myQ®

OUTDOOR
BATTERY CAMERA

Product

# Installation Guide



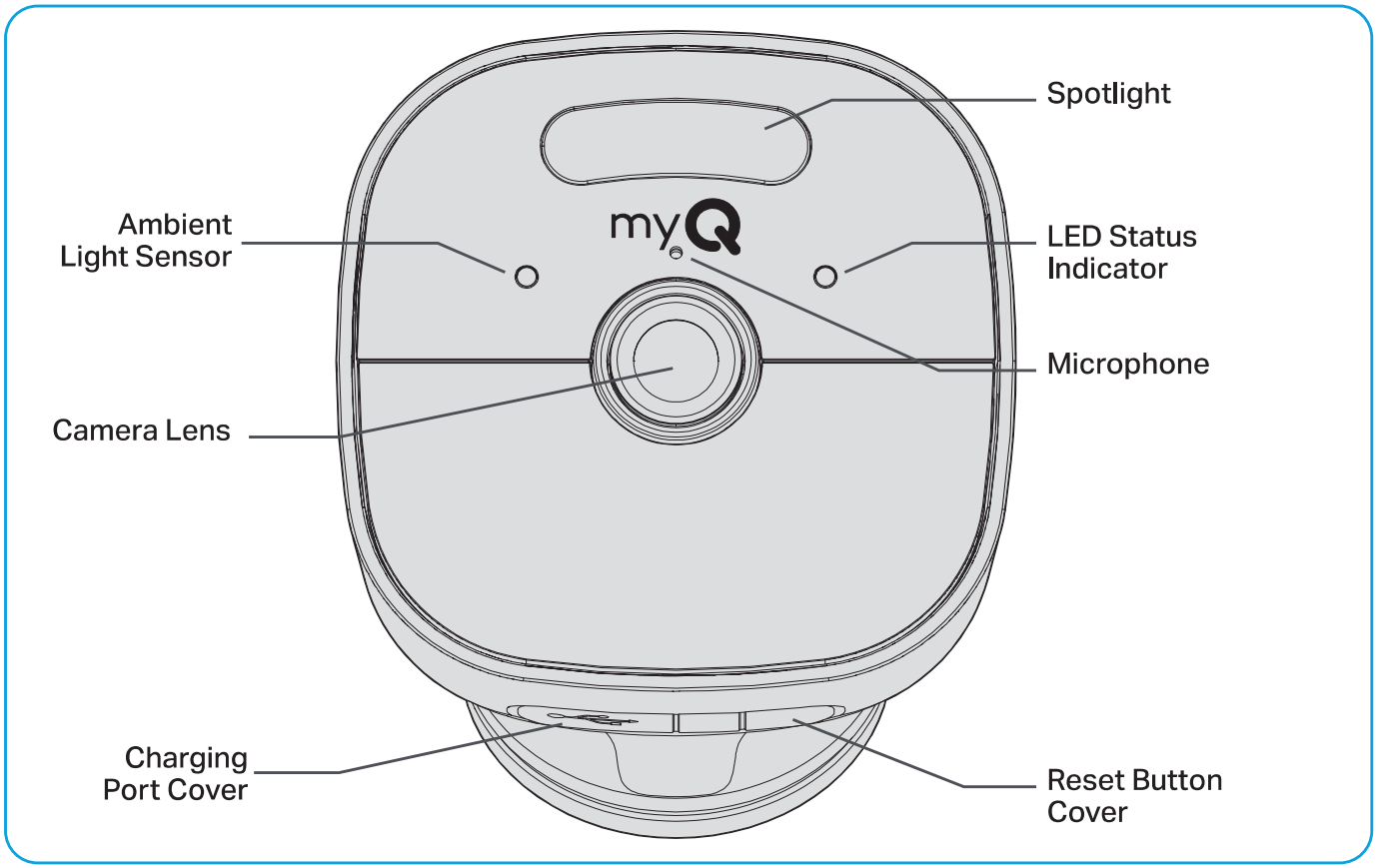

Model numbers:
MYQ-C39VXXW
MYQ-C39VCXW
MYQ-C392XXW
MYQ-C392CXW

# Contents

Overview . . . . . 2
Set Up . . . . . 3
Installation . . . . . 6
Using your Camera . . . . . 8
Additional Resources . . . . . 11

