

# myQ<sup>®</sup> VIDEO DOORBELL

## Product Installation Guide



US model no: MYQ-D49TXXB

CA model no: MYQ-D49TCXB

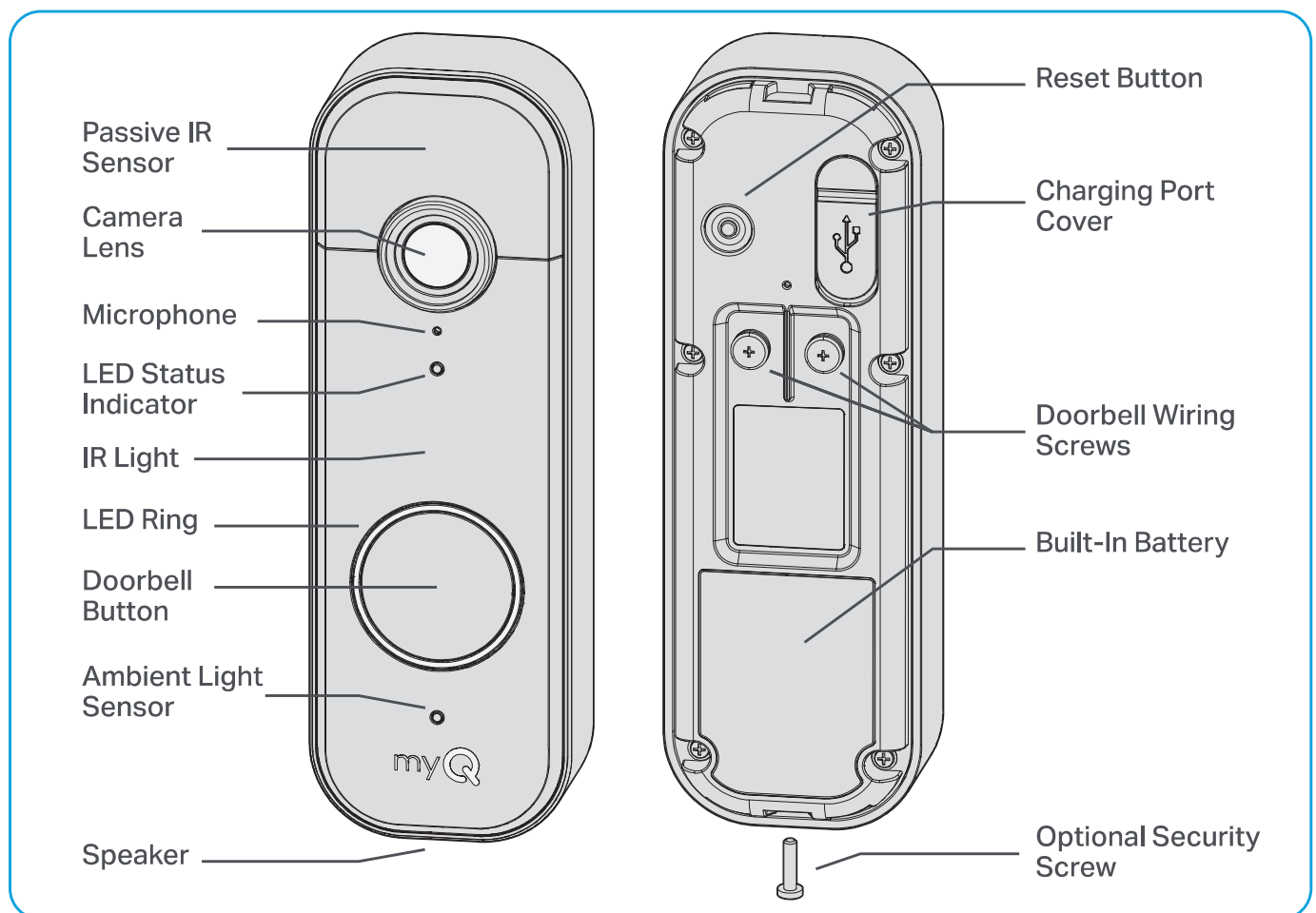
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## Overview

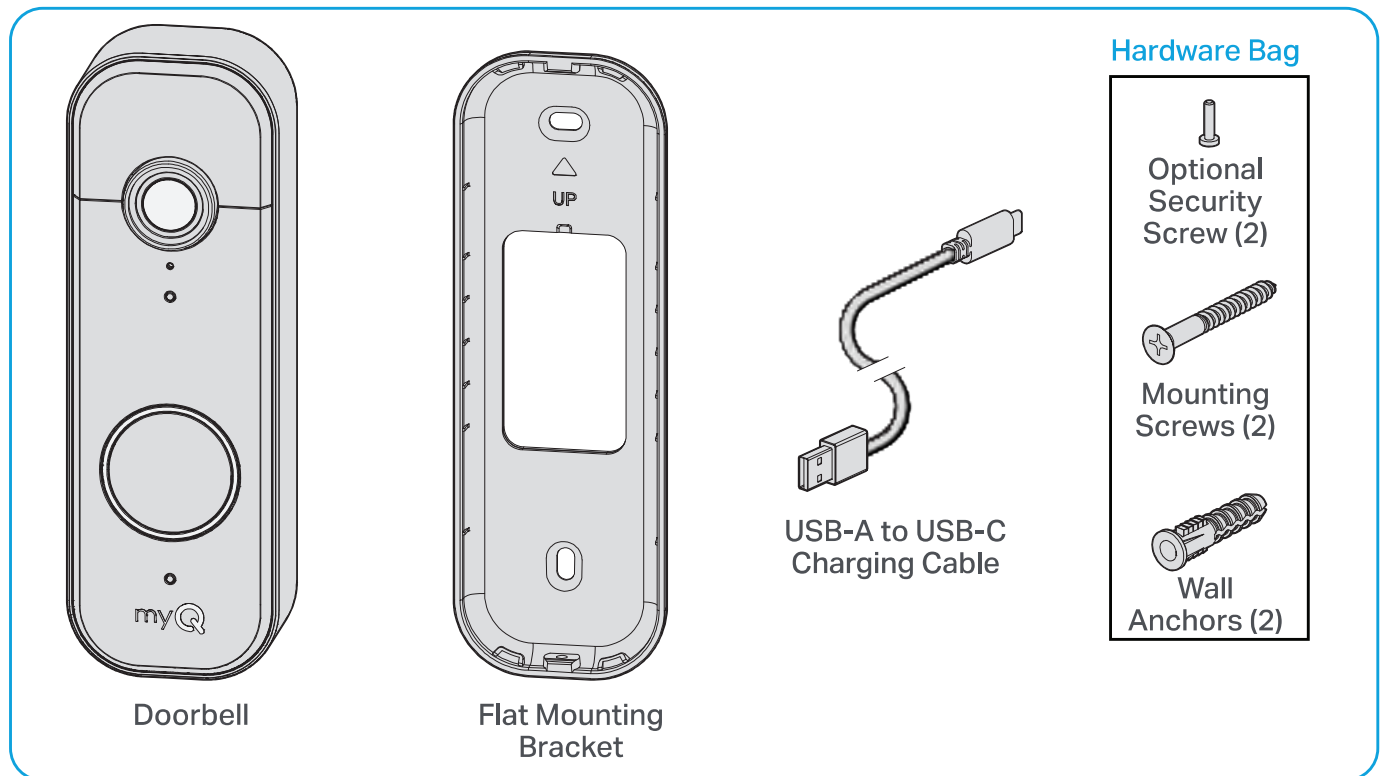
Your new myQ Video Doorbell features a high-quality camera, an illuminated doorbell button, and two-way talk with full myQ app support. Unlock optional enhanced features with a Video Monitoring plan, such as smarter notifications driven by AI features including face, person, and animal detection, and more to help you stay connected to your front door from anywhere.

