



# Smart Garage™ Hub Manual



MYQ-G0301 • MYQ-G0301C  
MYQ-G0301D • MYQ-G0301LA

Before You Start ..... next page

About Your MyQ App ..... 6

Troubleshooting ..... 9

Warranty..... 15

Appendix ..... 16

Locating the Learn or program button  
on your garage door opener ..... 17

More on installation of the hub and  
door sensor ..... 22

by  
**CHAMBERLAIN**®

# Before You Start

## **WARNING**

To reduce the risk of SEVERE INJURY to persons:

- DO NOT enable the MyQ® Smart Garage™ Hub if operating either one-piece or swinging doors. To be enabled ONLY on a sectional door.

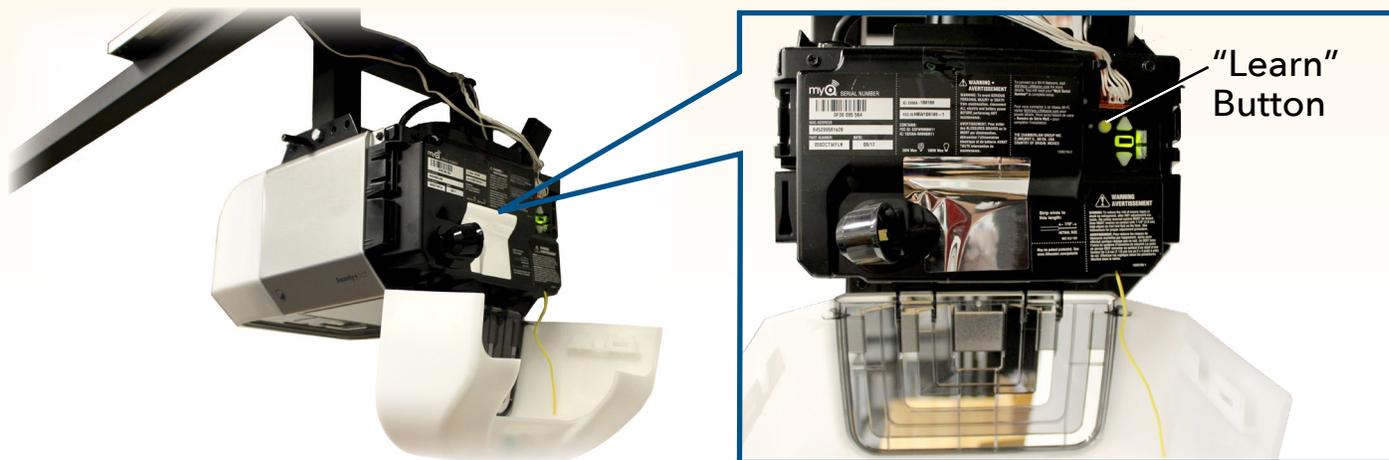
 **WARNING:** This product can expose you to chemicals including lead, which are known to the State of California to cause cancer or birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

 **Read instructions thoroughly BEFORE beginning.**

If using this product with residential door openers, this product must be used only with door openers manufactured after 1993 that utilize photoelectric sensors. The photoelectric sensors are always located on or near the bottom of the door track.

