

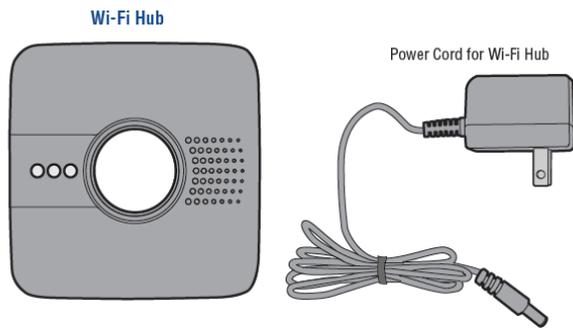
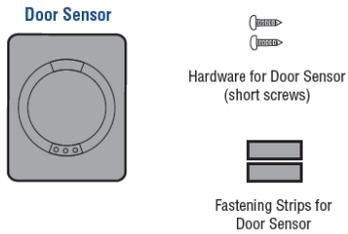
# MyQ® Garage Universal Retrofit INSTALLATION GUIDE

## 1 – Getting Started

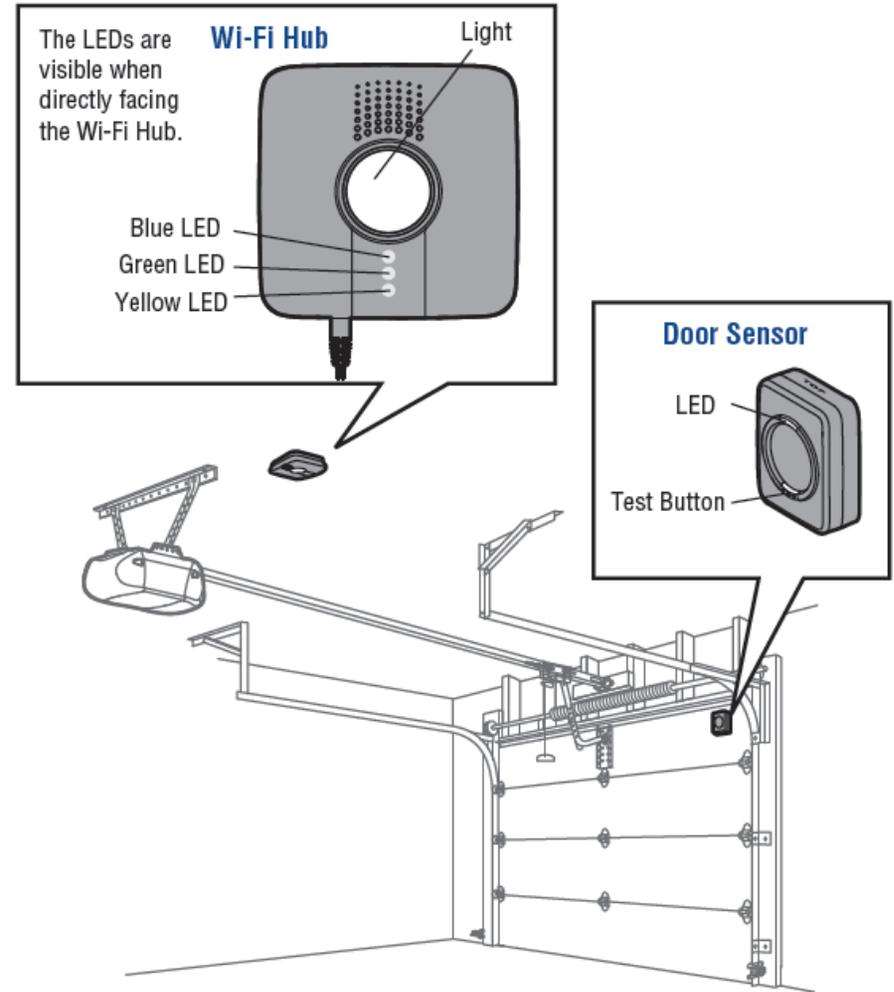
### Things You'll Need

- 1) Ladder
- 2) **IMPORTANT:** Sufficient Wi-Fi signal in the garage
  - See troubleshooting section for weak signal strength remedies
- 3) Wi-Fi network name and password
- 4) MyQ® Garage Universal Garage Door Controller
  - Wifi Hub (Gateway- Supports up to 16 MyQ® devices)
  - Door Sensor (Each Hub will support 2 door sensors)
- 5) Compatible garage door opener (See Appendix)
- 6) Dealer Site or Customer Site access through a laptop, tablet, or mobile device