The features of the video doorbell are shown below.



# Overview (continued)

## What's in the Box



**TIP:** Wood screws are provided to attach the mounting bracket to your door frame. If you are mounting the doorbell on a wall made of stucco, brick or concrete, you will need the plastic anchors.

# Set Up

## What You'll Need

- Philips #2 screwdriver
- Power Drill and drill bit (3/32" for pilot holes 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 video doorbell.
- 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.

**NOTE:** If using an exterior outlet, a GFCI outlet with a cover enclosure for weather proofing is recommended while in use.

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

## Wired or Wireless Install

The doorbell can be installed in one of two ways, wired or wireless. Review each option to select your preferred installation method before proceeding.

### Wired Install

In this mode, you do not need to charge your myQ Video Doorbell, your existing doorbell wires provide power to the doorbell. In this mode, the doorbell can trigger your existing wired chime. If you are comfortable with attaching the low-voltage electrical wires to the doorbell, this is the most convenient, maintenance-free installation.

If you do not wish to attach electrical wires, or your house does not have electrical wires for a doorbell, use the Wireless install.

### Wireless Install

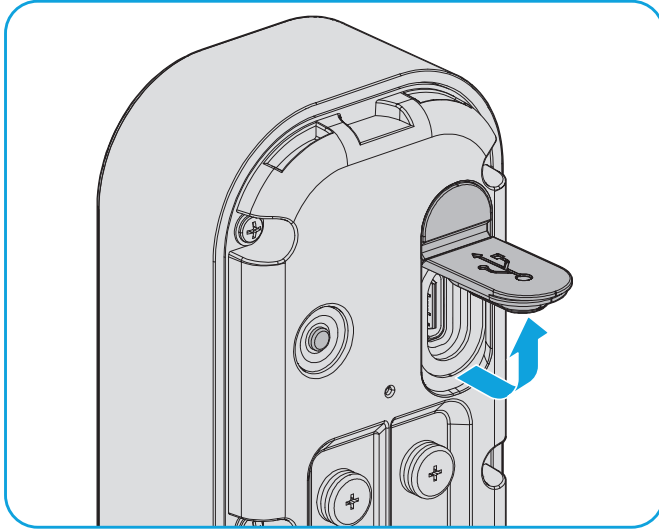
In this mode, the doorbell is powered by the integrated rechargeable battery. If your house has an existing wired chime, that chime will not ring when the doorbell button is pressed. You must charge the doorbell with the supplied USB-C cable.

Consideration	Installation Mode	
	Wired	Wireless
Wi-Fi Required?	Yes	Yes
Physical Placement	Where the wires are	Anywhere by the door
Need to charge?	No	Yes
Wires to connect?	Yes	No
Will my existing chime work?	Yes	No
Need to disconnect power during install?	Yes	No

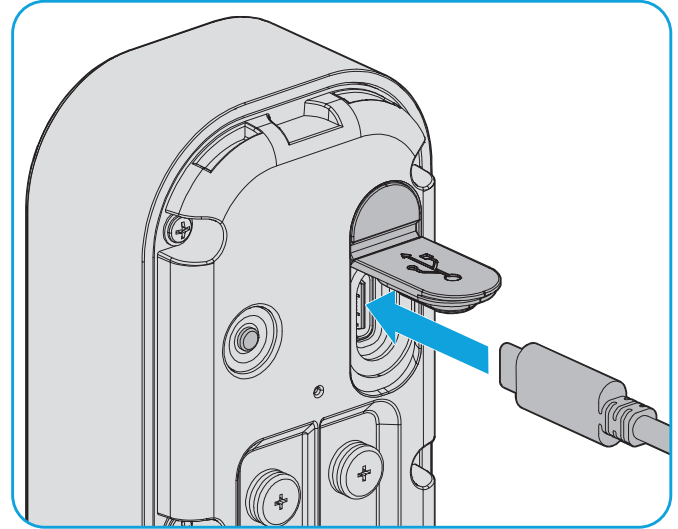
# Set Up (continued)

