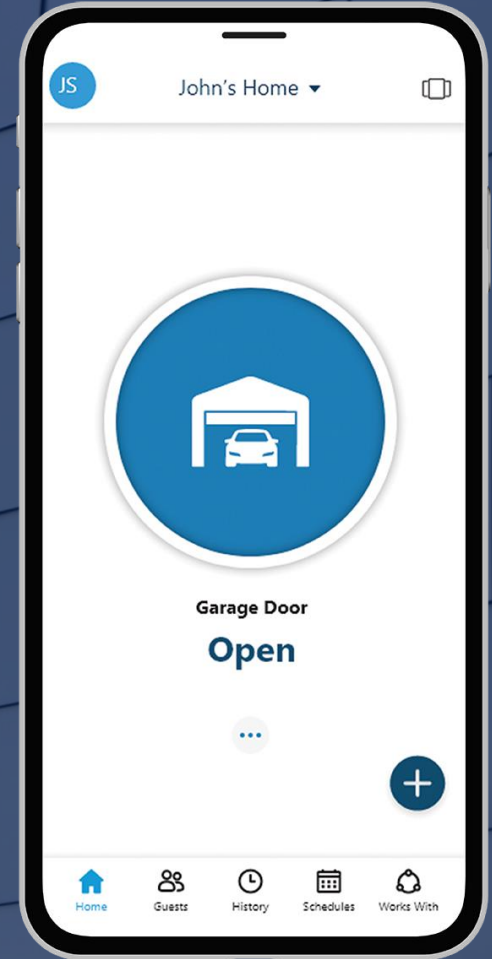


# myQ<sup>®</sup> Smartphone Control

ANDREW BUCKLER, SALES MANAGER UK & ROI



# Content

## Introduction

- History
- Compatibility

## Functions

- Control
- Monitoring: Notifications / Push Messages
- Access Management (myQ guest)
- Schedules (closing events)
- History log

## Installation and Set-up

- Hardware
- Account creation
- Device connection

## Sales Argumentation

- Why myQ?

## Product Information

- Available Products

# Why myQ?

## Vision

Giving the power of access and knowledge



# Introduction

## myQ SYSTEM

- Introduced in 2011 in US and 2013 in Europe
- Completely owned and maintained by Chamberlain Group
- Initially only monitoring and control features for garage door openers
- In the meantime, strong extension of features and compatible products for access solutions
- In Europe focus on residential garage and gate operators
- myQ App for iOS and Android devices, 5 languages: EN, NL, DE, FR, ES
- Apple Watch compatible

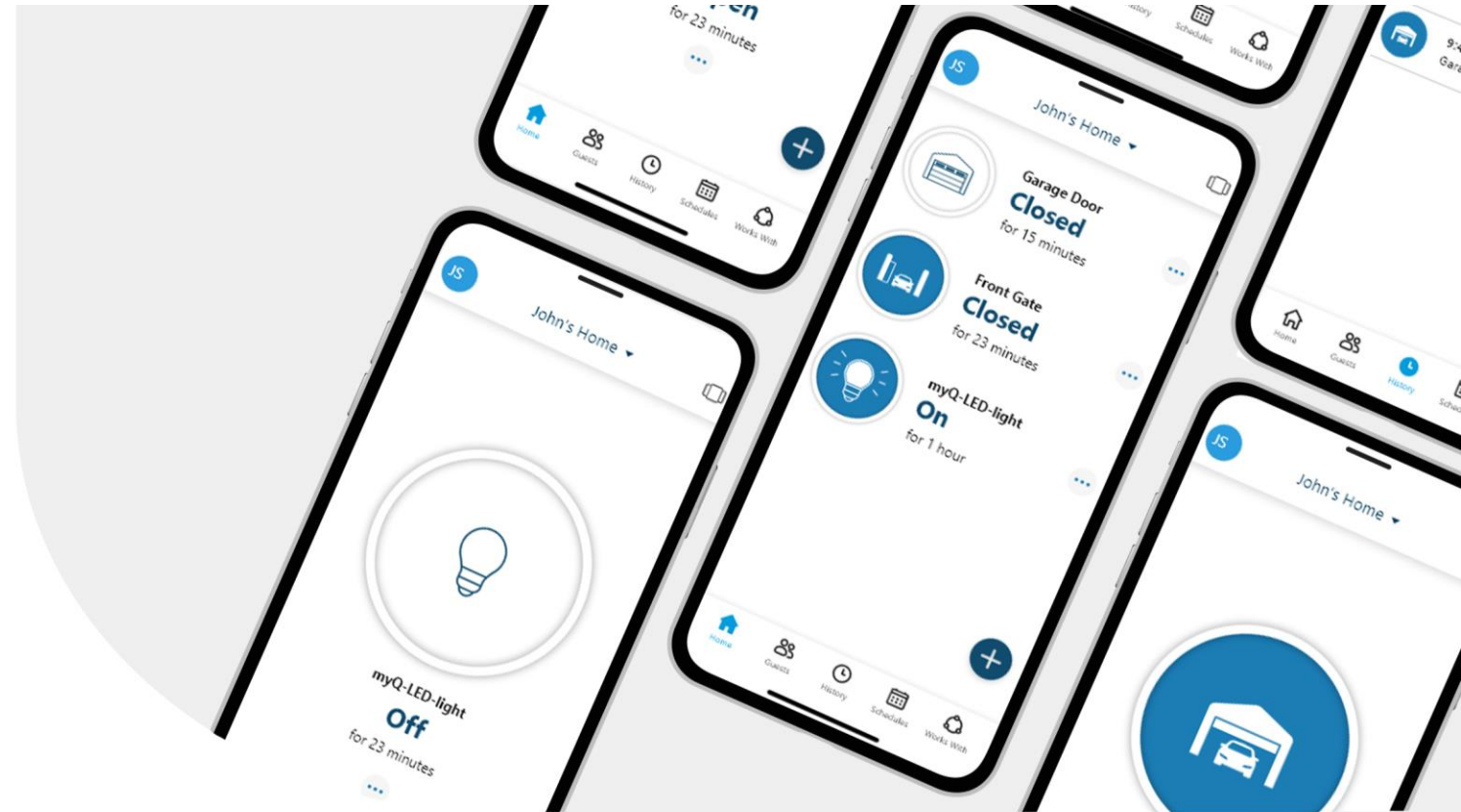
# myQ Functions

UNPRECEDENTED VISIBILITY AND CONTROL

# Functions Overview

## myQ SYSTEM


- Monitoring
- Control
- Access Management (myQ guest)
- Schedules
- Notifications
- History Log

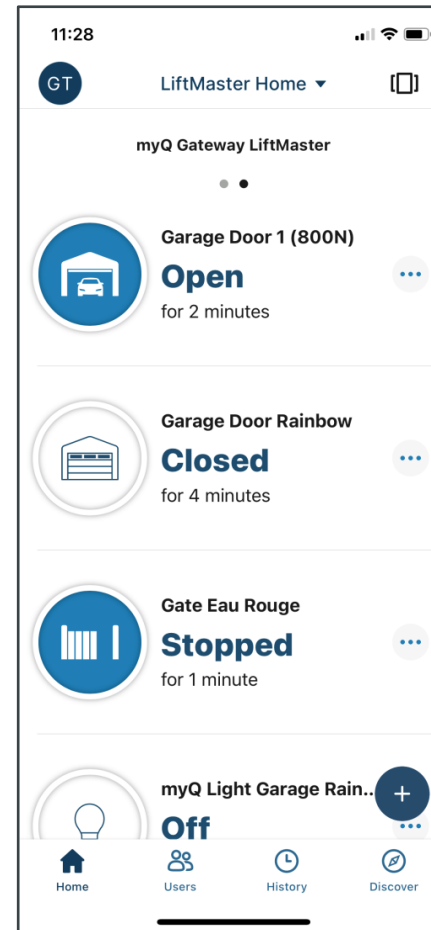


# Monitoring

## myQ FUNCTIONS

- Status indication per device e.g. closed for 1 hour  
Open / Closed / Stopped / Offline
- Push notifications
- Mail notifications

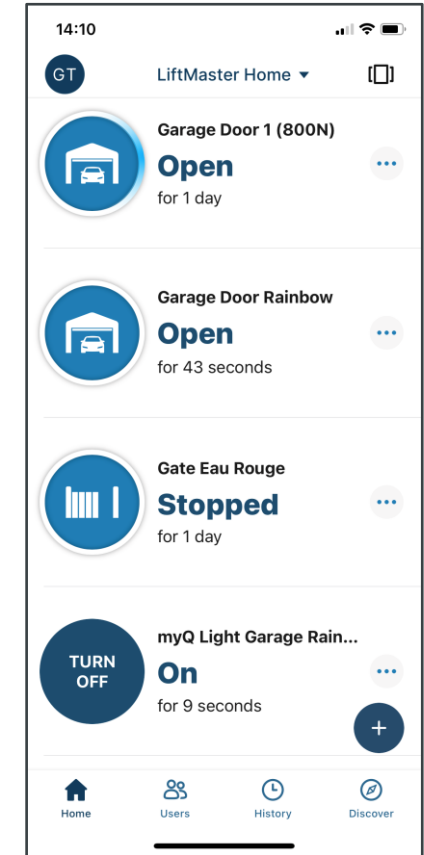
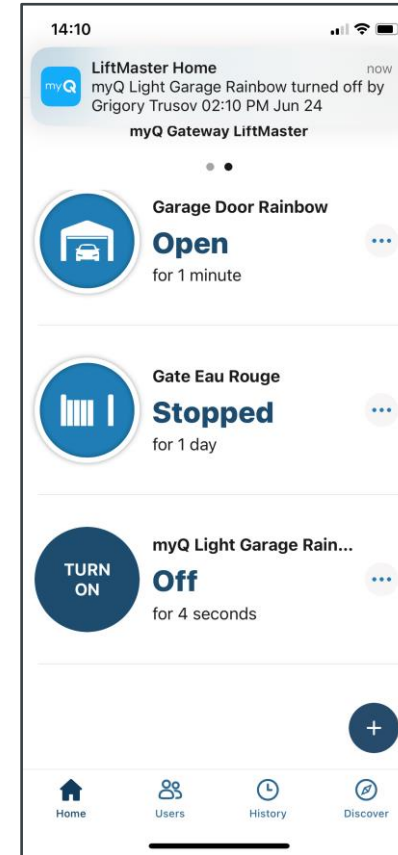
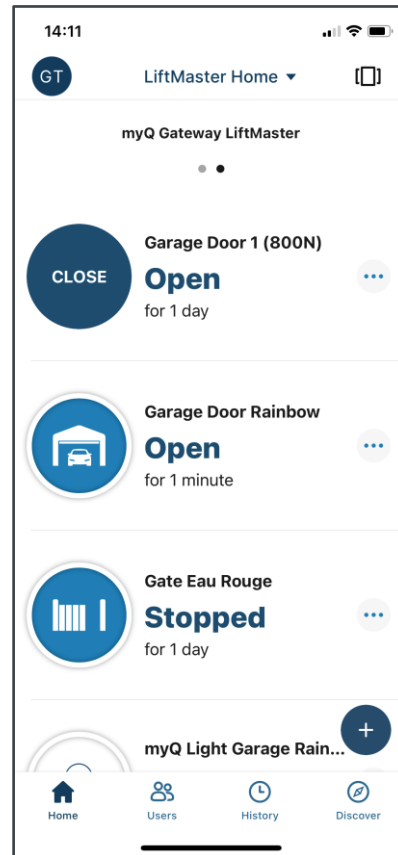
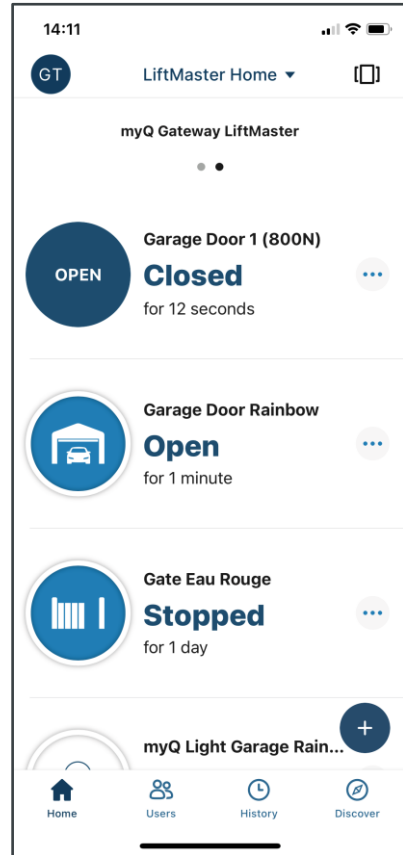
 **Insight**  
Monitoring the status and activity has a much higher value than a control over the door (according to customer feedback).



# Control

## myQ FUNCTIONS

- Opening
- Closing
- On / Off for lights

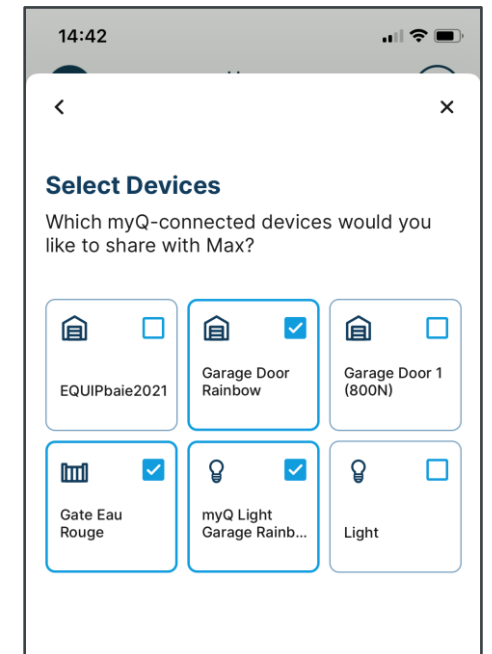
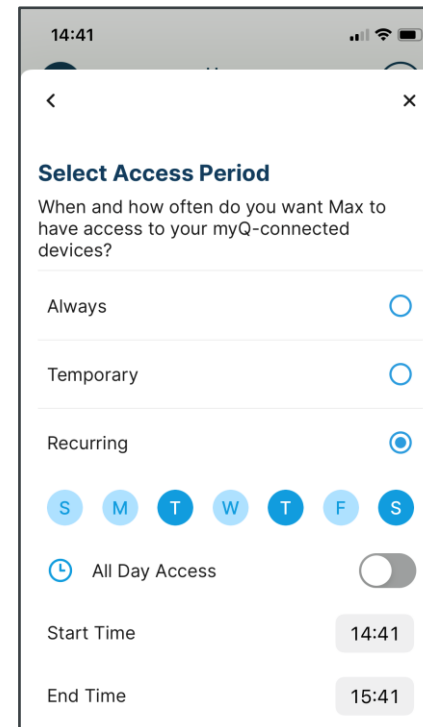
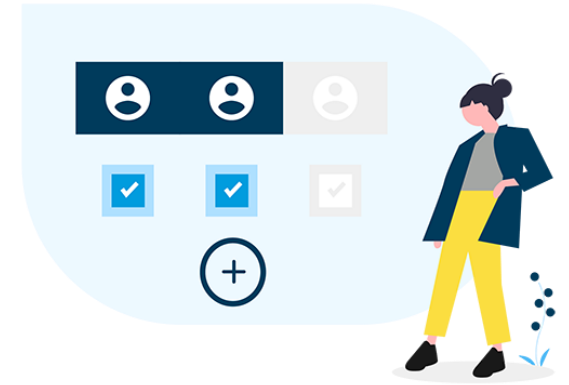




# Access Management: myQ guest

## myQ FUNCTIONS

- Invite up to 2 co-owners and 5 guests
- Co-owner: extended access with rights to add and delete devices, add guests, see history etc.
- Guest: only in control of enabled devices  
Full time / Recurring / Temporary access
- Can always be changed or removed
- Invite valid 7 days
- Invited person needs myQ account



# Access Management: myQ guest

## CO-OWNER EXPLAINED

Invite your family members or people you trust to help manage your myQ home from their own myQ accounts.