### In the MyQ® Garage Box You'll Find



### Reference: Together in Garage



## 2 - Install Hardware

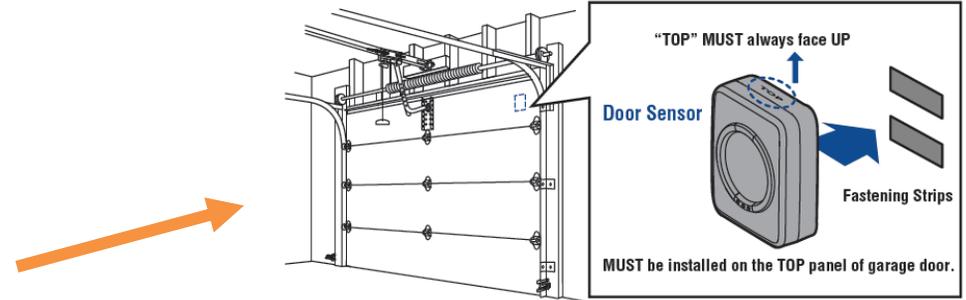
### Install Door Sensor

This device will communicate the state of the door (open or closed) to the Wi-Fi Hub and **must be mounted prior to step 4**.

- A) To install, position the door sensor vertically and attach to a clean, dry location on the **top panel of the garage door** with fastening strips (provided).

OR

- B) Press in the bottom of the door sensor and remove the front cover. Position the door sensor vertically and attach to the **top panel of the garage door** with screws (provided). Replace the front cover.

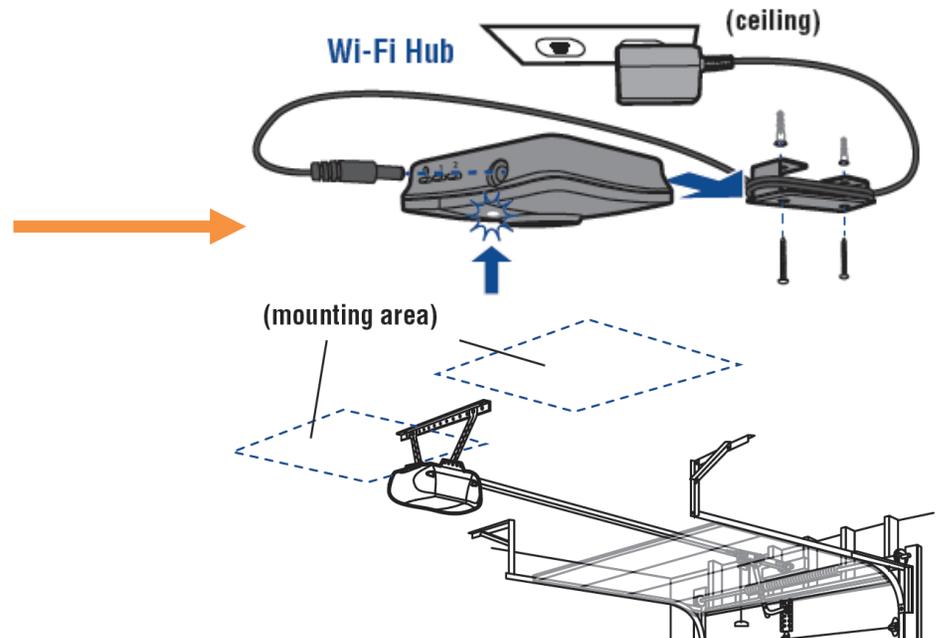


### Mount the Wi-Fi Hub

**Optional:** Final positioning can wait until after setup is complete.

- 1) Install the bracket for Wi-Fi Hub on the ceiling near the garage door opener. Use the bracket as a template and mark holes for the bracket. Be sure the Wi-Fi Hub is visible when standing in the doorway of the garage, so that users can see the flashing light when the door is closing.
- 2) Slide the Wi-Fi Hub on to the bracket.
- 3) Connect to AC power.
- 4) The LEDs will blink momentarily indicating a successful power up.