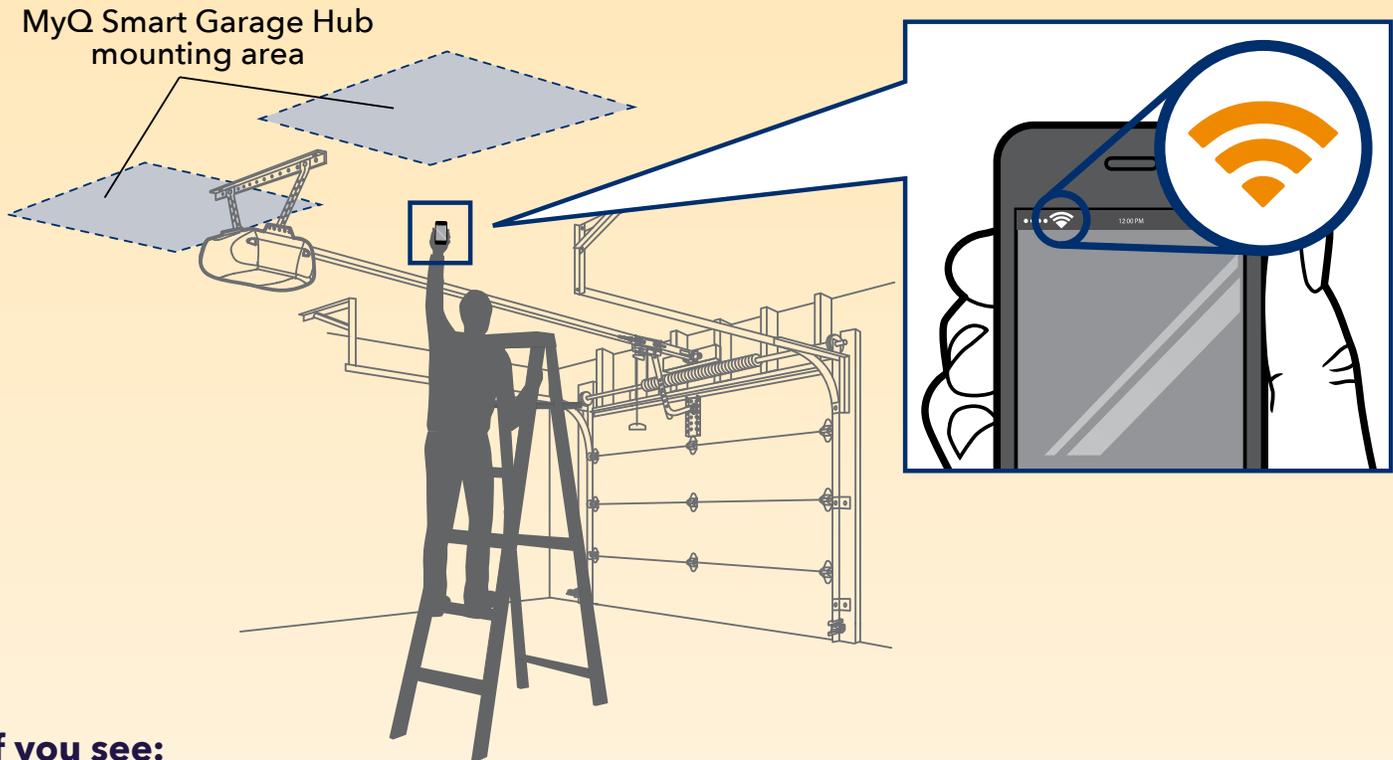
### Before you start, you MUST have...

- A router with 2.4GHz Wi-Fi® frequency
- Router configured with 802.11 B/G/N
- Router within 50 ft. of the MyQ Smart Garage Hub
- Mobile phone connected to your home Wi-Fi network
- Home Wi-Fi network password
- Latest version of the MyQ App
- Compatible garage door opener (see page 16)
- Locate program or learn button on the garage door opener, see the Appendix on page 17 for more details.



# Check Your Wi-Fi Signal

Make sure your mobile phone is connected to your Wi-Fi network. Hold the mobile phone near where you plan to install the MyQ Smart Garage Hub.



**If you see:**



**Wi-Fi signal is strong.** You're all set! Proceed to next step.



**Wi-Fi signal is weak.** The MyQ Smart Garage Hub may not connect to your Wi-Fi network. If it doesn't connect, try one of the options below.



**No Wi-Fi signal. Try one of the following options:**

- Move your router closer to the garage to minimize interference from walls and other objects.
- Buy a Wi-Fi range extender.



Need more help? Watch the video on How to test your Wi-Fi Signal Strength before setting up your MyQ product. Go to [youtu.be/\\_Ow1wVF-7AU](https://youtu.be/_Ow1wVF-7AU)

# What's in the Box

## MyQ Smart Garage Hub



## Door Sensor



## Power Adapter



## Mounting Bracket



## Fastening Strips for Door Sensor



## Hardware for Door Sensor (5/32" x 3/4" screws)



## Hardware for MyQ Smart Garage Hub (5/32" x 1-1/2" screws)



## Warning Label (not shown)

# Get to Know Your MyQ Smart Garage

## Blue LED

Power and Settings indicator button

## Green LED

Wi-Fi connection indicator button

## Yellow LED

## MyQ Smart Garage Hub



## Light

comes on when you open or close the door.



Button 2

Button 1

Gear Button

Settings button

## Door Sensor



## Red LED

Power and Settings indicator button

Test Button

# How It All Works



The MyQ Smart Garage Hub communicates between your garage door opener and your mobile phone, letting you check the status of your door and operate it remotely from anywhere.

The MyQ App connects with MyQ cloud and the hub, which receives information from the door sensor and the opener and sends the information back to your mobile phone.

# Set Up a MyQ Account

Let's get started.

First, download the MyQ App.



Next, you'll need to set up your account and log in.

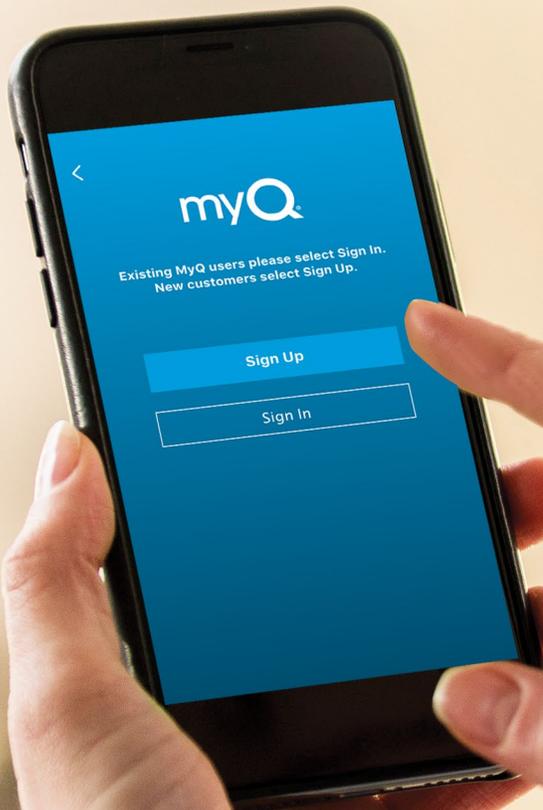
Already have an account? Log in and get started.