## Charge Your Doorbell

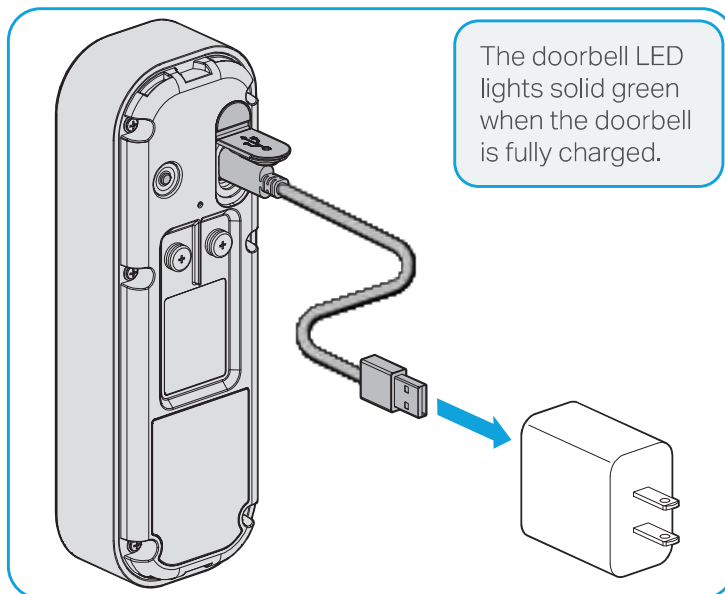
**01** Pull the rubber flap on the back of the unit. This will expose the USB-C charge port.



**02** Plug in 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 it up at the mounting location.



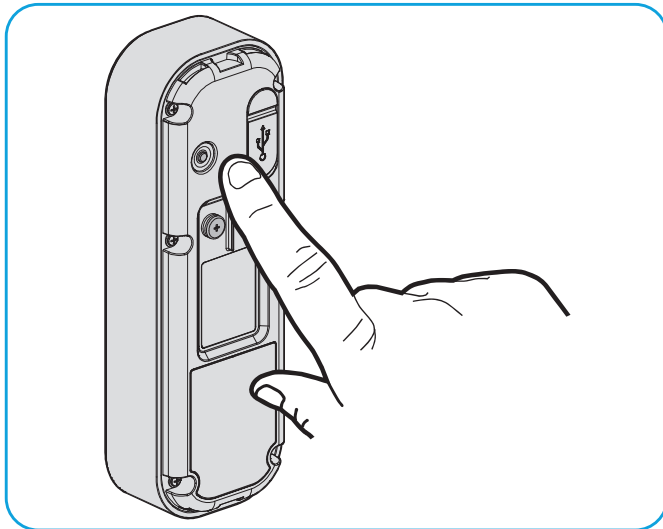
**NOTE:** The charge time will vary but is typically 4-6 hours and recommended overnight.

# Set Up (continued)

## Connect Your Doorbell

To connect your doorbell, go through the following steps:

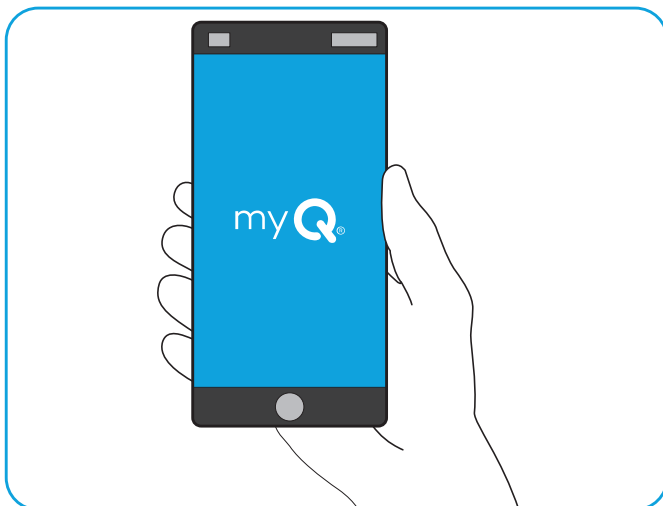
- 01** Press and hold the reset button on the back of the Video Doorbell until you see a solid blue LED light, then release the button to enter setup mode.



- 02** The status LED light will be blinking blue. The LED will change to solid blue once it has established a Bluetooth connection with the smart phone.



- 03** In the myQ app, add the doorbell to your myQ account from the device management menu.



**NOTE:** Once the Video Doorbell is connected to myQ, the LED will change to solid green.

# Set Up (continued)

## Select Your Mounting Location

If you selected wired install, you will have to place the doorbell at the location where the doorbell wiring is accessible.

If you selected wireless install, you can place the doorbell anywhere you like, provided there's a good Wi-Fi signal. Recommended mounting height is 48-50 inches above the ground.

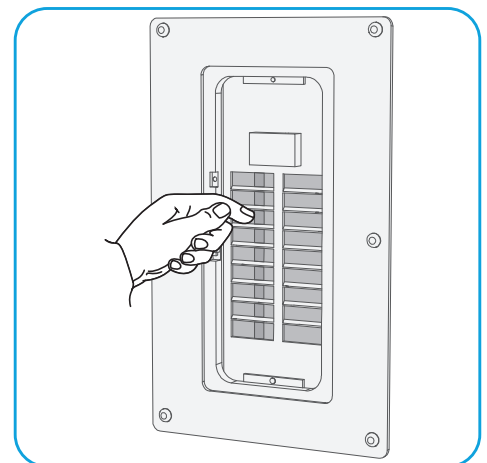
Avoid direct sunlight, your doorbell is rated for temperature ranges between -4° and 122°F.



## Installation

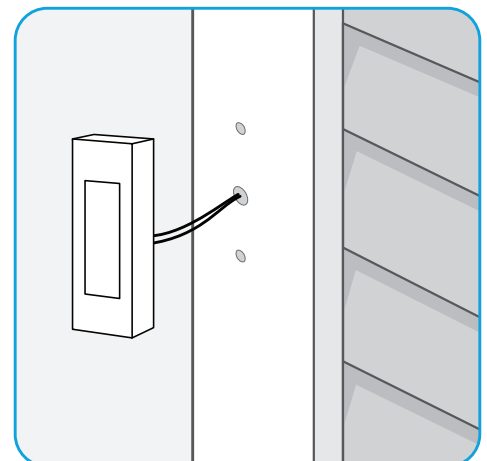
### Wired Installation Only - Disconnect electrical power

For a wired install, you must first disconnect the electrical power to your 24V AC doorbell wire circuit. Traditional doorbell buttons often have a little light inside them; when that light goes out you know you have disconnected the right circuit.



