BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS · NO. 100

myQ & Smart Garage Doors

Opening, closing, checking and sharing your garage door from your phone, safely

A plain-English guide for every smart garage owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For myQ, Chamberlain, LiftMaster, Genie & add-on controllers · facts current November 2026

What's Inside

This is your smart garage door manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Most of it is about the free **myQ** app that runs Chamberlain and LiftMaster openers and the myQ add-on that makes almost any opener smart, but you'll also find Genie's Aladdin Connect, a couple of other add-on controllers, car buttons, and the safety basics every garage owner should know. Every feature comes with what it actually does *for you*, and slow step-by-step directions. If a screen on your phone looks a little different, don't worry — the words you're looking for are still the same.

Part 1 — Getting to Know Your Smart Garage

1 A Note from Bill
2 What a Smart Garage Door Opener Is
3 Which Kind Do You Have?
4 What You Need to Make It Work

Part 2 — Setting Up myQ

5 Installing the myQ App & Creating Your Account
6 Connecting an Opener with myQ Built In
7 Adding the myQ Smart Garage Control
8 A Tour of the myQ App

Part 3 — Using Your Smart Garage Every Day

9 Opening & Closing from Your Phone
10 Checking What Happened: History
11 Alerts & "Left Open" Notifications
12 Closing Automatically: Schedules & Timer-to-Close
13 Your Remotes, Keypad & Wall Button

Part 4 — Family, Visitors, Deliveries & Costs

14 Sharing Access with Family
15 Letting a Visitor In
16 Packages Delivered Inside Your Garage
17 What's Free & What's Paid

Part 5 — Cars, Voice Assistants & Other Brands

18 Car Buttons: HomeLink
19 myQ on Your Car's Dashboard
20 Voice Assistants & Smart Home: What myQ Works With
21 Genie Aladdin Connect
22 Other Add-On Controllers: Tailwind & Meross

Part 6 — Safety & Security

23 Photo-Eye Sensors & the Monthly Safety Test
24 Closing a Door You Can't See
25 Power Outages & the Manual Release
26 Keeping Your myQ Account Secure
27 Scams to Watch For

Part 7 — Fixing Problems & When to Call Bill

28 Wi-Fi Reach in the Garage
29 When myQ Says "Offline"
30 Common Problems & Quick Fixes
31 When to Call Bill
32 Your Smart Garage Cheat-Sheet

PART 1

Getting to Know Your Smart Garage

What a smart garage door opener is, which kind you have, and the few things it needs to work. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're reading this, you either have a garage door you can open from your phone, or you're thinking about getting one. Either way, you're in the right place. A smart garage door opener answers one of the most common worries there is — *did I close the garage?* — and it answers it from wherever you happen to be.

I'm Bill. I've spent more than 30 years working with technology professionally, and these days I help folks right here in Portage County, Ohio, feel at home with theirs. I wrote this guide the way I'd explain it standing next to you in the garage: slowly, in plain English, and with no rushing. When I use a word you might not know, I'll stop and explain it right then.

You can't break it

The garage door itself is a big, heavy thing, and I'll be careful with you about safety. But the app on your phone? You can't break it by tapping around. Every setting can be changed back. If something goes wrong, your regular remote and the button on the wall keep working just as they always have. The phone is an extra way in, not a replacement.

> **WHAT THIS DOES FOR YOU**
>
> **What a smart garage really gives you**
>
> Peace of mind, mostly. You can check the door from the doctor's office, close it from your car at the end of the street, get a gentle buzz on your phone if it's been left open, and let a family member in without hiding a remote under the mat. Small things — but they add up to fewer worries every week.

And I'm only a phone call away

This guide will carry you a long way. But if you get stuck — the app won't connect, or the door won't behave — you're never stuck alone. Call me at **(330) 200-8042** and we'll work it out together. Now let's get to know your garage.

— Bill

CHAPTER 2

What a Smart Garage Door Opener Is

A regular garage door opener is the motor on your garage ceiling that lifts and lowers the door when you press a remote or the button by the house door. A **smart** garage door opener is the same motor with one more trick: it connects to your home **Wi-Fi** (your wireless internet), so an app on your phone can talk to it from anywhere.

What you can do with one

- **See whether the door is open or closed** — from the kitchen or from another state.
- **Open or close it from your phone**, with the same safety protections as the wall button.
- **Get an alert** when the door opens, or when it's been left open too long.
- **Look back at the history** — a list of every time the door moved, and who moved it.
- **Share access** with family, so each person uses their own phone and their own sign-in.
- **Close it automatically** on a schedule, such as every night at 10:00.

The names you'll see

Name	What it is
myQ	The app and smart system made by the Chamberlain Group. It runs Chamberlain and LiftMaster openers, and the myQ add-on works with many other brands. Most of this guide is about myQ.
Chamberlain	A garage door opener brand you'll find at home stores. Its Wi-Fi models have myQ built in.
LiftMaster	Chamberlain's sister brand, sold and installed by professional garage door dealers. Same myQ app.
Genie	Another big opener brand, based in Mt. Hope, Ohio. Its smart system is called **Aladdin Connect** and uses its own app (Chapter 21).
Add-on controller	A small box that makes an ordinary opener smart. myQ makes one; so do other companies (Chapter 22).

GOOD TO KNOW

It still works the old way, too

Going smart doesn't take anything away. Your car remote, the keypad outside (if you have one), and the button on the wall all keep working. If your Wi-Fi goes down, the door still opens and closes the old-fashioned way. You only lose the phone features until the internet comes back.

CHAPTER 3

Which Kind Do You Have?

There are two common ways a garage becomes smart. Knowing which one you have makes everything else in this guide easier to follow.