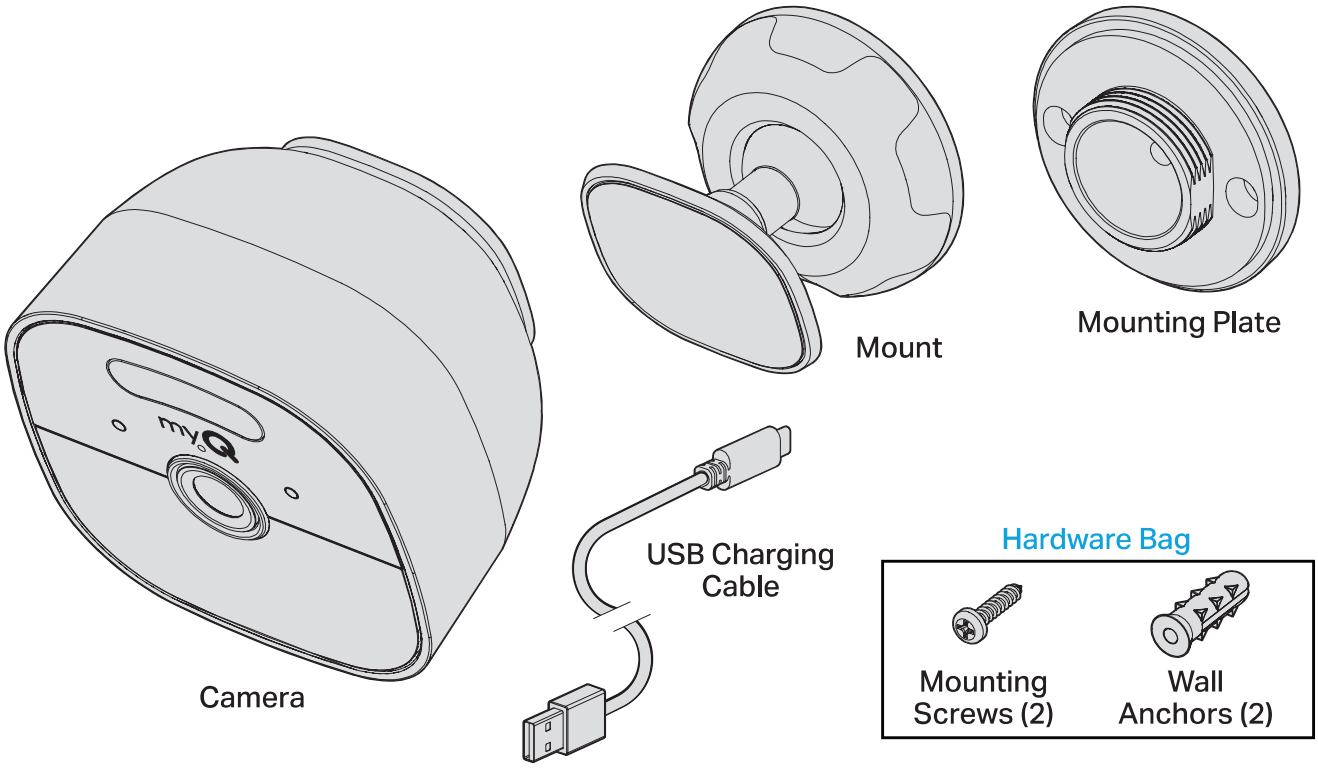
# Overview

The myQ Outdoor Battery Camera easily integrates with Chamberlain and LiftMaster products, offering a comprehensive solution for monitoring your home's access points. Unlock optional enhanced features with a Video Monitoring plan, such as smarter notifications driven by AI including face, person, and more to help you stay connected to home from anywhere. The Outdoor Battery Camera has a built-in spotlight, allowing you to view motion events in full color - even at night. Plus, this wire-free camera is simple to install anywhere—no power outlets required.



