



Home Entry 3-in-1 Video Smart Lock

User Manual



Thank you for purchasing our products. Please review this manual thoroughly before operating your device. All pictures in this manual are for illustration purpose only. Actual product may vary.

US model #MYQL90AXXB
CA model #MYQL90ACXB

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1 Safety & Cautions

Safety

- ◆ Before using this product, please read and understand all instructions. Damage caused by failure to follow the instructions is not covered by the warranty.
- ◆ Only use components the manufacturer provided and suggested accessories.
- ◆ Only use the Rechargeable Battery in the Package.
- ◆ Do not forcibly disassemble the product to trigger an alarm or damage the product.
- ◆ Do not scrape the device with sharp objects as this may cause permanent damage.

Cautions

- ◆ Do not place the battery near fire or other heat sources.
- ◆ Do not use parts or accessories manufactured by others.

2 How to Install

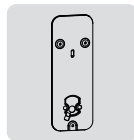
Parts List



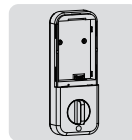
1 Exterior Assembly



2 Deadbolt



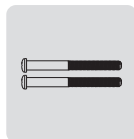
3 Mounting Plate



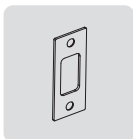
4 Interior Assembly



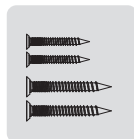
5 Interior Assembly Screws (3) Rubber Plug (1)



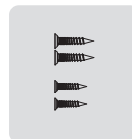
6 Mounting Plate Screws (2)



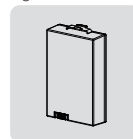
7 Strike Plate



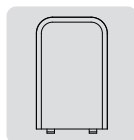
8 Strike Plate Screws (2) Reinforcement Plate Screws (2)



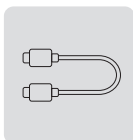
9 Deadbolt Screws (2) Door Sensor Screws (2)



10 Rechargeable Battery



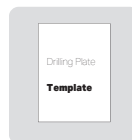
11 Battery Cover



12 Charging Cable



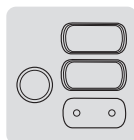
13 Keys (2)



14 Drill Template



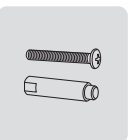
15 Door Position Sensor Mounting Template



16 Door Position Sensor



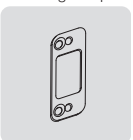
17 Product Manual



18 Upper Screw & Screw Post (optional)

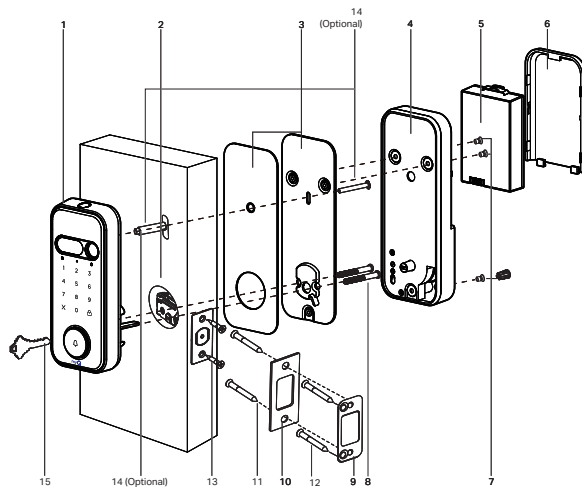


19 Drive-in Collar (optional)



20 Reinforcement Plate (optional)

Assembly View



1 Exterior Assembly

2 Deadbolt

3 Mounting Plate

4 Interior Assembly

5 Rechargeable Battery

6 Battery Cover

7 Interior Assembly Screws (3) Rubber Plug (1)

8 Mounting Plate Screws (2)

9 Reinforcement Plate (Optional)

10 Strike Plate

11 Strike Plate Screws (2)

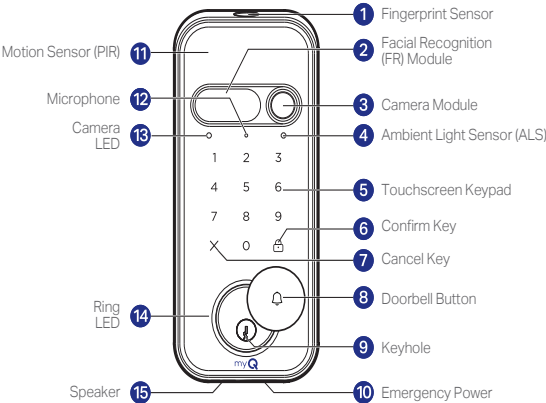
12 Reinforcement Plate Screws (Optional) (2)

