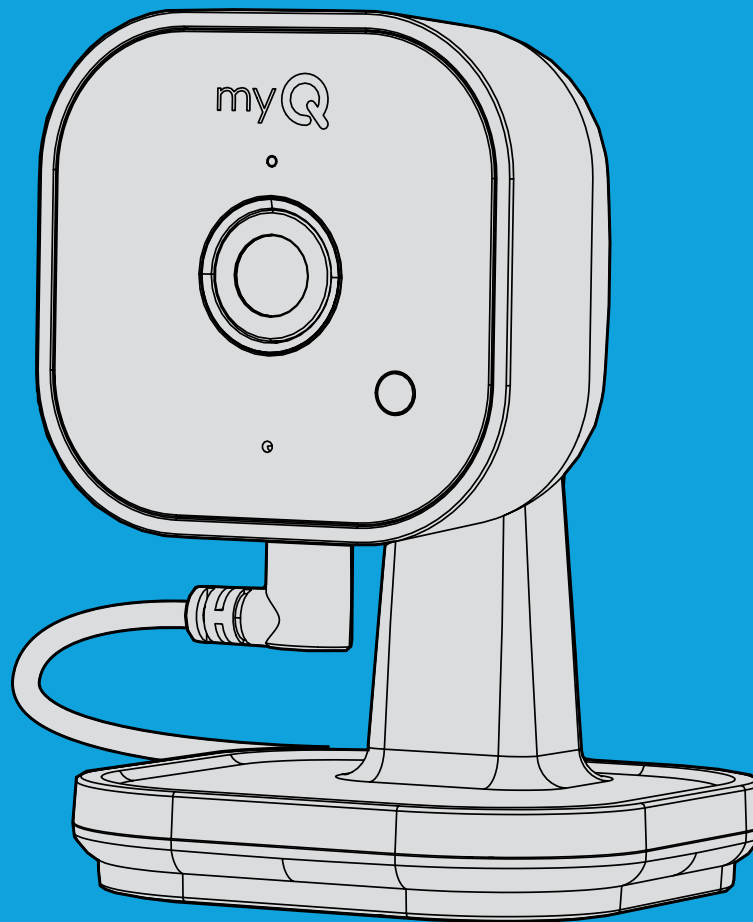




SMART INDOOR AND GARAGE  
CAMERA GEN 2

# Product Manual and Installation Guide



Model numbers:  
MYQ-C23AXXW1  
MYQ-C23ACXW1  
MYQ-C13AXXW1  
MYQ-C13ACXW1

# Contents

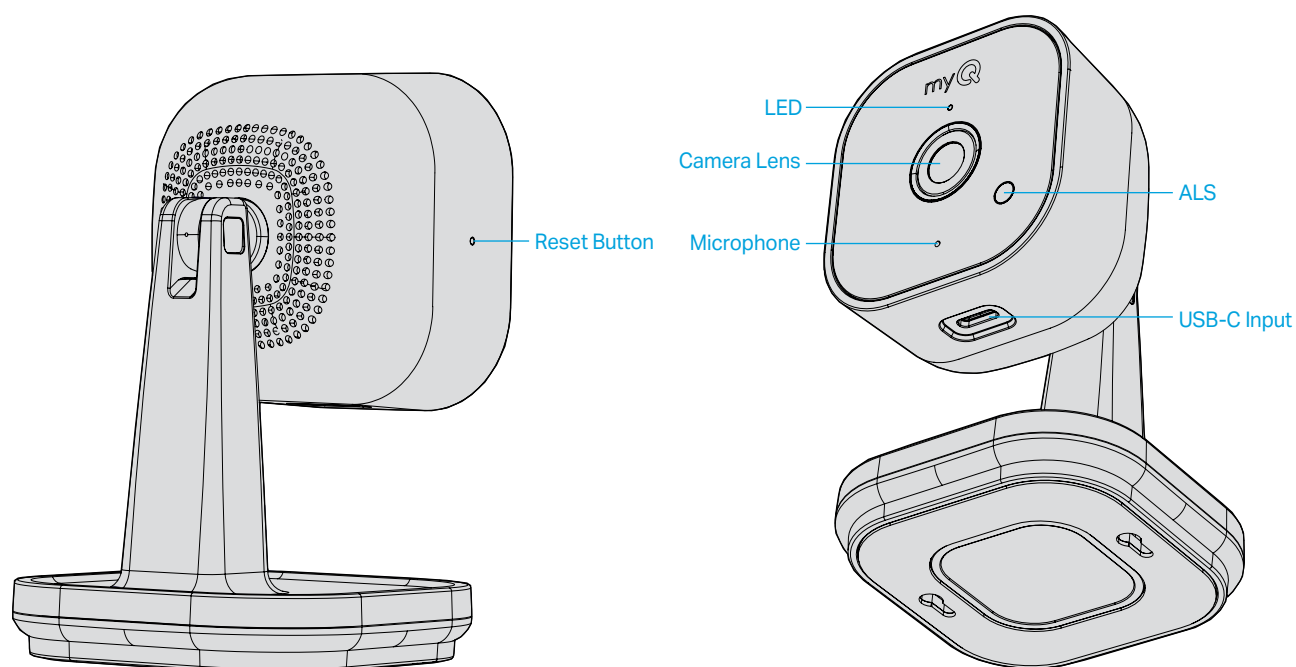
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## Overview