**Note:** MyQ® technology has a range of 1,500 feet (open field).



### 3 - Setup Wi-Fi on the MyQ® Garage Wi-Fi Hub

#### Method 1: Using Internet Connected Device

- 1) Make note of the home Wi-Fi's network name and its associated security key/password.
- 2) Plug in the Wi-Fi Hub. The Blue LED will blink.
- 3) Make sure internet connected device's Wi-Fi settings are on.
- 4) Locate the list of available Wi-Fi networks and select "MyQ-nnn" network. "nnn" is the last 3 digits of the Wi-Fi Hub's serial number.
- 5) Launch the device's web browser and type "[setup.myqhome.com](http://setup.myqhome.com)" into the web browser's address bar. If unable to load try using a different browser.
- 6) Follow the steps in the MyQ® Wi-Fi Setup page to complete the setup. You will be required to enter the Wi-Fi name and password for the home network.
- 7) When prompted, do not install the MyQ® Garage app. When the LED light is solid green, Wi-Fi connection has been established and you may close the internet browser.

#### Method 2: Using WPS

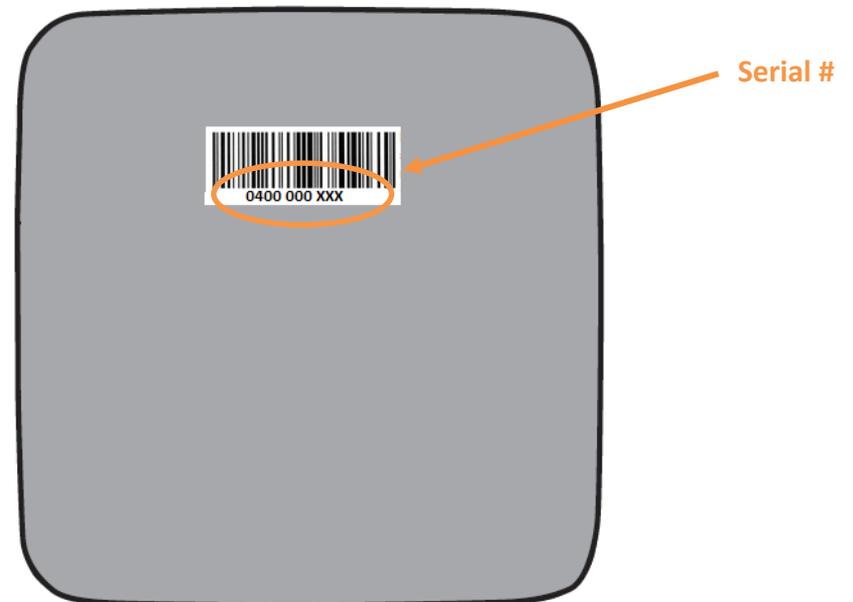
- 1) Put the Hub into WPS mode: With Hub powered and Blue LED blinking, press/release the Hub's  BUTTON. The Hub's Blue LED will turn on solid.
- 2) Within one minute, press/release the WPS button on the router.
- 3) Within a few minutes, the Hub will connect to the network and the Green LED will turn on solid indicating successful connection.

**Note:** See troubleshooting for an alternative method using Bluetooth enabled device.

#### LED Indicators:

LED COLOR	LED STATE	WI-FI HUB STATUS
Blue	Blinking	Wi-Fi needs to be setup
Green and Blue	Blinking	NO router communication
Blue	ON	Wi-Fi setup active
Green	Blinking	Communicating with router
Yellow and Green	Blinking	Programming mode
Green	ON	Wi-Fi Connected