13 Deadbolt Screws (2)

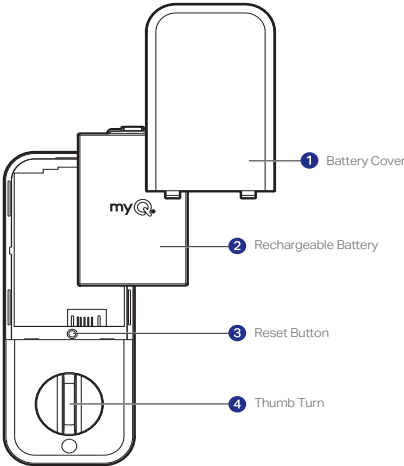
14 Upper Screw and Screw Post (Optional)

15 Keys (2)

Exterior Assembly



Interior Assembly



Charge the Battery

The battery may not be fully charged out of the box. It will take 6-7 hours to fully charge the battery. Before beginning the installation process, plug the battery in so that it will be charged before you begin installation.

Install the Deadbolt

The Video Smart Lock is designed to work with an existing deadbolt. If your door has a deadbolt installed, ensure that it operates smoothly. Any resistance or misalignment should be fixed before installing the Video Smart Lock. Installation on a misaligned or binding deadbolt may result in the door not locking or unlocking properly.

If you are using an existing deadbolt, there is no need to prepare the door and you may move on to **Install the Exterior Assembly** on page 12.

Required Tools



#2 Phillips Screwdriver

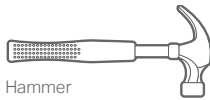


Flathead Screwdriver

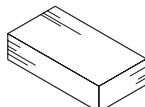
Optional Tools



Drill with 1" Drill Bit



Hammer



Small Wood Block



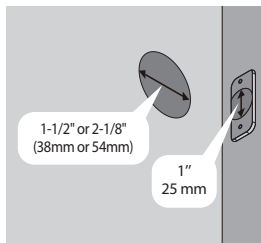
Wood Chisel

Prepare the Door and Check the Dimensions

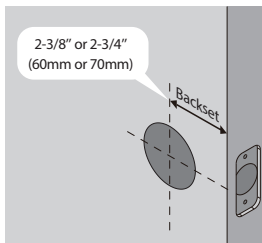
- 1 Measure to confirm that the hole in the door is 1-1/2" or 2-1/8" (38mm or 54mm).

Measure to confirm that the hole in the door edge is 1" (25mm).

- 2 Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60mm or 70mm).



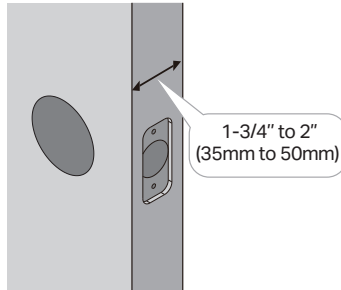
Measure holes in door



Measure backset

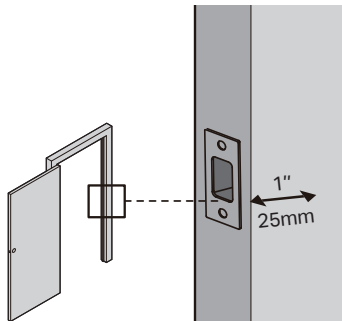
Install the Deadbolt (continued)

- 3 Measure to confirm that the door is 1-3/4" to 2" (35mm to 50mm) thick.



⚠ Attention

- 4 Make sure the hole in the door frame is drilled a minimum of 1" (25mm) deep to leave enough space for the deadbolt to extend into the door frame when the door is locked.



⚠ Attention

Make sure the door frame is aligned with the door and that there are no obstructions in the door frame. If door frame and door are not aligned, the lock operation may not secure the door properly or completely.