### What's shared

Co-Owners will have access to view and control devices in the home. They will also have access to any new devices added later. This may include the garage door opener, cameras, locks, lights, etc.

### History, Notifications and Schedules

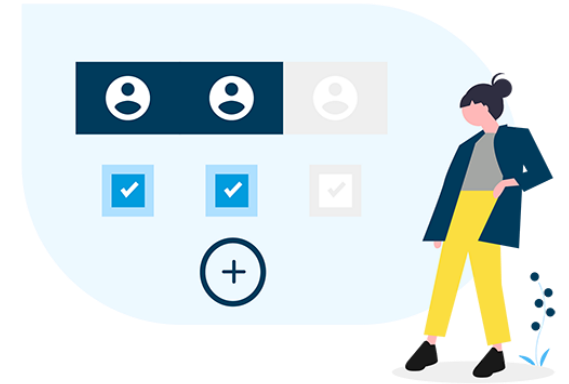
Co-Owners will be able to view history logs and set up new notifications for all myQ device activities, such as opening or closing the garage door. They can create or modify existing schedules. All device actions initiated by Co-Owner will be recorded.

### Manage Guests

Co-Owners can invite guests or other Co-Owners. They can revoke or modify existing Guest or Co-Owner permissions.

This feature is not intended for guests under 16 years of age. By tapping 'send' you are confirming your guest is 16 years of age or older.

Send



# Access Management: myQ guest

## GUEST EXPLAINED

Granting smart access empowers family members, friends or service workers to seamlessly perform tasks with their own myQ account without your supervision.



### What's shared

Guests will have limited access to specific devices you share during specified time periods. Their access is limited to opening or closing a garage door, locking or unlocking a door or turning a light on or off.

### What's shared

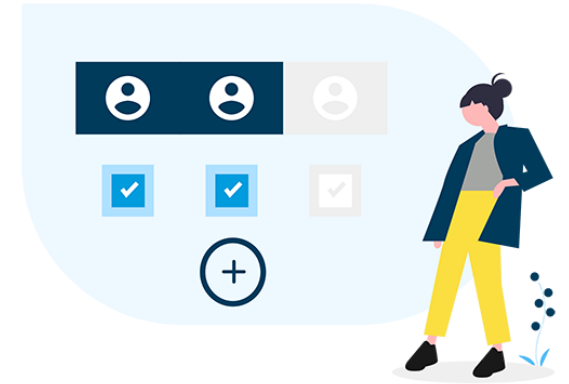
Guests will have limited access to specific devices you share during specified time periods. Their access is limited to opening or closing a garage door, locking or unlocking a door or turning a light on or off.

### History, Notifications and Schedules

Guests will not have access to history, notification and schedules. All Guest-initiated device actions will be recorded.

This feature is not intended for guests under 16 years of age. By tapping 'send' you are confirming your guest is 16 years of age or older.

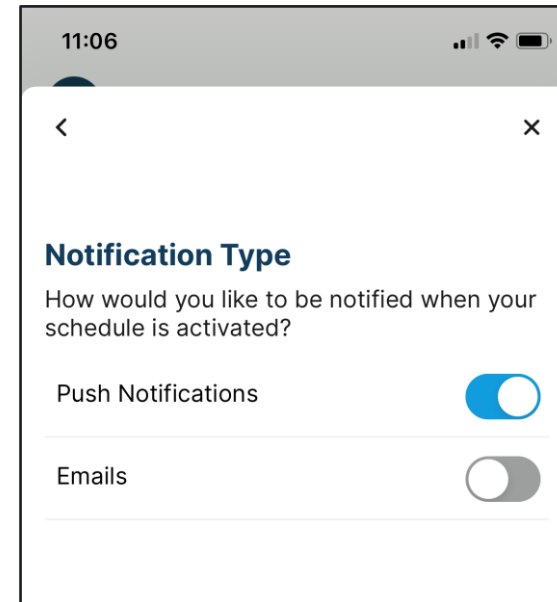
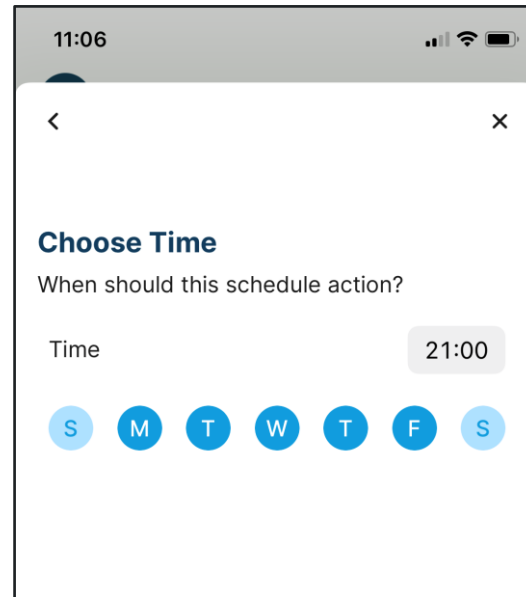
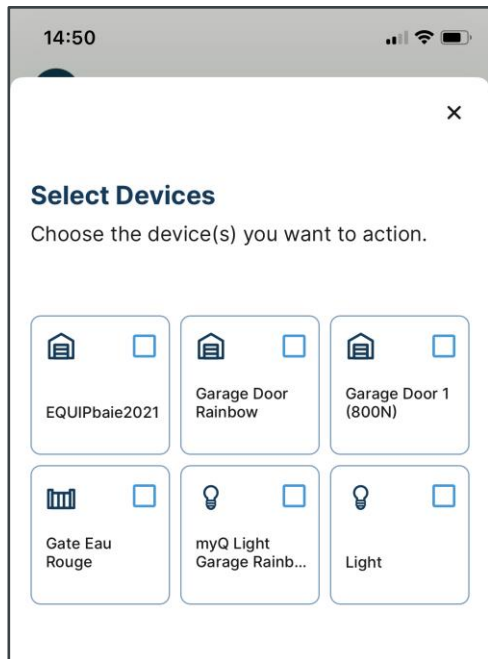
Send



# Schedules

## myQ FUNCTIONS

- Schedule actions for your devices on pre-set timing
- For automation products: closing only
- Optional notifications when executed per push message or mail



# Notifications

## myQ FUNCTIONS

- Push message or e-mail or both
- Individually per each device
- Choice of events
- Optional reminder after timer countdown
- Optional day and time setting

14:51

< Garage Door Rainbow x

### Notifications

Choose notifications you want to receive when your device is in use.

Notification Name

Opened

Stopped

Closed

When would you like to be notified of the above chosen actions?

Immediately

Remind Me   
Notify me if my door remains open or closed for a set amount of time.

When should this notification be active?

Custom Time and Day

How would you like to be notified?



How would you like to be notified?

Push Notification

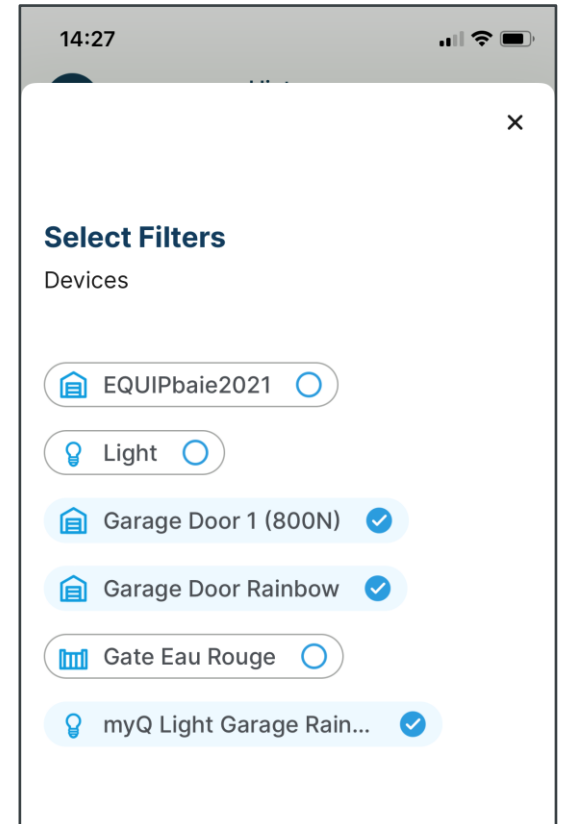
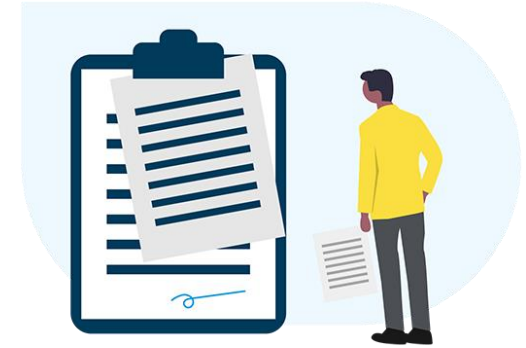
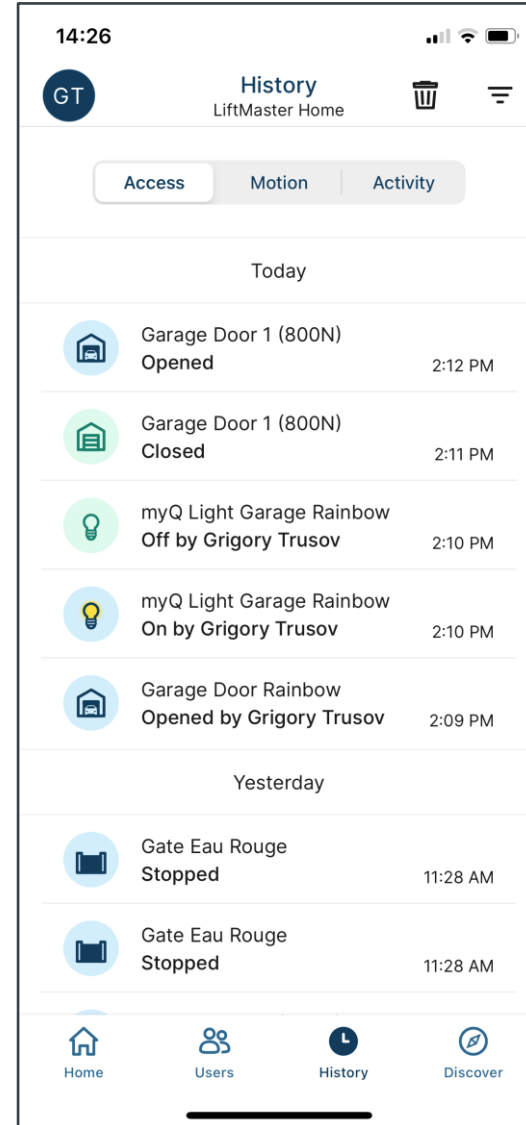
Email

Save

# History log

## myQ FUNCTIONS

- Access events tracked in a log
- Also account activity events are tracked e.g. invites of guests by co-owners
- Log history is 30 days
- Can be filtered to single devices



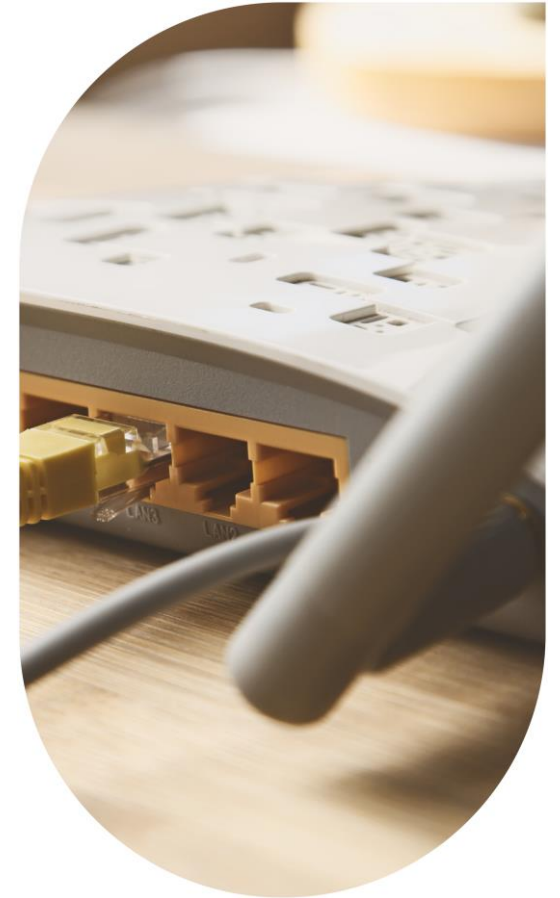
# Installation and set-up

GET STARTED

# Installation and myQ Set-up Procedure

## TOTAL GARAGE CONTROL

- Install hardware (router, gateway, end devices)
- Create a myQ account.
- **Ensure the user selects the correct Country Code ( UK etc ). Not U.S.**
- Learn end devices to myQ system
- Overview account and myQ app





# Hardware Installation

EASY AND SMART

- Use of photocells is mandatory when myQ is used
- Connect your gateway to your router via LAN cable. Green point solid on once server connected.