#### Back of Wi-Fi Hub:

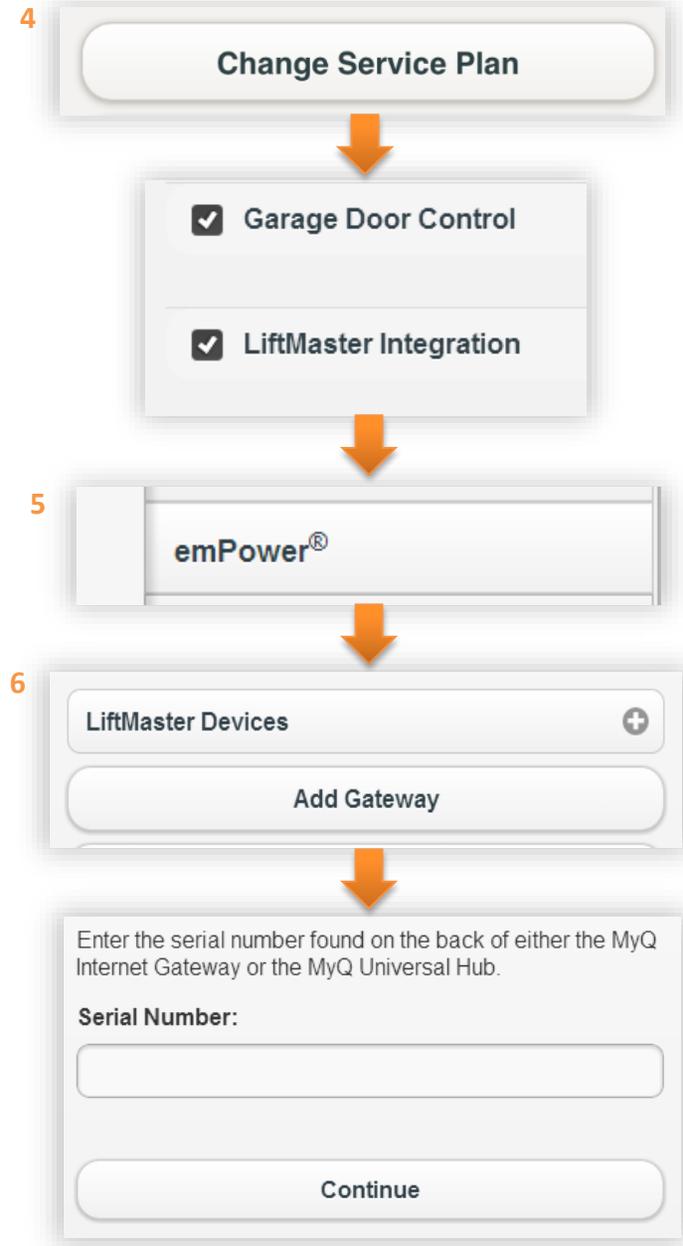
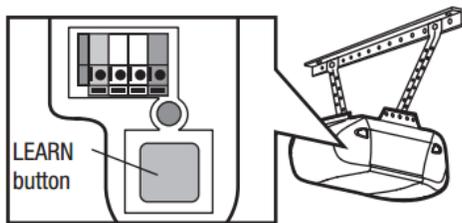


## 4 – Connect to Alarm.com

Below are instructions for installation using Mobile Tech. See Appendix for instructions using Customer and Dealer Site.

**Note:** You cannot register MyQ® Garage through Alarm.com if it is already registered through MyQ®/Liftmaster/Chamberlain or other similar apps.

- 1) Make sure the LED on the Hub is green before registering through Mobile Tech.
- 2) Open Mobile Tech app.
- 3) Find and select the customer you'd like to connect with the Wi-Fi Hub.
- 4) Scroll down and select change service plan, make sure the "Garage Door Control" and "LiftMaster Integration" add-ons are included.
- 5) Navigate to the emPower page and select the LiftMaster section.
- 6) Under LiftMaster Devices select "Add Gateway" and enter the Wi-Fi Hub's serial number. (The serial number can be found at the back of the Hub below the barcode.) Please wait patiently as this process may take several minutes.
- 7) After a few minutes, the page should show the LiftMaster Gateway in the equipment list.
- 8) Select "Add Device" for the Wi-Fi Hub that was just added.
- 9) Follow the instructions presented to add door sensor(s) and garage door opener(s) to the system.

