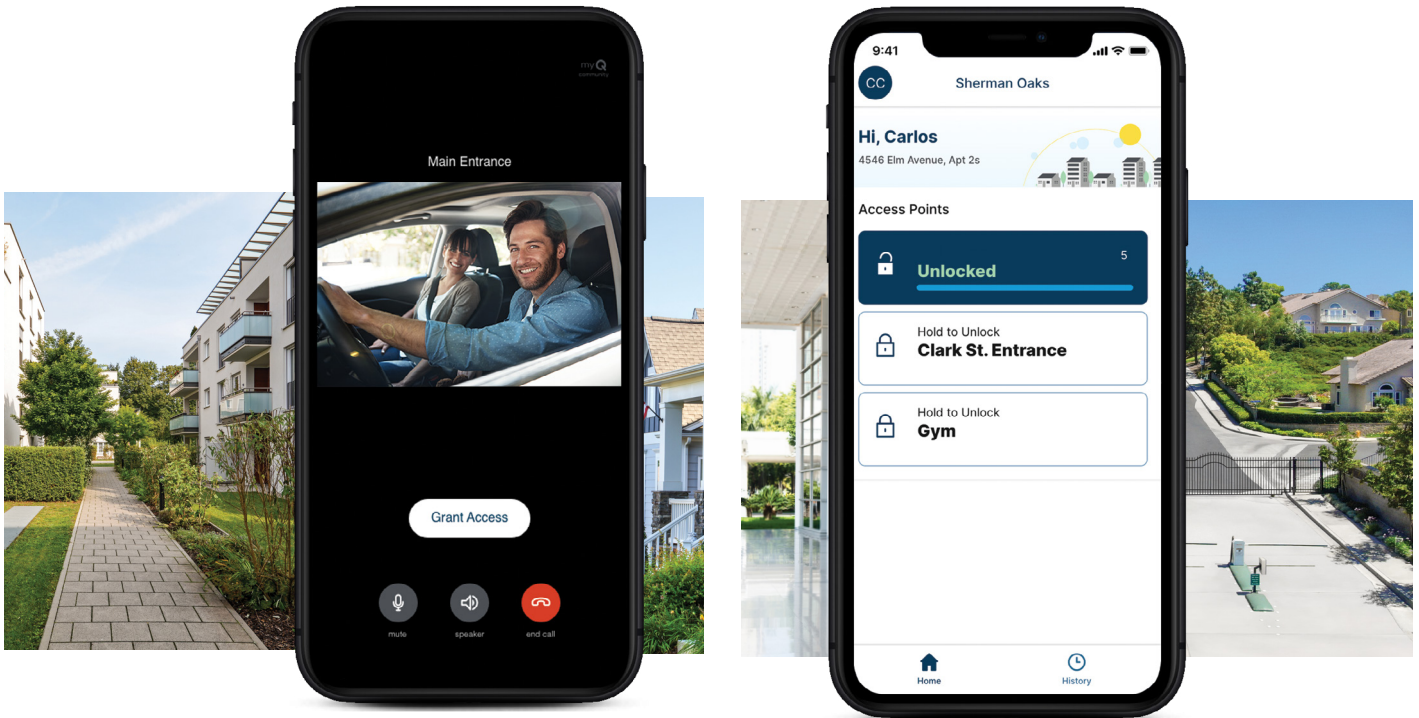




myQ[®] Community



See. Know. Secure.

Feel more secure granting access to people who arrive at your building's entrance. Whether it's someone you know or a service provider, the myQ[®] Community 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. Plus, never worry about forgetting your keys. The myQ Community app has a "press to unlock" feature that lets you unlock any authorized entrance for yourself or a visitor any time.



Account Setup

1. Look for an email invitation from your Community Manager.
2. Follow the instructions in the invite to download the myQ Community app and create an account.
3. When prompted accept invitation or enter access code.

Note: Be sure to give the app permission to access your microphone and that you have notifications turned on.

Need Assistance?

- **For More Information**
Visit our [resident page](#)
or our [support page](#)
for further assistance

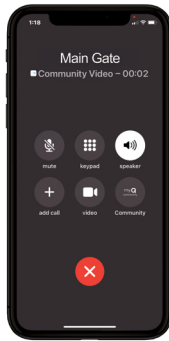
Video Call Instructions

Answering Video Calls (iOS)