### Remove old doorbell

Whether you are using wired or wireless install, you may wish to remove your existing doorbell. Be sure to turn off power to the existing doorbell, remove the screws, and disconnect the existing wiring.



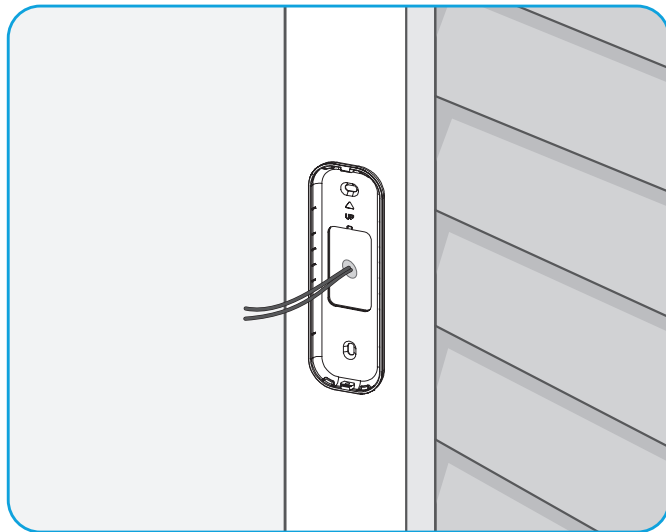
# Installation (continued)

Hold the mounting bracket on the location where you wish to place the doorbell.

01

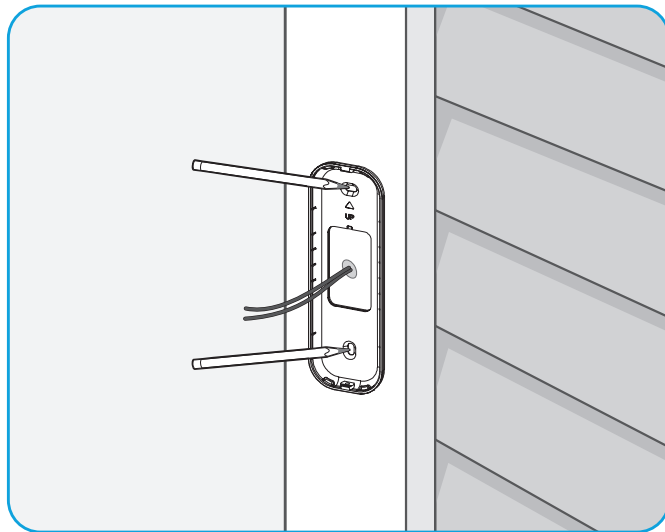
## Wired Installation Only

If using a wired installation, make sure the doorbell wires are routed through the rectangular hole in the center of the mounting bracket.



02

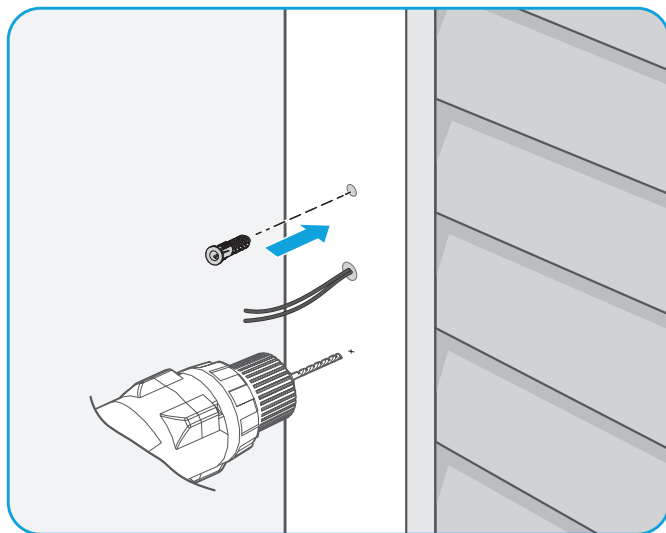
Mark the top and bottom holes with a pencil.



## Option 1: Stucco, brick or concrete

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.

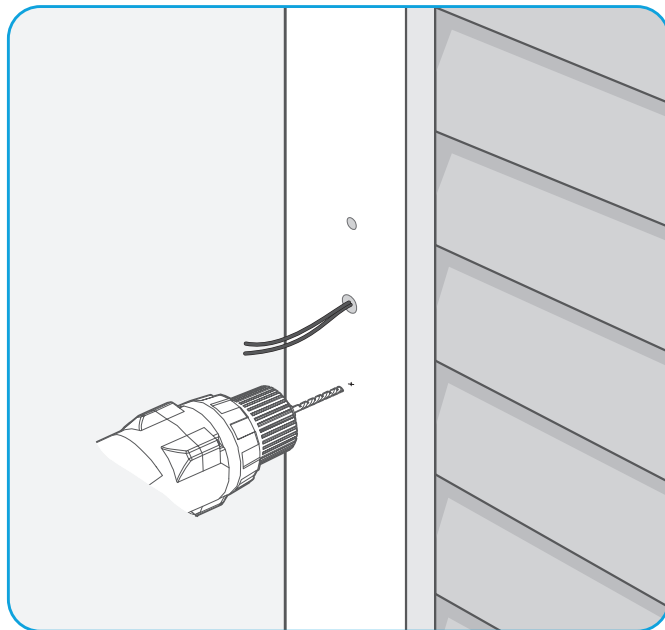
03



## Option 2: Wood

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".



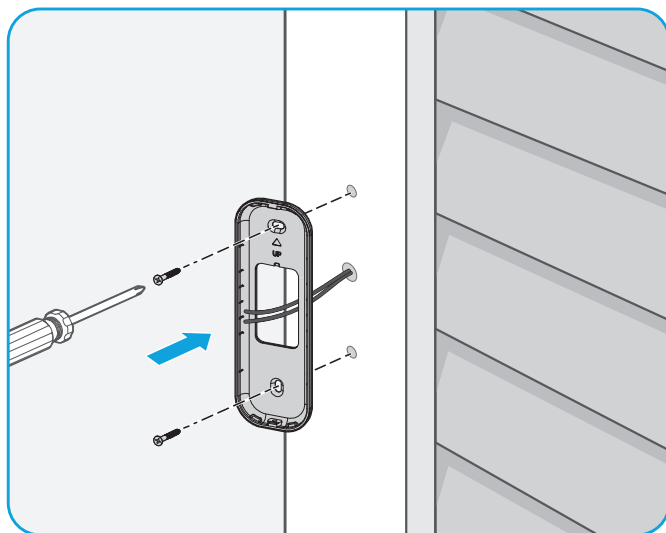


# Installation (continued)

04

Attach the mounting bracket using the provided wood screws. Tighten the screws until you feel resistance and then stop.