- End device installation according to respective manual.  
Currently available product groups:  
Garage Door Operators (complete High-Line series + WiFi LM3800W)  
Gate Operators (new EVK line and operators with CB124EV)  
myQ remote light (872EV)



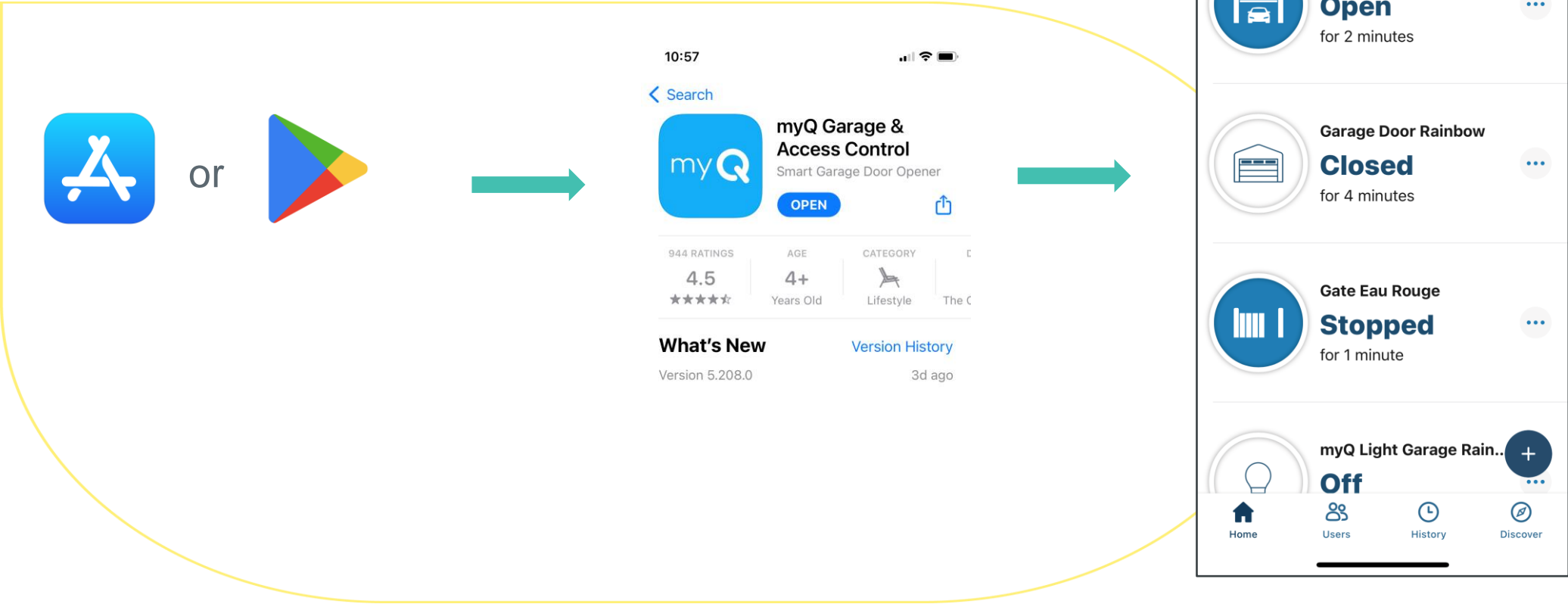
## Legal Notice

Use of presence detecting device (photocells) is mandatory as per standards for unattended use case which is automatic close or operation via smart phone.

# myQ Account Creation

## INSTALLATION PROCEDURE

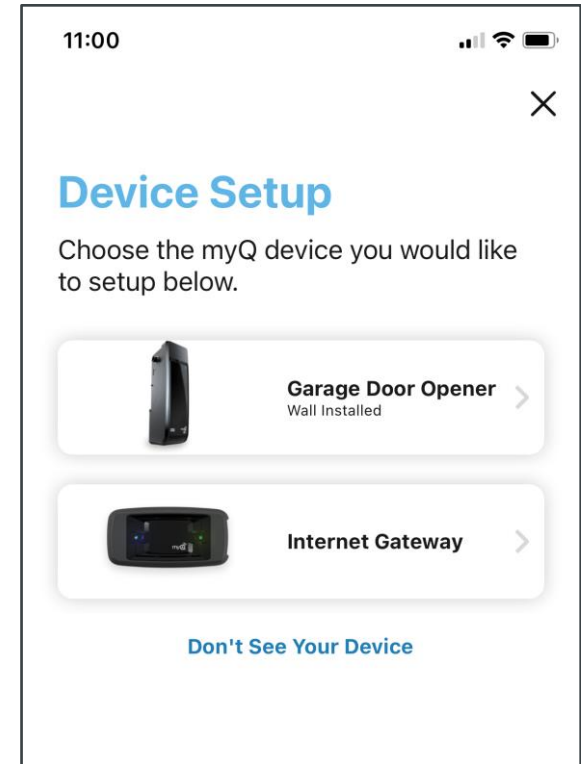
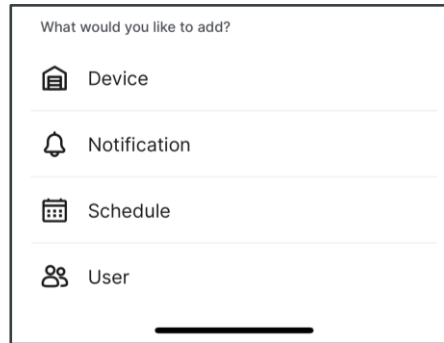
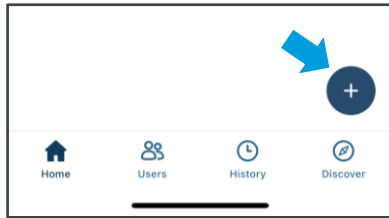
Create a myQ Account



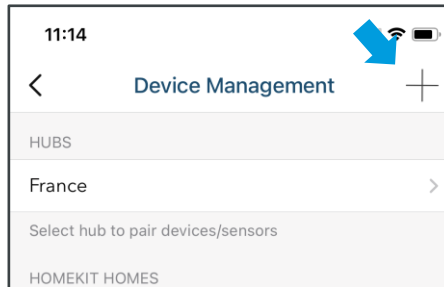
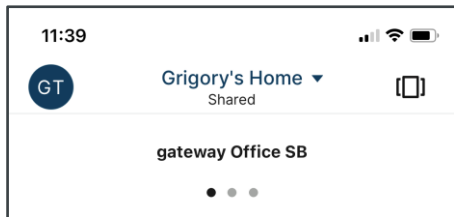
# Learn End Devices to myQ

MAKE LIFE SIMPLER AND YOUR GARAGE MORE SECURE

- **Step 1:** learn gateway into myQ app  
Option A: use quick action button and chose devices



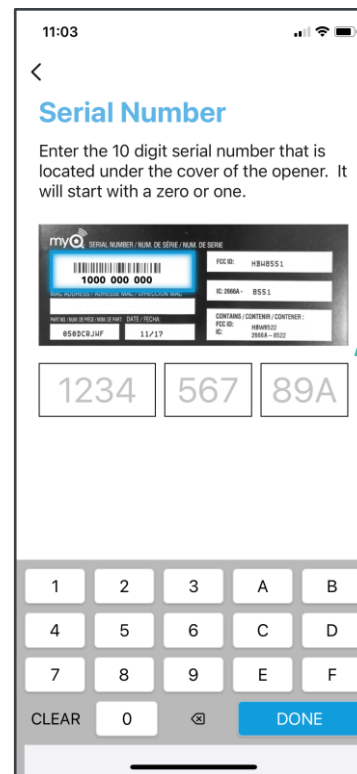
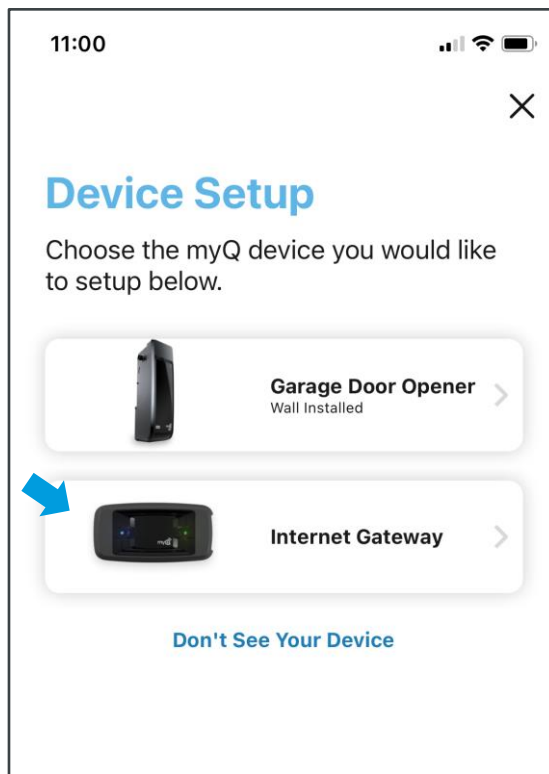
Option B: go to Account → Device Management → + button



# Learn End Devices to myQ

MAKE LIFE SIMPLER AND YOUR GARAGE MORE SECURE

- **Step 1:** learn gateway into myQ app → chose gateway and proceed with App instructions



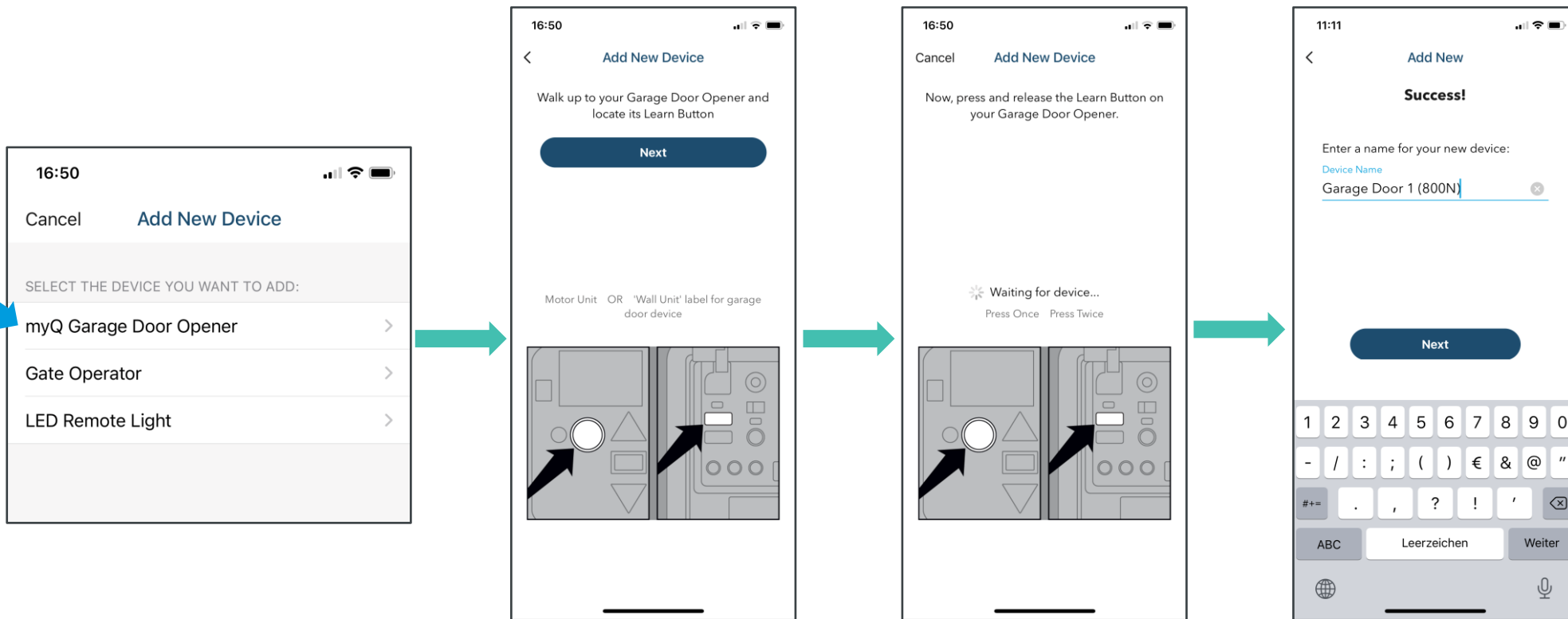
Scan or enter the serial number of the new gateway (located on the back label of the gateway).

Once confirmed proceed with naming the gateway.

# Learn End Devices to myQ

MAKE LIFE SIMPLER AND YOUR GARAGE MORE SECURE

- Step 2a: learn the garage door operator to the gateway



Choose a myQ garage door opener and follow app instructions:

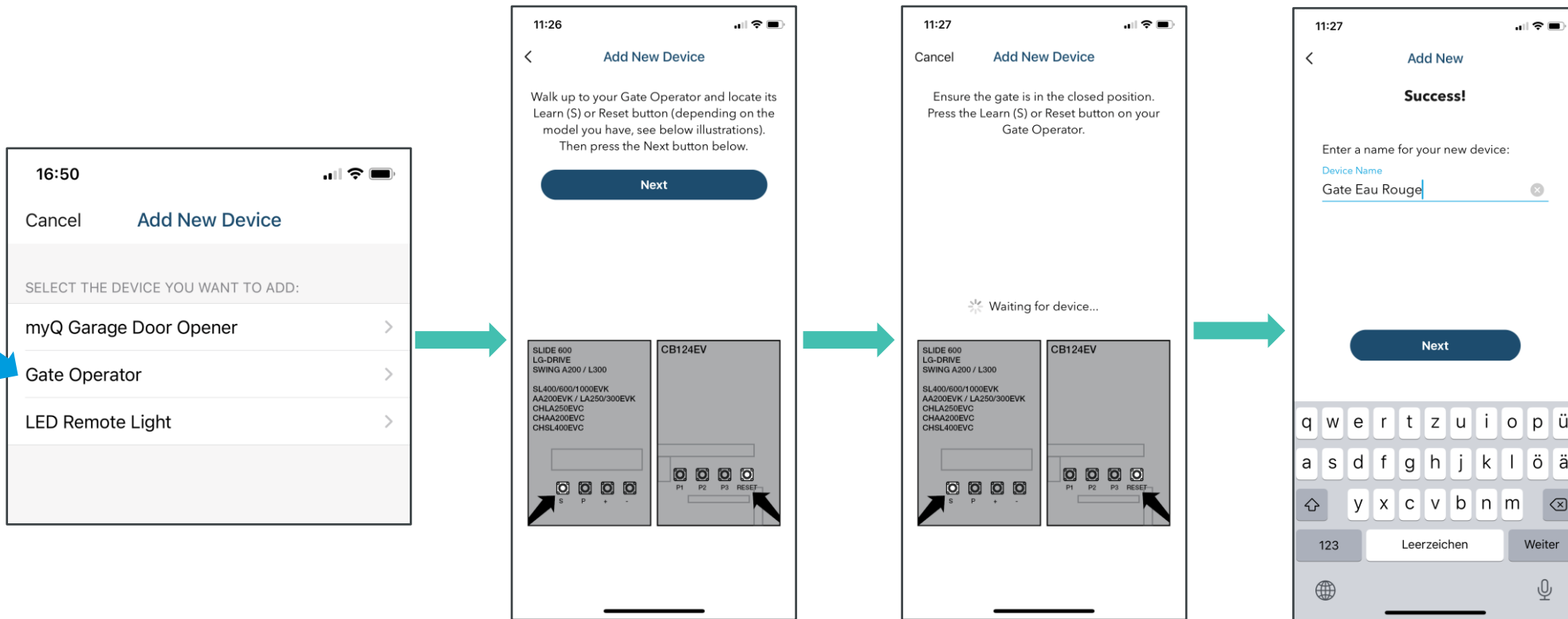
Press “Learn Button” on the operator (same as with transmitter).