# Overview (continued)

## What's in the Box




# Set Up

## What You'll Need

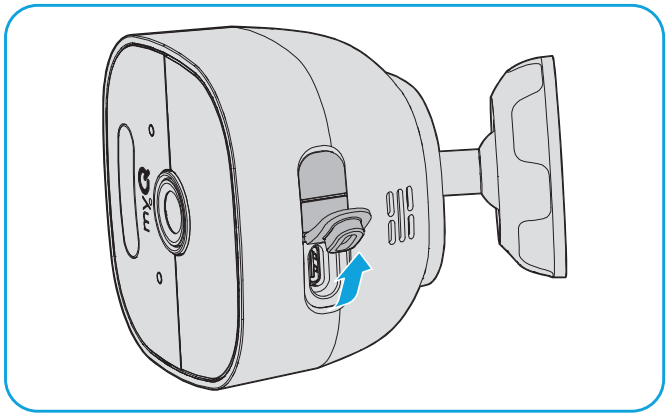
- Ladder
- Philips screwdriver
- Power Drill and Drill Bit (3/32" for pilot holes or 7/32" if you're using wall anchors)
- Ensure your smartphone's Wi-Fi is activated and has a strong signal where you intend to place your camera.
- Enable Bluetooth and Location Services on your smartphone.
- Download the latest version of the myQ® App.
- Sign in to your MyQ account or create one if you haven't already.

**TIP:** If you already have the myQ App, make sure it's updated for the best experience.

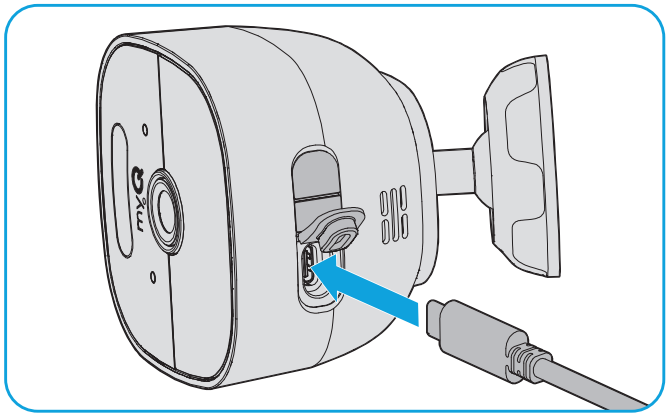
# Set Up (continued)

## Charge Your Camera

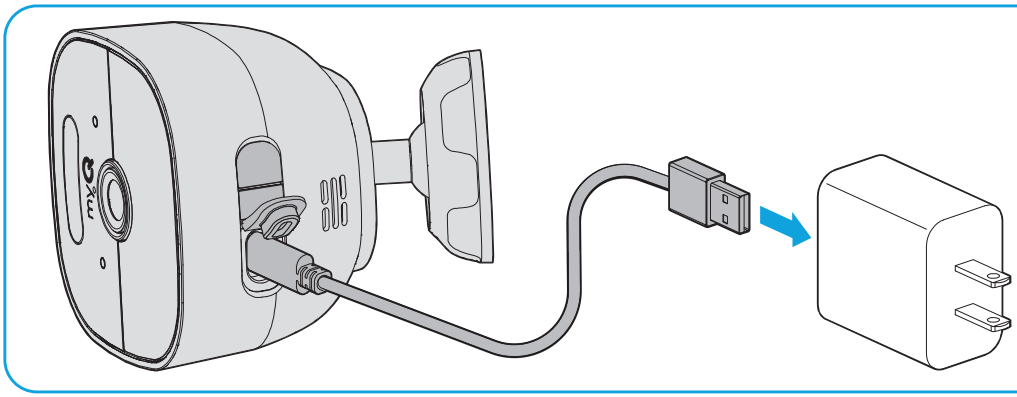
**01** Pull the rubber flap on the bottom of the unit. This will expose the USB-C charge port.



**02** Plug the provided power cord into the USB-C port.



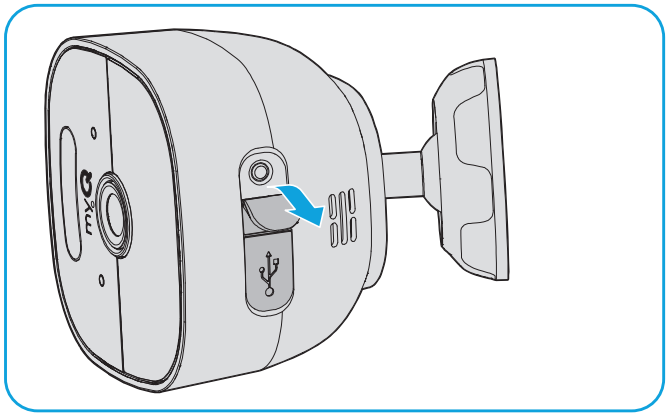
**03** Plug the other end of the cord into a charging 'brick' with a USB-A connector (not provided). Please fully charge the battery before setting the camera up at the mounting location.
**Note: A 5V/2A, 10W adapter will reduce charging time.**