Kind 1: an opener with myQ built in

Many newer Chamberlain and LiftMaster openers have Wi-Fi inside the motor unit. There's nothing extra to add. Look on the opener or its box for the **myQ** logo or the words **Wi-Fi**. You connect it to your Wi-Fi once with the myQ app (Chapter 6), and you're done. Some newer models also have a camera built in, which Chamberlain calls a **video garage door opener**.

Kind 2: an ordinary opener with an add-on

If your opener doesn't have Wi-Fi, a small add-on can give it a brain. myQ's version is the **Smart Garage Control** (an older version was called the Smart Garage Hub). It comes in two pieces:

- **The hub** — a small box mounted on the garage ceiling or wall that talks to your Wi-Fi and sends the open or close signal to your opener, much like a remote does.
- **The door sensor** — a little battery-powered piece that sticks to the top of the garage door itself. It feels whether the door is flat (closed) or tipped up (open), so the app always knows.

GOOD TO KNOW

Which brands the myQ add-on works with

Chamberlain says the Smart Garage Control works with most brands of garage door openers made after 1993 — the ones with safety sensors near the floor. Its compatibility list includes Chamberlain, LiftMaster, Craftsman, Genie, Overhead Door, Wayne Dalton and others. There are a few exceptions, so check your model with the free compatibility tool at myq.com before you buy.

HEADS UP

A few openers are left out

Chamberlain's product listing says the Smart Garage Control isn't meant for Linear openers, for openers whose floor sensors change power mode, or for Chamberlain Group openers with a **yellow** learn button made between 2010 and 2021. The learn button is the small square button on the back or side of the motor unit; its color tells you a lot about your opener. If yours is yellow, call me or check the compatibility tool — there's usually another way to get myQ.

Finding your model number

Stand under the motor unit and look for a sticker with the model number, often near the light cover or the learn button. Write it down and keep it handy: you'll want it for compatibility checks, help calls, and replacement parts.

CHAPTER 4

What You Need to Make It Work

Before setting anything up, gather these few things. Having them ready makes setup smooth.

The essentials

- **Home Wi-Fi that reaches the garage.** This is the big one, and we'll talk about it in Chapter 28.
- **Your Wi-Fi name and password**, written down.
- **A smartphone or tablet** with the free **myQ** app from the App Store (iPhone) or Google Play (Android).
- **An email address you check**, for your myQ account and for sign-in codes.
- **A step stool or ladder** if you're adding the hub and door sensor — and a helper to hold it.

The Wi-Fi details that trip people up

Chamberlain says most myQ devices connect using **2.4 GHz** Wi-Fi. Many routers send out two kinds of Wi-Fi signal: 2.4 GHz, which travels farther through walls, and 5 GHz, which is faster but shorter-range. A network that is 5 GHz only will stop most myQ devices from connecting. If your router combines both under one name, make sure 2.4 GHz is turned on. Chamberlain also lists WPA2 or WPA3 Personal security as what myQ expects — that's the normal setting on home routers.

TIP

The easy test

Stand where the opener or hub will be, with your phone on Wi-Fi (not cellular), and try to load a web page or play a short video. If that works smoothly, myQ will very likely be happy there too. If it crawls, plan for a Wi-Fi boost first. Our Home Wi-Fi & Routers manual covers extenders and mesh systems in detail.

Does it cost anything each month?

Opening, closing, checking the door, history, alerts and sharing with family are all part of the free myQ app. myQ's paid plans are for **recorded video** from myQ cameras and video openers. We'll go through what's free and what's paid, with prices, in Chapter 17.

PART 2

Setting Up myQ

Installing the app, connecting a built-in Wi-Fi opener or adding the Smart Garage Control, and a friendly tour of the app.

CHAPTER 5

Installing the myQ App & Creating Your Account

The myQ app is free. Your **account** is simply your sign-in: an email address and a password that tie your garage to you, so only you (and the people you invite) can open it.

1. Open the **App Store** (iPhone) or **Google Play** (Android).
2. Search for **myQ**. The real app is from **The Chamberlain Group**. Tap **Get** or **Install**.
3. Open the app and tap the option to **sign up** or create an account.
4. Enter your name, email and a strong password. Write the password down somewhere safe at home.
5. Choose how you want to get sign-in codes — a text to your phone or an email. This is called **two-step verification**: a second lock on your account.
6. Enter the code myQ sends you, and you're in.

GOOD TO KNOW

What two-step verification means

When you sign in on a new phone, myQ sends a short code to your phone or email. You type it in to prove it's really you. Someone who somehow learns your password still can't get in without that code. It's a small extra step that guards something important — your garage is a door into your home.

SCAM ALERT

Install only the real myQ app

Search results and app stores sometimes show look-alike apps or ads. The genuine app is named **myQ** and comes from The Chamberlain Group. Never download a garage app from a link in a text message or a pop-up, and never pay for the myQ app itself — it's free.

CHAPTER 6

Connecting an Opener with myQ Built In

If your Chamberlain or LiftMaster opener has Wi-Fi inside, the app walks you through connecting it. It takes about ten minutes. Have your Wi-Fi password ready and stand in the garage, near the opener.

1. Open the myQ app and tap the **plus sign (+)** or **Add Device**.
2. Choose the kind of device — a garage door opener.
3. Follow the pictures on the screen. The app may ask you to press a button on the opener or on the wall control to put it in Wi-Fi setup mode.
4. When asked, pick your home Wi-Fi network and type the password carefully (capital letters count).
5. Give the door a name you'll recognize, like **Garage** or **Big Door**.
6. Test it: stand where you can see the door, tap it in the app, and watch it move.

TIP

If it won't connect

Nine times out of ten it's the Wi-Fi: a 5 GHz-only network, a mistyped password, or a weak signal in the garage. Re-check the password, move your router or add an extender if the signal is weak, and try again. Chapter 28 has more.

STAY SAFE

Watch the door the first time

Whenever you test a door from the app, stand where you can see it, with people, pets, cars and bicycles clear of the doorway. It's a good habit to keep.