Once confirmed by the app, provide operator name, e.g. garage 1.

# Learn End Devices to myQ

MAKE LIFE SIMPLER AND YOUR GARAGE MORE SECURE

- Step 2b: learn the gate operator to the gateway



Choose a myQ gate opener and follow app instructions:

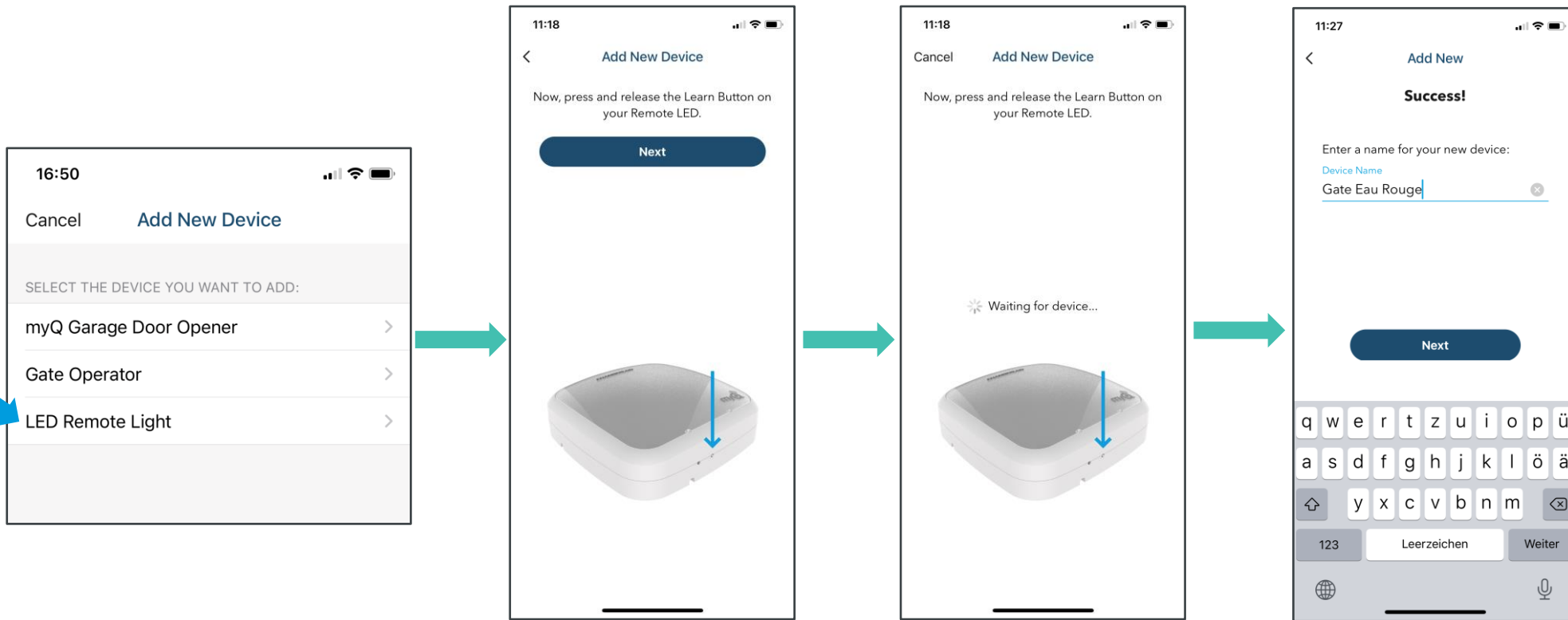
Press “Learn Button” on the operator (same as with transmitter).

Once confirmed by the app, provide operator name, e.g. garage 1.

# Learn End Devices to myQ

MAKE LIFE SIMPLER AND YOUR GARAGE MORE SECURE

- Step 2c: learn the myQ lights to the gateway



Choose a myQ lights and follow app instructions:

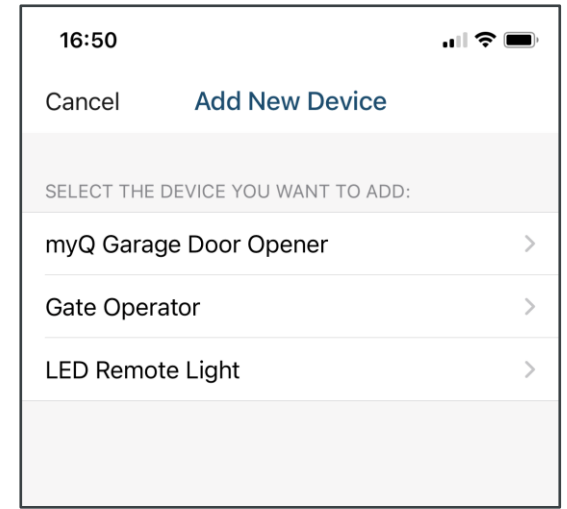
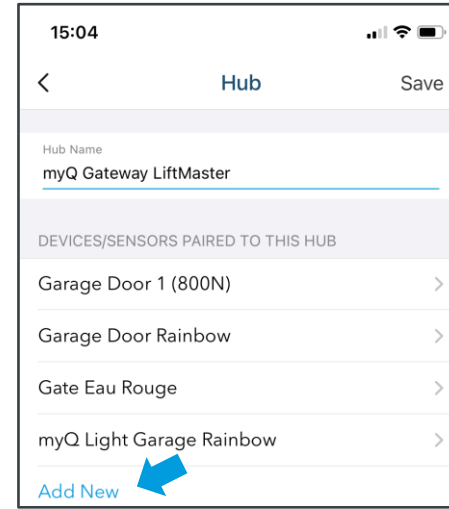
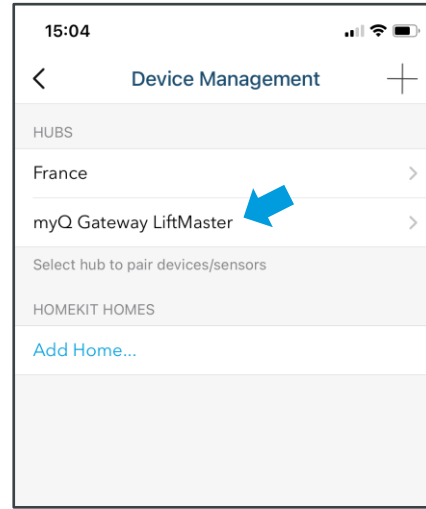
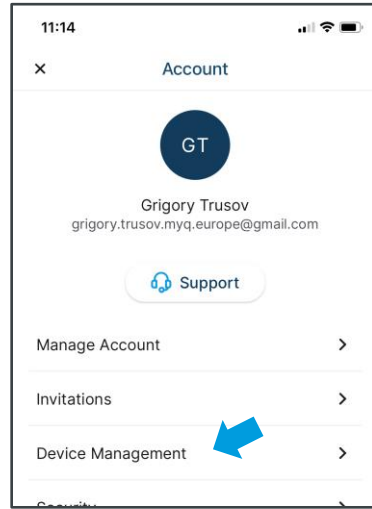
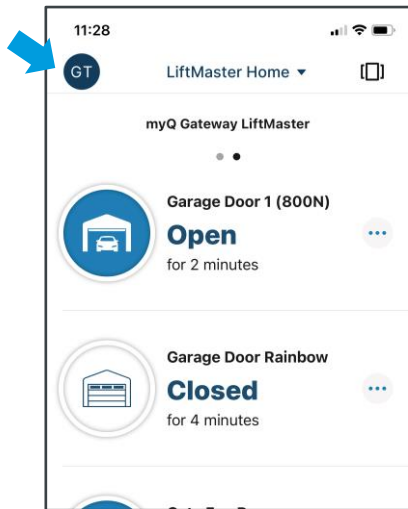
Press “Learn Button” on the lights (same as with transmitter).

Once confirmed by the app, provide lights name, e.g.light garage1.

# Adding New Device

CONNECTED, RELIABLE, SECURE

To add a new device to existing gateway just go into Account → Device Management → Chose the Gateway → Push Add New → Chose device to be added → Follow procedure to add a new device





# Overview

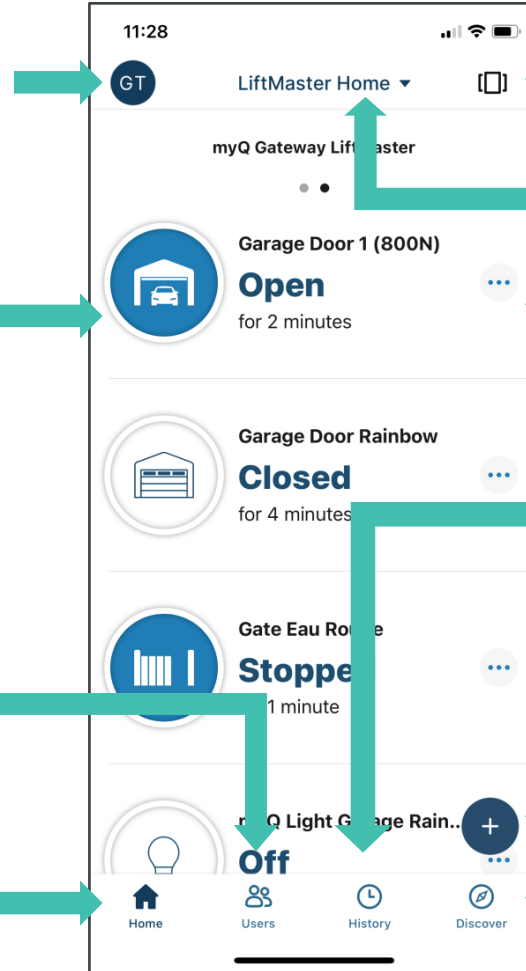
## NAVIGATION BUTTONS

Account management and settings

Connected devices and status

Guest management

Home button



Switch connected devices view

Switch between locations

Device settings and action button

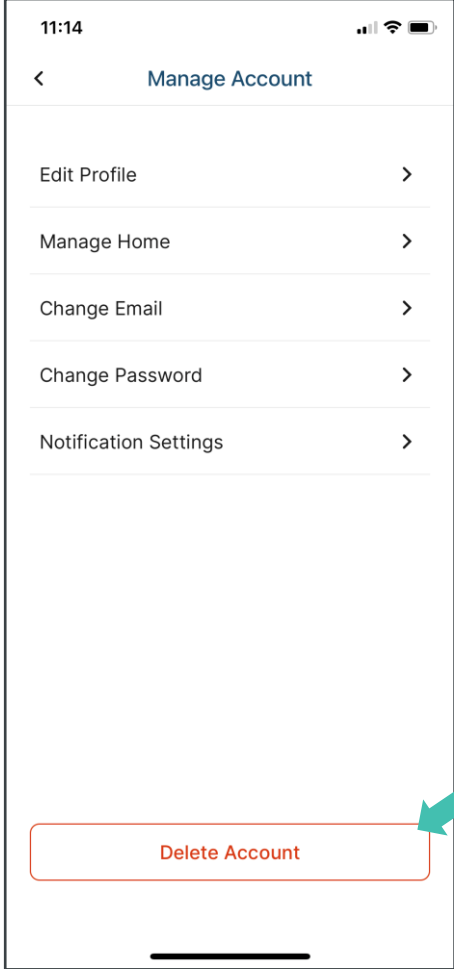
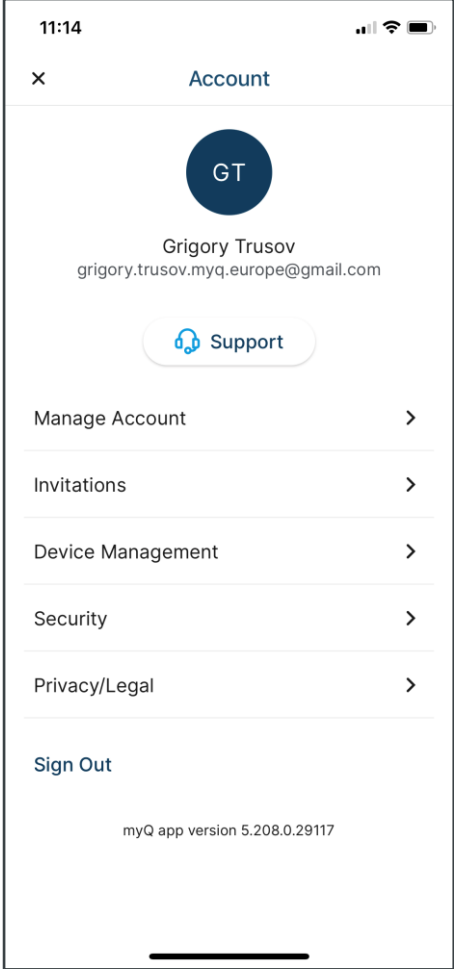
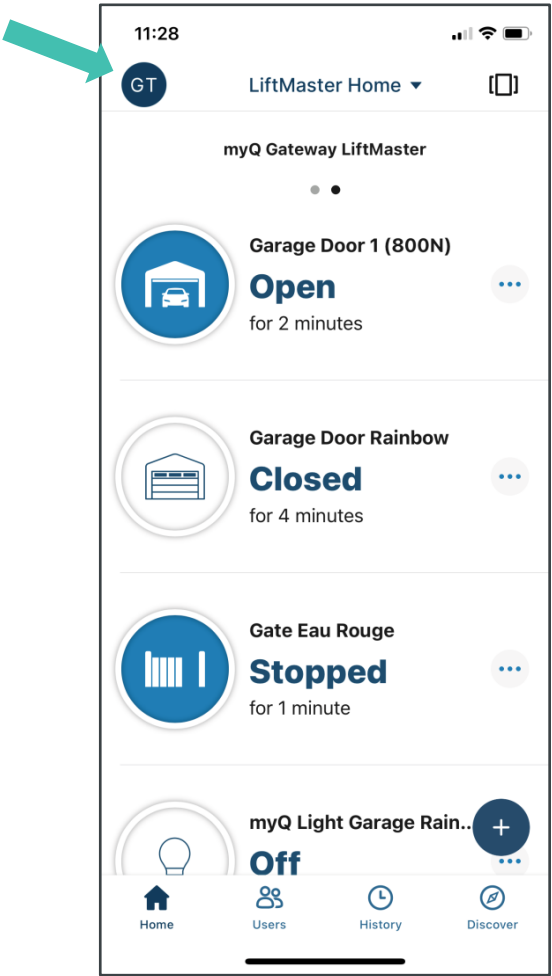
History log