Before you get too far you'll need to check a few things.

- Make sure your garage door is clear of obstructions.
- You'll need the model and brand of your garage door opener.

**TIPS:**

- Select **Remember Me** if you want the MyQ App to remember your email address and password.
- You can change the security settings within the MyQ App by tapping the menu bar in the top-left corner and then your name on the bottom-left to access your settings.



# Follow the App Steps



The MyQ App will guide you through installing and connecting your MyQ Smart Garage Hub.

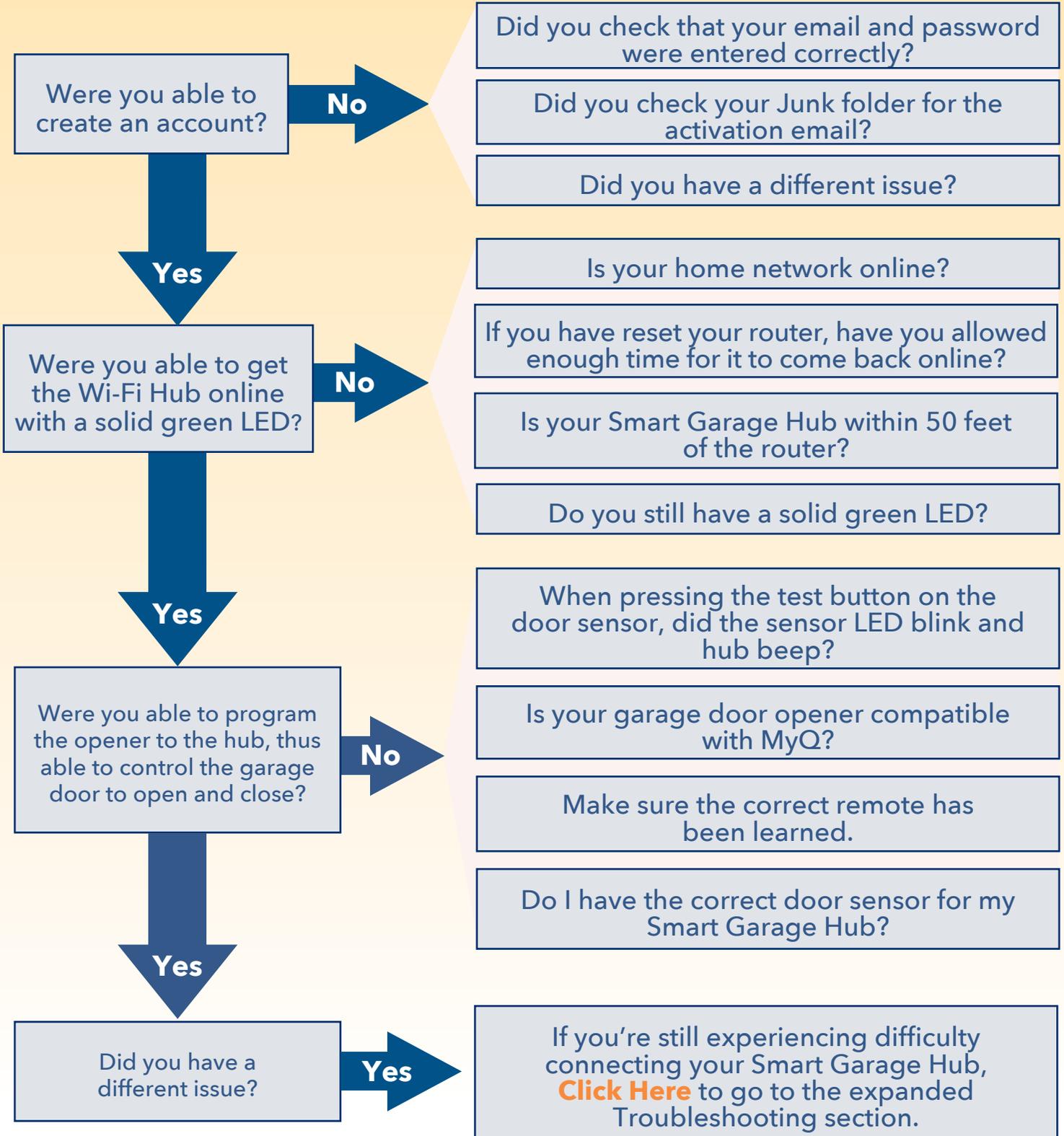
The MyQ App will show you how to:

- Connect the Hub
- Pair the Door Sensor
- Pair the Hub to your Garage Door Opener
- **Install the Hub**
- **Install the Door Sensor**

**Congratulations!** Installation of your MyQ Smart Garage Hub is now complete.

# Troubleshooting

 To watch videos on how to install the MyQ Smart Garage Hub, go to [videos](#).