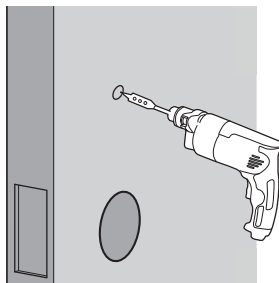
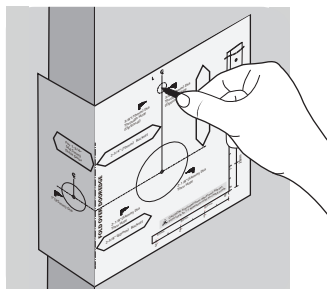
Install the Deadbolt (continued)

5 OPTIONAL: Drill a hole for the Upper Screw.

⚠ Attention

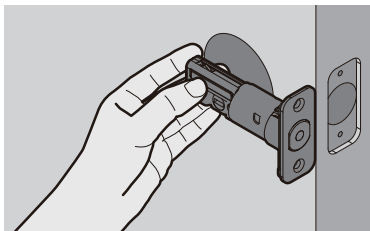
Installing this screw onto the Exterior Assembly is **OPTIONAL**. It is used for additional security or when a door is weak or warped.

If you install this screw, you need to drill a hole (3/8" (10mm)) in the door before starting the installation.

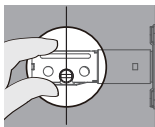


Install the Deadbolt (continued)

- 6 Determine the backset and adjust the Deadbolt.



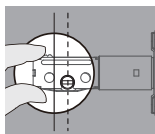
Hold the Deadbolt in front of the door hole, with the Deadbolt face flush against the door edge. Is the slotted hole centered in the door hole?



YES

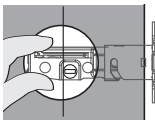
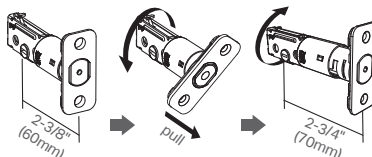
No adjustment is required.

Proceed to the next step.



NO

The slotted hole is NOT centered. Rotate and pull the Deadbolt as shown to extend it.



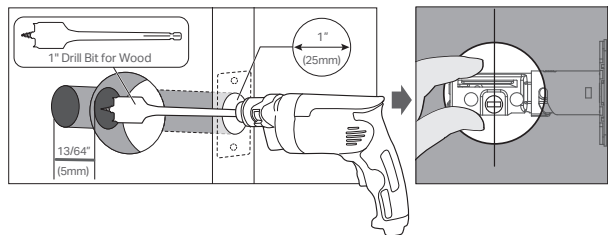
NO

For a 1-1/2" (38mm) bore hole, use a 1" (25mm) Drill Bit to extend the latch hole at least 13/64" (5 mm) deep (see image on next page).

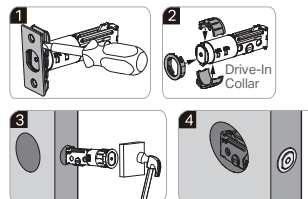
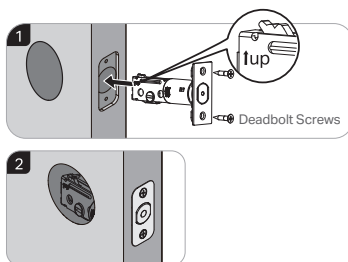
There is no need to extend the latch hole for a 2-1/8" (54mm) bore hole.

After extending the latch hole, insert the Deadbolt again to ensure it fits correctly.

Install the Deadbolt (continued)



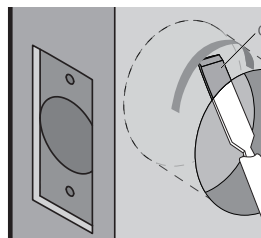
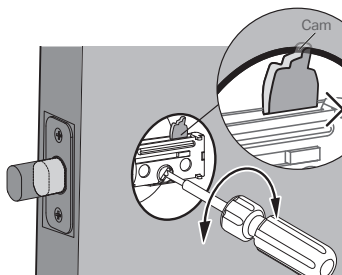
7 Install the Deadbolt.