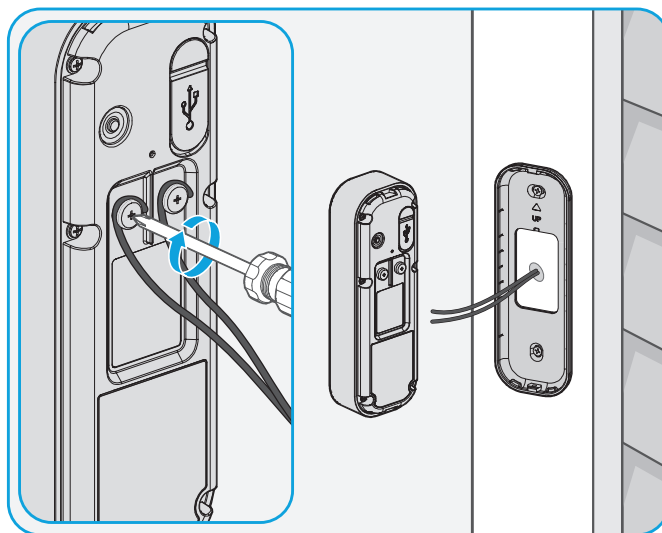
**IMPORTANT:** Do not use a power tool for this step, as you can easily crack the mounting bracket.



05

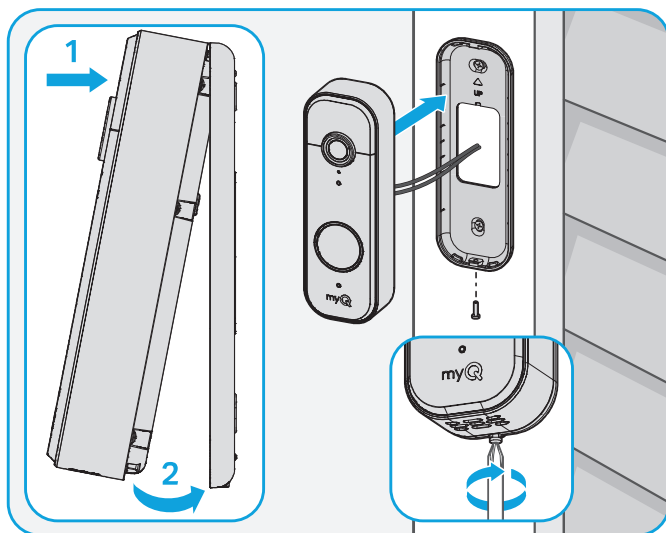
## Wired Installation Only

Attach the wires to the terminal screws on the back of the doorbell. Once the screws are attached to the rear of the video doorbell, carefully tuck any extra wire into the hole in the door frame.



06

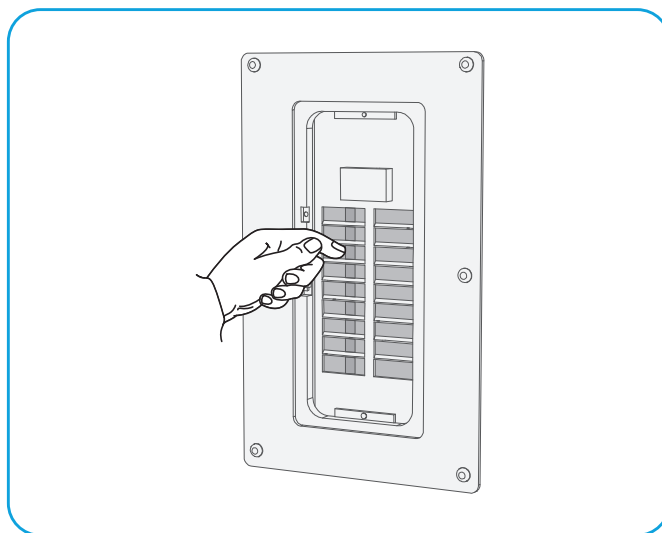
Place the doorbell in the mounting bracket. **Optional:** Use the supplied security screw and a Philips #1 screwdriver to secure the unit in the frame.



07

## Wired Installation Only

Locate the fuse box and turn on the circuit that controls the doorbell transformer.



## If you need a chime

In Wireless installation mode, the Video Doorbell cannot make a wired Chime Box ring. An optional myQ chime accessory (coming soon) is available to ring when the doorbell button is pressed.

# Using Your Doorbell

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 mQ 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.

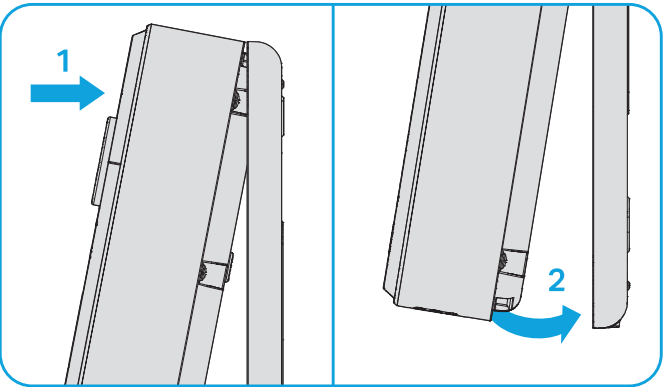
	No Plan	7-Day Plan	30-Day Plan
Livestream Video	●	●	●
Motion Detection & Alerts	●	●	●
Event Recordings		●	●
Face, Person, Animal, and Vehicle, Detection		●	●
Detection Zones		●	●
myQ Smart-Secure		●	●
Multiple Devices			●

- **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.