CHAPTER 7

Adding the myQ Smart Garage Control

If your opener doesn't have Wi-Fi, the Smart Garage Control adds it. The app guides you, but here is what to expect so nothing surprises you. Many people are comfortable doing this themselves; if ladders aren't your friend anymore, it's a quick job to hand to someone else.

Where the pieces go

- **The hub** goes on the ceiling or on a wall opposite the garage door, about **6 feet** above the floor, near an electrical outlet. Chamberlain says it must be within **50 feet** of your Wi-Fi router.
- **The door sensor** sticks to the inside of the garage door, in the **top right or top left corner**, with the word **TOP** facing up.

The setup, step by step

1. In the myQ app, tap the **plus sign (+)** and choose the Smart Garage Control (or Smart Garage Hub).
2. Plug in the hub and follow the app to connect it to your Wi-Fi.
3. Attach the door sensor where the app shows you.
4. The app will ask the color of your opener's **learn button**. Climb up, look, and pick the matching color (see the tip below).
5. Press the learn button on the opener when the app tells you to. This teaches the opener to trust the hub, the same way you'd add a new remote.
6. Test from the app while you watch the door.

TIP

Faded learn button? Here's the cheat

Chamberlain's chart: **purple** or **brown** — choose Purple. **Orange** — choose Orange (some older boards need Green). **Red** — choose Red (or Green). **Green** — Green. **Yellow** — Yellow.

GOOD TO KNOW

Why the hub beeps and flashes

When you close the door from the app, the hub beeps and flashes for a few seconds before the door moves. That's on purpose: a safety standard called UL 325 requires a warning so anyone in the garage has time to step clear. Chamberlain says this warning can't be turned off — and I wouldn't want it to be.

CHAPTER 8

A Tour of the myQ App

The myQ app changes its look from time to time, and two people's phones may show slightly different screens. The ideas stay the same. Here's what you'll find.

Where	What it does
Home screen	A tile for each door (and any myQ lights, locks or cameras). It shows Open or Closed. Tap the door to open or close it.
History	A list of everything that's happened: openings, closings, who did it and when.
Settings	Depending on your version, tap the **gear icon** at the top right or your **initials** at the top left. This is where notifications, schedules, users and your account live.
Plus sign (+)	Adds things — a new device, a schedule, or a person.
Menu	On some versions, a Menu button at the bottom right holds extras like Amazon Key and partner connections.

TIP

Two kinds of settings screen

Chamberlain's own help pages say it plainly: if you see a gear at the top right, tap the gear; if you see your initials at the top left, tap your initials. Throughout this guide, when I say "open Settings," that's what I mean.

Keep it up to date

Let your phone update the myQ app when it offers. Updates fix problems and sometimes add helpful features. Turning on automatic app updates in your phone's settings takes care of it for you.

PART 3

Using Your Smart Garage Every Day

Opening and closing from your phone, checking what happened, alerts that tell you the door is open, and closing it automatically.

CHAPTER 9

Opening & Closing from Your Phone

This is the everyday move, and it's simple. The one thing to keep in mind is that a garage door is heavy, so the app treats closing with a little extra care.

1. Open the **myQ** app.
2. Find your door on the home screen. It says **Open** or **Closed**.
3. Tap the door to open or close it. Some versions ask you to confirm.
4. When closing, you'll hear beeping and see the opener's light flash for a few seconds before the door moves. That's the safety warning for anyone in the garage.
5. Wait for the app to show the new status — **Closed** — before you put the phone away.

WHAT THIS DOES FOR YOU

The "did I close it?" cure

You're ten minutes down the road and can't remember. Instead of turning around, you pull over, open the app, and look. If it's open, one tap closes it. That alone is why most people love their smart garage.

STAY SAFE

Close it only when you're sure it's clear

When you're away, you can't see who or what is under the door. The opener's safety sensors will stop and reverse the door if something blocks the beam near the floor (Chapter 23), but it's still wise to close remotely only when you know the garage should be empty — no children playing, no one carrying in groceries.

Using the phone when you're right there

When you're standing in the garage, the wall button is usually quicker. The app shines when you're *not* there — or when you've misplaced the remote. If you like, add the myQ app to your phone's home screen front page so it's one tap away.

CHAPTER 10

Checking What Happened: History

myQ keeps a diary of your garage door. Every time the door opens or closes, it writes down when — and, if someone used the app, who.

1. Open the myQ app.
2. Tap **History**.
3. Look at the **Access** list to see each time a device was used.
4. Scroll back to an earlier day if you're looking for something specific.

WHAT THIS DOES FOR YOU

Know without asking

Did the grandkids get home from school? Did the lawn service come and go? The history answers quietly, without a phone call. It's also reassuring when you're traveling: a garage that hasn't moved in four days is a garage nobody's been in.

TIP

If the times look wrong

If the history shows times that don't match the clock, check your phone's time zone, and the time zone in your myQ account profile. Fix it there, then open and close the door once to check.

CHAPTER 11

Alerts & "Left Open" Notifications

A **notification** (or alert) is a message that pops up on your phone's screen. myQ can tell you every time the door opens — or, my favorite, only when it's been left open longer than it should be.

Set up a "left open" alert

1. Open the myQ app and open **Settings** (the gear icon or your initials).
2. Tap **Notifications** (it may say Notifications and Alerts).
3. Choose your garage door and add a new notification.
4. For the trigger, choose the door being **open**.
5. Pick **delayed** rather than immediate, and choose a time — for example, open for **10 minutes**.
6. Choose how you want to hear about it: a push notification on your phone, an email, or both.
7. Save it.

WHAT THIS DOES FOR YOU

A gentle tap on the shoulder

A delayed alert stays quiet while you're carrying in groceries, but speaks up if the door is still open ten minutes later. It catches the forgetful moments without buzzing you every single time.