Quick action button

In app news

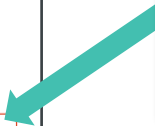
# Manage Account

## ACCOUNT



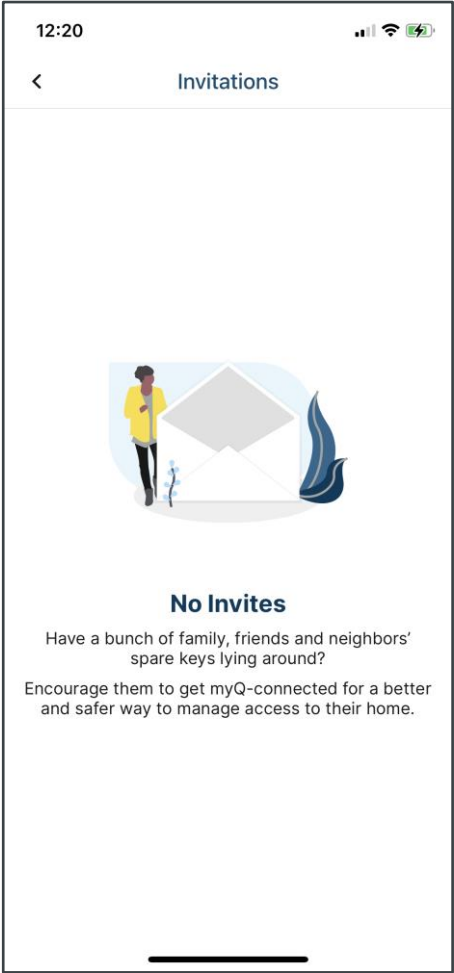
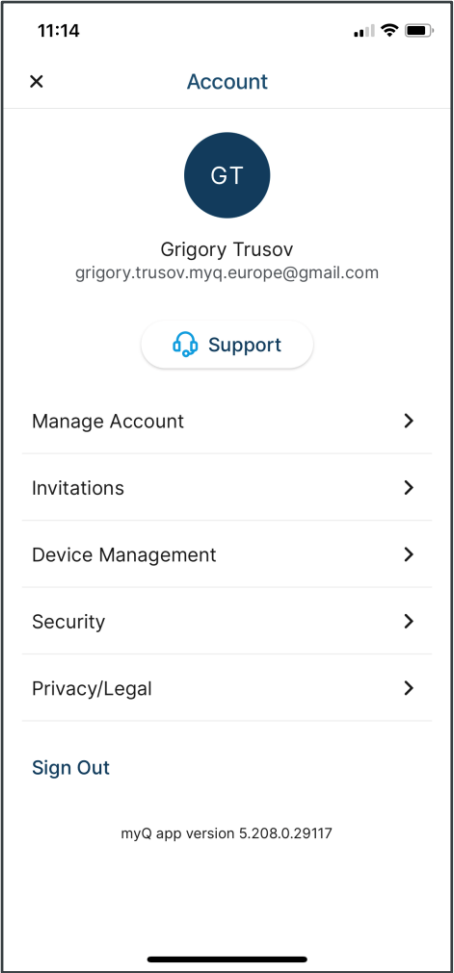
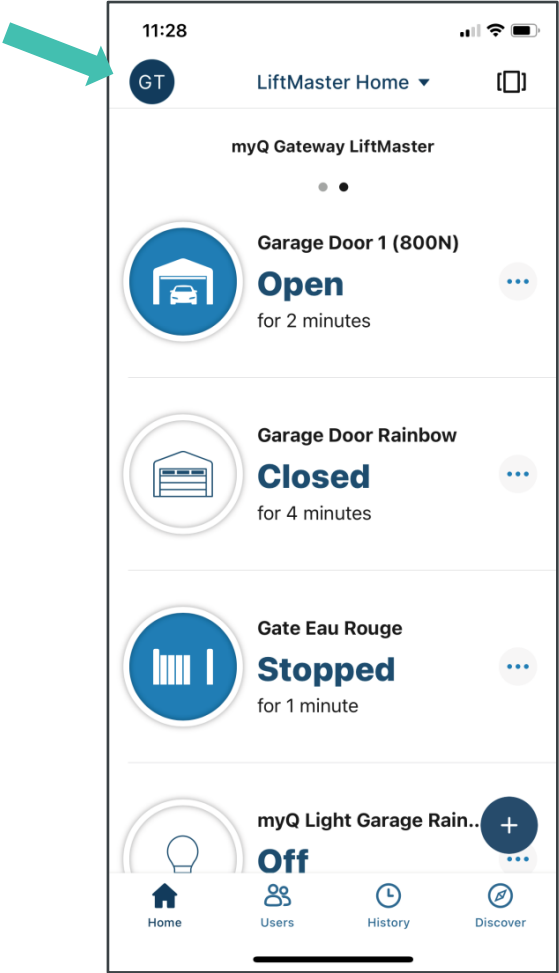
 **Advice**  
Want to delete account?

Delete your end devices and gateways first, only then delete your account.



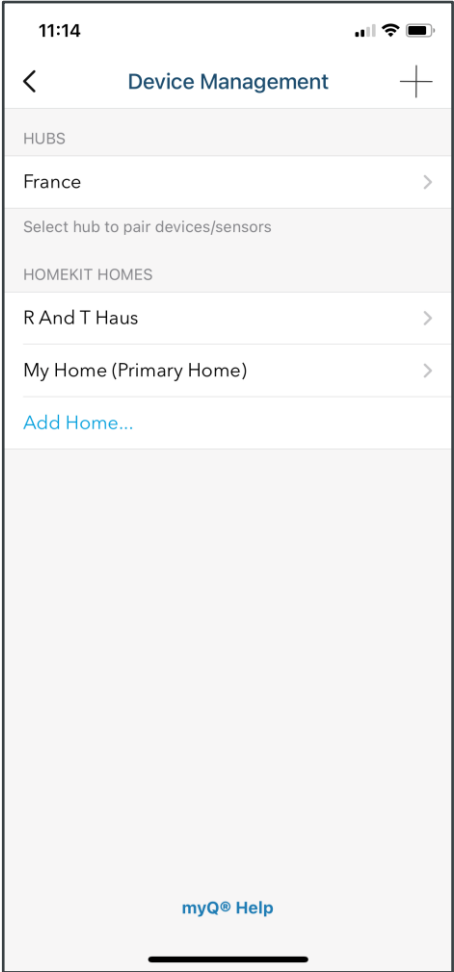
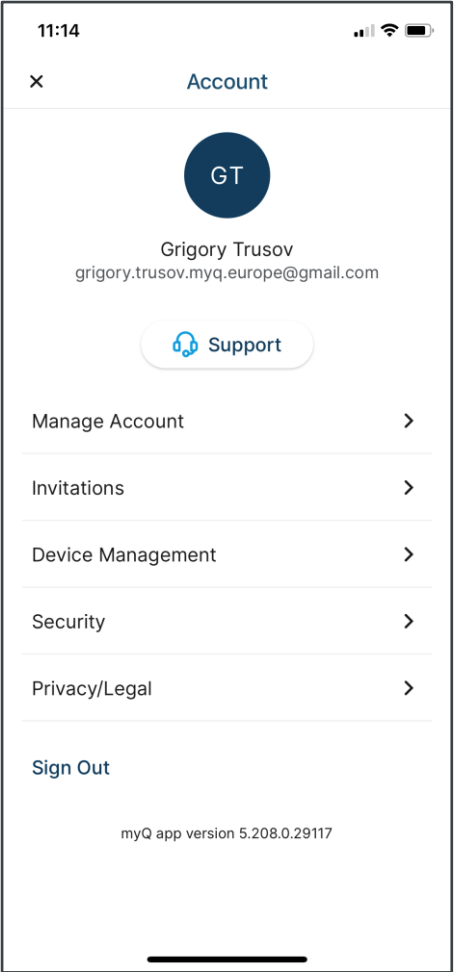
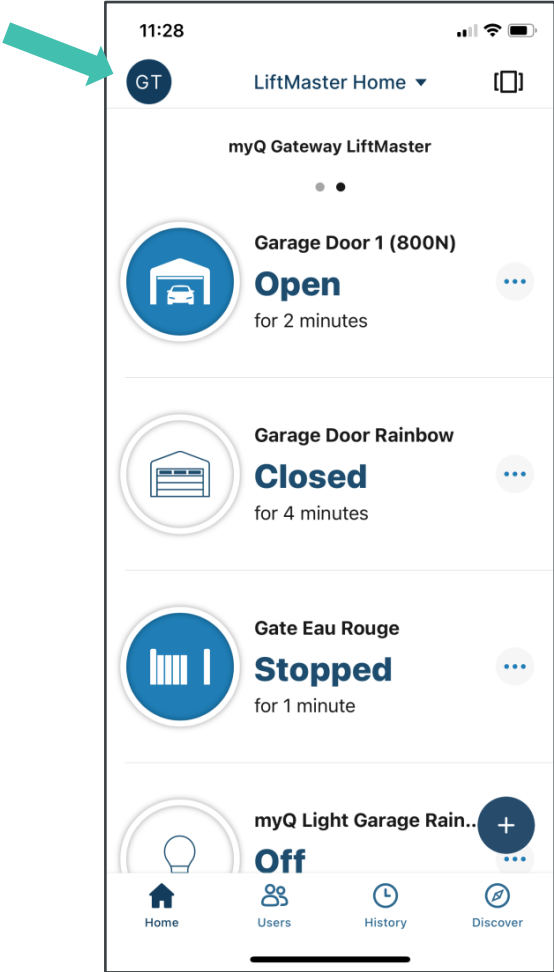
# Invitations

## ACCOUNT



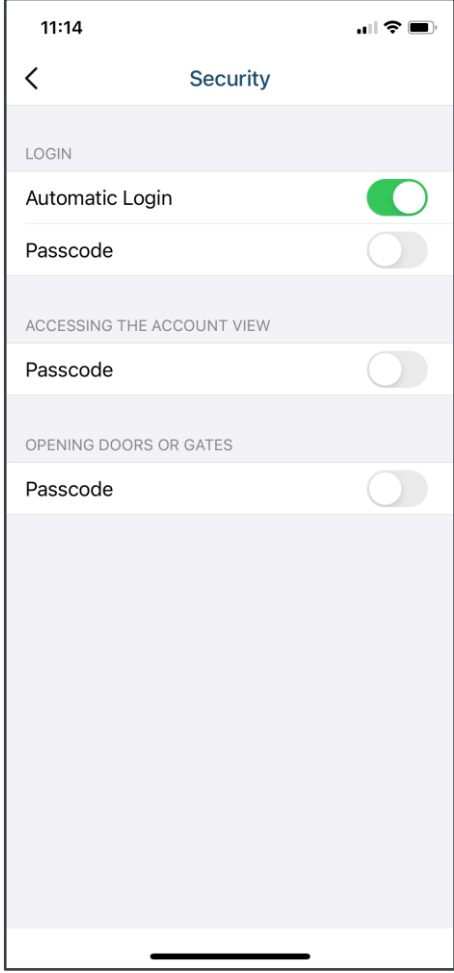
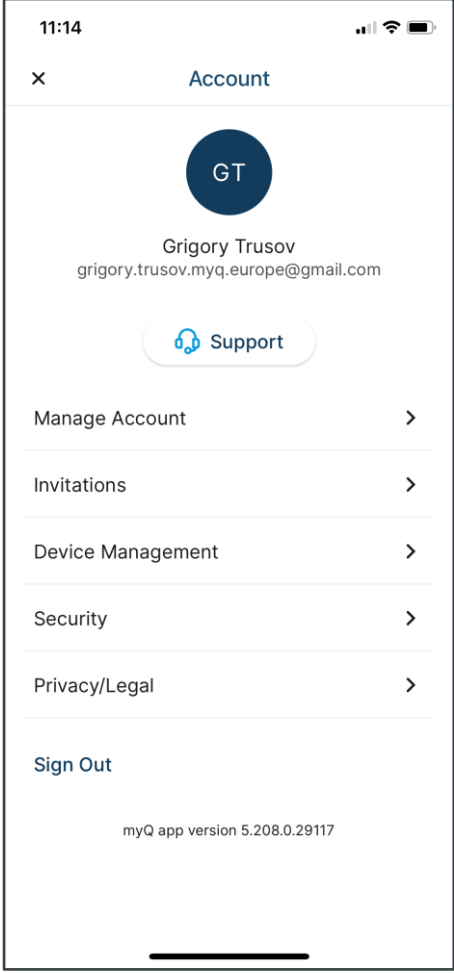
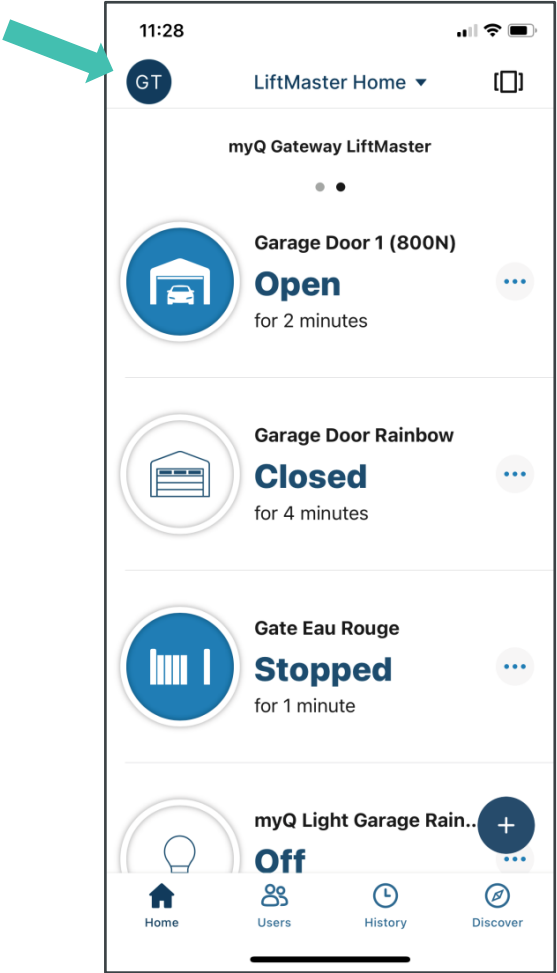
# Device Management