8 After you install the Deadbolt, rotate it with a flathead screwdriver to confirm smooth rotation.

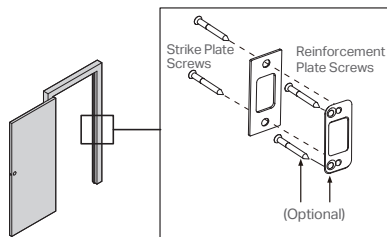
If it cannot rotate smoothly, the door hole may be too small.

Remove the Deadbolt and chisel out a small channel at the top of the hole to give the cam of the Deadbolt room to rotate.



Install the Deadbolt (continued)

- 9 Install the Strike Plate on the door frame or use the existing strike plate if the Deadbolt operates smoothly without obstruction.



- 10 With the door closed, rotate the Deadbolt with a screwdriver to confirm the strike plate is in the correct position and does not interfere with the rotation.

Install the Exterior Assembly

Required Tool

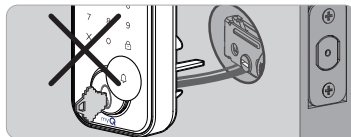
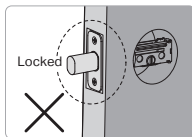
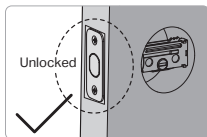


#2 Phillips Screwdriver

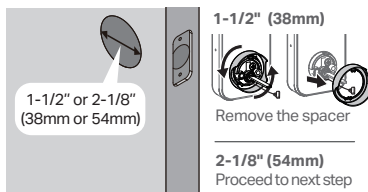
⚠ Attention

Before installing the Exterior and Interior Assembly, make sure the Deadbolt is fully retracted (in the unlocked position).

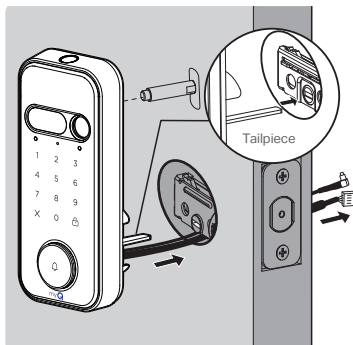
Do not insert the key during installation.



Verify the diameter of the hole in the door and remove the spacer if it is not needed.



- 1 With the Deadbolt fully retracted (in the unlocked position), route the cables below the Deadbolt, and insert the tailpiece through the slot in the Deadbolt.



Install the Exterior Assembly (continued)

Attention

The Upper Screw & Screw Post on the top is OPTIONAL. It is used for additional security, or when a door is weak or warped.

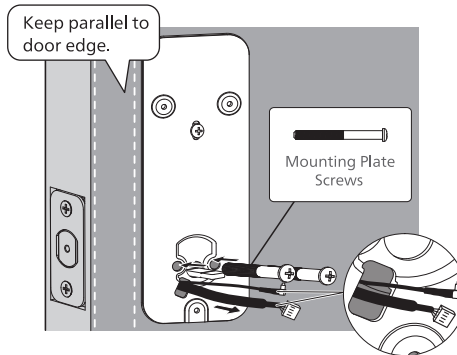
- 2 After inserting the tailpiece through the Deadbolt, rotate it to confirm that it turns freely in the direction required to lock and unlock the Deadbolt. If it does not rotate smoothly, remove the Exterior Assembly and adjust the tailpiece until there is sufficient movement to engage the Deadbolt properly when the tailpiece is reinserted.
- 3 Secure the Mounting Plate with the Mounting Plate Screws. Do not overtighten screws.

Attention

Route the cables through the hole in the mounting plate.

The Upper Screw on the top is OPTIONAL.

If you choose to install the Upper Screw, before doing so make sure to fasten the Screw Post into the hole of the Exterior Assembly.