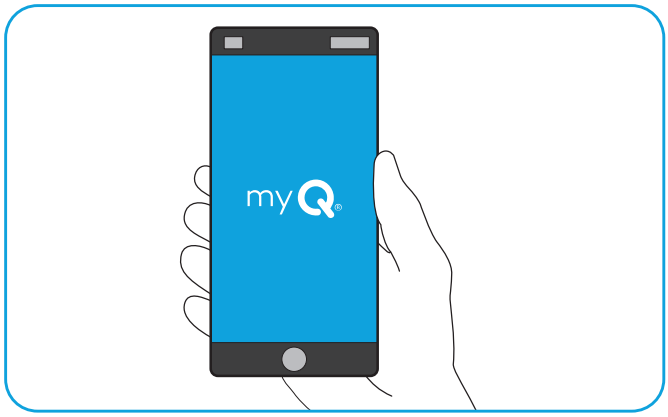
The camera LED blinks orange when charging and solid green when the camera is fully charged, it should take between 6 and 9 hours to fully charge.

## Connect Your Camera

**01** Pull the rubber flap on the bottom of the unit. Press and hold the reset button next to the charging port until you see the blue LED, then release the button to enter setup mode.



**02** The status LED light will be blinking blue. Add the camera to your myQ account from the device management menu.

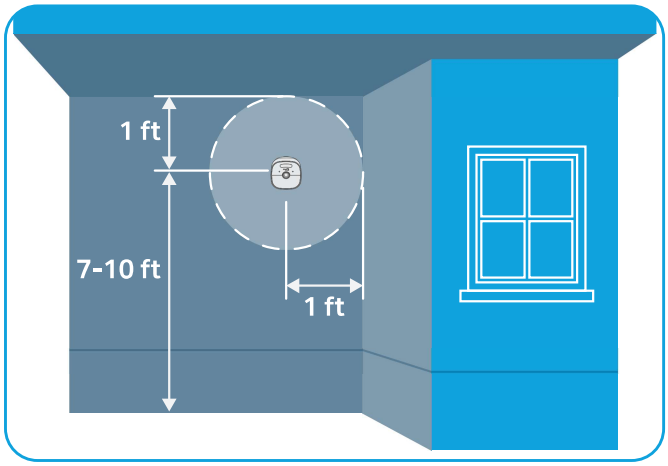


# Set Up (continued)

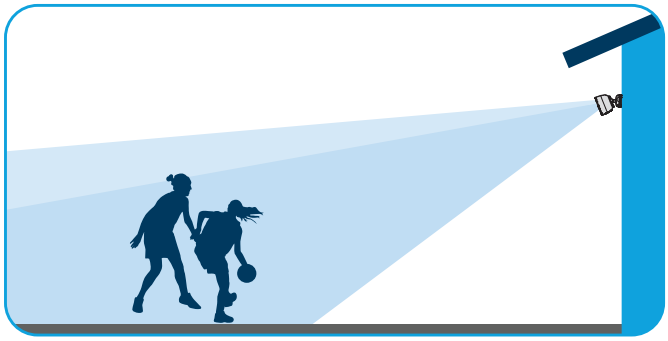
## Select Your Mounting Location

Consider these criteria when selecting a good spot to mount your camera.

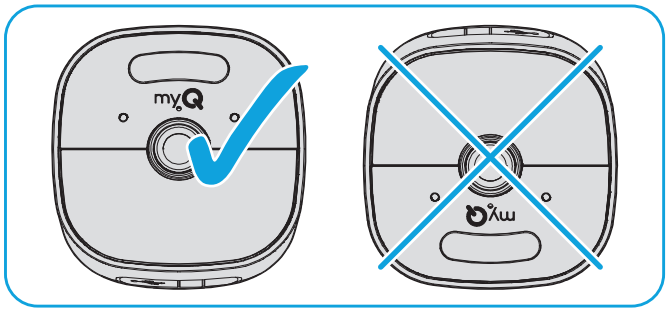
- **Avoid direct sunlight:** Your camera is rated for temperature ranges between -4° and 122°F.
- **Consider the field of view:** If there is anything blocking the view, or frequently moving within the frame, your image quality and/or motion alerts may be affected.
- **Mounting height:** Recommended placement is 7 to 10 feet above the ground, but at least one foot from the ceiling and at least one foot from the nearest side wall, and tilted downward.



