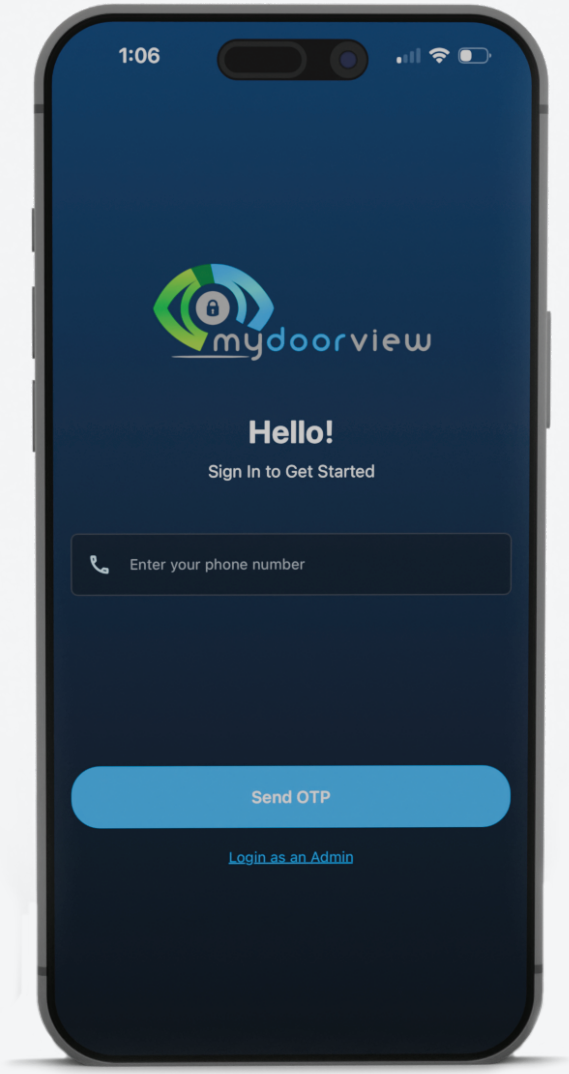
mydoorview

MyDoorView Mobile App User Guide

Getting Started

GET IT ON Google Play

Download on the App Store



Download & Sign In

The MyDoorView mobile app allows you to:

- Receive visitor calls
- Unlock doors remotely
- Manage guests and temporary access
- Add family or call group members
- Control privacy and notification settings

Getting Started

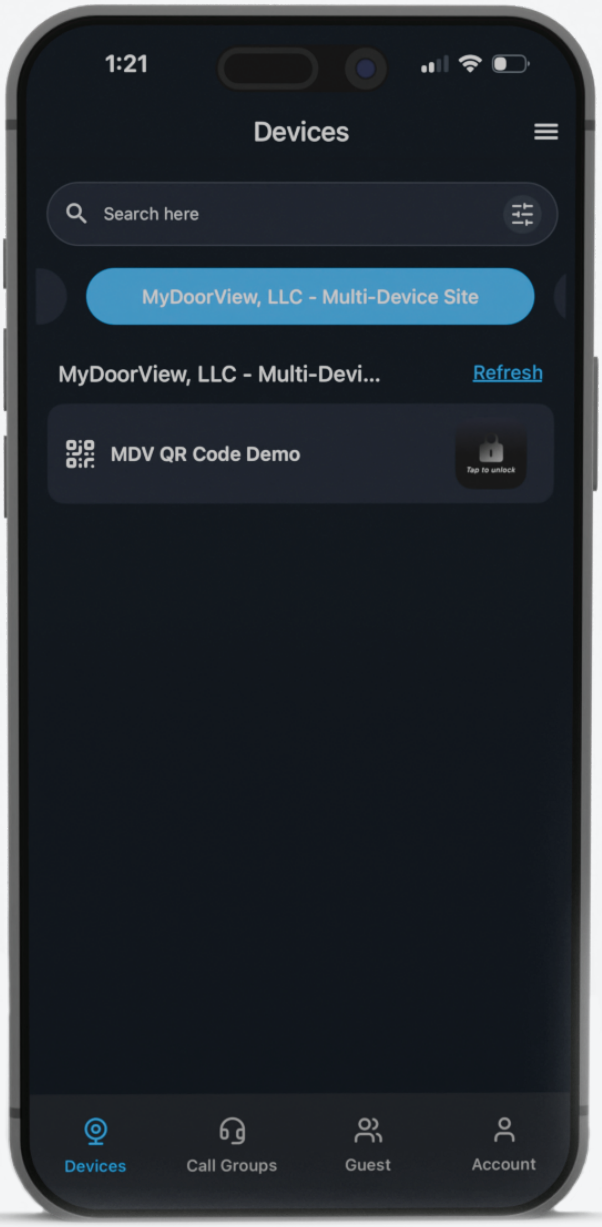
- Download the MyDoorView app from the Apple App Store or Google Play Store
- Open the app and sign in using your mobile phone number
- Enter the OTP received via SMS to log in
- Ensure notifications, microphone, and camera permissions are enabled

Important

Push notifications must remain enabled on your device to receive calls and alerts properly. Call notifications will also respect phone Do Not Disturb and Sleep Mode.