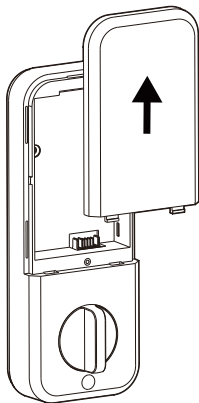


Install the Interior Assembly

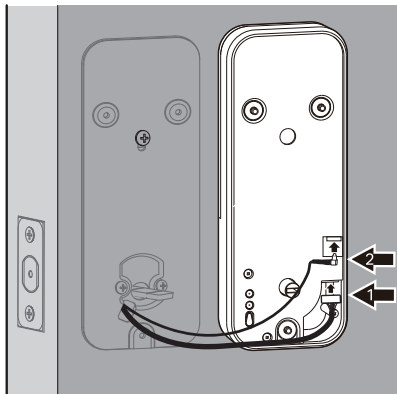
- 1 Push the Battery Cover up in the direction as illustrated. Place the Battery Cover to the side for the next few steps.

Attention

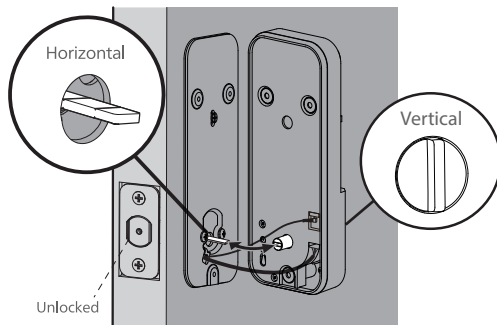
Do not load battery before finishing the lock installation.



- 2 Insert the cable connectors of the Exterior Assembly to the sockets on the Interior Assembly. Push the connectors in firmly until they are completely attached. For ease of installation, attach the larger cable first (1) followed by the antennae (2).



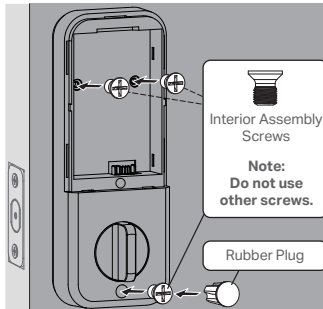
- 3 Keep the Thumb Turn in the vertical position. Turn the tailpiece to the horizontal position so that it aligns with the slot on the Interior Assembly. Wind up any excess wire and place it in the cavity of the Interior Assembly. Ensure that no wires are pinched when the Interior Assembly is installed.



- 4 Attach the Interior Assembly to the Mounting Plate and fasten using the Interior Assembly Screws.

⚠ Attention

Ensure the cable is not pinched or the lock will not function properly.

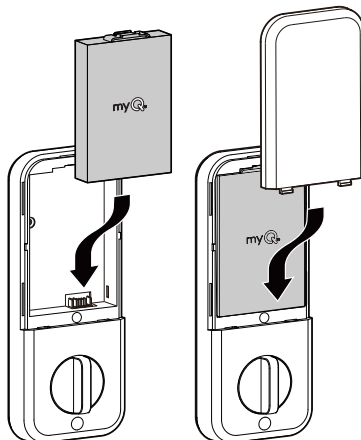


⚠ Attention

- 5 Put the rubber plug over the lower screw. DO NOT put the rubber plug in place until after the screw has been inserted.

Install the Interior Assembly (continued)

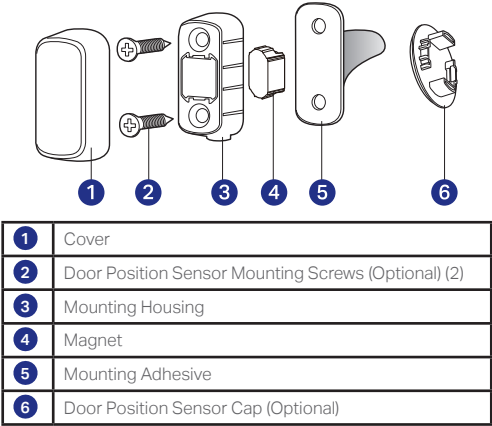
- 6 Install the Rechargeable Battery and replace the Battery Cover.



- 7 In the myQ app, add the Video Smart Lock to your myQ account from the device management menu. The Video Smart Lock must be configured in the myQ app before it can be used from the app.



