



Frequently asked questions

1. What is myQ Technology.

myQ is Merlin's Internet Activation and Monitoring Protocol for garage door systems. With this technology, a smartphone, tablet or computer can be used to monitor and control your garage door opener from anywhere in the world.

2. Can I connect a myQ opener directly to my phone or computer?

No. You must use a myQ Internet Gateway connected to a home router. The router must have a continuously active internet connection (also known as broadband internet). A dial-up connection is not acceptable.

3. What are the NECESSARY ITEMS required to establish a residential myQ system?

The Merlin myQ installation kit includes:-

- The Merlin myQ enabled Garage Door Opener kit with Infrared safety beams.
- The internet Gateway Kit with power pack and cables.

The homeowner requires:-

- A home router with continuous Ethernet connection port.
- Computer or smart Iphone to activate the opener.

4. Can any other device be controlled with the myQ Internet Gateway?

No, only Merlin Garage Door Openers, specifically manufactured with myQ Technology.

5. How do I CONNECT to the internet?

Follow the steps in the Merlin QUICK START GUIDE (supplied with the opener) to create an account and download the free App.

6. Does the Gateway use WiFi or an Ethernet connection?

The gateway connects to the internet via an Ethernet port on the router, (not WiFi) and is then paired to the opener via a UHF radio signal.

7. How do I know the Gateway is connected to the internet?

The Green LED on the Gateway will stop blinking and remain ON when connected to the internet.

8. How do I know the garage door opener has paired to the Gateway?

The Blue LED on the gateway will be ON when paired to the gateway.

9. Is the installation position of the Gateway module important?

The gateway module is installed inside the house, close to the router, and on most homes will allow good reception and reliable operation.

Keep in mind however, reduced range can occur because of interior walls and large metal objects located between the two myQ devices, so closer gateway installation to the opener may be required.

You can use a longer ethernet cable (up to 100ft) to position the internet gateway closer to your garage or closer to a window. Use any 10BaseT CAT5 or better ethernet cable.



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10. How many GARAGE DOOR OPENERS can I control with one internet gateway?

Up to **16 openers**, all located within radio range of the gateway.

11. How many GATEWAYS can I have on a single account?

You can have any amount of gateways on one account, eg. have one at your main home and another at your vacation home.

12. What do the Green, Blue and Yellow Leds on the Gateway Indicate?

The Leds on the internet gateway indicates its current operational status.

The Green Led ON solid indicates an active internet connection (will blink off infrequently with data traffic).

The Blue Led ON solid indicates that the internet gateway has learned at least one myQ Opener, (will blink off infrequently when communicating with a myQ device).

The Yellow Led indicates the internet gateway is actively waiting to learn a myQ device. The Yellow light will time out in three minutes if a device is not learned.

13. Can any adjustments be made to the Gateway

No, there are no user adjustments. All LAN and internet connection settings of the internet gateway are factory-set and cannot be changed.

The LAN address is assigned by the router and does not need user involvement; however, typically resetting the gateway will cause the gateway to request a new ID from the router. Power Off and On again is an effective reset.

14. Which type of ROUTER will work with the internet gateway?

All of the latest home routers are known to work with the internet gateway. Some older model routers, and routers with high level security firewalls etc, may cause the router to block the connection. Try another Ethernet connection on the router.

15. Can I use the internet gateway with a COMMERCIAL internet or BUSINESS internet connection or within a business LAN environment?

No, Merlin ANZ does not have any myQ commercial product currently available, so this option is not available.

16. Will the Internet Gateway slow down my internet connection?

No. The internet gateway data transmission is very minimal and only active when sending a message, such as when a command is given for the door to operate. You will not experience any speed reduction to your internet connection.

17. Will a slow internet connection effect my Internet Gateway operation?

No. The internet gateway will not be affected by a slow internet connection. The internet gateway data transmission is very minimal and does not require a fast connection.

18. If my internet connection stops working, how do I control my garage door opener?

Remote Control Transmitters supplied with the Opener will open and close the door at the home site. These include keypads and Wireless Wall Controls.



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19. Will myQ product purchased overseas operate with Australian/ New Zealand Openers?

No. Compliance and regulatory standards are different from other countries. Product manufactured for other markets are not compatible with the ANZ myQ enabled product.

20. Can I upgrade my existing garage door opener to myQ?

No. You need a specific myQ enable opener to work with the internet gateway.

21. What do you do with my email address and with my house address?

Your name, user ID, password, email address, and house address is kept confidential by us and is only used to contact you concerning your myQ account.

22. How secure is myQ internet control of my Garage door? Who else on the internet can control my door?

The myQ internet gateway is secure and uses internet standard data encryption for data security. Only someone that knows both your User ID and password can access your account to control your garage door opener.

23. How secure is the wireless connection between the internet gateway and my garage door opener?

The wireless communication between the internet gateway and the garage door operator uses a highly- complex encryption scheme. Security is also enhanced by using the most advanced Frequency-Hopping Spread Spectrum technology (FHSS), that continuously changes the communication frequency at a rapid rate.

24. How many log-in User ID's can I have on one account?

You can have only one User ID with and associated password on your account. However any number of phones can log in using the one user account ID. Therefore other persons in your household on separated phones can monitor, open, or close your garage door as needed. Otherwise, keep your password secure and private.

25. What do I do if I move house?

You have two choices when you move. *You can*

(1) Leave the internet gateway with the house and cancel your access to the account, thereby passing the internet gateway to the new occupants. The new occupants can then create their own account for the internet gateway.

Or

(2) You can keep your account and delete all garage door openers associated with the house from your account. Once you move to a new location that has a myQ-enabled garage door opener, simply add the new garage door operator to your account.

26. How much does a smartphone app cost?

The smartphone apps are free.

27. Where do I get a Merlin myQ app from?

The Merlin myQ apps are available from your smartphone app store. Apple - go to Apple App Store or Google Play; Android - go to the Android Market.



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28. What alerts events can I receive when the door is moving.

Currently, events are “door just opened” and “door just closed,” and “door remains open for an extended period of time”.

These are recorded in the History file.

29. Can I change my User Log in ID?

No, by changing the email Login you are registering another account. You can change the password on your email account but not the Email login.

30. How do I remove a garage door opener my account?

Go to your myQ account on the internet and follow the instructions for deleting a device from the account.

The door can also be deleted from the account by using the opener control panel. (Instructions are in the Owners Handbook)

31. Which cell phones and smartphones work with the internet gateway?

Apple IOS version 8.0 or higher

Android IOS version 4.0 or higher.

myQ App is not compatible with Blackberry Phones, you can log into your myQ account using the Mobile website.

32. I have a Tilt door, will it operate with myQ?

No. Tilt doors have not been programmed to operate with myQ.

33. Are safety beams required for myQ to operate?

Yes. For safe operation, the door will open but not close if beams are blocked or not operating correctly.

34. What happens if the Safety beams detect an object in the path of the door?

- The door will open but not close until the object is removed.
- The door courtesy light will flash 10 times.
- CLOSE ERROR will appear on the myQ App.
- Refer to the Owners for other diagnostic information.

35. How can I overcome a Safety Beam failure?

- a. Remove the obstruction and operate with the remote control to reset.
- b. If a Builders button, Wireless Wall Control or Keyless entry Keypad transmitter is installed at the site, Constant Pressure Operation can drive the door in the down direction. (Instructions are in the Owners handbook.)
- c. To secure the door manually, disengage the opener using the Manual release, and close the door by hand. The door can then be secured with a lock, be sure the opener is turned off so it will not operate unintentionally.