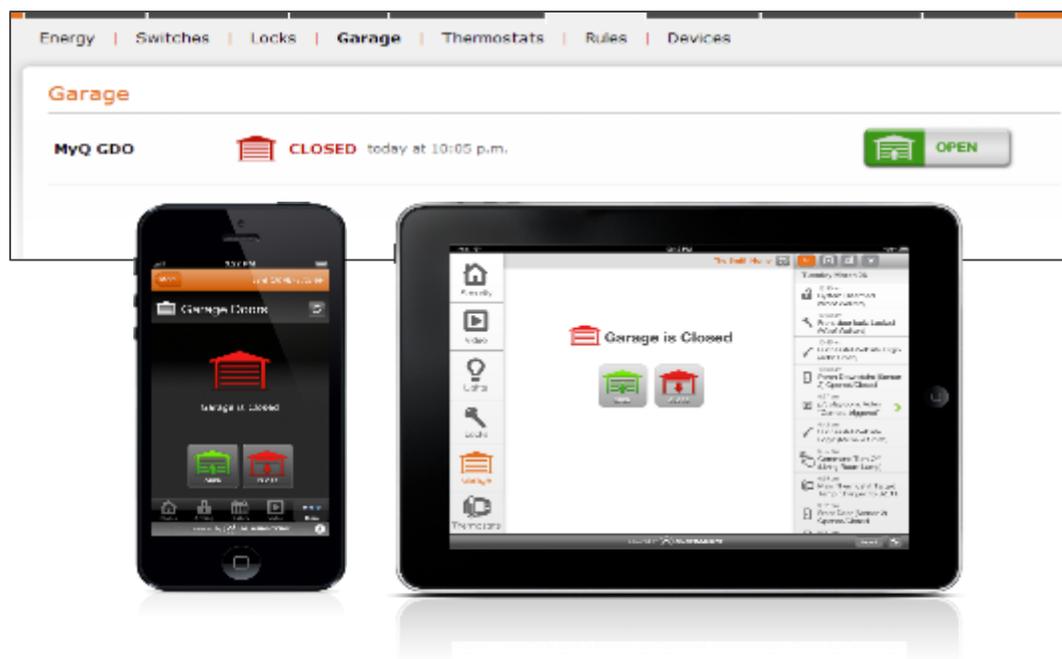


## 5 – View Equipment & Test

- 1) Validate that both the Wi-Fi Hub and garage door show up on the equipment list. You may need to select 'Get Equipment List' and refresh the page.

Update Status												Get Equipment List
All <input type="checkbox"/>	Device ID	Type	LiftMaster DeviceID	Name	Mfr.	Info	Status	Install Date (EST)	Maintain Date (EST)	Status Date (EST)	Gateway SerialCode	Device Commands
<input type="checkbox"/>	2204	Gateway	336674	LiftMaster Gateway (0930)	LiftMaster	821LM	OK	12/12/2013 7:58 am	12/12/2013 8:03 am	12/12/2013 7:58 am	0400000930	<a href="#">Add Device</a> <a href="#">Resubscribe Devices</a> <a href="#">Delete Gateway</a>
<input type="checkbox"/>	2206	Garage Door	201748351	Garage (Universal)	LiftMaster	n/a	OK (Closed)	12/12/2013 8:03 am	12/12/2013 8:03 am	12/12/2013 9:39 am	0400000930	<a href="#">Delete Device</a>

- 2) Test status and control through the Alarm.com web and mobile apps.

