Chamberlain Group Inc

OMSID 324484358, Model MYQ-K40TXXW - FAQs

1. **WHAT DO I NEED TO KNOW BEFORE I BUY?**
    a. The myQ Smart Garage Video Keypad does two jobs at once: it lets people in and keeps watch over your garage — all wirelessly, with no wiring required. Here's what you should know before buying:
    b. Compatibility: It only works with Chamberlain, LiftMaster, Craftsman, Raynor, and AccessMaster garage door openers made after 1993. If you have another brand, you might need a myQ Smart Garage Control with WiFi hub (sold separately).
    c. Wi-Fi: myQ devices work with both 2.4 GHz and 5 GHz Wi-Fi networks with a strong signal within 50 ft. of the router. You might need to move your router or install a range extender if you experience connection issues.
    d. Features: It has a built-in 1080p HD camera, smartphone control, advanced motion detection, personalized access with up to 16 unique PIN codes, and 2-way audio.
    e. Subscription: While you can view live streaming and motion detection for free, a subscription is required if you want to record and save video events. 30-day cloud storage.
    f. Installation: The keypad needs to be installed within sight of the garage door, out of reach of small children, and at a minimum height of 5 feet.
2. **WHAT DO I NEED TO KNOW BEFORE USING IT?**
    a. To ensure optimal use of the myQ Smart Wireless Garage Door Video Keypad, please note the following:
    b. Compatibility: It works with Chamberlain, LiftMaster, Craftsman, Raynor, and AccessMaster garage door openers made after 1993. For other brands like Overhead Door Odyssey or Genie, you might need an additional myQ Smart Garage Control with WiFi hub (sold separately).
    c. Wi-Fi: A 2.4 GHz Wi-Fi network is required for setup and operation, with a strong signal within 50 ft. of your router.
    d. Installation: Install the keypad within sight of the garage door, at least 5 feet above the ground, and away from all moving parts of the door.
    e. Subscription: While live streaming and real-time alerts are free, a subscription is needed to record and save video events for up to 30 days in the cloud.
3. **DOES IT REQUIRE A SUBSCRIPTION FOR FEATURES?**

a. The myQ Smart Wireless Garage Door Video Keypad does not require a subscription for basic features like live streaming, motion detection, and real-time alerts. Live streaming and real-time alerts are free forever. If you want to save and review footage, cloud storage plans start at just $3.99/month and keep up to 30 days of video.

4. **WHAT ARE THE KEY SPECIFICATIONS?**
    a. The myQ Smart Wireless Garage Door Video Keypad offers several key specifications:
    b. Camera: The built-in 1080p camera with a 160° wide-angle view means you see nearly everything — even in the dark. It's your garage's front door, but smarter.
    c. Control: Smartphone control via the myQ app for live feeds and recorded events.
    d. Motion Detection: Advanced motion detection for visual confirmation.
    e. Access: Personalized access with up to 16 unique PIN codes and a call button for 2-way audio communication. Create up to 16 unique PIN codes — assign one to each family member, a dog walker, or a regular contractor, then set or revoke access anytime from the app.
    f. Compatibility: Works with Chamberlain, LiftMaster, Craftsman, Raynor, and AccessMaster garage door openers made after 1993.
    g. Connectivity: Works on both 2.4 GHz and 5 GHz Wi-Fi networks.
    h. Power Source: Built-in rechargeable lithium-ion battery. Also charges via included adapter.
    i. Dimensions: 6.30 inches (H) x 2.71 inches (W) x 1.36 inches (D).
    j. IP55 Rated: Water resistant and durable for outdoors.
    k. Operating Temperature: -4°F to 122°F (-20°C to 50°C)
5. **WHAT GARAGE DOOR OPENERS ARE COMPATIBLE?**
    a. The myQ Smart Wireless Garage Door Video Keypad is compatible with Chamberlain, LiftMaster, Craftsman, Raynor, and AccessMaster garage door openers made after 1993. For additional brand compatibility, you might need a myQ Smart Garage Control with WiFi hub, which is sold separately.