Unlocking a Door

The MyDoorView app allows you to unlock supported doors and gates directly from your smartphone.



To Unlock a Door

- Open the MyDoorView app
- Navigate to the Devices tab on the bottom left of the menu navigation section
- Ensure the appropriate site is selected
- Tap the lock icon on the right side of the device card to unlock the device

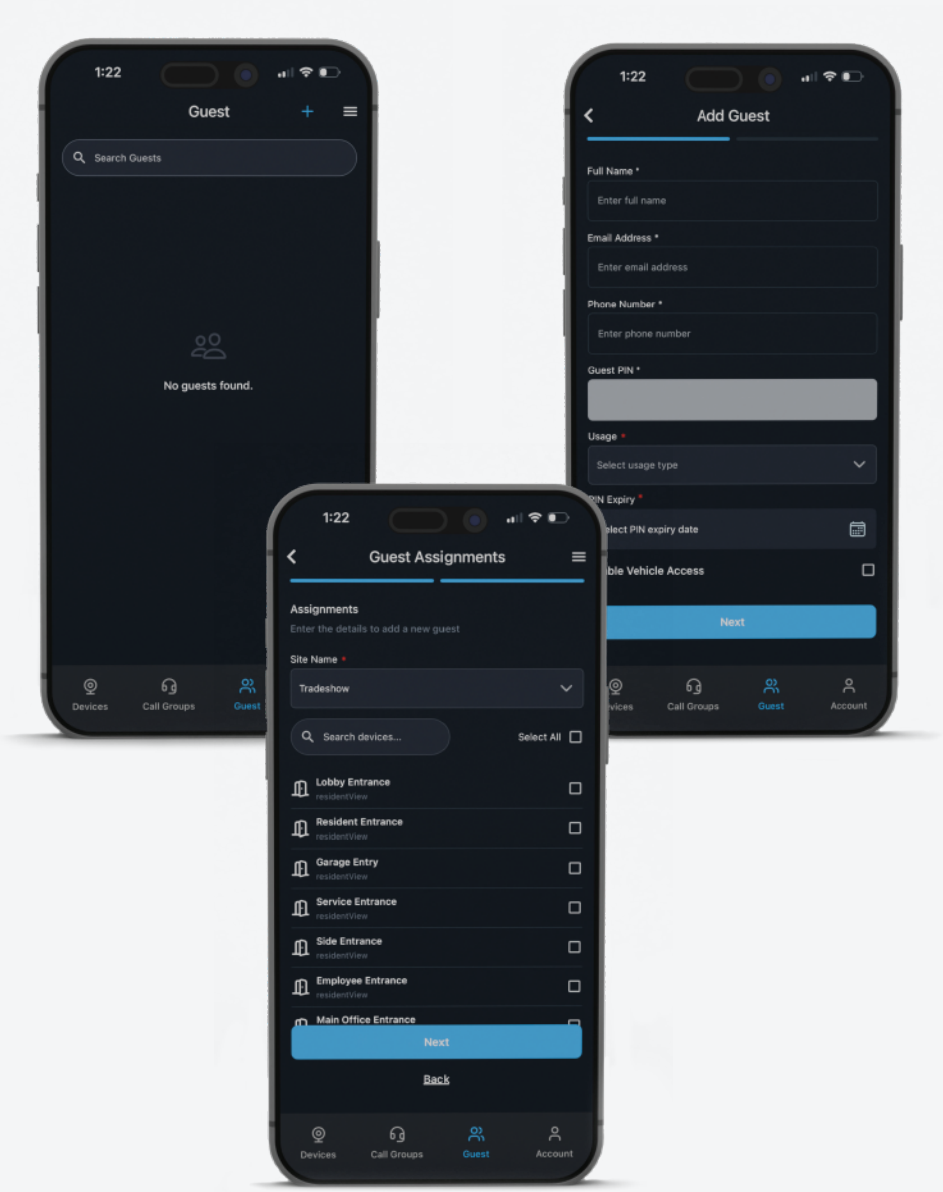
Quick Access

You can remotely unlock doors from anywhere with an active internet connection.