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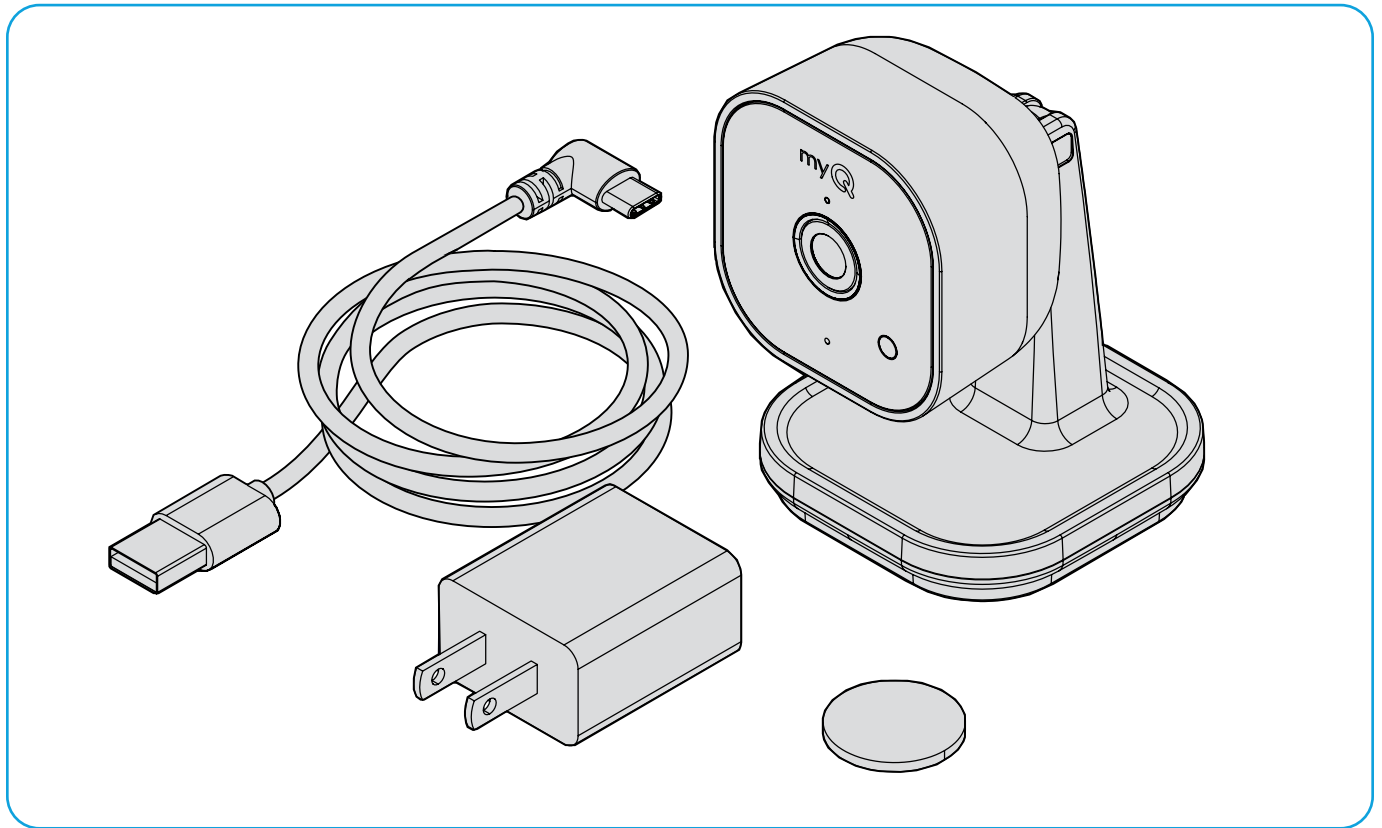
The myQ® Indoor and Garage Camera Gen 2 is the ultimate smart camera. Designed to monitor your indoor or garage spaces, it gives you the power to see and hear what's happening throughout your entire home with stunning 2K resolution, day and night with the myQ app. It can be quickly installed and connected for added convenience and security. Access streaming video, motion detection alerts, and 2-way audio all from the myQ app.



