: MYKEY TABS AIN FEATURES: MYKEY AIN FEATURES: ACTIVITY AIN FEATURES: DELETE MESSAGES AIN FEATURES: COMMUNICATION AIN FEATURES: EVENTS AIN FEATURES: PROMOS AIN FEATURES: PERSONAL INFO AIN FEATURES: DIRECTORY INFO AIN FEATURES: CHANGE LOGIN INFO AIN FEATURES: NOTIFICATIONS AIN FEATURES: HELP CENTER ARK MODE

MEET THE WORLD'S SMARTEST VIDEO ACCESS SYSTEM

ONE APP EXPERIENCE

Double click to watch video





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.



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

9:41	II 🗢 🔲
2 min registration	1 of 4
Hello Anika!	
Please complete your personal info	
First Name	
Anika	
Last Name	
Rosser	
Email	
Email anika.rosser@gmail.com	
Email anika.rosser@gmail.com Phone	
Email anika.rosser@gmail.com Phone Phone number	
Email anika.rosser@gmail.com Phone Phone number Username	
Email anika.rosser@gmail.com Phone Phone number Username Username	
Email anika.rosser@gmail.com Phone Phone number Username Username Password	



Confirmation code sent on your email

•

..... 🗢 🔳

Enter confirmation code we've just sent to alley.34@gmail.com

9:41

←

Spam folder

ONBOARDING PROCESS VIA EMAIL

1234

Resend code

*If you did not receive an email with code, check your

Confirm

Enter the confirmation code that you receive

4



ONBOARDING PROCESS VIA SMS

Confirmation code sent on your phone number

ul 🗟 🗖

1234

You can resend the code in 60 seconds 0:11

Confirm **2** авс 3 Def 6 5 JKL MNO 8 тиv 9 wxyz $\langle \times \rangle$ 0

Enter the confirmation code that you receive



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.

Please store this card in a safe place found, please call 1-844-MVI-SYSTEMS (1-844-684

.ul 🔶 🗖

9:41

Cancel

ΛÀ

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

9:41

You are invited to several residences

Please, select the residence you want to sign up

...I 🗢 🗖

হ 123 Ave. S, Brooklyn, NY

63 Midland Terrace, Brooklyn, NY

to sign up for.

Continue

MULTIPLE RESIDENCES

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



9:41	lli ∻ ■
2 min registration	1 of 4
Hello Anika!	
Please complete your personal info	o
First Name	
Anika	
Last Name	
Rosser	
Email	
anika.rosser@gmail.com	
Phone	
Phone number	
Username	
Username	
Password	
Password	

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

	2 of 4	
Secure your a	ccount	
Please select question and answer below, to use in the case of accour	r a security question nt recovery.	
Select question	~	Select a secure question from the
Your answer		list that you will easily remember, and enter the answer.

ONBOARDING PROCESS: SECURING ACCOUNT



9:41

1

4 бні

7 pqrs

←

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.

9:4

4 of 4

Give an access to

- Microphone
- 💿 Camera

It's needed to receive calls. You can change permissions at any time.

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..

Give Full Access

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

ONBOARDING PROCESS: COMPLETE REGISTRATION

Give an access to

Microphone

(MVI myKey uses microphone to allow a conversation wit someone at the KeyCom)

📄 Media

 \leftarrow

(Allow MVI myKey to write to local device media. This is needed to keep access to all activities)

🖸 Camera

(MVI myKey uses camera to allow a conversation with someone at the KeyCom. Your camera does not display by default, only when you choose)

It's needed to receive calls. You can chang permissions at any time.

Give Full Access

10

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

LOGIN

≒ Sign Up

il ô i

Welcome back!

Username

Password

Forgot username/password?

Login



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.



Let's Ge Please fill in the username	t You Back Or e option to retrieve your	n!
Email		
	Get Username	
	OR	
Phone number	r	
C	Get Username	
	OR	
Activation Co	de L Scan Barcodo	
	Get Username	

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.

.ul 😤 🗖

9:41

Cancel





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



FORGOT PASSWORD

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



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.

Entrance

SWIPE TO OPEN THE DOOR



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.

MAIN FEATURES: HOME PAGE & CALLING

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.





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.



MAIN FEATURES: GUEST KEYS

t Kev	
, ,	
≥y?	
enter the residence with a	
e to	
EMAIL	
1 month	

`''I ∻ □

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.





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.



First name

Last name

User's last n

How would Invite?

PHONE NUM

[Full Name] w will be added

MAIN FEATURES: ACCOUNT USERS

9:41 ,ııl 奈 ■
ancel
Add new user
/ho are you inviting?
SER
rst name
User's first name
ist name
User's last name
ow would you like to send the User wite? HONE NUMBER EMAIL
Phone number
ull Name] will get an invite to MVI App and ill be added to your residence.
Send Invitation

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



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.