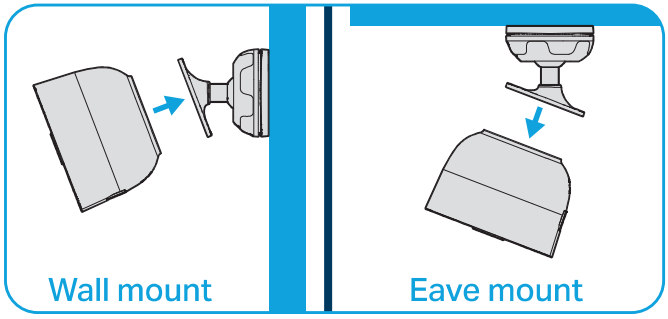

- **Install near access points:** Consider locations near your garage or front or back entrance that you want to monitor.
- **Optimize motion detection:** Aim your camera so any motion you wish to detect appears in the bottom 2/3 of the Field of View.



- **Install camera upright:** Make sure the myQ logo is readable. If the camera is upside down, it may not detect motion correctly.

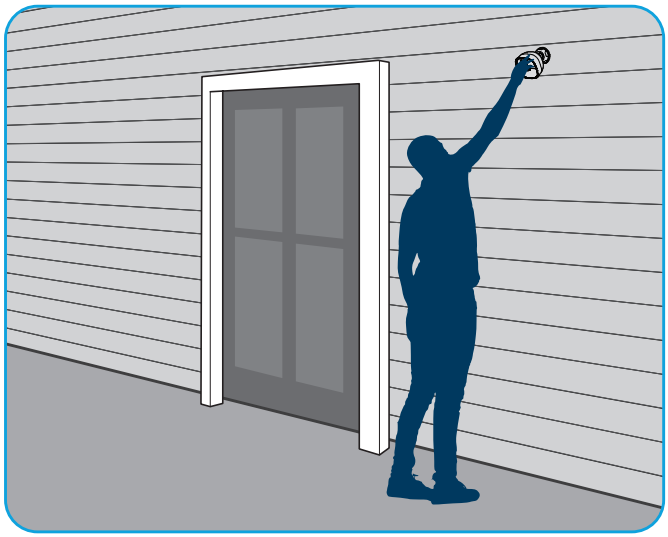



- **Wall mount or eave mount:** Your camera can be mounted on a wall or to an eave. The mounting angle of the camera is different for each mounting position.



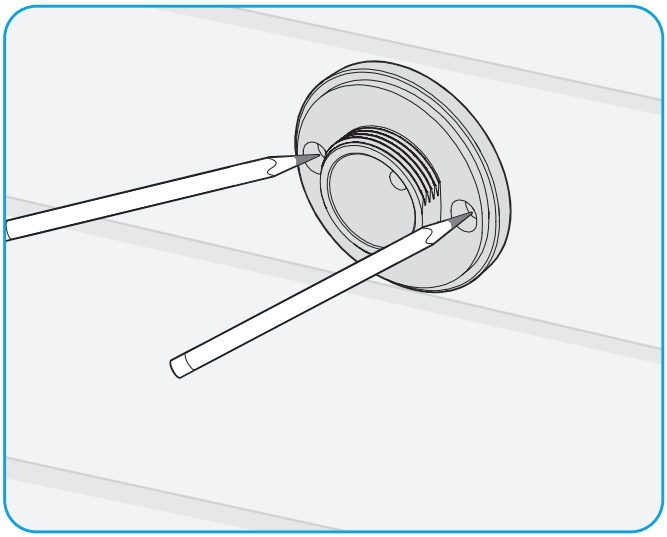
# Installation

**01** Hold the camera near your chosen mounting location and use the livestream in the myQ app to preview the field of view. If the Wi-Fi signal is not strong enough, choose a different location or consider a Wi-Fi mesh network with more nodes to expand coverage.