# Overview (continued)

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## What's in the Box



## Set Up

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### What You'll Need

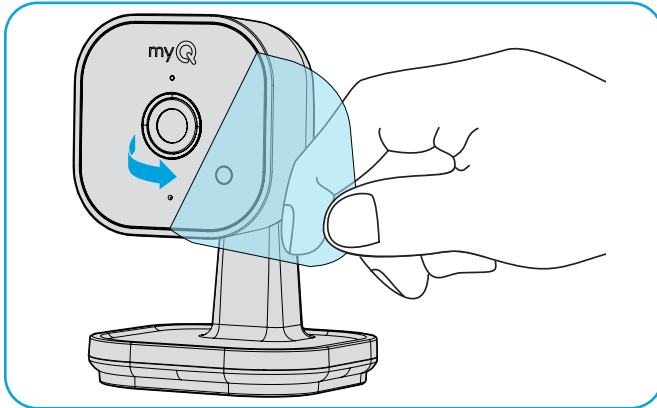
- Ensure your mobile device's Wi-Fi is activated and has a strong signal where you intend to place your camera.
- Enable Bluetooth and Location Services on your mobile device.
- Download the latest version of the myQ app.
- Sign in to your myQ account or create one if you haven't already.

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

# Set Up (continued)

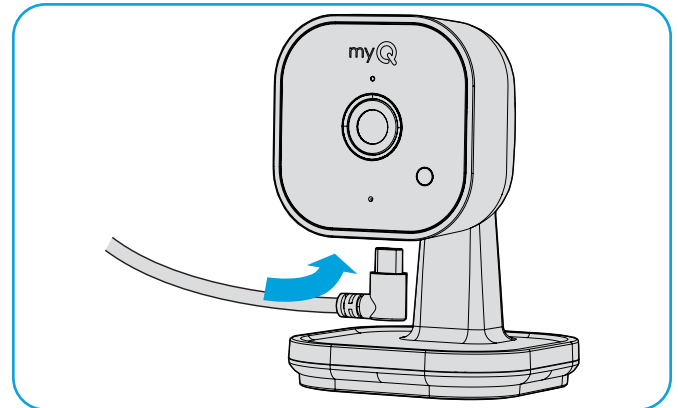
## Connect Your Camera

**01** Remove the blue film from the camera face.

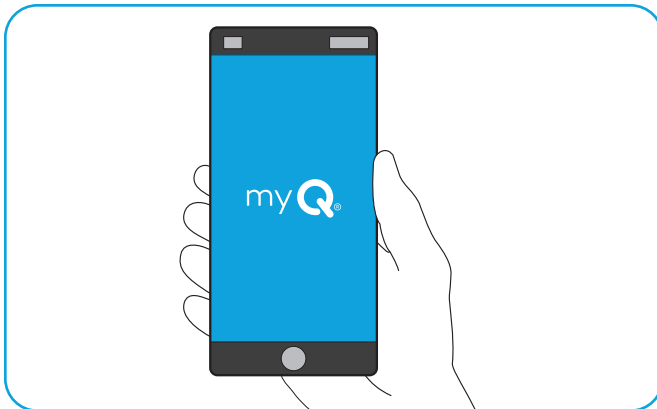


**02** Power up your Camera in your desired location by plugging in the included USB-C power adapter and connecting it to the camera.