# Troubleshooting

## Error messages:

**When I attempt to log into my account, I get the error **The user is locked out. (207)**, how do I unlock my account?**

The account is locked out if you have entered your password incorrectly too many times.

### To resolve:

1. Tap **Forgot Password**
2. Enter the email address you used to create the MyQ account. You will receive an email containing a new generic password. **NOTE:** *If you didn't receive an email, check the Junk or Spam filter.*
3. Log in to your MyQ account with your Account Email and the new generic password.

**NOTE:** *The new generic password remains valid until you change it.*

4. Tap the **Menu** in top-left corner, select your name in bottom-left corner, and change your password to a specific and confidential password.

**I attempt to add my serial number to my account, I get the error **That device is on another user's account. Unable to add (310)**, how do I resolve this issue?**

This error means that the MyQ Smart Garage Hub has been added to another MyQ account. To resolve this issue, you need to perform a **factory reset to default settings** on the MyQ Smart Garage Hub (see below).

## Connectivity

**When I attempt to connect the MyQ Smart Garage Hub to my Wi-Fi network, why don't I get a solid green LED light?**

When attempting to connect to your Wi-Fi network the LED lights on your MyQ Smart Garage Hub will go through a sequence of LED light flashes before it goes solid green. The LED illumination pattern indicates the type of issue. Check what the LED lights are doing and follow the steps indicated.

### **Goes back to flashing blue (failed to connect to home network)**

- Verify you are on a 2.4G network and your Wi-Fi password is correct before attempting to reconnect.

# Troubleshooting

## Connectivity (cont.)

### Flashing blue and green (connected to network but not online)

- Power cycle your router.
- Check Wi-Fi signal where the MyQ Smart Garage Hub is located.
- Check any non-default router settings. Make sure your network is not hidden. Ensure DHCP is enabled. Router has 2.4Ghz enabled and 802.11 B/G/N enabled.
- If these do not solve your issue, perform a factory reset on the MyQ Smart Garage Hub.

### Reset to Factory Default

**IMPORTANT NOTE:** Resetting the MyQ Smart Garage Hub to factory default erases the Wi-Fi settings, erases door sensors, and removes the MyQ Smart Garage Hub from the currently paired MyQ account.

1. Press and hold the Settings button  until the blue LED blinks (about 10 seconds) then release.
2. Press and hold Settings button  again until the MyQ Smart Garage Hub beeps. The MyQ Smart Garage Hub is set to factory default.

 Settings Button



### The LED on my Smart Garage Hub remains steadily blue:

1. Unplug power to your Smart Garage Hub and plug it back in. The LED light should go to a blinking blue, this indicates it's ready to connect to your home Wi-Fi network.
2. If it's not blinking blue, press and hold the Settings Gear Button until the LED goes to a blinking blue.
3. Turn off the feature in your mobile device settings to automatically switch between Wi-Fi and mobile data.

### The LED on my Smart Garage Hub is flashing green:

- Power cycle your router, ensuring the internet comes back online.
- Check your router ports (TCP/UDP port 8883).

# Troubleshooting

## Door Sensor

### **When attempting to pair my garage door opener to the MyQ Smart Garage Hub, why doesn't the door move?**

When you are not able to pair your garage door opener and MyQ Smart Garage Hub there are a couple things to check for. You need to confirm that you are adding a compatible garage door opener and that the door sensor is working properly.

Once you have confirmed that your garage door opener is compatible (see Appendix for compatible garage door openers), test your door sensor.

### **When I press the test button in the door sensor, why doesn't the red LED blink?**

1. Make sure you remove the pull tab from the door sensor.
2. Debris may be present on the battery. Open the door sensor by pressing the button on the bottom and pulling the front cover off.
3. Slide the battery out to make sure that the pull tab didn't break off under the battery or that there is no residue on the battery. After you confirm put the battery back in.
4. Close the door sensor and press the test button, if the LED still doesn't come on replace the battery. If the LED blinks, install the door sensor to the top section of your garage door. The battery is a 3V Lithium battery size CR2450.

**Door sensor test:** Press the test button on the door sensor. The MyQ Smart Garage Hub should beep and the red LED on the door sensor should blink. If it doesn't, replace the battery. If it does, **follow the steps to test for a low battery.**

# Troubleshooting

## Test the Battery

**TIP:** Test your door sensor every 6 months or if the MyQ system is not working as expected.

### To test for a low battery:

Press and release the test button on the door sensor, The LED on the door sensor should blink the MyQ Smart Garage Hub should beep. Wait 5-10 seconds, then repeat this test 5 more times (wait 5-10 seconds between each test).