When alerts don't show up

If you said no when the app first asked permission to send notifications, your phone will block them. Turn them back on in your phone's settings: on an iPhone, open **Settings**, then **Notifications**, then **myQ**; on Android, open **Settings**, then **Notifications** or **Apps**, then **myQ**. Make sure **Allow Notifications** is on.

TIP

One alert for each worry

You can have more than one notification. A sensible pair: a delayed "left open" alert for every day, and an immediate "opened" alert you switch on only while you're away on a trip.

CHAPTER 12

Closing Automatically: Schedules & Timer-to-Close

There are two ways a smart garage can close itself, and they work differently. Both are optional, and both come with safety rules worth knowing.

myQ Schedules (in the app)

A **schedule** tells myQ to close the door at a set time on the days you choose — say, every night at 10:00. For security reasons, Chamberlain only lets you schedule a garage door to **close**, never to open. You'll get a notification only if the door was actually open when the schedule ran. To make one, open the app, tap the gear icon (or the plus sign), tap **Schedule**, and follow the screens: pick the door, choose **close**, set the time and days, and save.

HEADS UP

Very first myQ hubs can't schedule

Chamberlain says scheduling isn't available on first-generation myQ Garage hubs — the ones whose serial number starts with 0300 or 0400. If yours is one of those, a newer Smart Garage Control adds it.

Timer-to-Close (on the wall control)

Timer-to-Close is a feature of some LiftMaster and Chamberlain wall controls — the kind with a small screen and menu. It closes the door a set number of minutes after it opens. You turn it on and set the minutes in the wall control's menu; your owner's manual shows the exact buttons for your model.

STAY SAFE

Timer-to-Close safety rules

LiftMaster's manuals say Timer-to-Close is for **sectional** doors only (the kind that fold in panels) — never a one-piece door. The opener beeps and flashes before it closes. It won't work while the opener is running on battery backup, or if the safety sensors near the floor are out of line. If your door ever closes by itself a few minutes after opening and you didn't expect it, Timer-to-Close is probably switched on.

FROM BILL

My honest advice on auto-close

A nightly schedule is a wonderful safety net. A short Timer-to-Close can surprise people — a spouse carrying boxes, a grandchild riding a bike in. If you use Timer-to-Close, give it a generous number of minutes and make sure everyone in the house knows it's on.

CHAPTER 13

Your Remotes, Keypad & Wall Button

Your smart garage still has all its ordinary controls. It's worth knowing how they fit together.

Control	What to know
Wall button	Inside the garage, by the house door. Always works, Wi-Fi or not.
Car remote	The clip-on remote on your visor. Works without Wi-Fi.
Outside keypad	A number pad beside the door. Lets you in with a code. Works without Wi-Fi.
Car buttons	Built-in buttons in many cars (HomeLink). See Chapter 18.
myQ app	Works from anywhere, as long as the opener and your phone are online.

If the door ever opens on its own

Chamberlain says a door that opens by itself is most likely caused by a remote or keypad, not by myQ — a lost remote, a stuck button, or an old remote someone still has. The cure is to erase the opener's memory and start fresh: press and hold the **learn button** on the motor unit until its light goes out (check your manual for the exact timing), then reprogram the remotes, keypad and myQ hub you want to keep.

TIP

Moved into a new home? Erase the memory

The previous owners — and their contractors and dog-walkers — may still have remotes and codes. Erasing the opener's memory and changing the keypad code is one of the first things I suggest after a move.

PART 4

Family, Visitors, Deliveries & Costs

Sharing access with family, letting a visitor in, packages delivered into the garage, and an honest look at what's free and what's paid.

CHAPTER 14

Sharing Access with Family

Never share your myQ password. Instead, invite family members so each person has their **own** account on their **own** phone. You stay the owner, you can see who opened the door, and you can remove anyone at any time.

The kinds of people you can add

Who	What they can do
Co-owner	Nearly everything you can do, including seeing myQ cameras. Good for a spouse or a grown child who helps manage the house.
Household user	Can open, close and check the door, but can't see myQ cameras. Good for most family members.
Quick Pass	A temporary pass for a visitor or delivery, lasting no more than two hours (Chapter 15).

1. Open the myQ app and tap the **plus sign (+)** or open **Settings** and look for **Users**.
2. Choose to invite a person, and pick the kind of access.
3. Type their email address and send the invitation.
4. They install the free myQ app, create their own account with that email, and accept the invitation.
5. Their name now shows up in your History whenever they use the door.

GOOD TO KNOW

How many people?

myQ's own guest-access page says you can add guest access for up to **five** people from the free app. The same page says myQ guest access isn't intended for anyone under 16 — so younger grandchildren should use a remote or keypad instead.

TIP

Tidy the list once a year

Once a year, look over your users and remove anyone who no longer needs access — a former housekeeper, a neighbor who watched the house last summer. It takes a minute and keeps your garage yours.

CHAPTER 15

Letting a Visitor In

Sometimes you need to let someone in just once: a repair person, a neighbor dropping off a casserole, a friend borrowing the snowblower.

Option 1: open it yourself, from wherever you are

The simplest way. They call or text when they arrive, you open the app and tap the door, and you close it again when they text that they're done. The History shows exactly when it opened and closed.

Option 2: a Quick Pass

myQ's **Quick Pass** is a temporary pass for a visitor, good for things like scheduled deliveries. Chamberlain lists a two-hour maximum, so it's for short visits, not week-long house-sitting. Look for it under the plus sign or Users in your app.

Option 3: the outside keypad

If you have a keypad, you can give a trusted person a code and change it afterward. That's handy for someone who doesn't have a smartphone.

> **FROM BILL**
>
> **For a house-sitter, use an invitation**
>
> If someone is minding the house for a week, invite them as a Household user (Chapter 14) and remove them when you're home. It's cleaner than a shared code, and you'll see each time they come and go.