Scan for the complete step-by-step guide

Adding Guests

The MyDoorView app allows you to create temporary guest access for visitors and deliveries



To Add a Guest

- Navigate to Guests
- Tap the blue “+” icon in the top right corner to add a new guest
- Enter guest information
- Select access dates or times
- Select the Usage Type
  - Single Use, Multiple Use, Unlimited
- Click Next
- Select the sites/devices you’re granting the guest access through
- Click Next
- Review and submit

Scan for the complete step-by-step guide

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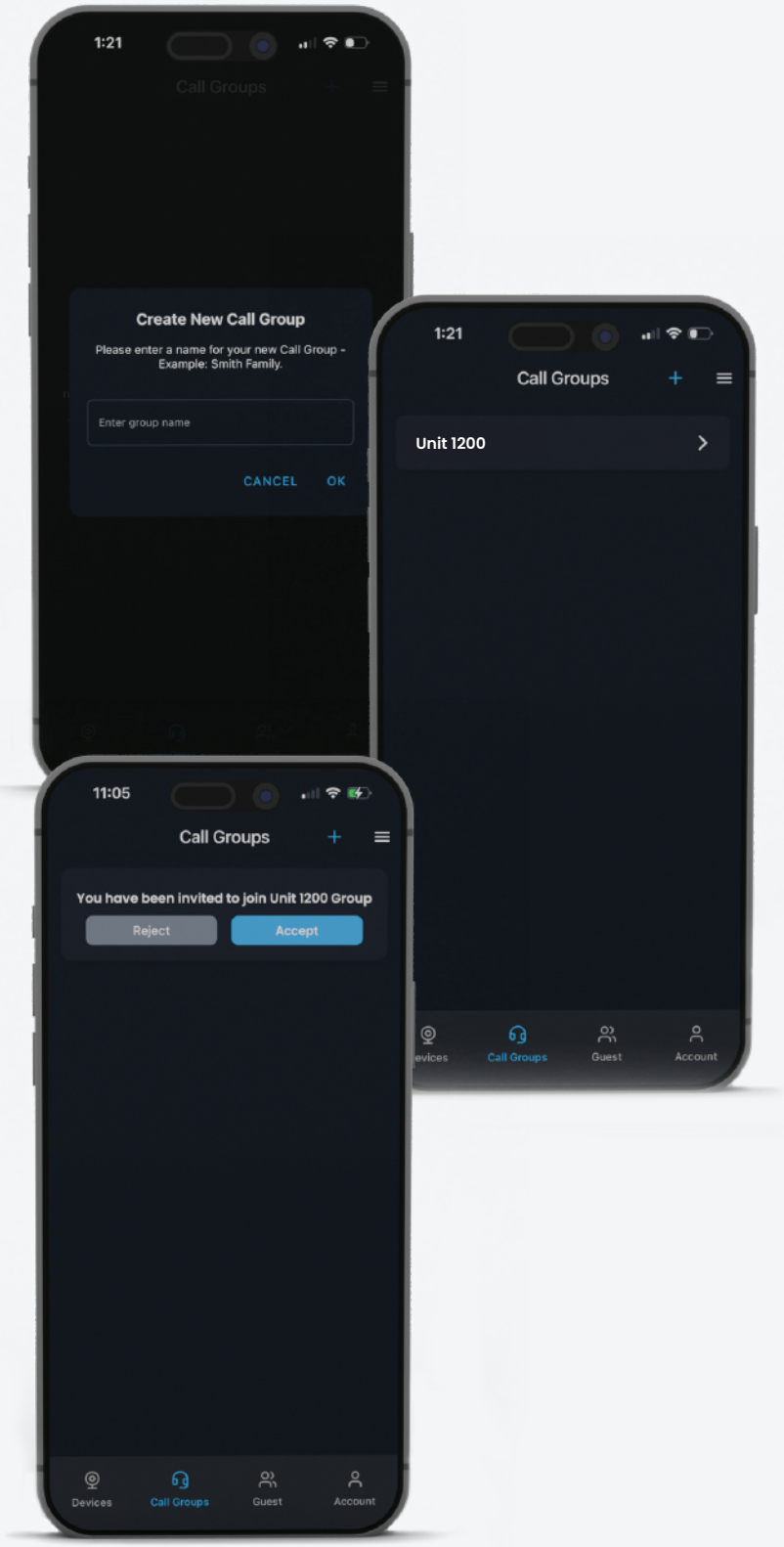
Call Groups

Multiple users can receive calls for the same unit or property using Call Groups.