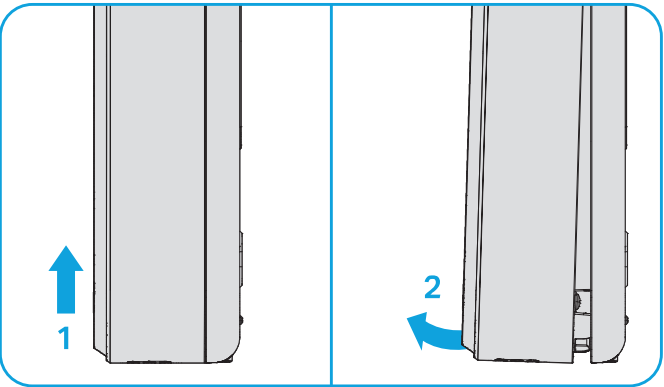
[Click here to learn more.](#)

## Attaching and Removing Your Doorbell ( [Click here for video](#) )

To attach the doorbell to the mount, place the top end in first, then press the bottom in until it clicks.



To remove the doorbell from the mount, first remove the security screw, then push up from the bottom of the doorbell and firmly pull up and out towards you.



# Using Your Doorbell (continued)

## Troubleshooting

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

### Reset Wi-Fi

If your Video Doorbell cannot connect to the Wi-Fi, you may need to update your Wi-Fi settings. To reset the Wi-Fi password on your device press and hold the reset button until you see a solid blue LED light, then release the button to enter setup mode. The device 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 video doorbell to someone else. Factory reset will wipe all settings from memory and return it to a completely blank state. To factory reset your device, press and hold the reset button until you see a solid red LED light, then release the button to factory reset your device. The device will return to its factory settings. See page 6 to set up your device.

Problem	What to do
My doorbell is wired, but when I press the button my chime box does not ring.	<b>WARNING: Disconnect power supply before inspecting or connecting any wires to prevent electric shock or equipment damage.</b>  Remove the doorbell from the mounting bracket. Make sure the wires are connected. Pull them gently to make sure they are securely held in place by the screw, and look to see that none of the plastic wire insulator is caught under the screw.
I can't add the doorbell in the myQ app.	The Bluetooth connection may have timed out. Remove the doorbell from the mounting bracket and press and hold the reset button until you see a solid blue LED light, then release the button to enter setup mode and try again.
My doorbell LED is alternating between blue and green.	The doorbell could not establish Wi-Fi connection. Use your phone to make sure you have a Wi-Fi signal at the doorbell. If you do not, you may have to move your router closer. Press and hold the reset button until you see a solid blue LED light, then release to enter setup mode and try again.
My doorbell LED is blinking purple.	The doorbell is doing 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 bracket to the wall, any suitable wood screw can be used. The screws provided are #6x1". The machine screw used to secure the doorbell in the mounting bracket is a M2x7mm. The two screws that hold the wires are M3x7mm. You'll be able to find those screws at your local hardware store.

# Using Your Doorbell (continued)

## LED Status Indicators

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

### Video Doorbell Status LED

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 / motion detected
Blinking Purple	Firmware update in progress
Blinking Red	Temperature too high / low

### Video Doorbell Button Light

What You See	What It Means
Slow Pulsating Blue	Doorbell button pressed

### 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](https://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](http://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.

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The Chamberlain Group LLC. 300 Windsor Drive, Oak Brook, IL, 60523, United States

Produit  
**Guide d'installation**



N° de modèle US : MYQ-D49TXXB

N° de modèle CA : MYQ-D49TCXB

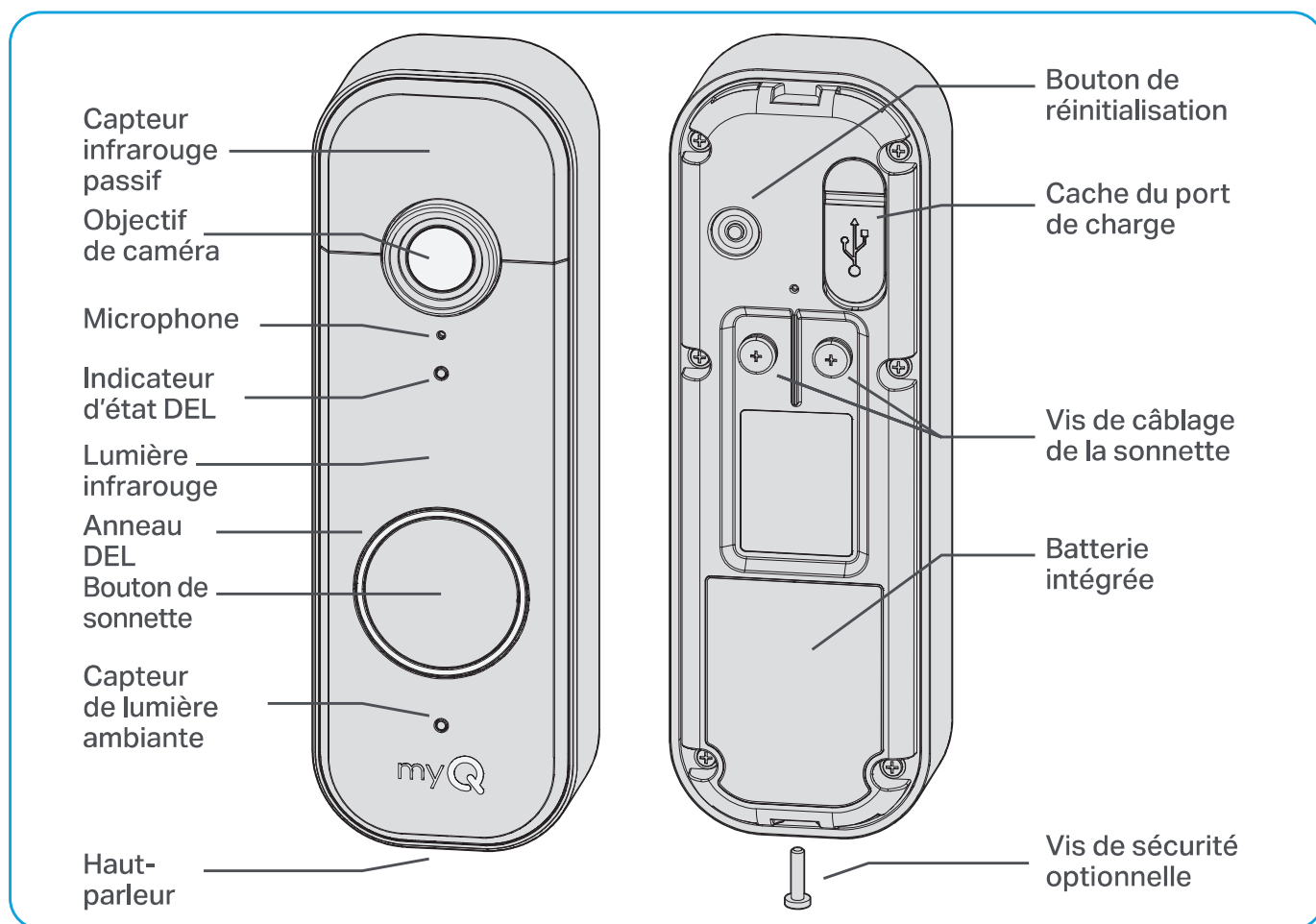
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## Aperçu