Request new myKey Tabs

Request will be sent directly to Brooklyn Residence property ma

Send to Management Compa

MAIN FEATURES: MYKEY TABS

nagei	,				
			If voi	ır	ге
			SUCCES	sfu	llv
ny			this sc	ree	п.
	-				



equest has been sent, you will see

DOORS
League Design Agency
Entrance
SWIPE TO OPEN
Sonnect to KeyCom
Elevator
SWIPE TO OPEN
Office 312
Home Keys QR Key Activity Residence

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





	9:41	•		I २ ■), t
+ + +	AC	CTIVITY	+ +	++	+ +
	ALL	KEYCOM MESSAGES	ENTRIE	S	
•	-	New Message from Visitor Main Entrance	ال 9:45	un 6 5 pm 🗸	
•	Ľ	Missed call from visitor	r J 9:45	un 6 5 pm	
	Ð	Emery Carder entered via Guest QR Main Entrance	ر 9:45	un 6 5 pm	
1	-	New Message from Visitor Main Entrance	J 9:45	un 6 5 pm 🗸	
	Ð	Emery Carder entered via Guest QR Main Entrance	J 9:45	un 6 5 pm	
	Ð	Emery Carder entered via Guest QR Main Entrance	J 9:45	un 6 5 pm	
	Home	Keys QR Key A	C tivity	Residenc	e

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





9:41		•		ul î	+
AC	τινιτγ	+ +	+ +	+ + +	+ + +
ALL	KEYCOM MESSA	GES	ENTRI	ES	
New Mess Visitor	age from	Jun 9:45 pr	6 n	Del	ete
• •	Missed call fror	n visito	r 9:4	Jun 6 15 pm	
Ð	Emery Carder e via Guest QR	entered	9:4	Jun 6 15 pm	
	New Message f Visitor	rom	9:4	Jun 6 15 pm	~
9	Emery Carder e via Guest QR	entered	9:4	Jun 6 15 pm	
Ð	Emery Carder e via Guest QR	entered	9:4	Jun 6 15 pm	
Home	Keys QR K	key A	Ctivity	Reside	nce
			-		

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



MAIN FEATURES: COMMUNICATION

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

9:41 RESIDE	NCE			+ +
COMMUNICATION	EVENTS	PRO	MOS	
July	e	Calenc	lar view	,
Dogs Party				
July 19, 2:00 pm Cats Party				
July 19, 2:00 pm Dance Party				
July 19, 2:00 pm Flower Party				
Home Keys	QR Key	C Activity	Residenc	e
		-		

• 9:41 RESIDENCE COMMUNICATION EVENTS PROMOS 2 events today \equiv Agenda view $\langle \rangle$ July 2021 MO ΤU WE TH FR SA 5 6 2 3 4 10 11 12 13 9 19 20 15 14 16 17 18 21 22 23 24 25 26 27 28 29 30 31 July 19, 7:00 pm Rooftop BBQ 🔁 v 쁪 * Keys QR Key Activity Residence Home

On upco For y Agen Cale

MAIN FEATURES: EVENTS

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.





9:41

COMMUNICATION EVENTS PROMOS

•

.ul 🕆 🗖



Every 5th Coffee Free! Muffin Break Cafe



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.



No matter how you look at it, our loyalty offer is just a great deal on good coffee. If you don't have a Muffin Break coffee card, make sure you pick one up from your local Muffin Break for free today!

Conditions

- Frappuccino-S

MAIN FEATURES: PROMOS

9:41

Cancel



'''I Ś 🔲

Every 5th Coffee Free!

You should have Muffin Break coffee card

• Coffee drinks you can get for free: Espresso, Cappuccino-S, Latte-S,

Get the Offer





MAIN FEATURES: PERSO

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

On the bottom of the page, you can configure

• display my profile picture when I enter the

Ν	Α	L	Ν	F	0

9:41		.ul 🗢 🔲
÷	Personal Info	Save
First Name		
Anika		
Last Name		
Rosser		
Date of Bir	th	
11/20/1	985	
Gender		
Female		\sim
Phone		
(555) 22	2 - 2222	
KeyCom Ac	cess Pin	
•••••	••	

9:41	•	ul
÷	Directory info	Save
	Unit A5	
Directory	Name	
League	Design Agency	
Directory F	Phone	
+46056	87953	
This inform the phone app isn't av	nation will be displayed to visito number would be used when yo vailable.	rs, and our
When rece release the phone keyj	iving a regular phone call, you ca e door by pressing the "9" key or pad.	an 1 your

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



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.

9:41	
Change Email	
Enter New Email	
New Email	
anika.rosser@gmail.com	
Save	

MAIN FEATURES: CHANGE LOGIN INFO



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

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

9:41		.ul 🗢 🖿	
÷	Notification	s Save	
Allow receiv	ving calls from Ke	yCom	
24 hours	6 AM – 6 PM	6 PM – 6 AM	
Get Push no	tifications for		
New Entries			
New Messag			
New Buildin	d Noticies		
New Events			
		-	

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

9:41		•	ull 🗢 🔲
←	Notific	ations	Save
Allow r	eceiving calls fr	om KeyCo	m
PM	6 PM – 6 AM	Never	Custom
From		тіШ	
6:00	AM PM	6:00	AM PM
New Entries New Messages from KeyCom New Buildind Noticies			
New Ev	vents		



Hello Anika!

Please, leave a message for us and we will reply to your email

Send

anikarosser@gmail.com

Your message

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.

9:41

Cancel

Message sent MVI will respond to you as soon as possible



MAIN FEATURES: HELP CENTER



To Home Screen

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

29



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