If the LED doesn't blink or the MyQ Smart Garage Hub doesn't beep with each press, replace the battery in the door sensor. Use a 3V Lithium battery size CR2450.

## Battery

Dispose of batteries properly. Replace ONLY with 3V CR2450 coin batteries.

### To change your battery:



**Step 1:** Push in the latch panel on the bottom of the door sensor and lift the top to remove it.



**Step 2:** Using a soft nonconductive tool (such as a cotton swab), gently push the coin battery out of the clip.



**Step 3:** Gently but firmly insert the new battery into the clip and replace the cover.

## ⚠ WARNING

To prevent possible SERIOUS INJURY or DEATH:

- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify doctor.

To reduce risk of fire, explosion or chemical burn:

- Replace ONLY with 3V CR2450 coin batteries.
- Do NOT recharge, disassemble, heat above 212°F (100°C) or incinerate.

# Accessories

## PILCEV-P1



### **MyQ Remote Lamp Control**

Monitor and control this plug-in lamp switch with the MyQ App.

## WSLCEV-P1



### **MyQ Interior/Exterior Light Switch**

Monitor and control this wall light switch with the MyQ App.

## MyQ-G0302: G821LMB-SENSOR



### **MyQ Smart Garage Hub Add-on Door Sensor**

Monitor and control this door sensor with the MyQ App. The MyQ Smart Garage Hub supports a second sensor that can be installed on a second garage

## NOT COMPATIBLE

## MyQ-G0202 or 041D7924



### **Door Sensor**

# Warranty

## Need Help?

Go to: [www.chamberlain.com/MyQSupport](http://www.chamberlain.com/MyQSupport)

## One Year Limited Warranty

The Chamberlain Group, Inc. 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.

## Software Agreement

Use of this product and the software embedded within the product is subject to the copyright notices, terms, and conditions available at: [www.mychamberlain.com/agreement](http://www.mychamberlain.com/agreement)

**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.

# Appendix

## Compatible Garage Door Openers

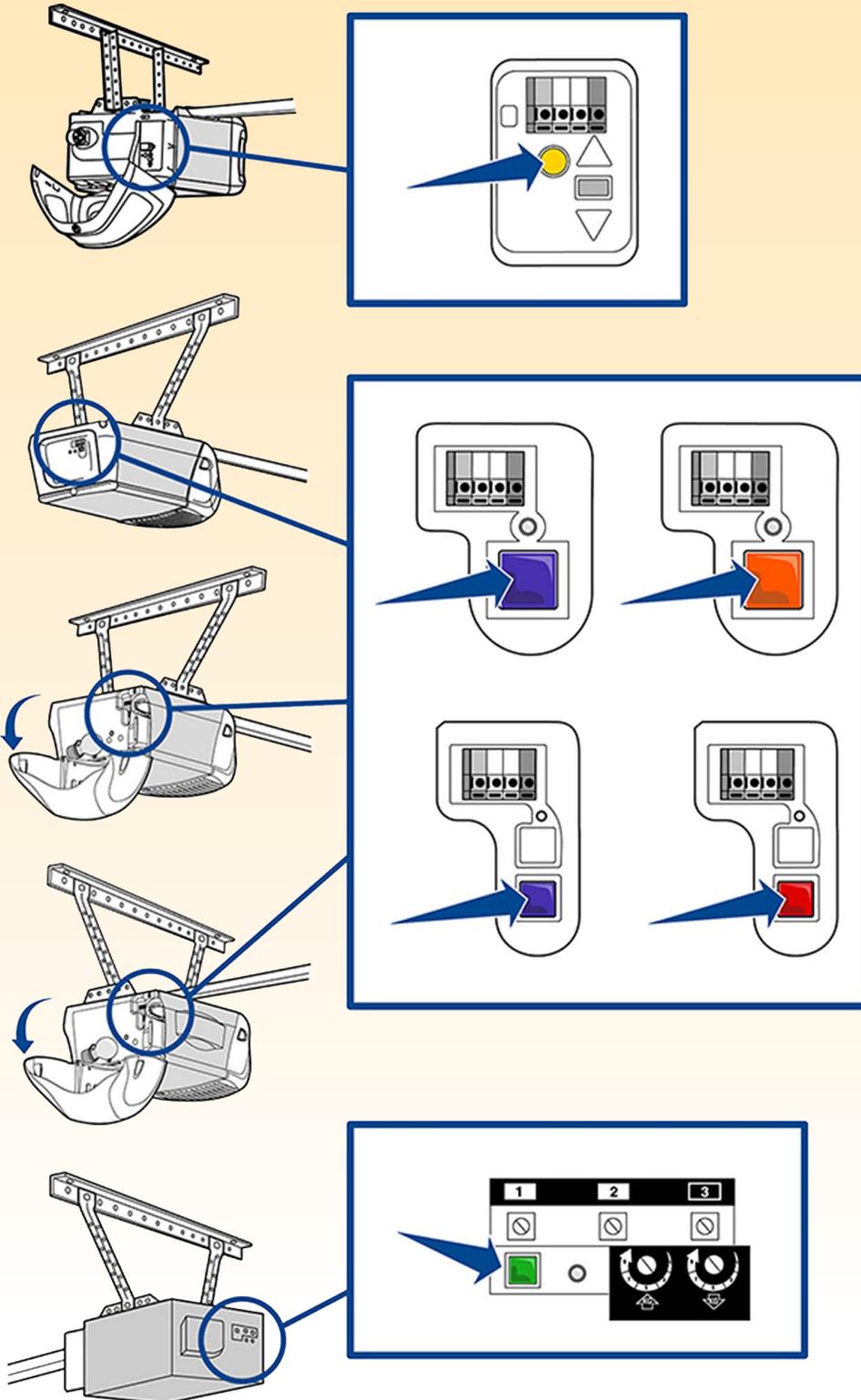
Unless specified, the MyQ Smart Garage Hub is compatible with the following brands of garage door openers manufactured after 1993 that utilize safety sensors.