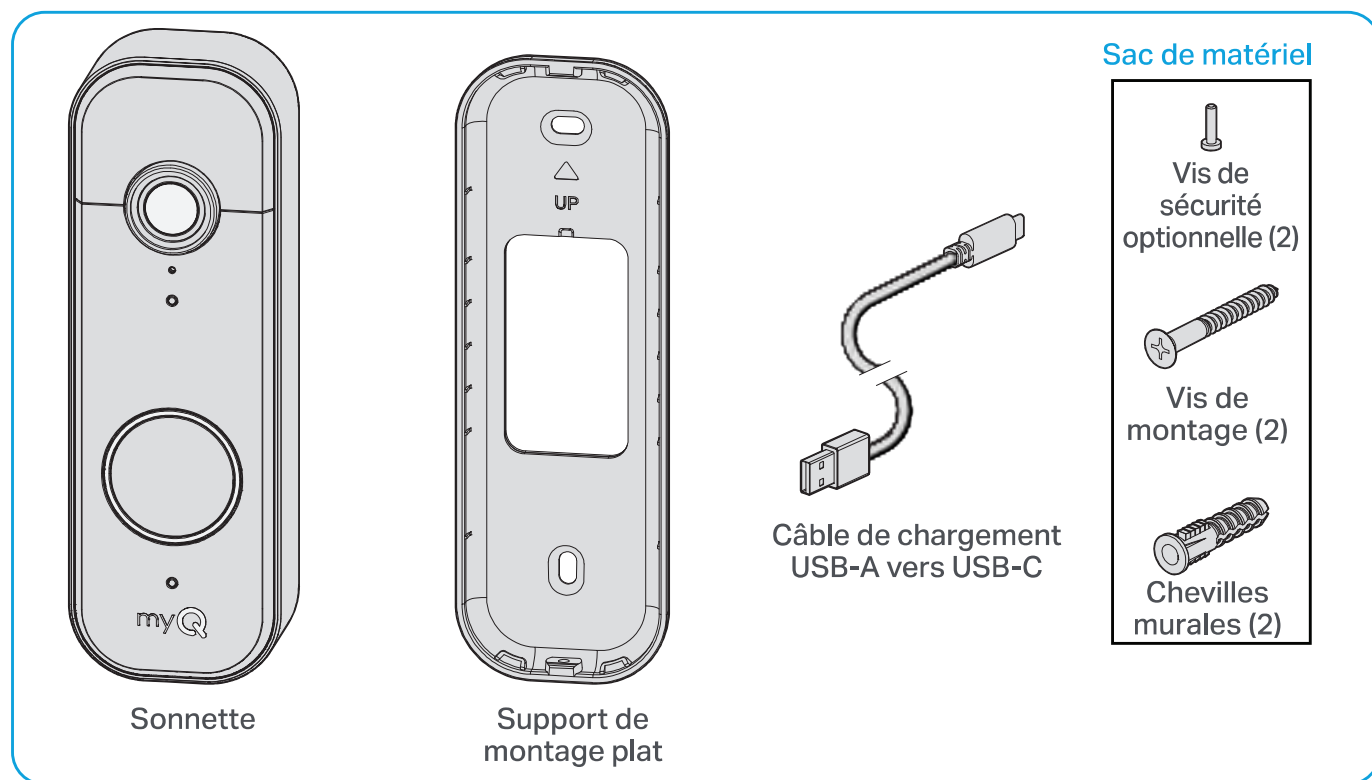
Votre nouvelle sonnette vidéo myQ est dotée d'une caméra de haute qualité, d'un bouton de sonnette éclairé et d'un système audio bidirectionnel avec prise en charge complète de l'application myQ. Débloquez des fonctions avancées optionnelles avec l'un des plans de surveillance vidéo, telles que des notifications plus intelligentes pilotées par l'IA, comme la détection des visages, des personnes, des animaux et plus encore, ce qui vous permettra de rester connecté à votre porte d'entrée où que vous vous trouviez.

Les fonctionnalités de la sonnette vidéo sont présentées ci-dessous.



# Aperçu (suite)

## Contenu de la boîte



**CONSEIL :** Des vis à bois sont fournies pour fixer le support de montage sur l'encadrement de votre porte. Si vous installez la sonnette sur un mur en stuc, en brique ou en béton, vous aurez besoin des chevilles en plastique.



# Mise en place

## Ce dont vous aurez besoin

- Tournevis cruciforme n°2.
- Perceuse électrique et mèche (3/32 po pour les avant-trous si vous utilisez des chevilles).
- Assurez-vous que le Wi-Fi de votre téléphone intelligent est activé et que le signal est puissant à l'endroit où vous souhaitez placer la sonnette vidéo.
- Activez le Bluetooth et les services de localisation sur votre téléphone intelligent.
- Téléchargez la dernière version de l'application myQ®.
- Connectez-vous à votre compte myQ ou créez-en un si vous ne l'avez pas encore fait.

**REMARQUE :** En cas d'utilisation d'une prise extérieure, il est recommandé d'utiliser une prise GFCI munie d'un couvercle pour la protéger des intempéries.