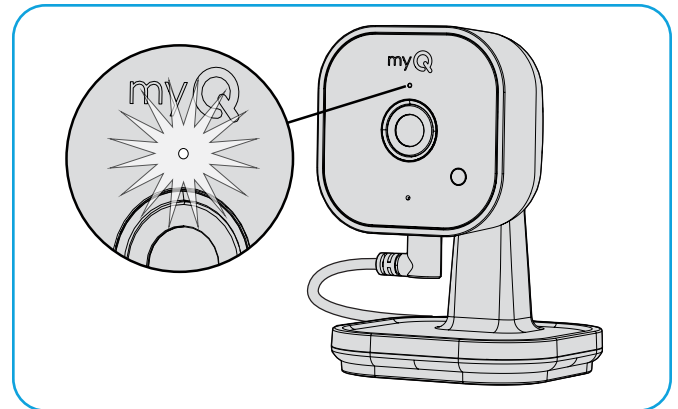
**WARNING:** Keep the cable away from the garage door opener or other moving parts



**03** To add your Camera to your myQ account, scan the QR code on the bottom of the camera or inside the box and follow the steps indicated on your mobile device. You can also add your Camera using the myQ app device management..



**04** Follow the prompts in the myQ app to connect the camera. A solid green LED indicates the camera is successfully connected.



**05** Open the myQ app on your mobile device and tap on your camera to view the live video.

# Installation

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**01** Hold the camera near your chosen mounting location and use the livestream in the myQ app to preview the field of view. If the Wi-Fi signal is not strong enough, choose a different location or consider a Wi-Fi mesh network with more nodes to expand coverage.

Set your camera on a flat, stable surface.

**Garage Camera Only:** Attach to any magnetic surface including your garage door opener with the magnetic base.

**02** Mount to a flat, smooth surface like a plastic garage door opener using the included double-sided adhesive. If using the double-sided adhesive, make sure the surface is flat and you clean it before applying.

**WARNING:** Adhesive may damage painted or drywall surfaces when removed.

**TIP:** The magnetic base offers versatility beyond the garage door opener. Consider using it to mount your camera on other metallic surfaces in your garage, such as refrigerators, toolboxes, shelves, and more for added convenience and flexibility.

Your setup is now complete. Enjoy a 30-day free trial to the Video Monitoring Plan (see page 6).

# Using your Camera

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 myQ 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	14-Day Plan	30-Day Plan
Livestream Video	●	●	●
Motion Detection & Alerts	●	●	●
Event Recordings		●	●
Face, Person, Animal, and Vehicle Detection		●	●
Detection Zones		●	●
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).

[Click here to learn more.](#)

## Troubleshooting

If your camera does not work as you expected, please follow the troubleshooting steps on the next page.

### Factory Reset

A factory reset can be useful if you are planning to give your camera to someone else. Factory reset will wipe all settings from memory and return it to a blank state. With a safety pin or paper clip, press and hold the reset button on the side of the camera for at least 10 seconds. After releasing the reset button, you will see a white LED followed by a blinking blue LED above the lens, indicating the reset was successful.

# Using Your Camera (continued)

Problem	What to do
I can't add my camera in the myQ app.	The Bluetooth beacon may have timed out. Restart the camera by unplugging and then plugging the USB cable back in.
My camera cannot establish a Wi-fi connection.	Use your phone to make sure you have a Wi-Fi signal at the camera. If you do not, you may have to move your router closer. Press the reset button for about two seconds and try again.
My camera LED is blinking purple.	Your camera is performing 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.  If you already have a subscription, reset filters when viewing Video History.

## LED Status Indicators

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

What You See	What It Means
Solid White	Powering up
Blinking Blue	Ready to be set up in the myQ app.
Solid Blue	Connected to your mobile device. You are not yet connected to the internet. If this persists after setup, check your home router and internet connection.
Alternating Blue / Green	Device is attempting to connect to Wi-Fi.
Blinking Green	Device is attempting to connect to myQ.
Solid Green	Connected to the myQ app.
Blinking Purple	Receiving firmware updates.
Blinking Red	Temperature too high / low.

# 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 Innovation, Science and Economic Development Canada (ISED) 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 Innovation, Science and Economic Development Canada (ISED) 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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