CHAMBERLAIN®

MyQ Garage™

INSTALL TIPS & HELP

How to Repeat Apple Bluetooth Connection to the Wi-Fi® Hub

If you need to repeat the Apple Bluetooth Wi-Fi setup, you must "Forget" the MyQ Bluetooth device.

1. Ensure the blue LED on the Wi-Fi Hub is blinking, if not press and hold the gear button until the blue LED blinks.
2. On your phone, go to Settings > Bluetooth > tap the (i) or the (>) next to the MyQ-nnn device.
3. Tap "Forget this device"
4. Tap "Forget Device"
5 Tap the MyQ-nnn device again to connect again and complete the Wi-Fi setup again.

Or try the method listed in the "Quick Start" manual under step 3 for "All Other Devices."

Android Will Not Connect to Wi-Fi Hub

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 Hub's Wi-Fi signal. You need to uncheck "check for internet service."

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

Poor Wi-Fi Signal in Garage

- Make sure you have a strong Wi-Fi signal in your garage. Check how many Wi-Fi "bars" your phone shows when in the garage. The 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.
- Follow step 3 of the "Quick Start" manual with your Wi-Fi Hub in 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 necessary, use a Wi-Fi range extender (readily available from most electronics retailers) and install the extender halfway between your Wi-Fi router and the garage.

Wi-Fi Hub to Garage Door Opener Programming: "Monitor Only" Situations

If your garage door opener is programming to "Monitor Only," try the following solutions:

- Make sure your garage door is compatible, check the compatibility list.
- Slide the Wi-Fi Hub off the bracket, rotate the Hub 180 degrees, and slide the Hub back onto the bracket.
- Relocate the Hub 6-12 inches farther away from the garage door opener.
- After repositioning the Wi-Fi hub, press and hold on the door image in the app and then choose "Select and Program Opener" to program the Hub to the garage door opener again.

Using the App to Control the Garage Door and Door is Not Responsive

If using a MyQ® app to control the garage door and the door is not responsive (app is indicating "No response…"), try the following solutions:

- Slide the Wi-Fi Hub off the bracket, rotate the Hub 180 degrees, and slide the Hub back onto the bracket.
- Relocate the Hub 6-12 inches farther away from the garage door opener.
- Check your Wi-Fi signal in the garage (see "Poor Wi-Fi Signal in Garage").

Need more help? Click here.

Email Chamberlain Technical Support: technical.support@chamberlain.com

Call Chamberlain Technical Support: 1-800-528-9131
(6 am – 8 pm MST, Mon – Sat)

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