CHAPTER 16

Packages Delivered Inside Your Garage

With a myQ garage, some stores can leave deliveries *inside* your garage instead of on the porch — out of the weather, out of sight, and away from porch thieves.

Amazon Key In-Garage Delivery

Formerly called Key by Amazon, **Amazon Key In-Garage Delivery** is a benefit for **Amazon Prime** members. When you choose in-garage delivery at checkout, the driver can open your garage, set the package just inside, and close the door again — while staying on site until it's closed. Chamberlain says it covers Amazon Prime packages, Amazon Fresh groceries and Whole Foods Market groceries, and that no codes or keys are shared with the driver.

- **You need:** a myQ-connected opener (built in, or the Smart Garage Control), the myQ app, the Amazon Shopping app, and a Prime membership.
- **You'll get:** a morning delivery window, an "Arriving now" alert, and a confirmation when the door closes.
- **Where:** it's offered in many cities across the U.S. and Canada. Check your address at amazon.com/key.

Walmart+ InHome

myQ also lists **Walmart+ InHome** as an in-garage delivery partner for groceries and Walmart orders. It's a Walmart service with its own sign-up. myQ advertises a 30-day free trial; after that it's a Walmart subscription, so check walmart.com for current prices and whether it reaches your address.

STAY SAFE

Make the garage delivery-ready

Before you turn on in-garage delivery, make sure the inside door from the garage to the house is **locked**, pets can't slip out, and nothing sits in the door's path near the floor. Our Smart Locks manual covers a smart lock for that inside door, if you want one.

CHAPTER 17

What's Free & What's Paid

Let's be plain about money. For a garage door, the myQ app is free. The paid part is for **recorded video**, which only matters if you have a myQ camera, a myQ video doorbell, or a video garage door opener.

Free with the myQ app

- Opening and closing from anywhere, and checking the door.
- History, alerts and schedules.
- Sharing access with family.
- For myQ cameras: live view and motion alerts. But without a plan, **no video is recorded**.

myQ Video Monitoring plans (November 2026)

Plan	Price	Covers	Video history
Basic	$49.99 a year	1 video garage door opener	7 days
Essential	$7.99 a month or $79.99 a year	Any 1 device	14 days, plus person, package and vehicle alerts
Ultra	$14.99 a month or $149.99 a year	Unlimited devices at one address	30 days, plus video search and descriptions

GOOD TO KNOW

Smart Secure is a paid extra

On the Essential and Ultra plans, a feature called **Smart Secure** can automatically close myQ garage doors (and lock myQ locks) when a camera spots an unexpected person during hours you choose. It isn't part of the Basic plan or the free app.

FROM BILL

Do you need a plan?

If you only have a garage door and no myQ camera, no — you don't need to pay anything. If you do have a myQ camera, a new device usually comes with a free trial. Before it ends, ask yourself whether you've actually gone back to watch recorded clips. If not, it's fine to let it lapse. Prices change, so check the plan page in the app before you buy.

PART 5

Cars, Voice Assistants & Other Brands

The garage buttons in your car, myQ on a car's dashboard, what myQ does and doesn't work with, Genie's Aladdin Connect, and other add-on controllers.

CHAPTER 18

Car Buttons: HomeLink

Many cars have three small buttons on the ceiling, the visor or the mirror, often with a little house symbol. That's **HomeLink**, a built-in garage remote. Once it's programmed, you can leave the clip-on remote at home. HomeLink works by radio, like a regular remote, so it doesn't need Wi-Fi or the myQ app at all.

Programming it

Chamberlain's own support page says HomeLink programming varies by car maker, model year and HomeLink version, and points you to **homelink.com** for the right steps. There you choose your car and follow short videos and instructions. Most methods involve pressing a button in the car and then the **learn button** on the opener, so a helper and a step stool make it easier.

HEADS UP

Older cars with newer openers

An older car's HomeLink sometimes can't talk to a newer Chamberlain or LiftMaster opener. HomeLink sells a small **Compatibility Bridge** kit for exactly that case. If programming fails after a couple of careful tries, check homelink.com for your car before buying anything.

TIP

Selling or trading in the car?

Erase the HomeLink buttons before the car leaves your hands, or the next owner can open your garage. Your car's owner's manual shows how — usually by holding two buttons for several seconds.

CHAPTER 19

myQ on Your Car's Dashboard

Some newer cars can show your myQ garage right on the dashboard screen, using the internet instead of radio. myQ calls this **myQ Connected Garage**. Depending on the car, it can show whether the door is open and even open or close it automatically as you arrive or leave.

Car brands myQ lists

Chamberlain lists Tesla, Honda, Acura, Kia, Hyundai, Nissan, INFINITI, Mercedes-Benz, Volkswagen and Mitsubishi, plus a service called STEER Tech. Availability varies by model year and region. You link it through the car's own app or screen, and the myQ support site has a how-to for each brand.

GOOD TO KNOW

Costs and limits vary by car

Whether there's a fee, a trial, or nothing to pay depends on the car maker and your car's connected-services plan, so ask your dealer. A few limits are also brand-specific — for example, Chamberlain says myQ guest access isn't supported in Hyundai vehicles.

CHAPTER 20

Voice Assistants & Smart Home: What myQ Works With

This is where a lot of people get confused, because the answer has changed over the years and plenty of old articles online are out of date. Here is where things stand in November 2026, straight from Chamberlain's own support pages.

What myQ does NOT work with

Chamberlain lists these as not supported or discontinued: **Google Home**, **Apple HomeKit**, **Siri** voice commands and shortcuts, **Samsung SmartThings**, **Hubitat**, **Wink**, **Amazon Sidewalk**, **Matter**, **Thread** and **ADT**. You can't control myQ from the Apple Home app or by asking Siri. The old myQ Home Bridge that once linked myQ to Apple Home is discontinued.