- Chamberlain, LiftMaster, Craftsman and other Chamberlain manufactured garage door openers
- Wayne Dalton 372.5 MHz
- Linear
- Stanley
- Genie/Overhead Door manufactured 1993-2015. Not compatible to openers manufactured after 2016. MyQ Smart Garage Hubs with a date code of 04/18 or later are compatible with all Genie and overhead door openers manufactured since 1996.

# Appendix

## Locate the Program or Learn Button

### Chamberlain Products



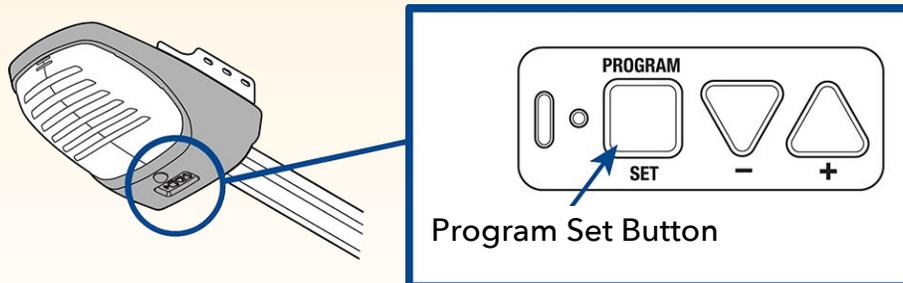
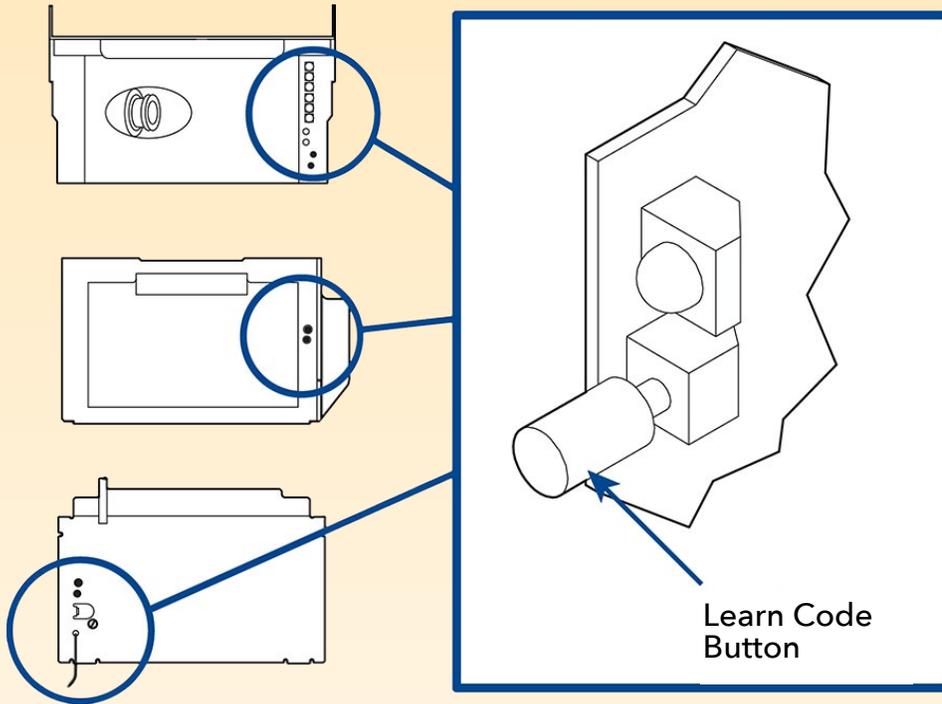