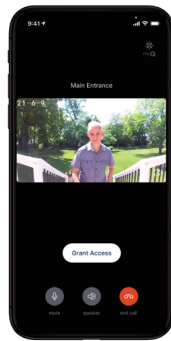
Locked phone



Unlock phone



Click on the myQ icon*

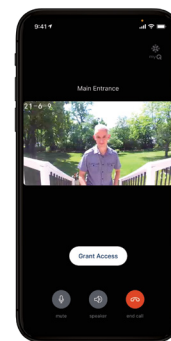


Answer call and grant or deny access

Unlocked phone



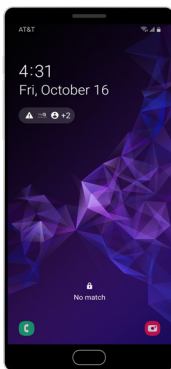
Click the accept button



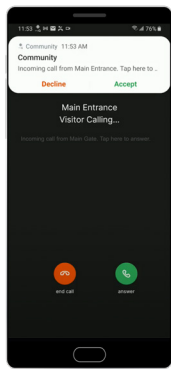
Answer call and grant or deny access

Answering Video Calls (Android)

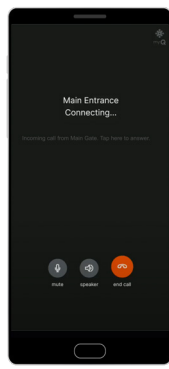
Locked phone



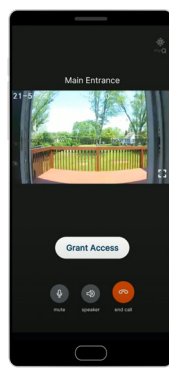
Unlock Phone and open notification



Click and Accept notification

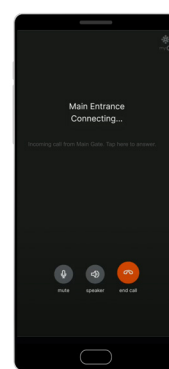


Answer call

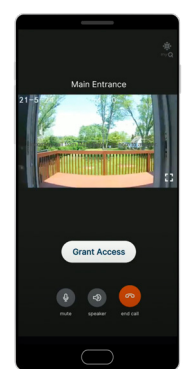


Grant or deny access

Unlocked phone



Answer call



Grant or deny access

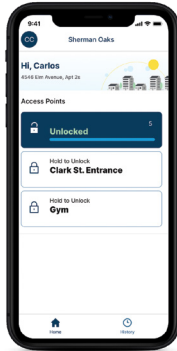
*You will need to unlock your phone before you can see video



Press to Unlock Instructions

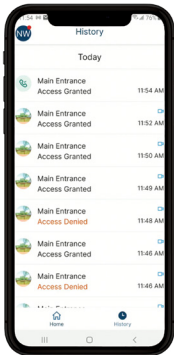


Open App

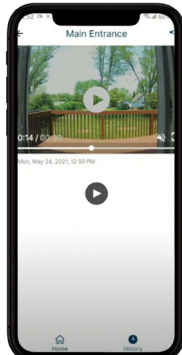


Press and HOLD to Unlock.
Unlocked button will be displayed until the access point relocks.

Event History and Video Playback Instructions



Shows all of your app activity. If your community has video, clips of all of your access events will be available for 24 hours**.



Click on video call record and the video clip will play and allow you to share a video snippet.

**30-days if your Community Manager subscribes to increased storage.

Common Questions

Answering a Video Call:

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 happens when I miss a video call from my guest?

The call will roll over to an audio call, that you can answer and grant access as you normally do. Missed calls will go to voice mail.

I can't hear the person at the entrance and/or they can't hear me, what is wrong?

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

Why isn't my video displaying properly?

A strong Wi-Fi or cellular connection is critical for video to work properly. A weak signal or connection could result in a compromised video image or an audio only call.

Event History / Video Clips:

How long are video clips stored in the app's event history?

The community subscription comes with 24 hours of history storage of video call events and press to unlock events. Anything beyond that time period will not be accessible via the app. A community can purchase 30 days video storage to increase the event history in the app to 30 days.

How do I download a video clip from my history?

Navigate to app history menu option, select the video that you want to download, tap on the save video icon on top right corner of the app and then select "Save Video". This action will download the video to your gallery or photos.

Is sound/audio available with video clips stored in my history?

To maintain your privacy and the privacy of your guest's audio is not available in historic video clips. You will be able to interact two ways when you are in a video call with your visitor/guest but that same event if reviewed after the fact will not contain the associated audio in the history logs.

Press to Unlock:

What does it mean when I get an "Access Denied/Out of Schedule" message when I press to unlock?

A community may have a schedule for certain entry points. For example, if the gym is open from 9am-5pm, you will not be able to use the app to unlock the gym entrance outside the scheduled timeframe.

General App Questions:

Can I share my app license with other people in my household if they login to my account from their mobile device?

No, your app license may not be used on another device, even if they are logging in using your account credentials. Each member of your household should have their own app license. Contact your Community Manager if you need additional licenses.

Still have questions?

Visit <https://support.chamberlaingroup.com/s/community-by-myq-app-support>