Amazon Alexa isn't on myQ's list of supported partners either. Chamberlain's help page says it is aware many people have asked for Alexa and will keep that in mind for the future. **Google Assistant** support ended for new users back in 2023.

SCAM ALERT

Beware "connect myQ to Alexa" offers

Because myQ doesn't work with Alexa, Google or Siri, you may see apps, skills, videos or paid "setup services" that promise to connect it anyway. Chamberlain says it blocks unapproved third-party connections to protect garage access. Never give your myQ password to an outside app or a stranger offering a workaround.

What myQ DOES work with

Partner	What it does
Apple Watch	The myQ app runs on an Apple Watch paired to your iPhone, so you can open or close the door from your wrist.
Ring	You can link your myQ account to Ring.
IFTTT	A do-it-yourself automation service with a myQ connection.
Security systems	Vivint, Alarm.com and Resideo Total Connect.
Deliveries	Amazon Key and Walmart+ InHome (Chapter 16).
Cars	myQ Connected Garage in many car brands (Chapter 19).

Partner	What it does
Installer systems	Control4, Crestron, RTI and similar professionally installed systems.

To link a partner, open the myQ app, tap **Discover**, tap **Partners**, choose the partner, and follow the screens.

FROM BILL

If voice control matters to you

If asking a speaker to close the garage is important, myQ isn't the right fit today. Genie's Aladdin Connect (Chapter 21) and some add-on controllers (Chapter 22) do work with voice assistants. Our Building a Smart Home manual can help you decide which "family" of smart devices to build around.

CHAPTER 21

Genie Aladdin Connect

Genie is a big garage door opener brand based in Mt. Hope, Ohio. Its smart system is called **Aladdin Connect**, and it uses its own free app — not myQ. Newer Genie smart openers have Aladdin Connect built in, and an Aladdin Connect add-on kit can make many existing openers smart.

What the Aladdin Connect app does

- Opens and closes the door from anywhere, and shows whether it's open or closed.
- Sends alerts when the door opens or is left open.
- Keeps a history for each opener.
- Shares access with family by email invitation, and makes **Virtual Keys** — scheduled or temporary access for helpers like repair people.
- Closes the door automatically at a set time, or after it's been left open for a set period.
- Manages several Genie garage doors from one account.

GOOD TO KNOW

Subscription and voice assistants

Genie says Aladdin Connect doesn't charge a subscription fee for its core features — remote access, monitoring and alerts. Genie also says it connects with **Amazon Alexa** and other smart home platforms; check Genie's Smart Home Partners page for the current list.

Setting it up

1. Install the free **Aladdin Connect** app from the App Store or Google Play.
2. Create your account.
3. Follow the app to connect your Genie opener (or the add-on kit) to your Wi-Fi.
4. Test it while you watch the door.

TIP

A Genie opener can also use myQ

Chamberlain's compatibility table for its Smart Garage Control includes Genie openers from 1996 on. So a Genie household that's already using other myQ gear has a choice. Pick one app per door, though — two systems on one door just causes confusion.

CHAPTER 22

Other Add-On Controllers: Tailwind & Meross

A few other companies make add-on boxes that turn an ordinary opener smart. They're popular with people who want voice control or Apple Home, which myQ doesn't offer. Here are two well-known ones, described from their makers' own pages. I'm not recommending a particular brand — just showing you the options.

Tailwind iQ3

- A small controller with a sensor that knows when the door is open or closed.
- Tailwind lists Apple HomeKit, Amazon Alexa and Google Home among its integrations.
- Tailwind advertises **no monthly fee**.
- Some versions can control more than one door; check the box for your number of doors.

Meross Smart Wi-Fi Garage Door Opener

- An add-on kit with a door sensor, run by the free Meross app.
- Meross lists Apple HomeKit (and Siri), Amazon Alexa and Google Assistant for its garage models.
- Meross says there's **no monthly or subscription fee**.
- Meross notes that some Chamberlain, LiftMaster and Craftsman openers need an **extra accessory** for its controller to work.

HEADS UP

Check the opener before you buy

Every add-on controller has a compatibility list, and newer Chamberlain and LiftMaster openers are the ones most likely to need an adapter. Look up your opener's model number (Chapter 3) on the maker's site first. And whatever you buy, the safety rules in Part 6 still apply — make sure it beeps and flashes before closing the door remotely.

FROM BILL

Happy to help you choose

If you're torn between myQ, Genie and an add-on, that's a short conversation. Tell me your opener's model, your phone, and whether you use Alexa, Google or Apple Home, and I'll point you to the simplest fit.

PART 6

Safety & Security

The photo-eye sensors that keep people safe, closing a door you can't see, power outages and the manual release, and protecting your account from scams.

CHAPTER 23

Photo-Eye Sensors & the Monthly Safety Test

Look at the bottom of your garage door track, a few inches off the floor on each side. You'll see two small boxes with little lights, facing each other. These are the **safety reversing sensors**, often called **photo eyes**. One sends an invisible beam across the doorway; the other watches for it. If anything breaks the beam while the door is closing — a child, a pet, a bicycle — the door stops and goes back up.

STAY SAFE

Keep the sensors working

Never bypass, unplug, or tape over the sensors, and never mount them higher to "get them out of the way." They're the single most important safety feature on the opener, and remote closing from the app depends on them. The myQ add-on only works with openers that have these sensors.

Signs a sensor needs attention

- The door starts to close, then reverses for no visible reason.
- The opener's lights blink and the door won't close from the remote or app, but will close if you hold the wall button down.
- A light on one of the sensors is off or blinking.

Usually the fix is simple: wipe the lenses with a soft cloth, clear away anything in the beam (a broom, a garbage can, a spider web), and gently turn the sensors so they point straight at each other until both lights glow steadily.

The monthly safety test

Opener manuals recommend testing the safety features regularly. Here's the gentle version; follow your owner's manual for your model's exact test.