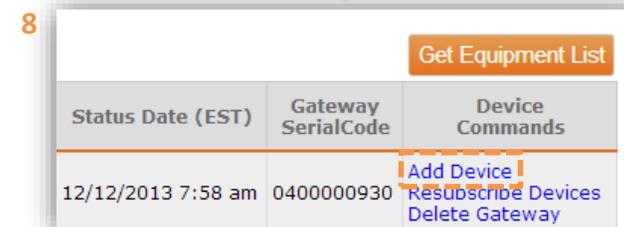
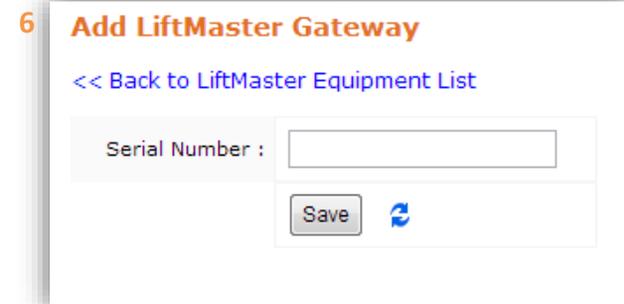
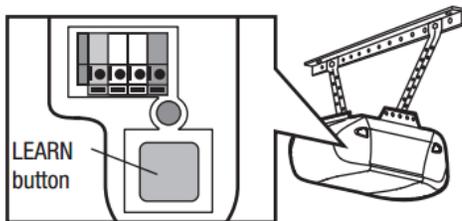


## Appendix

### Connect to Alarm.com using Dealer Site

**Note:** You cannot register MyQ® Garage through Alarm.com if it is already registered through MyQ®/Liftmaster/Chamberlain or other similar apps. (See “Additional Resources”)

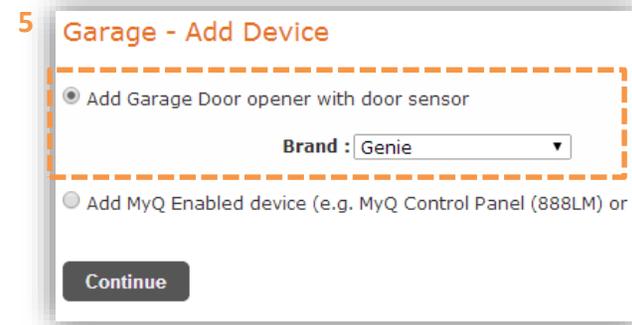
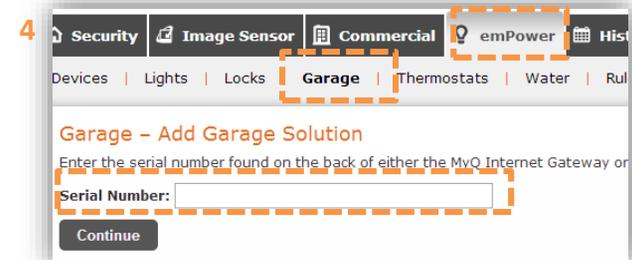
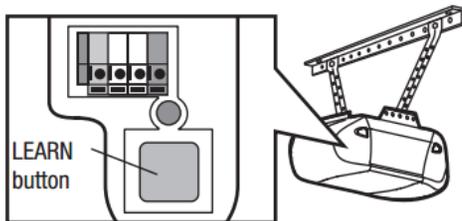
- 1) Make sure the LED on the Hub is green before registering through the Alarm.com Dealer Site.
- 2) Login to [www.alarm.com/dealer](http://www.alarm.com/dealer).
- 3) Find and select the customer you'd like to connect with the Wi-Fi Hub.
- 4) Select service plan on the left and add the “Garage Door Control” and “LiftMaster Integration” add-ons to the account's service plan (Service Plan -> Change Service Plan).
- 5) Use the tabs to navigate to the emPower equipment page (Equipment -> emPower Devices) and select the LiftMaster section.
- 6) Select “Add Gateway” and enter the Wi-Fi Hub's serial number. The serial number can be found at the back of the Hub below the barcode. Please wait patiently as this process may take several minutes.
- 7) After a few minutes, the equipment page should show the LiftMaster Gateway in the equipment list.
- 8) Select “Add Device” for the Wi-Fi Hub that was just added. You may need to refresh the page first.
- 9) Follow the instructions presented to add door sensor(s) and garage door opener(s) to the system.



## Connect to Alarm.com using Customer Site

**Note:** You cannot register MyQ® Garage through Alarm.com if it is already registered through MyQ®/Liftmaster/Chamberlain or other similar apps. (See “Additional Resources”)

- 1) Make sure the LED on the Hub is green before registering through the Alarm.com Customer Site.
- 2) Please make sure the customer account has the appropriate add-ons.
- 3) Find the “Garage” sub-tab under emPower.
- 4) Click “Get Started” and enter the Wi-Fi Hub’s serial number. The serial number can be found at the back of the Hub below the barcode. Please wait patiently as this process may take several minutes.
- 5) Select “Add Garage Door opener with door sensor” and select garage door opener brand.
- 6) Select “Add Device” for the Wi-Fi Hub that was just added. You may need to refresh the page first.
- 7) Follow the instructions presented to add door sensor(s) and garage door opener(s) to the system.



