# myQ®

# Connection Guide:

# Wi–Fi® Garage Door Openers

**WARNING: Unattended devices and features are to be used ONLY with sectional doors.**

## Before you begin:

1) Download the myQ app

2) Set up a myQ account

3) Check Wi-Fi strength by garage *Ideally, your signal strength should be at 75% or more while standing in the garage.*

4) Have your Wi-Fi Network Username & Password ready

5) Have your Amazon account username & password ready to enable in-garage deliveries (optional)

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## 1 Your Wi-Fi Opener is ready to pair with your phone for setup. Test for Wi-Fi strength.

**SEE & HEAR**

LED: Blinking **BLUE**
BEEPS: 0

**Where can I find the LED light on the operator?**
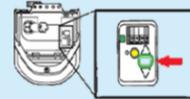
### Why will the W-Fi Opener not provision to pair?

1. **Weak Wi-Fi Connection**
   - On your phone under Settings, go to Wi-Fi and pair with myQ-### (Last 3 digits of myQ Serial Number)
2. **Power Cycle Issue**
   - Disconnect electrical and battery power (if applicable) to the garage door opener
3. **Reset Needed**
   - Factory reset by pressing the learn button 3 times

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## 2 Your Wi-Fi Opener is now paired to your phone.

**SEE & HEAR**

LED: Solid **BLUE**
BEEPS: 0

### Why won't the Wi-Fi Opener and phone pair?

**Wi-Fi Connection Strength**
- If the Wi-Fi strength is not strong enough, or the network is not listed on the phone, you will need a signal booster
  - Install the signal booster halfway between the router and GDO.
- You will then need to disable Wi-Fi Mobile Assist on your phone settings
  - IOS devices > Wi-Fi Assist
  - Android > Mobile Assist

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## 3 Your Wi-Fi Opener is now connecting to your home router.

**SEE & HEAR**

LED: Blinking **GREEN & BLUE**
BEEPS: 1

### Why is the opener not connecting to the router?

1. **Weak Wi-Fi Connection**
   - Clear Wi-Fi Setting by clicking on top left button in Device Management in myQ App
2. **Power Cycle Issues**
   - Turn the router on and off
3. **Incorrect Router Credentials**
   - Did you recently replace your router? Be sure to enter in your new credentials in the myQ app to update Wi-Fi settings

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## 4 Your Wi-Fi Opener is connecting to the myQ server.

**SEE & HEAR**

LED: Blinking **GREEN**
BEEPS: 1 2

### Why is the opener not connecting to the myQ Server?

**Port8883 on the Router Gate is Blocked**
- Search your router instructions to unblock Port8883
- Your internet may be out. Verify Wi-Fi signal is working. Contact your ISP (Internet service provider) for further assistance in unblocking Port8883.

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## 5 Congratulations, you are connected!

**SEE & HEAR**

LED: Solid **GREEN**
BEEPS: 1 2 3

### Still can't connect?

If you have issues connecting, remove the device from the myQ app, add the device back in using the Internet Gateway (even if not using), and enter the myQ serial number into the app.

- You may be logged into another account. Sign out/in with the account credentials.
- Your myQ serial number may be attached to another account. Press learn button until light goes out 3 times consecutively. This will factory reset your opener and will delete learned devices (remote, keypad).

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## 6 Amazon Prime member? Link your myQ account to your Amazon Prime account for free in-garage delivery!*

**Authorize account**
Link to your Amazon account at the end of device setup or in the 'Works with myQ' section of the app.

**Select 'In-Garage Delivery'**
When you are checking out on Amazon, select the "In-Garage Delivery" option to receive packages directly inside your garage.

**Receive a $10 Amazon credit**
Select 'In-Garage Delivery', and use promo code DELIVERY10 to receive a $10 Amazon credit for use with future in-garage deliveries.

**\*Check location eligibility at Amazon.com/KeyForGarage**