1. With the door open, wave a broom handle through the beam near the floor as the door is closing. The door should stop and reverse.
2. Lay a piece of 2x4 lumber flat on the floor in the middle of the doorway and close the door. When the door touches the board, it should reverse.
3. If either test fails, stop using the remote-close features and call a garage door professional.

STAY SAFE

Keep children clear

Teach children that the garage door is not a toy: no racing under a closing door, and no playing with remotes or the wall button. Mount the wall button high, out of small hands' reach, and keep remotes and phones with the myQ app away from little ones.

CHAPTER 24

Closing a Door You Can't See

Closing the garage from across town is wonderful, but it's also the moment to be most careful, because you can't see who's standing there. Safety rules for openers recognize this. Chamberlain says the UL 325 safety standard requires a myQ hub to warn bystanders before the door closes remotely — that's the beeping and flashing you hear.

Good habits

- Glance at the History first. If someone just opened the door a minute ago, they may still be standing in it.
- If you have a myQ garage camera, look at the live view before closing.
- Close remotely when you're confident the garage is empty, not when you know someone's working in there.
- If you share access, tell your family that the door can be closed from anyone's phone, so they're never surprised by the warning beeps.

GOOD TO KNOW

Why remote opening is treated differently

You'll notice the app happily schedules closing but never opening (Chapter 12). An open garage is an invitation; a closed one is a safe default. myQ's design leans toward keeping your door shut.

CHAPTER 25

Power Outages & the Manual Release

When the power goes out, an ordinary opener stops working — and so does myQ. Here's how to get your car in or out safely.

The red emergency release cord

Hanging from the opener's rail is a **red cord with a handle**. Pulling it disconnects the door from the motor so you can lift the door by hand.

1. If you can, make sure the door is **fully closed** first.
2. Pull the red cord straight down. You'll feel the door unhook from the opener.
3. Lift the door by hand using the handle or the bottom edge — never by the cord.
4. When the power returns, close the door, pull the cord back toward the opener, and run the opener once. It will reconnect on its own.

STAY SAFE

Stop if the door is heavy

A garage door is held up by big springs. If the door feels very heavy, falls quickly, or won't stay up, the springs may be weak or broken and the door can drop suddenly. Don't force it — leave it and call a garage door professional. Never try to adjust or replace springs yourself.

Battery backup

Some openers have a **battery backup** that keeps the door working during an outage. One thing to know: LiftMaster's manuals say that while running on battery, myQ smartphone control and wireless myQ devices are switched off, so use the remote or wall button. Your opener's manual explains how to check the battery.

TIP

Make a plan before the storm

Ohio winters bring outages. Practice the release once on a nice day, so you know where the cord is and how it feels. If you can't easily reach or pull it, ask a family member or call me to make a plan.

CHAPTER 26

Keeping Your myQ Account Secure

Your myQ account is a key to your house. A few habits keep it in your hands only.

- **Use a strong, unique password** — one you don't use for anything else.
- **Keep two-step verification on**, so a code goes to your phone or email at each new sign-in (Chapter 5).
- **Invite people instead of sharing your password** (Chapter 14).
- **Keep your account email current.** Password resets go there.
- **Review your users** once a year and remove anyone who no longer needs access.

Resetting a forgotten password

1. Open the myQ app and tap **Forgot Password**.
2. Follow the prompts. myQ sends a reset to the email on your account.
3. Choose a new password and write it down somewhere safe at home.

HEADS UP

Lost the email too?

Chamberlain says that if you can't get into the email on your myQ account, you may need to factory reset your hub and start over with a new account. That's a good reason to keep your account email up to date.

CHAPTER 27

Scams to Watch For

Smart home devices attract scammers just like computers do. These are the ones to know.

SCAM ALERT

Fake "myQ support" phone numbers

Searching online for "myQ customer service" can turn up ads and look-alike sites with phone numbers that reach scammers. They'll ask for remote access to your computer or a payment to "fix" your account. Use only the contact page at support.chamberlaingroup.com, reached by typing it yourself.

SCAM ALERT

"Your garage account was hacked" messages

A text or email saying your account is locked, or that someone opened your garage, with a link to "verify" it, is a classic trick. Don't tap the link. Open the myQ app yourself and look at the History — the real answer is always there.

SCAM ALERT

Sign-in codes you didn't ask for

If a myQ sign-in code arrives when you weren't signing in, someone may be trying your password. Never read the code to anyone who calls you. Change your myQ password right away.

The golden rules

- Real companies don't call out of the blue asking for codes, passwords or payment.
- Never pay with gift cards, wire transfers or cryptocurrency to fix a tech problem.
- When in doubt, hang up and call someone you trust — me included.

PART 7

Fixing Problems & When to Call Bill

Wi-Fi out in the garage, a door that says offline, the handful of problems that actually come up, and knowing when a call will save you an afternoon.

CHAPTER 28

Wi-Fi Reach in the Garage

Garages are tough places for Wi-Fi. They're often at the far end of the house, behind brick, insulation, a furnace or a metal door. Most myQ trouble comes down to a weak signal out there.

Checking the signal

- Stand next to the opener with your phone on Wi-Fi and try loading a web page.
- Look at the Wi-Fi bars on your phone. One bar or none means trouble.
- Remember Chamberlain's guideline: the Smart Garage Control hub should be within **50 feet** of your router.

Ways to improve it

1. If you can, move the router toward the garage side of the house, up high and out in the open.
2. Make sure your router's **2.4 GHz** band is on — it reaches farther, and most myQ devices need it.
3. Add a **Wi-Fi extender** (a small plug-in that repeats the signal) on the garage side of the house.
4. For bigger homes, a **mesh** Wi-Fi system — several units that blanket the whole house — is the most dependable fix.

TIP

A detached garage is a special case

If your garage stands apart from the house, an extender inside the house may not reach. A mesh unit in a window facing the garage, or an outdoor-rated access point, usually does. Our Home Wi-Fi & Routers manual walks through the options.