## Troubleshooting

### The door sensor will not program to the Wi-Fi Hub.

Press the Test button on the door sensor (the Yellow LED should blink). If the Yellow LED on the door sensor does not blink, replace the battery and try programming the door sensor again. Should replacing the battery not work, you may need to replace the door sensor.

### The Wi-Fi Hub will not connect to the internet.

-Make sure there is sufficient Wi-Fi signal in the garage. The thickness and number of walls, doors or other barriers between your router and garage can affect signal strength. The average range is about 50-100 feet from the Wi-Fi router. To test if it will work, take your smartphone into the garage and turn on Wi-Fi to be sure you get a signal. MyQ® Garage performance is best if your phone shows two or more bars, however the MyQ® Garage should perform properly with one bar as well. Try connecting the Hub to the internet from the same room as your router. Then move the Hub back to the garage to determine if the Wi-Fi Hub will keep a solid connection (solid Green LED). If a solid connection can not be maintained, you can use a Wi-Fi range extender readily available at most consumer electronics stores to boost signal strength in the garage.

### Android device will not connect to the Wi-Fi Hub.

-Some mobile devices like the Samsung Galaxy use a feature called “auto-switching” which can cause the phone to switch away from the home Wi-Fi network. This will prevent it from being able to share network settings with the Wi-Fi Hub. This feature can be turned off in advanced Wi-Fi options.

-If you have a newer Android phone or an Android phone running 4.x (Ice Cream Sandwich or Jelly Bean), the phone may be restricting access to the Wi-Fi signal. You need to uncheck “check for internet service.”

-Settings > Connection > Wi-Fi > (Menu button) > Advanced > Uncheck “check for internet service”:

-Connect using Bluetooth enabled device

- 1) Plug in the Wi-Fi Hub. The Blue LED will blink.
- 2) Connect your Apple® mobile device to the Wi-Fi network.
- 3) On your Apple® mobile device, go to Settings > Bluetooth, and turn on Bluetooth.
- 4) Find the Bluetooth MyQ-nnn device and select MyQ-nnn device to pair. “nnn” is the last 3 digits of the Wi-Fi Hub’s serial number.

**Note:** If your phone believes the Hub is not connected to the internet, try forgetting the device before pairing. To do this, select the blue information icon to the right of the device name and select forget this device. The MyQ-nnn device will reappear for pairing in few seconds.

- 5) When prompted, allow phone to share Wi-Fi network settings with the Wi-Fi Hub (this may take a minute). When the LED light turns green the device has successfully connected to the Wi-Fi network.
- 6) **DO NOT choose to install the LiftMaster iPhone application.**

### Trouble with Wi-Fi Hub (Gateway) registration.

Check if your gateway is associated with Liftmaster’s MyQ® Garage app. Each gateway can only be associated with one account. To delete the gateway from a LiftMaster account, delete the gateway **first** and then delete the “place”. Next, try re-registering the gateway on Alarm.com’s website.

### All of the remotes were disconnected from the garage door opener during the learn in process.

For many garage door openers, pressing and holding the program/learn button will cause the opener to forget all the devices that it is linked to. Try holding down the learn button for a shorter period of time to avoid this in the future.

### The Wi-Fi Hub will not operate the garage door opener.

-Ensure the garage door opener is compatible.

-Try manually programming the Wi-Fi Hub to the garage door.

