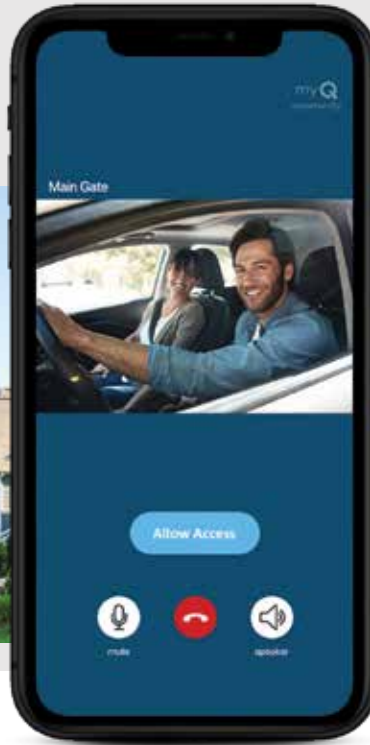




Community by myQ®



Seeing is believing.

Feel more secure granting access to people who arrive at your entrance. Whether it's someone you know or a service provider. The Community by myQ app provides one-way video calling and two-way voice communication, allowing you to safely identify guests and confidently grant/deny access right from your smartphone.

Account Setup

- ▶ Watch for an email invite from your Community Manager that will enable you to use the Community by myQ app
- ▶ Download the Community by myQ app
- ▶ Tap the 'Activation Link' button in the email after the app is installed

For More Information

Visit myQ.com/Community/Resident



Video Call Instructions

Answering Video Calls (iOS)

Locked phone



Slide to access the call



Click on the video icon*



Answer call and allow or deny access

Unlocked phone



Click the accept button



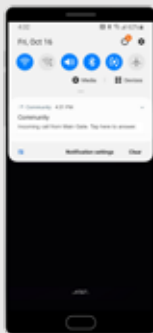
Answer call and allow or deny access

Answering Video Calls (Android)

Locked phone



Unlock your phone



Click on the notification**



Answer call

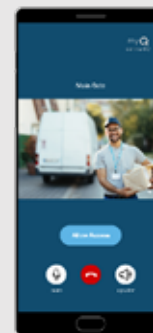


Allow or deny access

Unlocked phone



Answer call



Allow or deny access

Need Assistance?

Please contact

myQCommunityhelp@LiftMaster.com

Common Questions

Will I see the video as soon as I answer the call?

Once you follow the steps above to answer the call, you may see a green screen for a few seconds while the video is loading.

What if I miss the video call?

The call will then roll over to an audio call, that you can answer and grant access as you normally do.

I can't hear the person at the entrance, what is wrong?

Did you allow access to your phone speaker during set up? If you did not, go to your phone settings, look for the Community by myQ app, and allow access to the speaker.

*You will need to unlock your phone before you can see video

**If app is running in background, will go directly to answer call

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