# Appendix

## Locate the Program or Learn Button

### Genie Products

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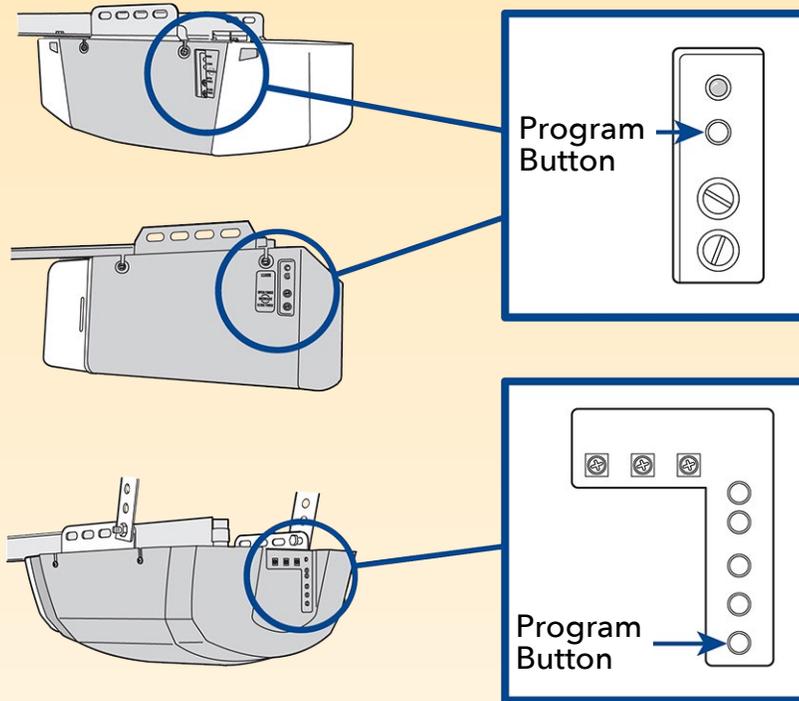


# Appendix

## Locate the Program or Learn Button

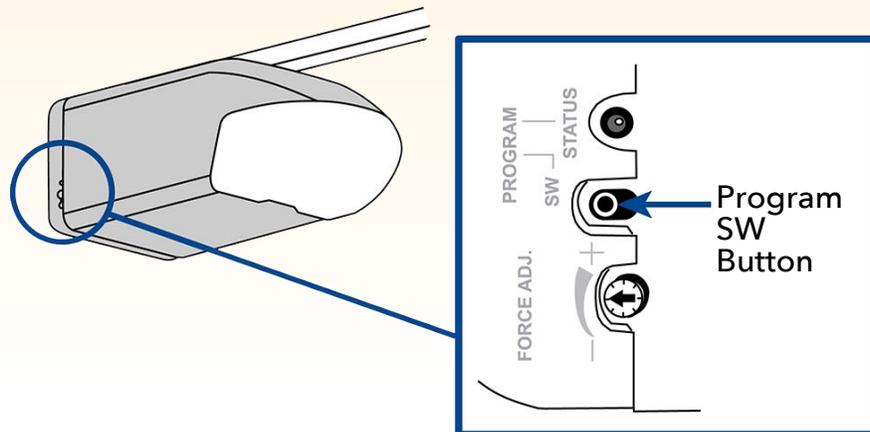
### Linear Products

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### Wayne Dalton Products

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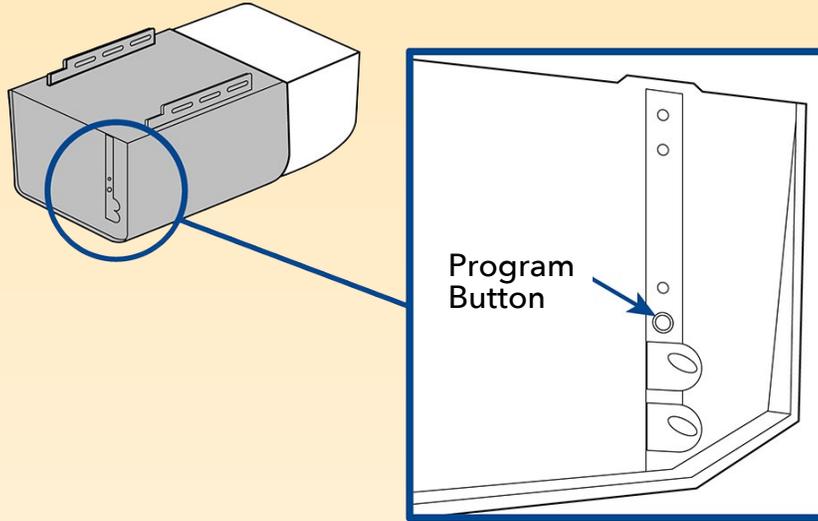