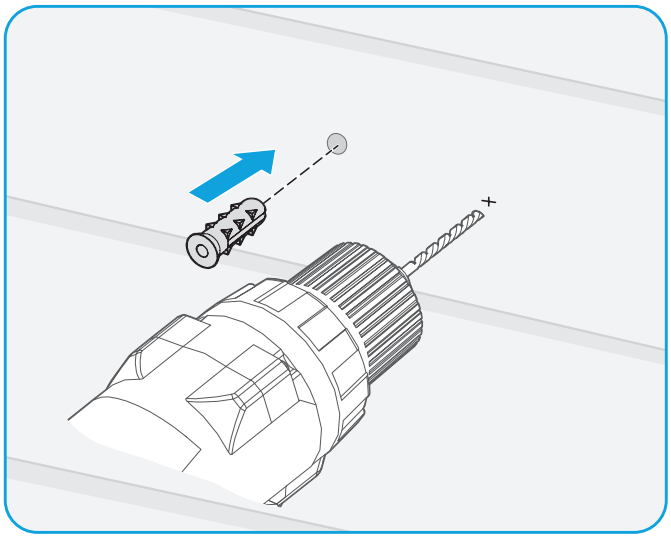
**02** Hold the mounting plate on the location where you wish to place the camera.

Mark the left and right holes with a pencil.



**03** Using a 1/4" mortar drill and a power drill with hammer function, drill holes at the marked locations. Drill to a depth that matches the length of the plastic anchor (provided). Blow the dust out of the holes and insert the plastic anchors into the holes.

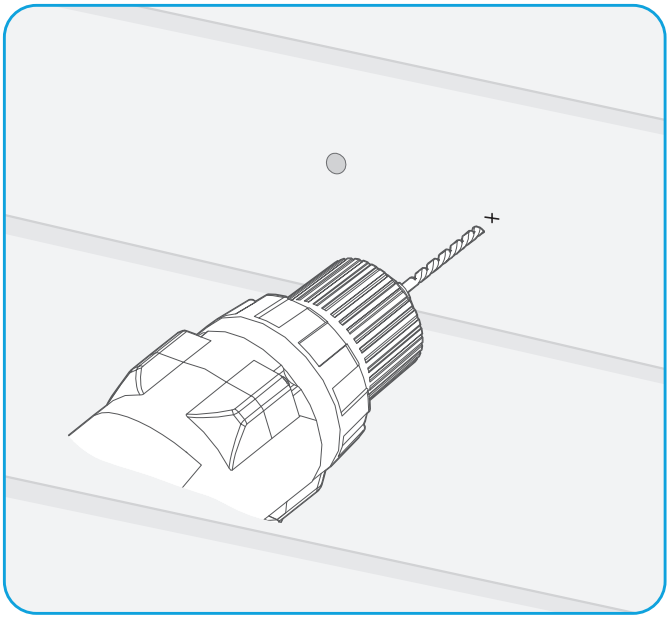
### Option 1: Stucco, brick, or concrete



### Option 2: Wood or vinyl

Using a 1/16" or 3/32" drill bit and a power drill, drill holes at the marked locations.

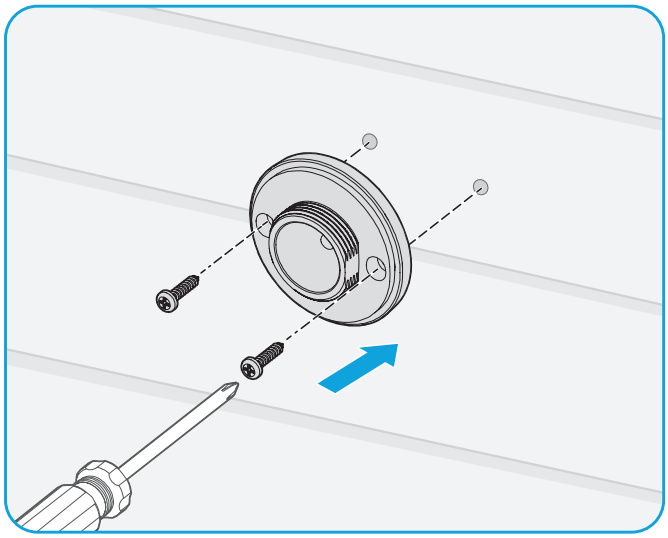
Drill to a depth of approximately 1/2".