Improved Call Routing

Useful for:

- Family members
- Roommates
- Office staff
- Shared spaces

To Add a Call Group Member

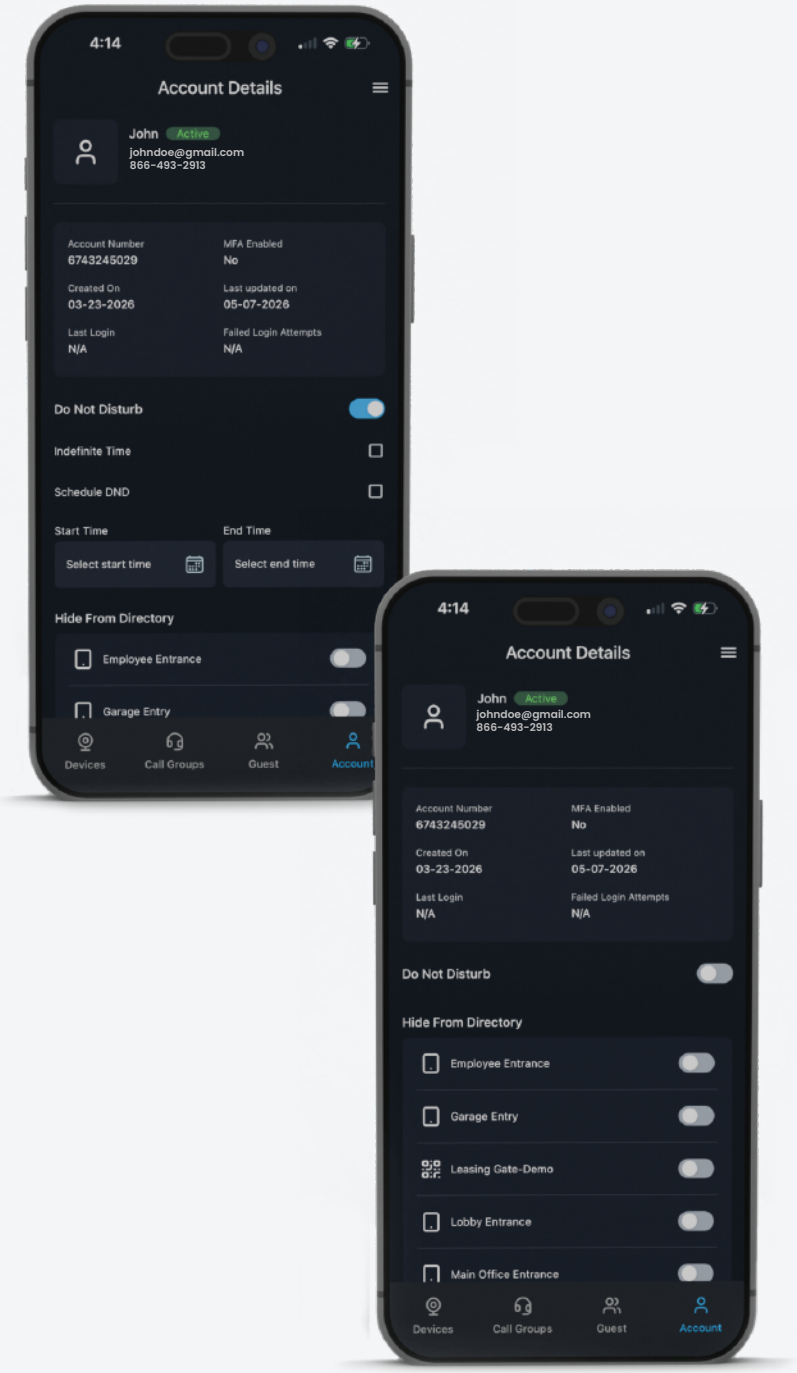
- Open the MyDoorView app
- Navigate to Call Groups
- Tap the blue “+” icon in the top right
- Create a name for the group
- Tap the new group to select it
- Press the blue “+” icon in the top right to add a user to the group
- Enter the users phone number and tap okay

Once accepted, group members will be associated together for future calls from the intercoms. This will ensure all calls to any user in the call group will route to all users in the group.

Scan for the complete step-by-step guide

Do Not Disturb & Directory Privacy

The MyDoorView app includes privacy settings to help control how and when you receive calls.



Available Features

- Hide from directory
- Enable or disable Do Not Disturb
- Manage notifications
- Control visibility settings
- Do Not Disturb
  - When enabled, incoming calls and notifications may be muted or limited based on your settings.

Directory Privacy

You may choose to hide your information from the individual device directory.

Scan for the complete step-by-step guide

Troubleshooting and Support

Not Receiving Calls?

- Verify notifications are enabled
- Confirm your phone has internet access
- Make sure the app is updated to the latest version

No Audio or Video?

- Check microphone and camera permissions
- Restart the app
- Verify network connectivity

Unlock Not Working?

- Refresh the app
- Confirm your access permissions are active
- Contact property management if the issue continues

Need Additional Help?

Please contact your property management team for support.