Install the Door Position Sensor Assembly

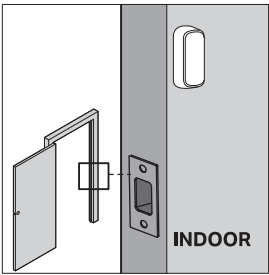


How to Install

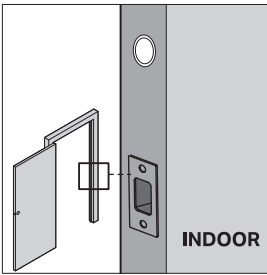
There are two ways to install the Door Position Sensor: **Surface Mount** and **Flush Mount**. Refer to the Door Position Sensor Mounting Template in the box for specific instructions.

Surface Mount is recommended to install the Door Position Sensor.

Surface Mount



Flush Mount



⚠ Attention

If you want to use the Door Position Sensor but prefer not to drill into the door frame, install the surface mounted Door Position Sensor using the Mounting Tape ONLY.

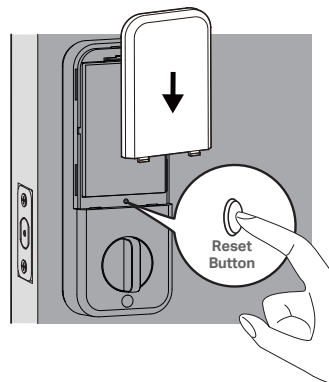
Network Reset & Factory Reset

Reset Wi-Fi:

If your Video Smart Lock 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 app will ask for your Wi-Fi credentials.

Factory Reset:

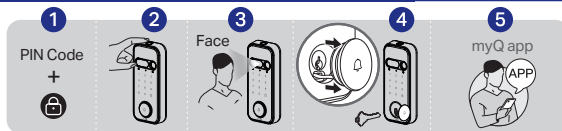
A factory reset can be useful if you are planning to give your Video Smart Lock to someone else. Factory reset will wipe all settings from memory and return it to a completely blank state. To factory reset your device, press and hold the reset button until you see a solid red LED light. Then release the button to factory reset your device. The device will return to its factory settings.



Lock & Unlock

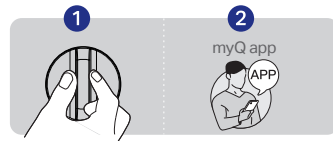
Unlocking the Door from Outside

1. Unlock by PIN codes.
2. Unlock by Fingerprint.
3. Unlock by Face.
4. Unlock by traditional key.
5. Unlock by the myQ app.



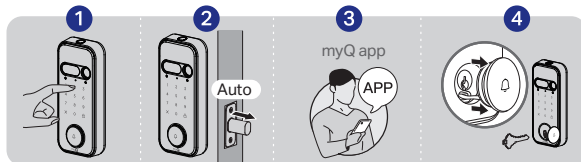
Unlocking the Door from Inside

1. Rotate the Thumb Turn to the unlocked position.
2. Unlock by the myQ app.



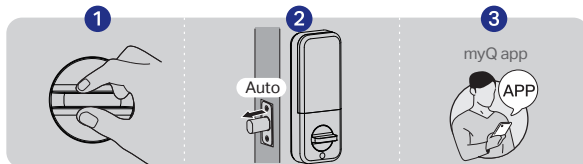
Locking the Door from Outside

1. When the product is unlocked, press the lock button on the keypad to lock the door in Manual Mode.
2. In Auto-Lock mode, the Deadbolt will automatically extend after the door is shut and a user-specified amount of time has passed.
3. Lock by the myQ app.
4. Lock by traditional key.



Locking the Door from Inside

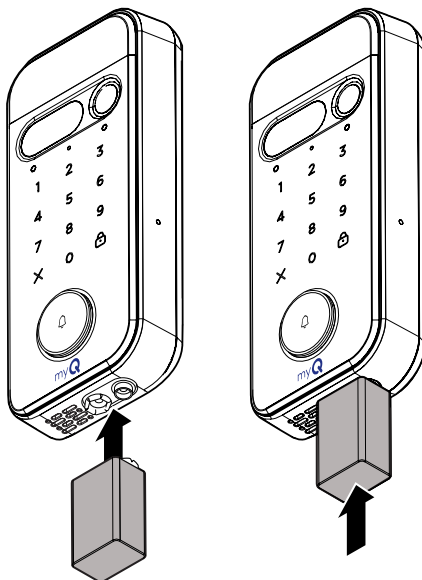
1. Rotate the Thumb Turn to the locked position to lock the device in Manual Mode.
2. In Auto-Lock Mode, the Deadbolt will automatically extend after the door is shut and a user-specified amount of time has passed.
3. Lock by the myQ app.