GOOD TO KNOW

Changed your Wi-Fi? Reconnect myQ

If you get a new router or change your Wi-Fi name or password, your opener or hub won't know. You'll need to run the Wi-Fi setup in the myQ app again for each device. Write it on your to-do list whenever the internet company swaps equipment.

CHAPTER 29

When myQ Says "Offline"

"Offline" just means the app can't reach your opener right now. The door itself is fine, and the wall button and remotes still work. Work through this list in order.

1. **Check your phone's internet.** Turn Wi-Fi off and on, or try a website. If your phone is offline, the app will be too.
2. **Check the house internet.** If other things at home can't get online, restart your modem and router: unplug them for 30 seconds, plug them back in, and wait a few minutes.
3. **Check the power in the garage.** Is the opener's light working? Is the hub plugged in? A tripped outlet (press the reset button on a GFCI outlet) is a common culprit.
4. **Restart the opener or hub.** Unplug it for 30 seconds and plug it back in.
5. **Check for a power outage or battery mode.** On battery backup, myQ control is switched off until the power returns (Chapter 25).
6. **Think about changes.** New router? New Wi-Fi password? Then reconnect myQ to Wi-Fi (Chapter 28).
7. **Update the app**, then sign out and back in.

TIP

If it's offline every evening

A garage that drops offline at the same time every day often has a borderline Wi-Fi signal that gets crowded when everyone's streaming. A Wi-Fi extender or mesh point usually ends it for good.

CHAPTER 30

Common Problems & Quick Fixes

Here are the questions I hear most often, with the quickest fixes first.

The app says Closed, but the door is open (or the other way around)

On a Smart Garage Control, the door sensor tells the app where the door is. Chamberlain suggests: make sure the sensor is in a top corner of the door with TOP facing up; open and close the door twice with the wall button or a remote to resync it; and if that doesn't help, replace the sensor's battery.

The door opens from the app but won't close

Chamberlain says this can mean the hub isn't placed as recommended — on the ceiling or a wall opposite the door, about 6 feet up. Also check the photo-eye sensors at the bottom of the door (Chapter 23).

The door reverses as it closes

Almost always the photo-eye sensors: something in the beam, a dirty lens, or a sensor knocked out of line. See Chapter 23.

I'm not getting alerts

Check that notifications are allowed for myQ in your phone's settings, and that the alert is switched on in the myQ app (Chapter 11).

The hub beeps every time the door closes from the app

That's the required safety warning, and it can't be turned off (Chapter 7).

The door opened and nobody used the app

Check the History. If myQ didn't do it, a remote or keypad probably did. Erase the opener's memory and reprogram only the remotes you have (Chapter 13).

The door won't move at all

Check that the opener has power, that the door isn't locked with a manual lock or a wall-control lock button, and that the red release cord hasn't been pulled (Chapter 25). If the motor hums but the door doesn't move, or you hear a loud bang, a spring may have broken — leave it alone and call a garage door professional.

STAY SAFE

Know where my help ends

I'm glad to help with the app, Wi-Fi, accounts, sharing, and setting up add-ons. Springs, cables, rollers, bent tracks and the door itself are jobs for a licensed garage door professional. Those parts are under great tension and can cause serious injury.

CHAPTER 31

When to Call Bill

This guide is meant to make you confident with your smart garage, and most days it will. But you never have to wrestle alone with something frustrating. Calling for help is a smart move, not a failure.

Good reasons to call

- The opener or hub simply won't connect to your Wi-Fi.
- The garage keeps going offline — often a Wi-Fi signal problem worth fixing properly.
- You'd like the Smart Garage Control or another add-on installed, and ladders aren't your thing.
- Setting up family access, alerts and a nightly close schedule so they're just right.
- Choosing between myQ, Genie Aladdin Connect and an add-on that works with your voice assistant.
- Programming HomeLink in the car, or erasing old remotes after a move.
- Any time a call, text, email or pop-up is pressuring you about your garage account.

SCAM ALERT

Real help never cold-calls or demands remote access

No real garage door or smart home company will call you out of the blue, claim your garage was hacked, demand payment, or insist on remote access to your computer or phone. Those are scams aimed at older folks. If anyone pressures you like that, hang up and call me at **(330) 200-8042**. I'd much rather take a two-minute "is this real?" call than help undo a scam later.

How to reach me

I'm Bill, and I help folks right here in **Portage County, Ohio**. Call or text **(330) 200-8042**, or book a time online at **billshometech.com/book**. If you call the main line and reach my assistant **Sophie**, she can answer simple questions and get you on my schedule. My help is **$49 remote · $99 in your home**, and with 30+ years of professional experience, there's no question too small to ask.

— Bill

CHAPTER 32

Your Smart Garage Cheat-Sheet

Print this page and keep it handy. It's the whole guide boiled down to the moves you'll use most.

Everyday moves

I want to...	Do this
Open or close the door	Open myQ, tap the door. Wait for the beeps when closing.
Check if it's closed	Open myQ and look at the door tile.
See who used it	myQ, then History, then Access.
"Left open" alert	Settings, then Notifications, then your door; choose open, delayed, 10 minutes (Chapter 11).
Close every night	Gear or plus sign, then Schedule; close, time, days, save (Chapter 12).
Add a family member	Plus sign or Users, then invite by email (Chapter 14).
App says offline	Check internet, restart router, restart opener or hub (Chapter 29).
Door reverses	Clean and line up the photo eyes at the bottom of the track (Chapter 23).
Power is out	Door closed, pull the red cord, lift by hand (Chapter 25).
Forgot password	myQ app, then Forgot Password (Chapter 26).

Write these down

Item	Yours
Opener brand and model	_____
Learn button color	_____
myQ account email	_____
Wi-Fi name (2.4 GHz)	_____
Hub or opener serial number	_____
Garage door professional	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book