- 1) Press and release the  BUTTON (Settings), the Blue LED will turn on solid.
- 2) Press and hold the  BUTTON again until the Green and Yellow LEDs alternate blinking. Press and release the  BUTTON again, the Yellow LED will turn on solid.
- 3) Press and release BUTTON 1 the number of times indicated in the chart (the Yellow LED will turn on solid)

NUMBER OF PRESSES	RF (IN MHZ)	BRAND
1	310, 315, et 390	LiftMaster® with Yellow LEARN button
2	315	LiftMaster® with Purple LEARN button
3	390	LiftMaster® with Orange LEARN button
4	390	LiftMaster® with Green LEARN button
5	315	Genie®/Overhead Door® Intellicode
6	390	Genie®/Overhead Door® Intellicode
7	318	Linear® Mega Code
8	310	Stanley® Secure Code
9	372.5	Wayne Dalton® Keeloq

- 4) Press and release the  BUTTON. The Yellow and Green LEDs will blink.
- 5) Press and release the LEARN button on the garage door opener.
- 6) Press and release BUTTON 1 until the garage door opener clicks. Press and release BUTTON 1 again to activate the garage door opener. If the garage door opener does not activate, press and release the  BUTTON, then repeat steps 3-6.
- 7) To exit programming mode, press and hold the  BUTTON until the Blue LED blinks (if Wi-Fi is not set up) OR the Green LED turns on (Wi-Fi has already been connected)

### Erase Wi-Fi Settings from Wi-Fi Hub

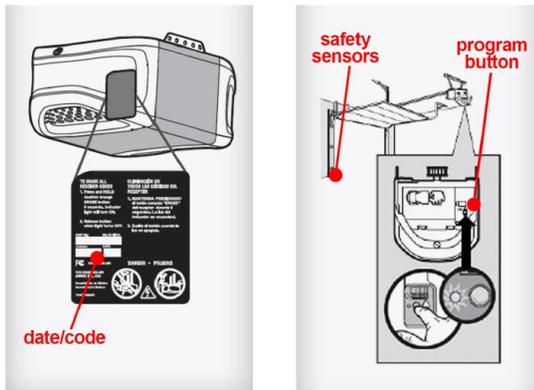
Press and hold the  BUTTON until the Blue LED blinks.

### Erase Door Sensors from Wi-Fi Hub

Press and hold the BUTTON 1 or 2 that is connected to the door sensor until the Yellow LED turns off.

If you are still unable to resolve your issue, contact us at [support@alarm.com](mailto:support@alarm.com).

## Universal MyQ® Garage Door Controller Compatible Openers - General



Openers	Radio Frequency (in MHZ)
LiftMaster® with purple LEARN button	315
LiftMaster® with yellow LEARN button	310, 315, 390
LiftMaster® with green LEARN button	390
LiftMaster® with orange LEARN button	390
Genie®/Overhead Door® Intellicode I and II	315, 390
Linear® Mega Code	318
Stanley® Secure Code	310
Wayne Dalton® Keeloq	372.5

Your garage door opener must have safety reversing sensors which can be found at the bottom of the track of the door. These sensors prevent the door from closing when there is something blocking the path of the door.

Most garage door openers manufactured by the following brands are compatible:

**Chamberlain:** all garage door openers with the following program button colors on the monitor portion of the operator: yellow, purple, orange, green and red.

**Craftsman:** all garage door openers with the following program button colors on the monitor portion of the operator: yellow, purple, orange, green and red.

**Genie:** all garage door openers manufactured after 1996 (Intellicode 1 and Intellicode 2).

**LiftMaster:** all garage door openers with the following program button colors on the monitor portion of the operator: yellow, purple, orange, green and red.

**Linear:** all garage door openers.

**Overhead Door:** all garage door openers manufactured after 1996 (Intellicode 1 and Intellicode 2).

**Raynor:** all garage door openers with the following program button colors on the motor portion of the operator: yellow, purple, orange, green and red.

**Stanley:** all garage door openers with a program (remote transmitter learn) button on the motor portion of the operator.

**Wayne Dalton:** most models including Classic drive, DoorMaster, iDrive, ProDrive and Quantum.

Others that are also compatible if manufactured after 1993: **Access Master, AssureLink, BuildMark, Do-It, Garage Access, Master Mechanic and True Value.**

**\*\*NOTE:** For detailed model compatibility, see separate compatibility document.

[Dealer Site > Sales and Support > Support Documents > Garage > MyQ Garage Compatibility Guide](#)