Lock & Unlock (continued)

Unlocking the Door using External Power

If the battery power is depleted while the door is locked, you can still unlock the door using the traditional key as shown above. You can also use a 9V battery to power the lock using the terminals under the Exterior Assembly. Simply line up the battery's terminals with the terminals on the Exterior Assembly and you will have enough power to open the lock using your PIN or Fingerprint.



3 Using Your Video Smart Lock

LED Status Indicators: Your Ring LED provides status information using the color LED on the front of the unit.

Ring 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
Solid Red	The reset button is being pressed and the device is being factory reset
Slow Pulsating Blue	Doorbell button pressed
Spinning Orange	Low power; charge battery
Spinning White	Door locking
Spinning Green	Credential accepted; door unlocking
Flashing Red	Credential rejected

Camera Status LED

What you see	What it means
Solid Green	Motion detected

Battery LED

What you see	What it means
Solid Red	Charging
Solid Green	Fully charged
Alternating Red/Green	Incorrect charger

Reset Sequence

What you see	What it means
Solid Blue	Release reset button to enter Set Up mode
Solid Red	Release reset button to enter Factory Reset mode

4 Troubleshooting

Issue	Solution
The Deadbolt does not operate correctly after installation.	• Make sure the backset on the Deadbolt is set to the proper length. Refer to page 9. • Make sure before installation the Deadbolt is retracted. Refer to page 12. • Make sure your door is properly aligned. • Restore to the factory default settings.
After installation, the Deadbolt makes sounds but does not work.	Ensure you have followed the installation instructions. Re-install and reset the lock by paying attention to the following tips: • Before installing the Exterior and Interior Assembly, make sure the Deadbolt is fully retracted (in the unlocked position). • Do not insert the key when you are installing. • Ensure you have inserted the cable connectors of the Exterior Assembly to the sockets on the Interior Assembly correctly. • Keep the Exterior and Interior Assembly aligned and parallel to the door edge and the Deadbolt parallel to the door edge. • You may need to recalibrate the deadbolt; please follow the steps in the myQ app.
The lock does not behave as intended after the battery is installed.	• Press and hold the reset button until you see a solid red LED light. Then release the button to factory reset your device.
The deadbolt turns in the wrong direction.	• You may need to recalibrate the deadbolt; please follow the steps in the myQ app. • If recalibrating fails to solve it, the lock is probably not installed correctly. Please re-install the lock, reset, and try again.
The deadbolt rotates only if the Key is inserted.	• Make sure the Deadbolt is installed correctly and that your door is properly aligned. Refer to pages 9-10.
The deadbolt does not smoothly lock or unlock while using the Thumb Turn.	• Make sure the Mounting Screws are properly installed. • Make sure no cables are pinched during installation.
Battery fails to charge.	• Confirm the charging cable is fully inserted in the battery and the charger. • Try using a different charging cable and/or charger

5 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.

FCC Statement

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. 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
- The device must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC RF Radiation Exposure Statement Caution: To maintain compliance with the FCC's RF exposure guidelines, place the product at least 20cm from nearby persons.

IC Statement

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Sciences et développement économique canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF field strength limits, users can obtain Canadian information on RF exposure and compliance.

Le présent appareil est conforme de ce matériel aux conformités ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité d'acquérir les informations correspondante.

This Class B digital apparatus complies with Canadian ICES-003 (B)/NMB-003(B).

Cet appareil numérique de la classe B est conforme à la norme ICES-003 (B)/NMB-003(B). du Canada.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Operating Frequency

Operating Frequency of 2.4GHz Wi-Fi:
2412-2462MHz for 802.11b/g/n(HT20)
2422-2452MHz for 802.11n(HT40)

Operating Frequency of NFC: 13.56 MHZ

Operating Frequency of Bluetooth LE: 2402-2480MHz

Working Voltage: 6.0V ~ 8.8V

Integrated battery spec.
Rated Capacity: 8500mAh
Rated Energy: 65.45Wh
Nominal Voltage: 7.7V