**CONSEIL :** Si vous possédez déjà l'application myQ, assurez-vous qu'elle a été mise à jour pour une expérience optimale.

## Installation filaire ou sans fil

La sonnette peut être installée de deux façons : filaire ou sans fil. Passez chaque option en revue pour sélectionner votre méthode d'installation préférée avant de continuer.

### Installation filaire

Pour ce mode, inutile de charger votre sonnette vidéo myQ, ce sont les fils de votre sonnette existante qui l'alimenteront. Dans ce mode, la sonnette peut déclencher votre carillon filaire existant. Si vous vous sentez capable de connecter les fils électriques basse tension à la sonnette, il s'agit de l'installation la plus pratique, car elle ne nécessite pas de maintenance.

Si vous ne souhaitez pas connecter de fils électriques ou si votre maison ne dispose pas de fils électriques pour une sonnette, procédez à une installation sans fil.

### Installation sans fil

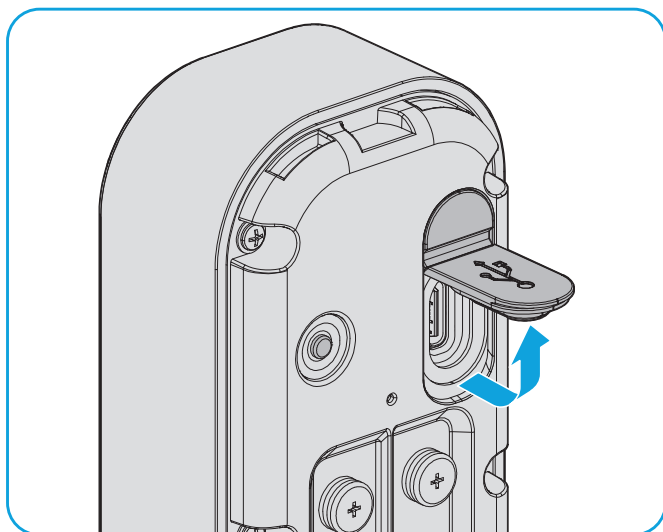
Dans ce mode, la sonnette est alimentée par la batterie rechargeable intégrée. Si votre maison est déjà équipée d'un carillon filaire, celui-ci ne sonnera pas lorsque vous appuierez sur le bouton de la sonnette. Vous devez charger la sonnette avec le câble USB-C fourni.

Éléments à prendre en compte	Mode d'installation	
	Filaire	Sans fil
Wi-Fi requis ?	Oui	Oui
Emplacement physique	Là où se trouvent les fils	N'importe où, à proximité de la porte
Besoin de recharger ?	Non	Oui
Des fils à connecter ?	Oui	Non
Mon carillon existant fonctionnera-t-il toujours ?	Oui	Non
Faut-il couper l'alimentation électrique durant l'installation ?	Oui	Non

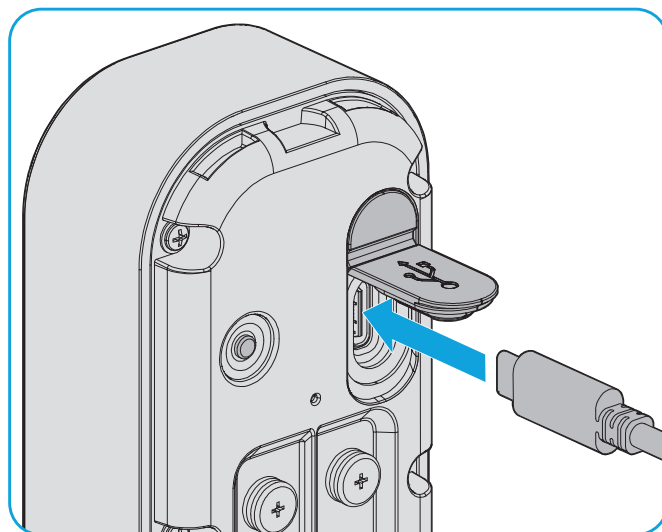
# Mise en place (suite)

## Chargez votre sonnette

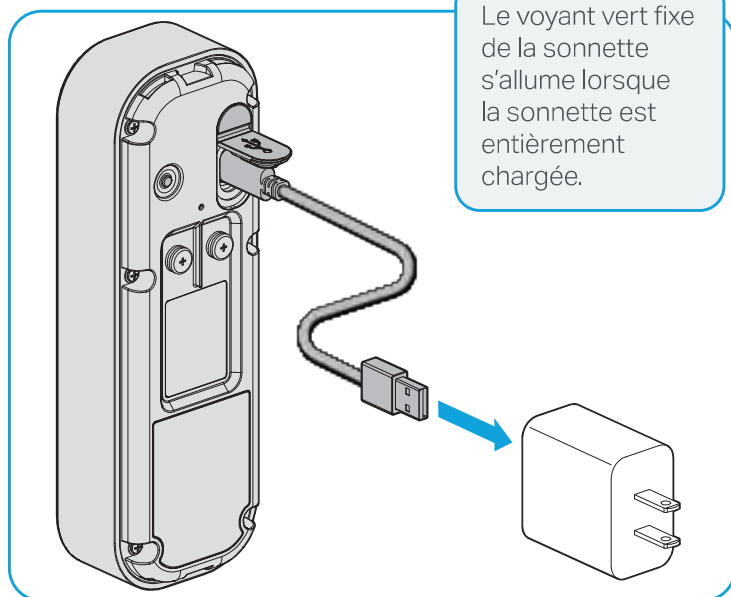
**01** Tirez sur le rabat en caoutchouc situé à l'arrière de l'appareil. Cela permet d'exposer le port de charge USB-C.



**02** Branchez le cordon d'alimentation fourni dans le port USB-C.



**03** Branchez l'autre extrémité du cordon dans un bloc de charge doté d'un connecteur USB-A (non fourni). Veuillez charger complètement la batterie avant la mise en place de la sonnette à son emplacement de montage.



Le voyant vert fixe de la sonnette s'allume lorsque la sonnette est entièrement chargée.

**REMARQUE :** Le temps de charge varie, mais il est généralement de 4 à 6 heures et il est recommandé de le faire pendant la nuit.