# Appendix

## Locate the Program or Learn Button

### Stanley Products

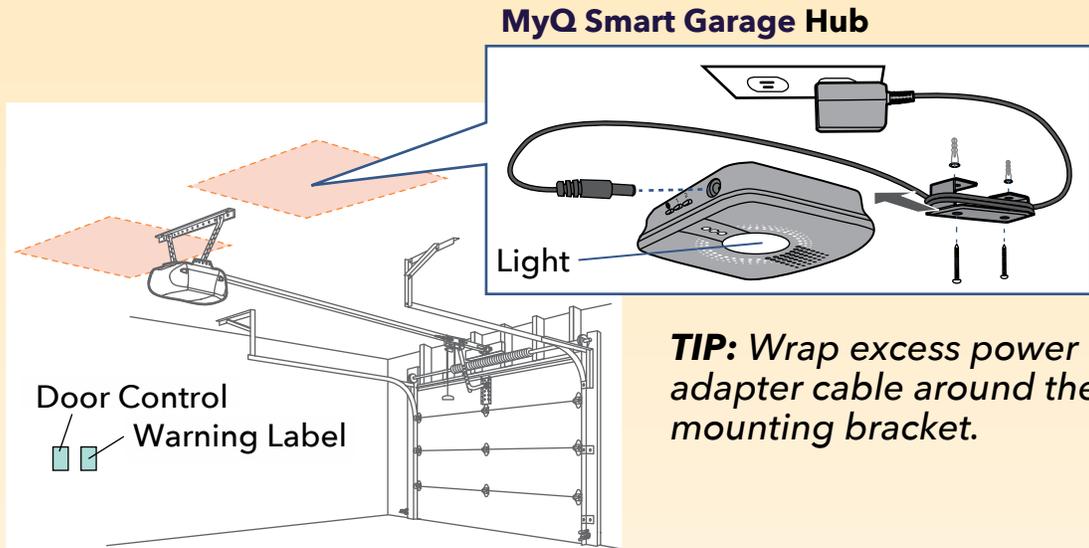
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# Install the MyQ Smart Garage Hub

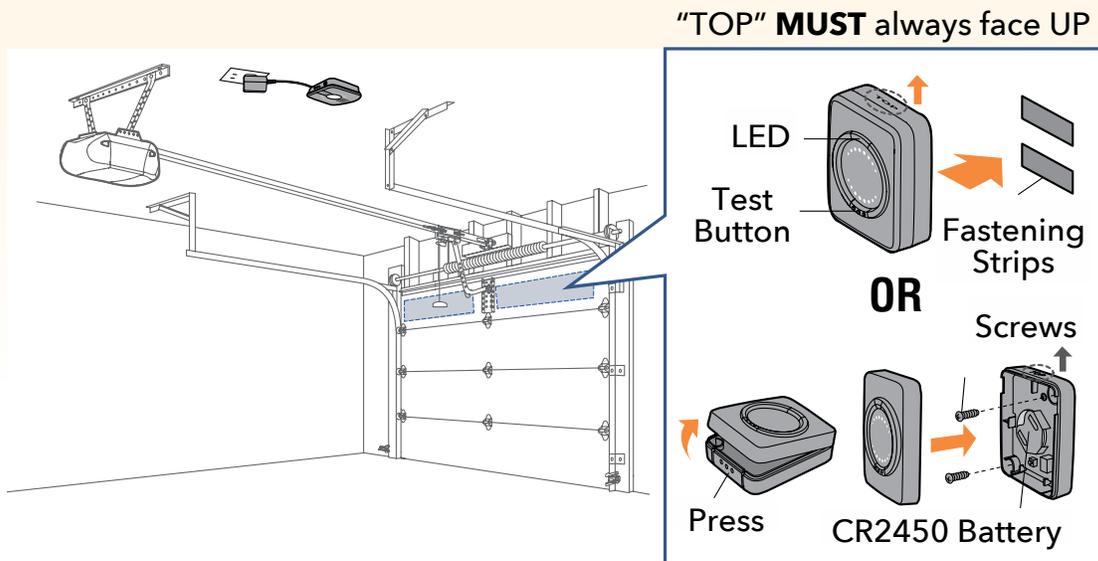
Install the MyQ Smart Garage Hub on the ceiling 4-6 feet from the garage door opener, and within 4 feet from an AC power outlet. The MyQ Smart Garage Hub light **MUST** be visible if you're standing in the doorway of the garage.

1. Use the MyQ Smart Garage Hub bracket as a template to drill 5/32" pilot holes.
2. Attach the bracket. Slide the MyQ Smart Garage Hub onto the bracket.
3. Plug it in and confirm the hub's green LED turns on solid. If the hub's LED does not turn solid green within a few minutes, see page 10.
4. Attach the warning label to the wall next to the door control.



## Install the door sensor

1. Remove the pull tab from the door sensor to activate the battery.
2. Test the door sensor by pushing the test button and confirming the LED on the door sensor blinks. If the LED on the door sensor does not blink, see Troubleshooting on page 9.
3. Install the door sensor on the top panel of the garage door using the fastening strips or provided hardware.



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