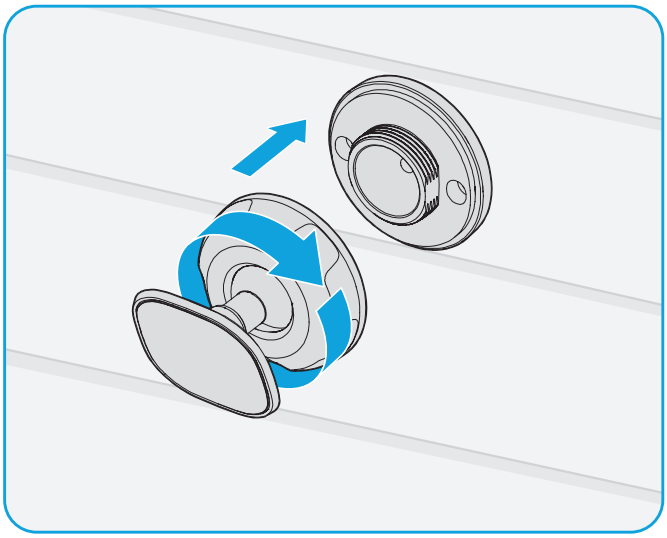
# Installation (continued)

**04** Attach the mounting plate using the provided screws. Tighten the screws until you feel resistance and then stop.

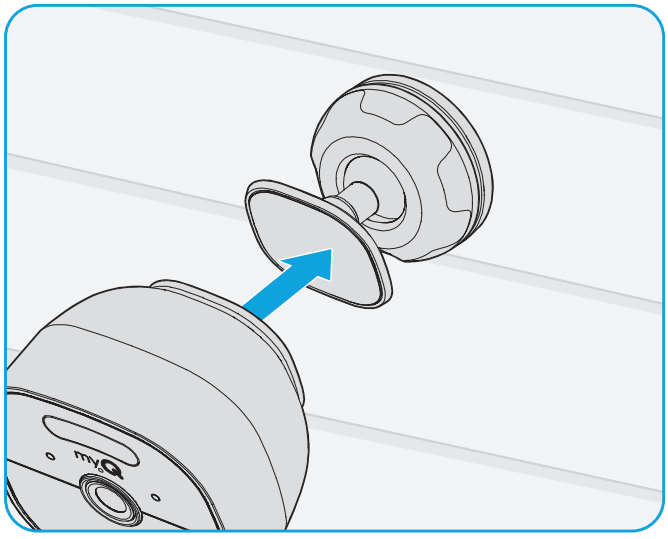
**IMPORTANT:** Do not use a power tool for this step, as you can easily crack the plastic mounting plate.



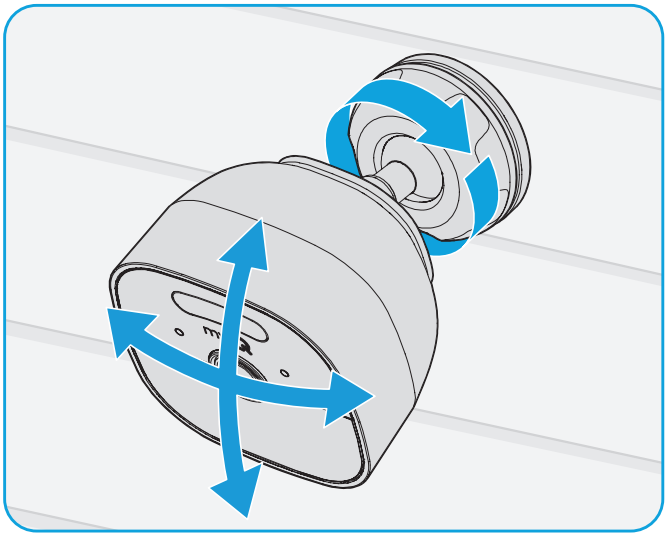
**05** Screw the base onto the mounting plate. Do not tighten the ball joint all the way.



**06** Make sure the base is oriented correctly based on your desired installation location. (See page 5.)



**07** Attach the magnetic camera to the metal base. Adjust the camera to your preferred angle, then hand tighten the base. Remove the protective film on your camera face to prevent night vision impairment.



# Using your Camera

Get access to livestream video, motion detection, and alerts without a subscription. Use the myQ app to manage your settings and preferences. Experience premium features with a free 30-day trial of the myQ Video Monitoring Plan.