## ACCOUNT



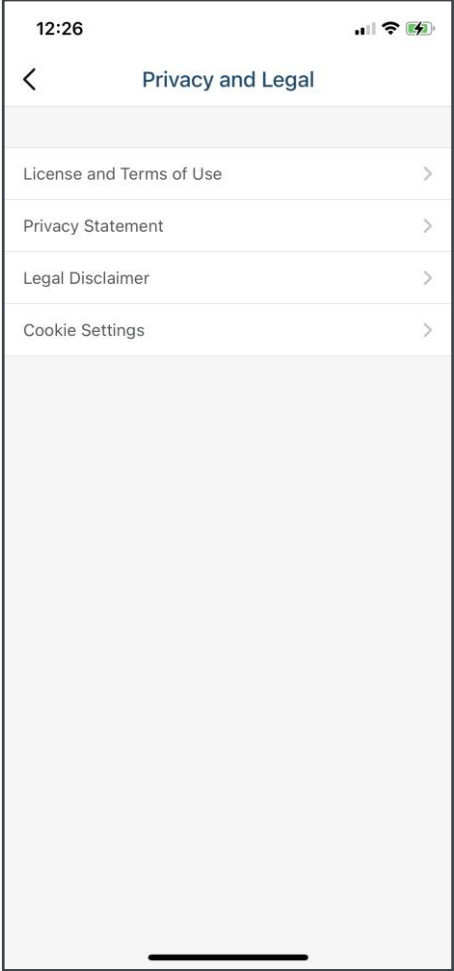
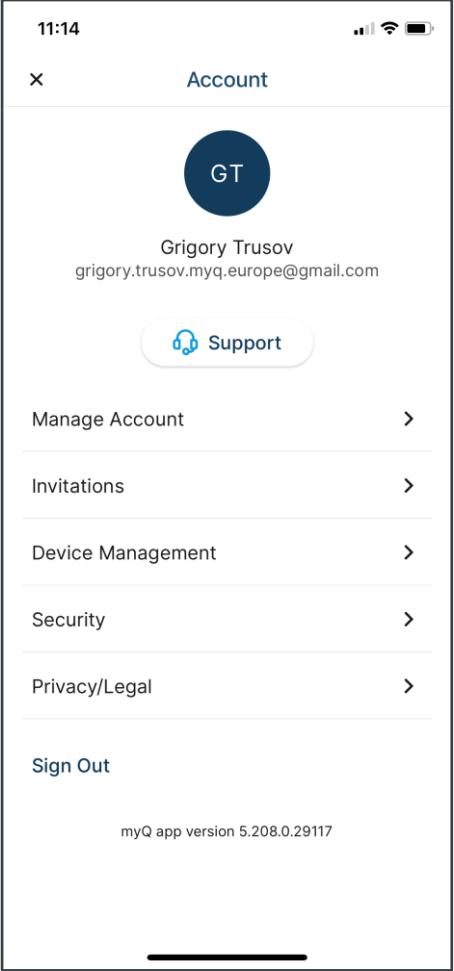
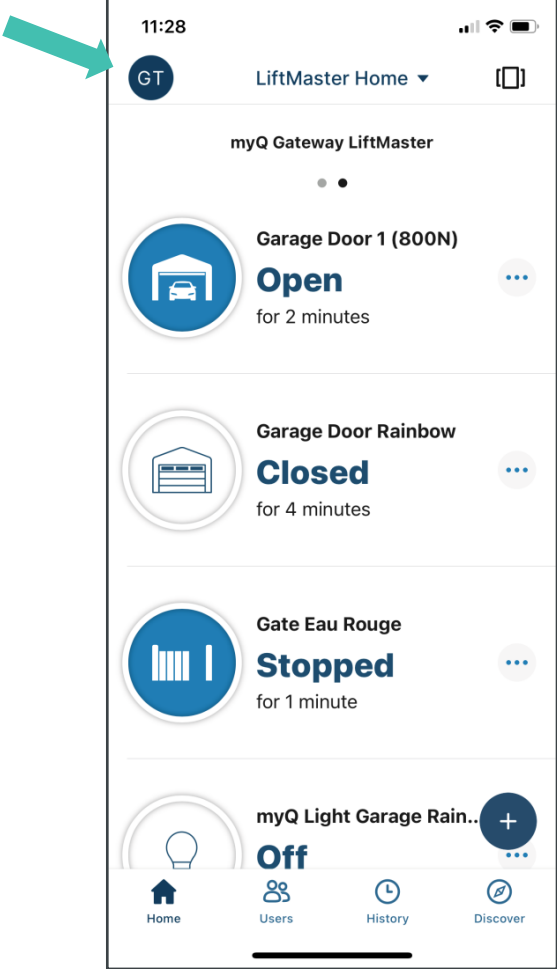
# Security

## ACCOUNT



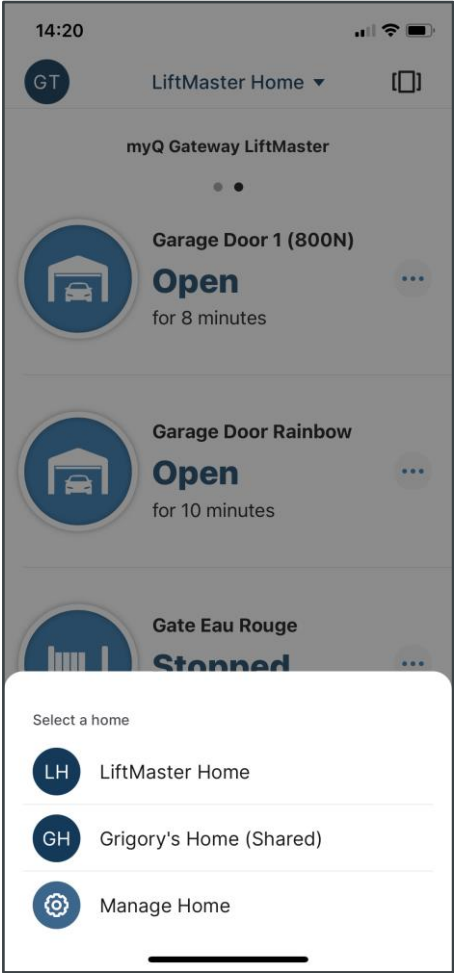
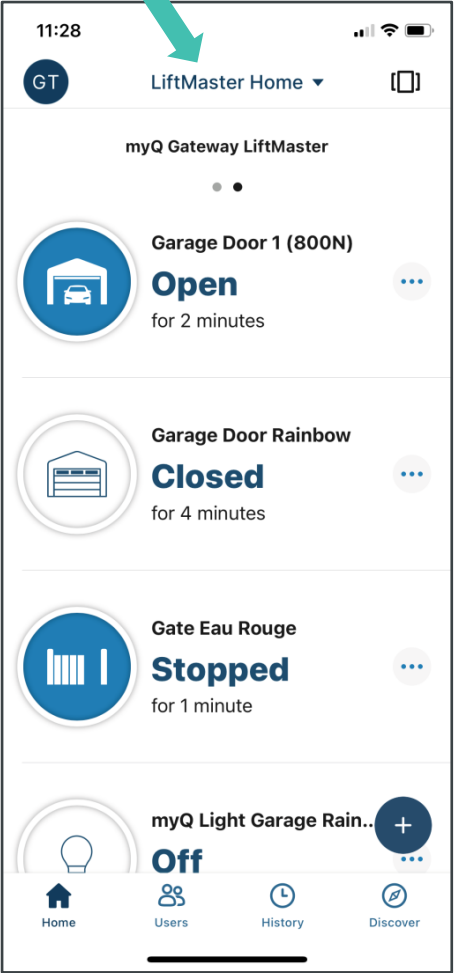
# Privacy/Legal

## ACCOUNT



# Switch between Locations

## ACCOUNT

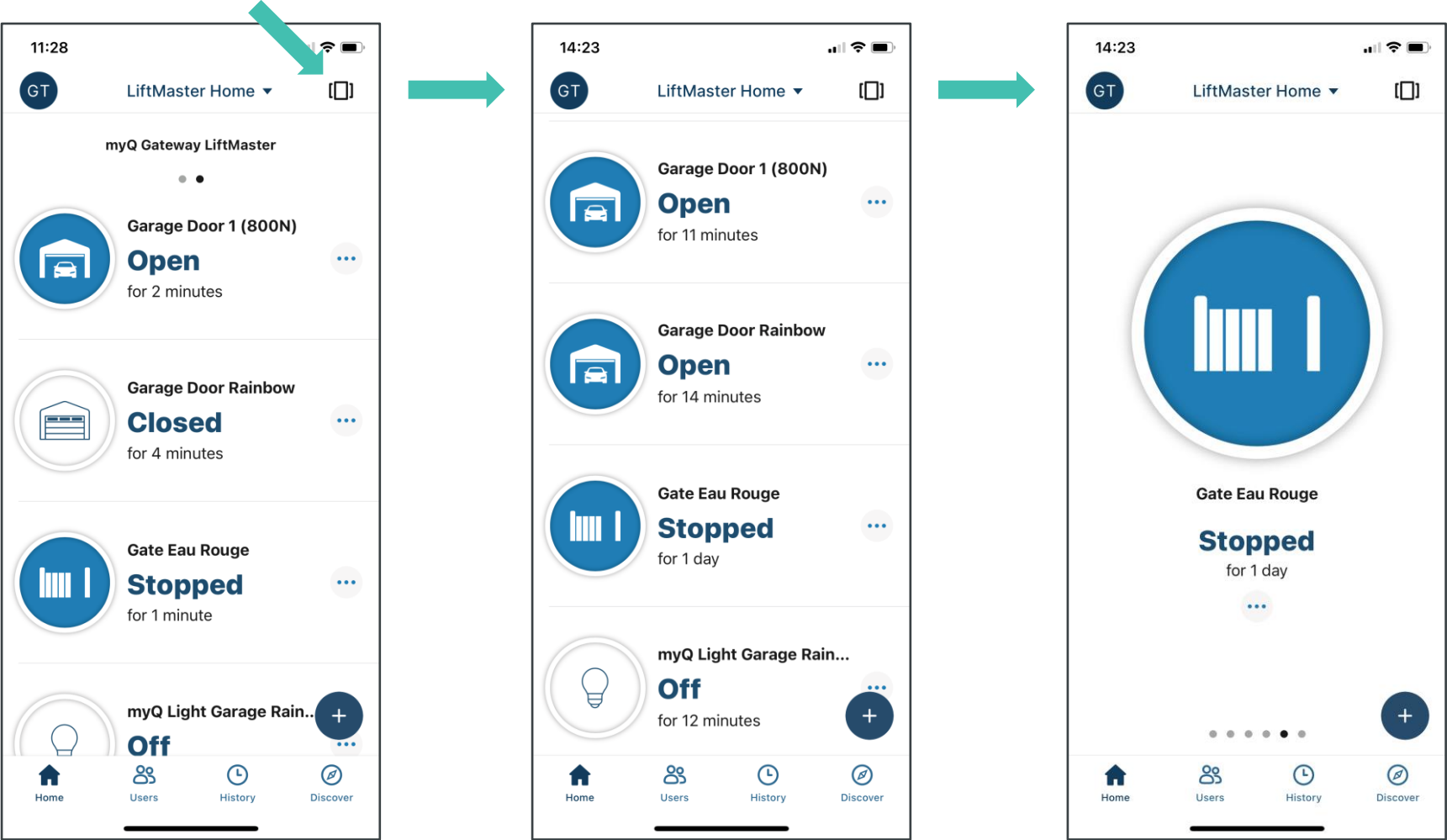


Switch between locations enables access to other locations on your account or getting to locations shared with you as a guest or co-owner.

“Shared” indicates it is location where you are invited as a guest or co-owner.

# Connected Devices View

ACCOUNT



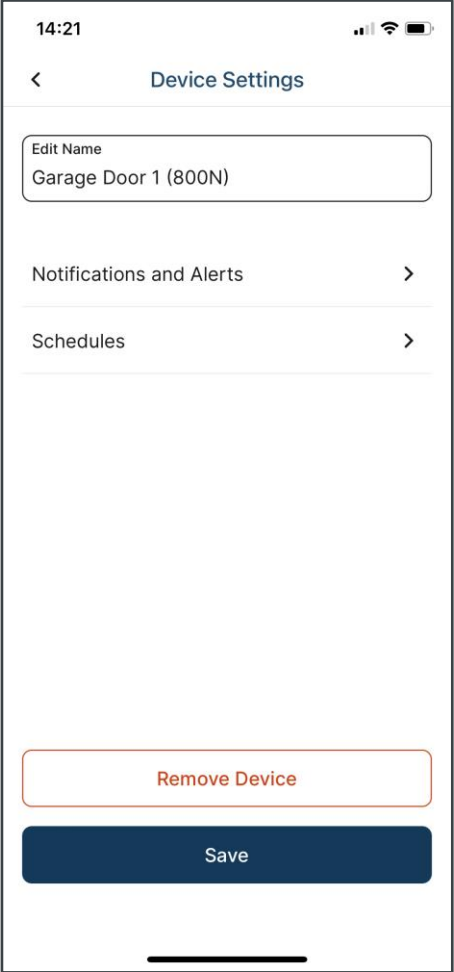
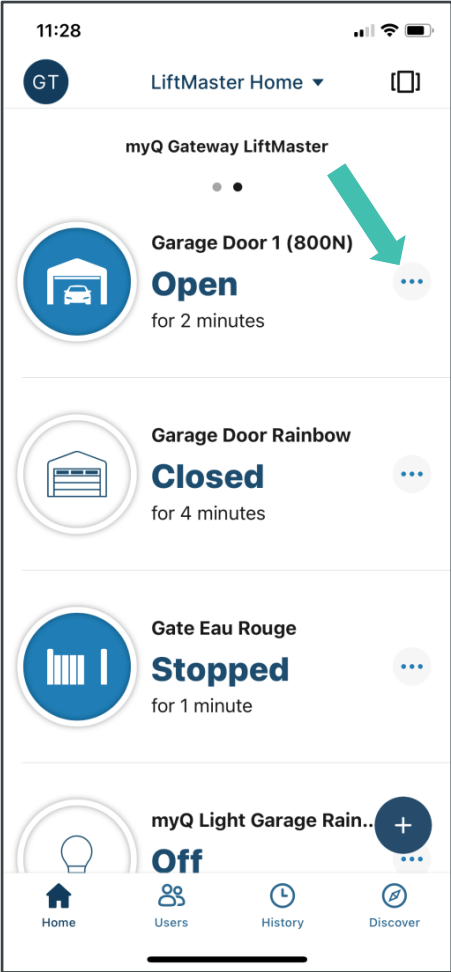
Connected devices view button enables different show of the connected units:

- per unit
- per hub/gateway
- all together



# Device Settings Button

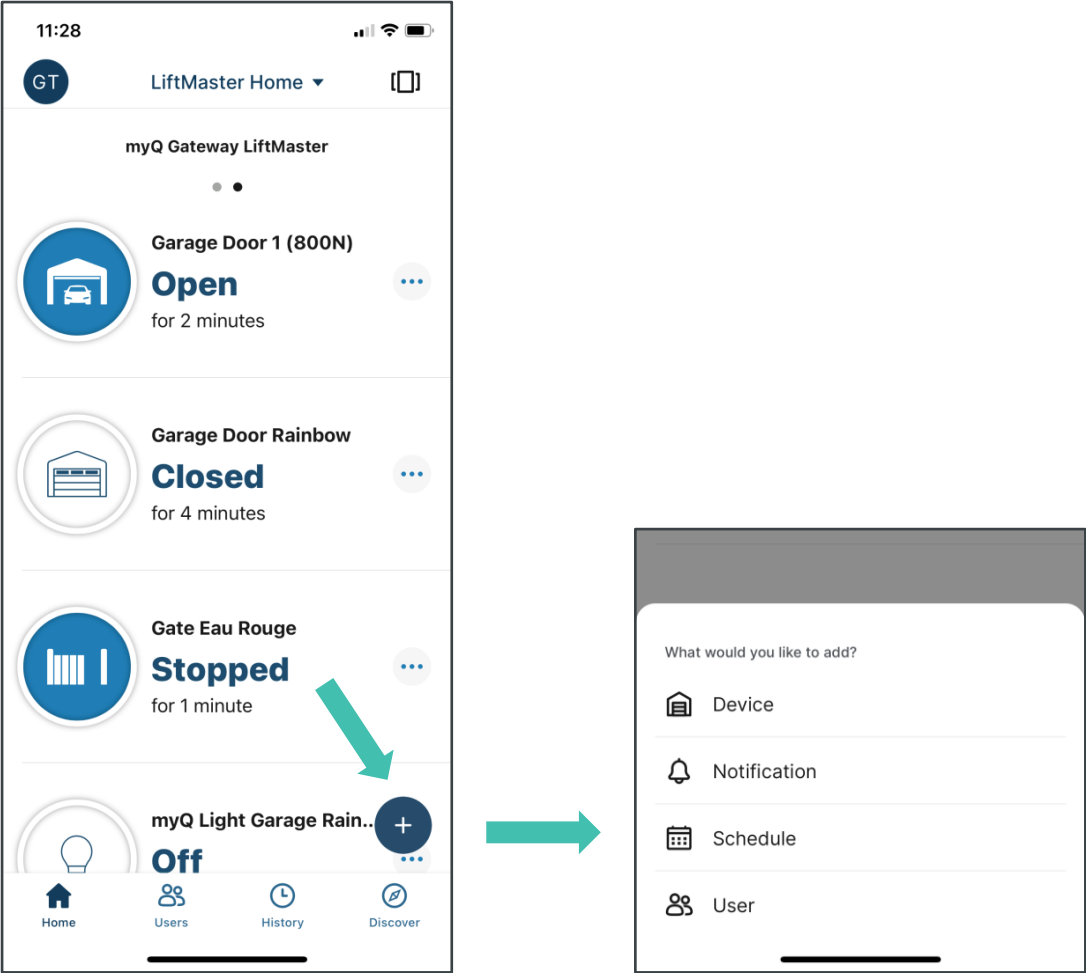
## ACCOUNT



Device settings button enables quick access to notifications and schedules settings or enables name change of device removal.

# Quick Action Button

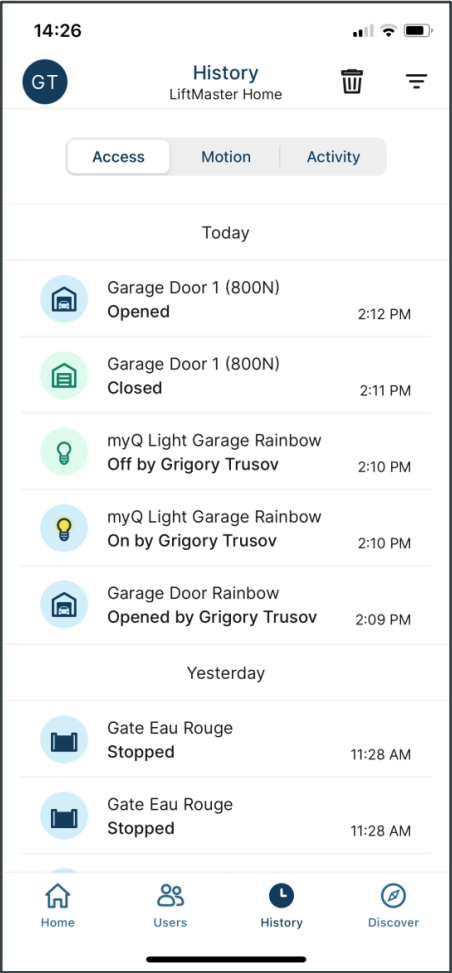
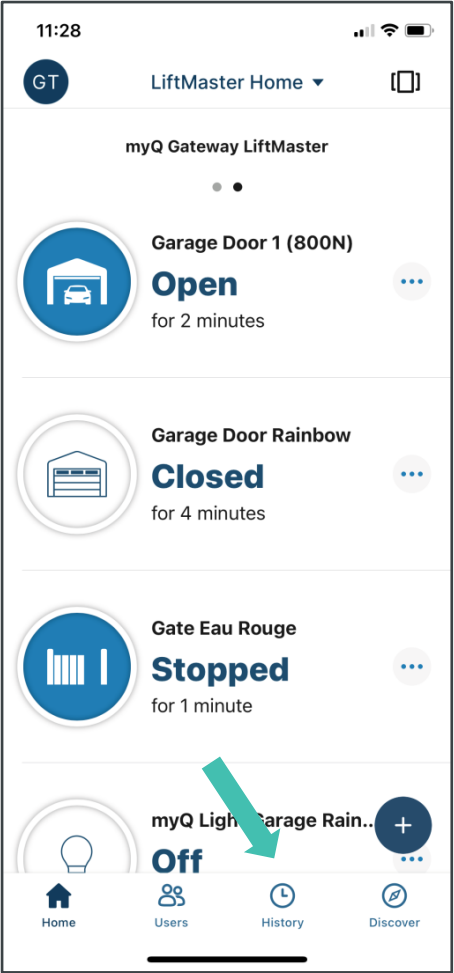
## ACCOUNT



Quick “Action Button” enables users to add devices, set notifications and schedules as well as invite guests in two clicks.

# History Log

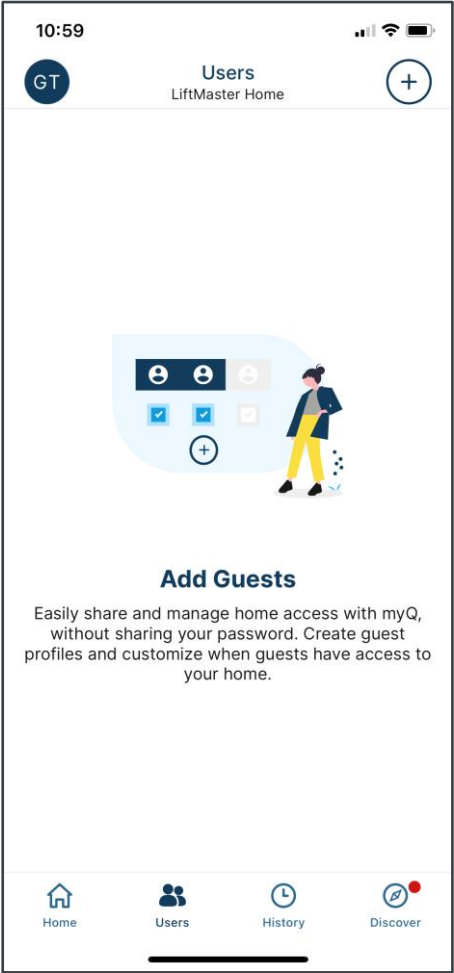
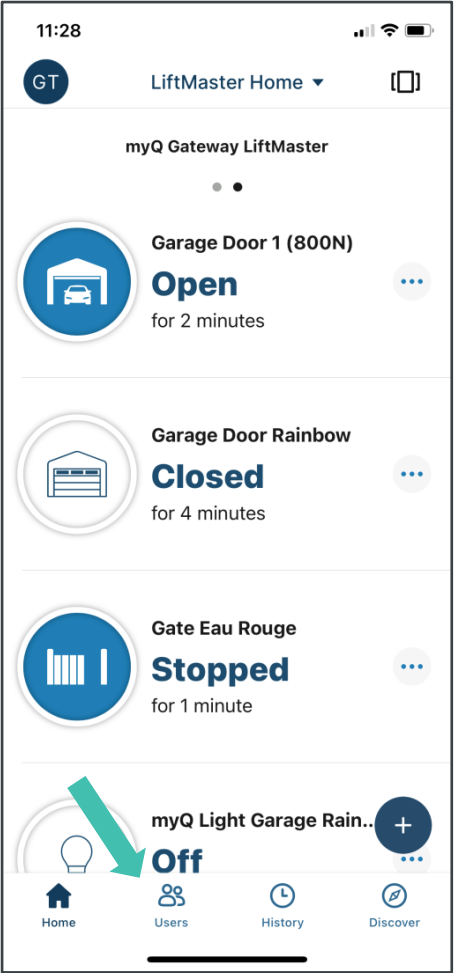
## ACCOUNT



History log provides list of device activity history up to 30 days.

# Guest Management

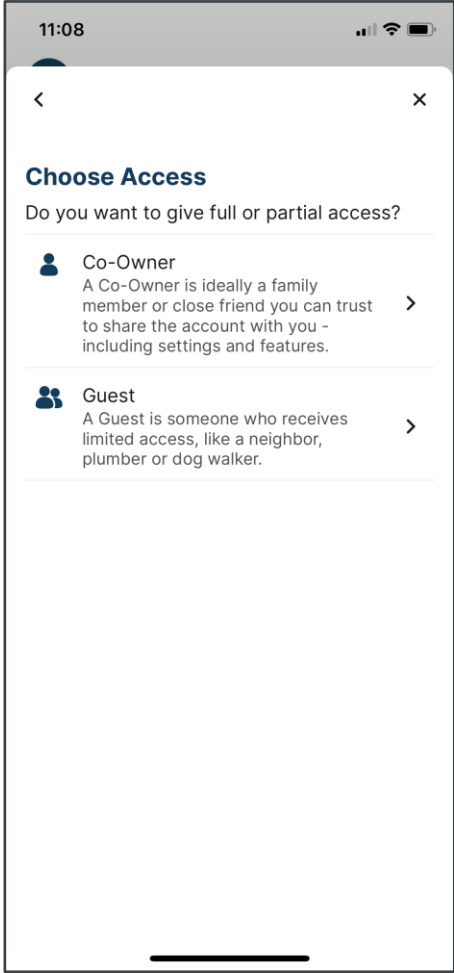
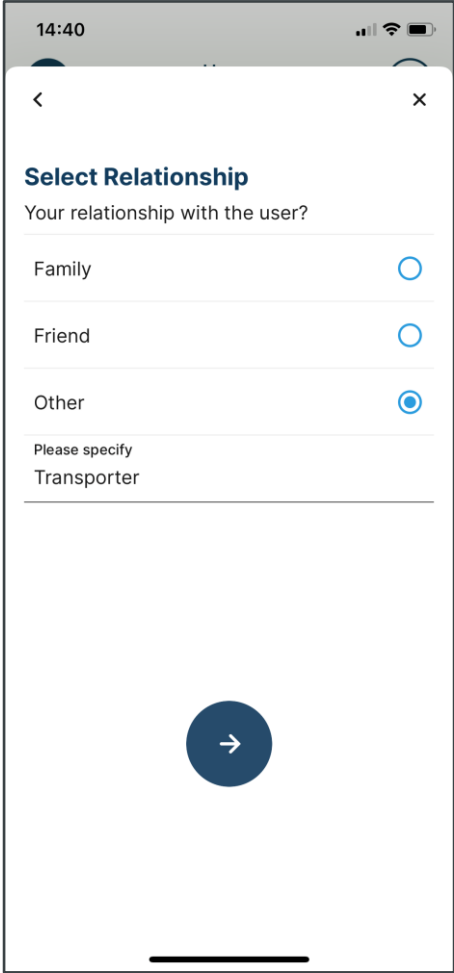
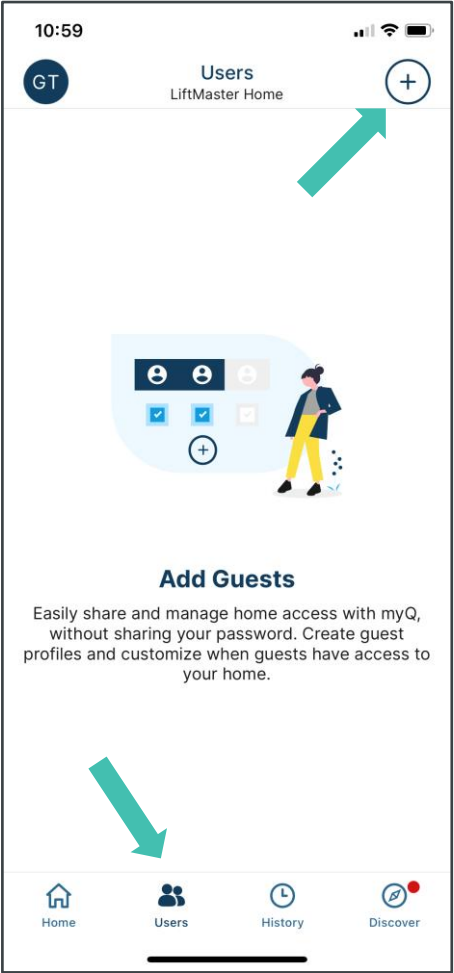
## ACCOUNT



Users button provides direct access to the myQ guest feature enabling management of up to two co-owners and five guests.