## Video Monitoring Plan

A Video Monitoring Plan (sold separately) helps you achieve peace of mind by providing line of sight to all the activity in and around your home across all of your myQ devices. With features like recorded history, Smart Detection, and customizable settings, rest assured that you're in the know on who's home, what's happening, and when.

| | No Plan | 7-Day Plan | 30-Day Plan |
|---|---|---|---|
| Livestream Video | ● | ● | ● |
| Motion Detection & Alerts | ● | ● | ● |
| Event Recordings | | ● | ● |
| Face, Person, Animal, and Vehicle Detection | | ● | ● |
| Detection Zones | | ● | ● |
| myQ Smart Secure | | ● | ● |
| Multiple Devices | | | ● |

- **Detection Zones:** Helps you choose which areas to monitor.
- **Face Detection:** Receive notifications when a recognized face has been seen on your property (supported in the US and Canada, excluding the state of Illinois for all devices).
- **myQ Smart Secure:** Automatically lock your myQ-compatible doors and garage when a person is detected during pre-scheduled times, keeping your home secure.

Click here to learn more.

## Troubleshooting

If your camera does not work as you expected, please follow the troubleshooting steps below.

### Reset Wi-Fi

If your camera cannot connect to Wi-Fi, you may need to update your Wi-Fi settings. . To reset the Wi-Fi password on your camera, lift the flap, press and hold the reset button until you see the status LED turns blue. The camera will power cycle and the app will ask for your Wi-Fi credentials.

### Factory Reset

A factory reset can be useful if you are planning to give your camera to someone else. Factory reset will wipe all settings from memory and return it to a blank state. To factory reset your camera, lift the flap, press and hold the reset button until you see the solid red status LED, then release the button to enter setup mode.

# Using Your Camera (continued)

| Problem | What to do |
|---|---|
| I can't add my camera in the myQ app. | The Bluetooth beacon may have timed out. Press and hold the reset button for two seconds and try again. |
| My camera cannot establish a Wi-fi connection. | Use your phone to make sure you have a Wi-Fi signal at the camera. If you do not, you may have to move your router closer. Press the reset button for about two seconds and try again. |
| My camera LED is blinking purple. | Your camera is performing a firmware update over Wi-Fi. It may take 10-15 minutes to complete. Leave it for a few minutes so it can finish the update. |
| I can't see recorded videos in the myQ app. | To see video history, you need the paid myQ subscription. Consult the section on Video Monitoring Plans to determine what's right for you. |
| I dropped some of the screws during install and now I can't find them. | To secure the mounting plate to the wall, purchase a #6x3/4" screw found at any hardware store. |

## LED Status Indicators

Your camera provides status information using the color LED on the front of the unit.

| What You See | What It Means |
|---|---|
| Solid White | Powering up |
| Blinking Blue | Ready to be set up in myQ app |
| Solid Blue | Bluetooth connected |
| Alternating Blue / Green | Connecting to Wi-Fi |
| Blinking Green | Connecting to myQ |
| Solid Green | Connected to myQ app and motion detected |
| Blinking Purple | Firmware update in progress |
| Blinding Red | Temperature too high / low |

# Using Your Camera (continued)

## Charging Status LED

| What You See | What It Means |
|---|---|
| Blinking Orange | Charging |
| Solid Green | Fully charged |

## Reset Sequence

| What You See | What It Means |
|---|---|
| Solid Blue | Release button to enter Set Up Mode |
| Solid Red | Release button to enter Factory Reset Mode |

# Additional Resources

## Software Agreement

Use of this product and the software embedded within the product are subject to the copyright notices, terms, and conditions accessible in the myQ® app. Open the App Menu and select Help, and then License and Terms of Use for more information.

### Need Help?

Go to: support.chamberlaingroup.com

## One Year Limited Warranty

The Chamberlain Group LLC ("Seller") warrants to the first consumer purchaser of this product that it is free from defect in materials and/or workmanship for a period of 1 year from the date of purchase.

Because Seller cannot control the quality of products sold by unauthorized sellers, this limited warranty applies only to Products that were purchased from Seller or an authorized reseller in the United States or Canada, unless otherwise prohibited by law. Seller reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

⚠ **WARNING:** This product can expose you to chemicals including lead, which are known to the State of California to cause cancer or birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

**NOTICE:** This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device must be installed to ensure a minimum 20 cm (8 in.) distance is maintained between users/bystanders and device.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and Industry Canada ICES standard. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

©2025 The Chamberlain Group LLC
myQ and the myQ logo are trademarks, service marks, and/or registered trademarks of The Chamberlain Group LLC. All other trademarks, service marks, and product names used herein are the property of their respective owners.
The Chamberlain Group LLC, 300 Windsor Drive, Oak Brook, IL, 60523, United States

114-6122-000