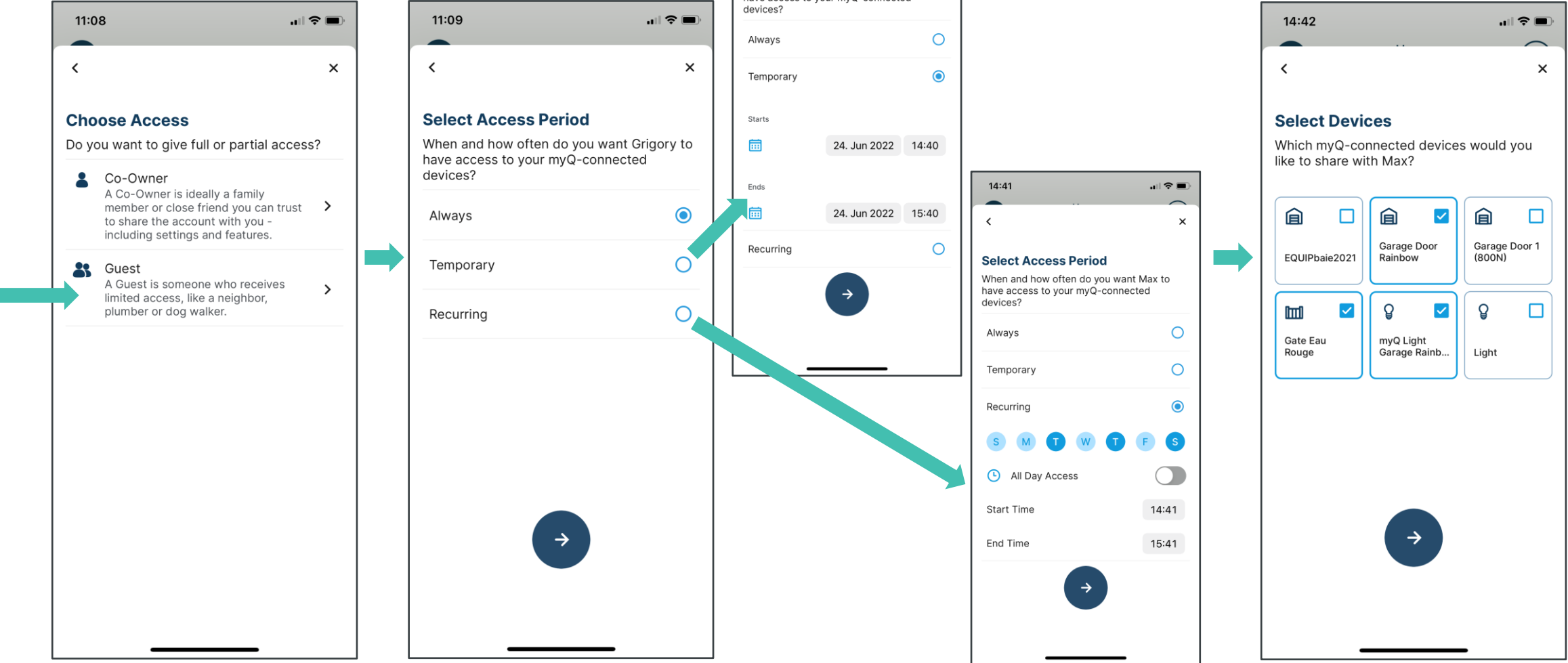
# Guest Management

## GENERAL



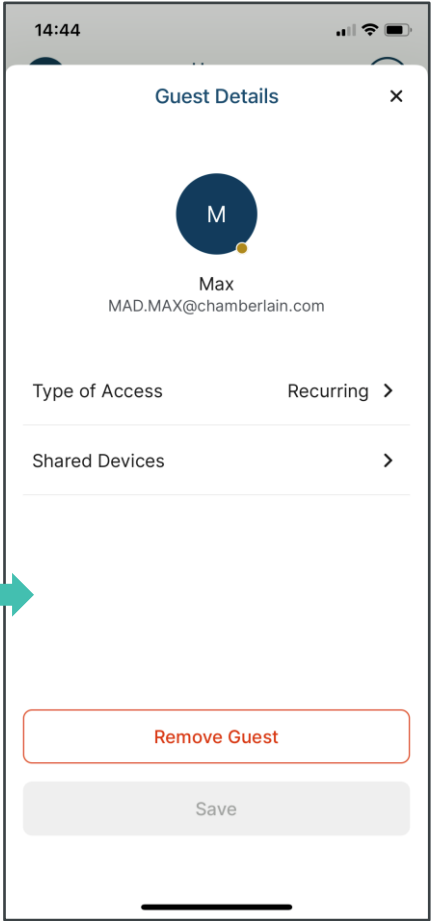
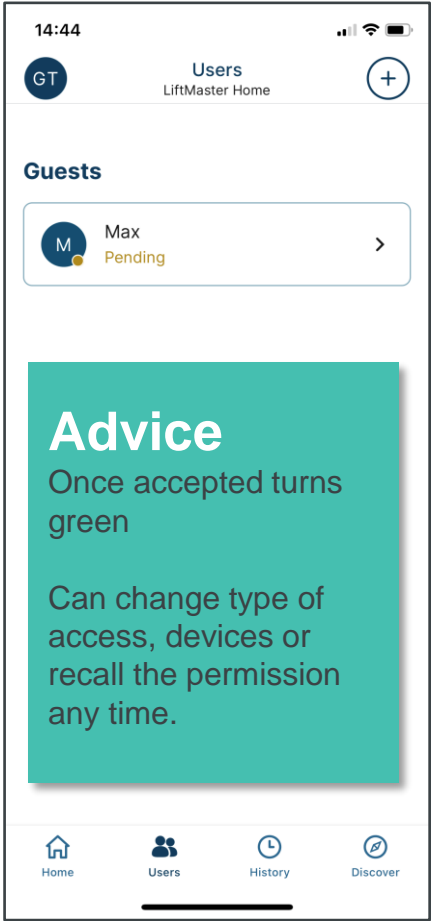
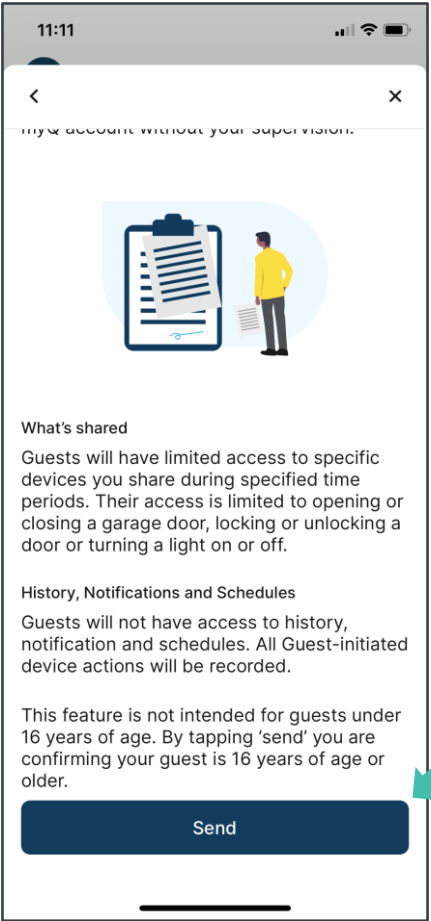
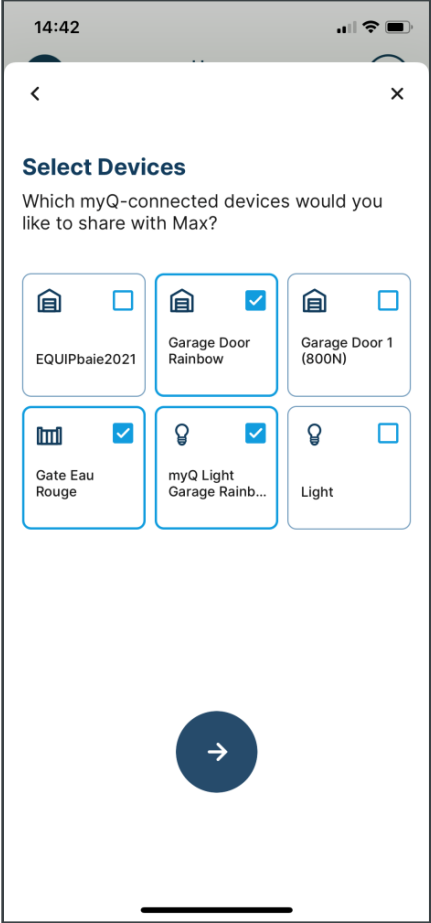
# Guest Management

## GUEST



# Guest Management

## GUEST



# Guest Management

WHAT INVITED CO-OWNERS AND GUESTS SEE

myQ

Co-Owner



You are invited!

Hello

Grigory Trusov has invited you to join LiftMaster Home as a myQ® co-owner. If you accept, you can control, back up and monitor the status of all myQ devices in LiftMaster Home.

**Current user of the myQ app:**  
Make sure you have the latest version of the myQ app.

**New user of the myQ app:**  
Download the myQ app and then create an account with this email address [grigory.trusov@chamberlain.com](mailto:grigory.trusov@chamberlain.com).



Get Started

Please accept this invitation within 7 days in the myQ app.



Require myQ app

Create account with the mail address in invitation

Confirm within 7 days

After log-in chose the shared home

Guest

myQ



You are invited!

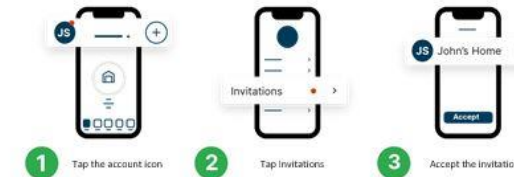
Hello

Grigory Trusov has invited you to join LiftMaster Home as a myQ® guest. If you agree, you will have limited access to LiftMaster Home. This may include the ability to control, secure and monitor myQ devices such as garage doors, locks, gates and luminaires.

**Current user of the myQ app:**  
Make sure you have the latest version of the myQ app.

**New user of the myQ app:**  
Download the myQ app and then create an account with this email address [grigory.trusov@chamberlain.com](mailto:grigory.trusov@chamberlain.com).

Follow these 3 simple steps.



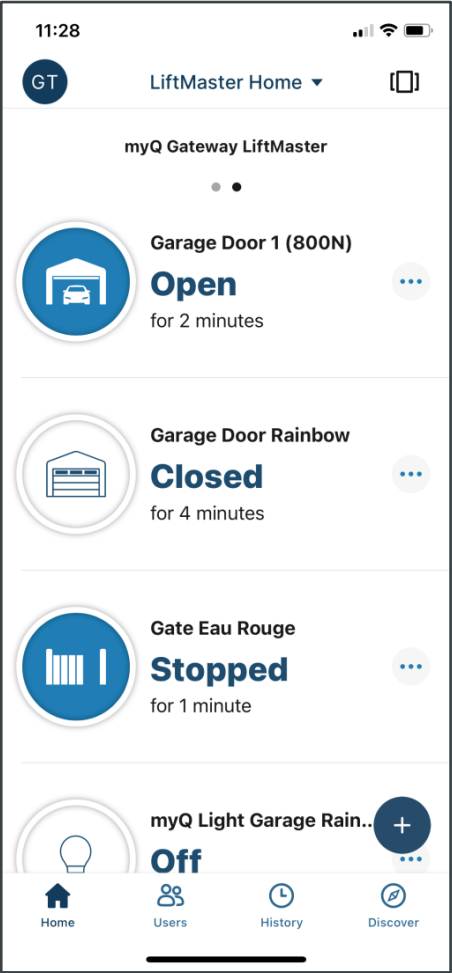
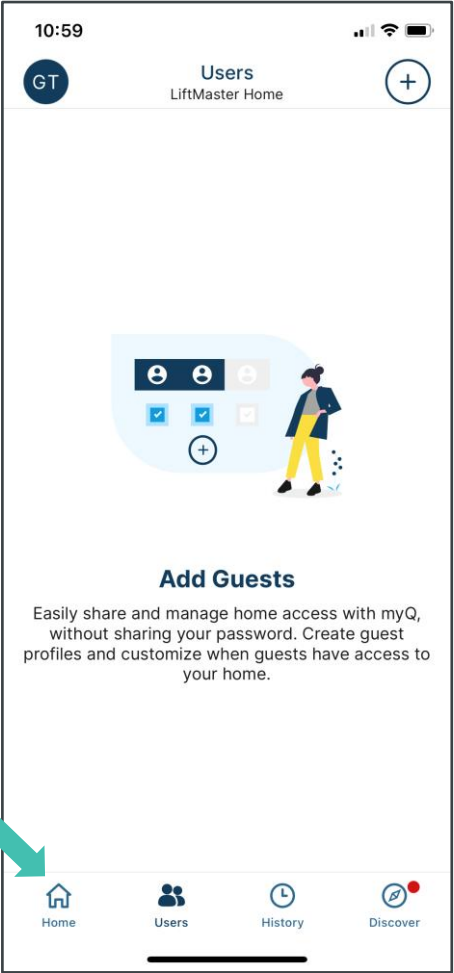
Get Started

Please accept this invitation within 7 days in the myQ app.



# Home Button

## ACCOUNT



Home button brings user back to start screen.

# Sales Arguments

THE MOST IMPORTANT USPs

# Sales Argumentation

## THE MOST IMPORTANT USPs

- Convenience and Peace of mind. 1<sup>st</sup> step: you have a smartphone
- Security: Access to app via face or PIN vs transmitter
- Cost: One time invest in GW+IR, but saving on remotes for children etc.
- Added safety through use of IRs
- Monitoring and control
- Scheduling
- Reliability
- System security through proprietary system
- Applicable across complete range of LiftMaster automation products
- Easy installation and setup

# Available Products

## myQ ACCESSORIES

### 828EV

myQ Internet Gateway. Also requires safety sensors, 771EVK or 770E.



### 828EVK

Gateway with Safety Sensor



### 827EV

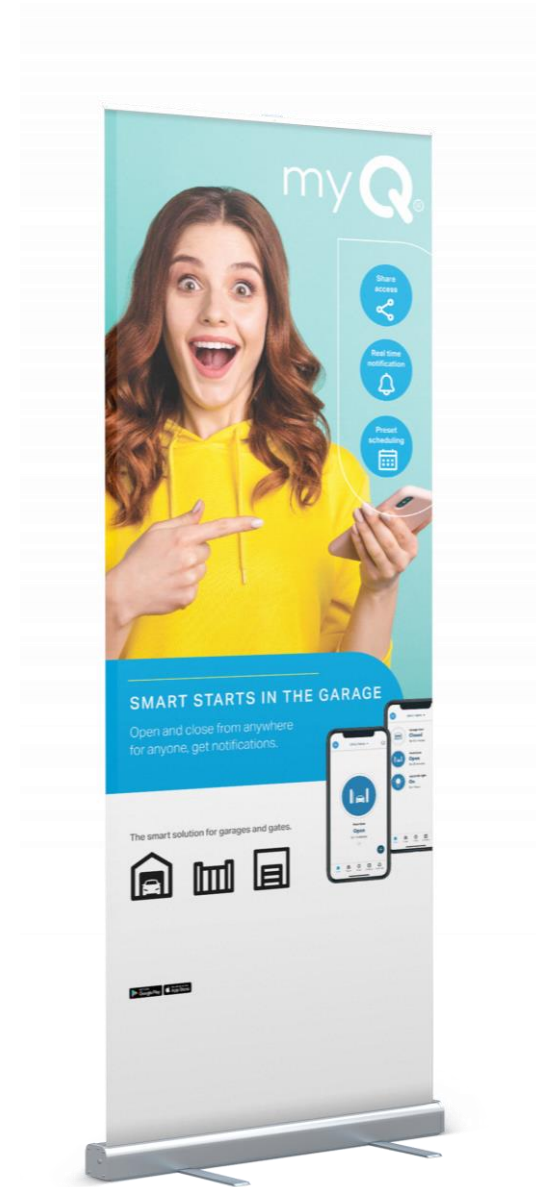
myQ LED radio light



# Available Marketing Material

myQ

- Brochure in EN, NL, DE, FR
- Roll-ups DE, EN, FR
- Bottle opener



# Trouble shooting

## KNOWN ISSUES

- No connection to server:  
Solution 1: try different ports on the router  
Solution 2: use cross-over LAN cable or adapter
- Door does not close via myQ:  
check if photocells are installed and connected correctly (red light is solid on)  
align photocells or fix the connection
- myQ functions stopped working:  
check if your phone and your app are up to date and update if required
- Gateway serial number not accepted:  
Try one more time. Ensure you have a new gateway not connected before.

myQ®

# Contacts and support

myQ



## Direct Support



Sales & technical support. UK based.  
[andrew.buckler@chamberlain.com](mailto:andrew.buckler@chamberlain.com)  
Tel: 07796 148957. Office 01935 823900.

Head Office Germany – support team  
Technical: [harold.brandel@chamberlain.com](mailto:harold.brandel@chamberlain.com)  
Orders : [markus.Janssen@chamberlain.com](mailto:markus.Janssen@chamberlain.com)  
Tel: +49 6818 7080 105.



**CHAMBERLAIN  
GROUP**