▶ **See How-To video**

myQ® | **KOLBE®**
WINDOWS & DOORS

Pet Portal
Door Installation Guide

Preparation

Safety Symbol and Signal Word Review

When you see these Safety Symbols and Signal Words on the following pages, they will alert you to the possibility of serious injury or death if you do not comply with the warnings that accompany them. The hazard may come from something mechanical or from electric shock. Read the warnings carefully.

When you see this Signal Word on the following pages, it will alert you to the possibility of damage to your property or product if you do not comply with the cautionary statements that accompany it. Read them carefully.

⚠ **WARNING**
MECHANICAL

⚡ **WARNING**
ELECTRICAL

⚠ **CAUTION**

⚠ ⚡ **WARNING**

IMPORTANT INSTALLATION INSTRUCTIONS

To reduce the risk of SEVERE INJURY or DEATH:
- Read all the instructions before using the myQ® Pet Portal (appliance).
- To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
- Do not contact moving parts.
- Only use attachments recommended or sold by myQ®.

Unit will be installed to meet national and local jurisdiction codes.

To protect against injury:
- Open the pet door, and then disconnect from power BEFORE installing or servicing the myQ® Pet Portal.
- Follow local jurisdictional code and obtain a permit as required.
- DO NOT replace an interior garage access door with the myQ® Pet Portal..

⚠ **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.

myQ® Pet Portal
Gen1 Model MyQ®PP1

Installation

Job Checklist ✓

Thank you for being the caretaker of this exciting installation. Use these steps to guide you through the job.

Use "White Glove" handling during loading and unloading, transport and installation. Take EXTRA CARE to protect the electrical and mechanical components sealed in the door during the installation process.

At the Install Site

Done ✓

☐ 1. Reference the job order and review this complete document.

☐ 2. Check with the Pet Parent that they have downloaded the myQ® Pet Portal app and created an account.

☐ 3. Test power of the myQ® Pet Portal at the intended outlet **BEFORE INSTALLING** the door.

☐ 4. Install the door panel.

☐ 5. Wire and power up the Portal control panel.

☐ 6. Set control panel for programming.

☐ 7. Instruct Pet Parent to access myQ® Pet Portal , and add the myQ® Pet Portal.

☐ 8. Pet Parent tests operation found in the myQ® Pet Portal Owner's Manual.

☐ 9. Sign off, send an image of this page, images of the completed installation, and leave this manual and the myQ® Pet Portal Owner's manual.

_____

Pet Parent   Date

_____

Installer   Date

What's in the Box

Inventory ☑

- Door Panel (Slab or Pre-Hung)
- (Kolbe Door Kit**???)

Hardware Kit:

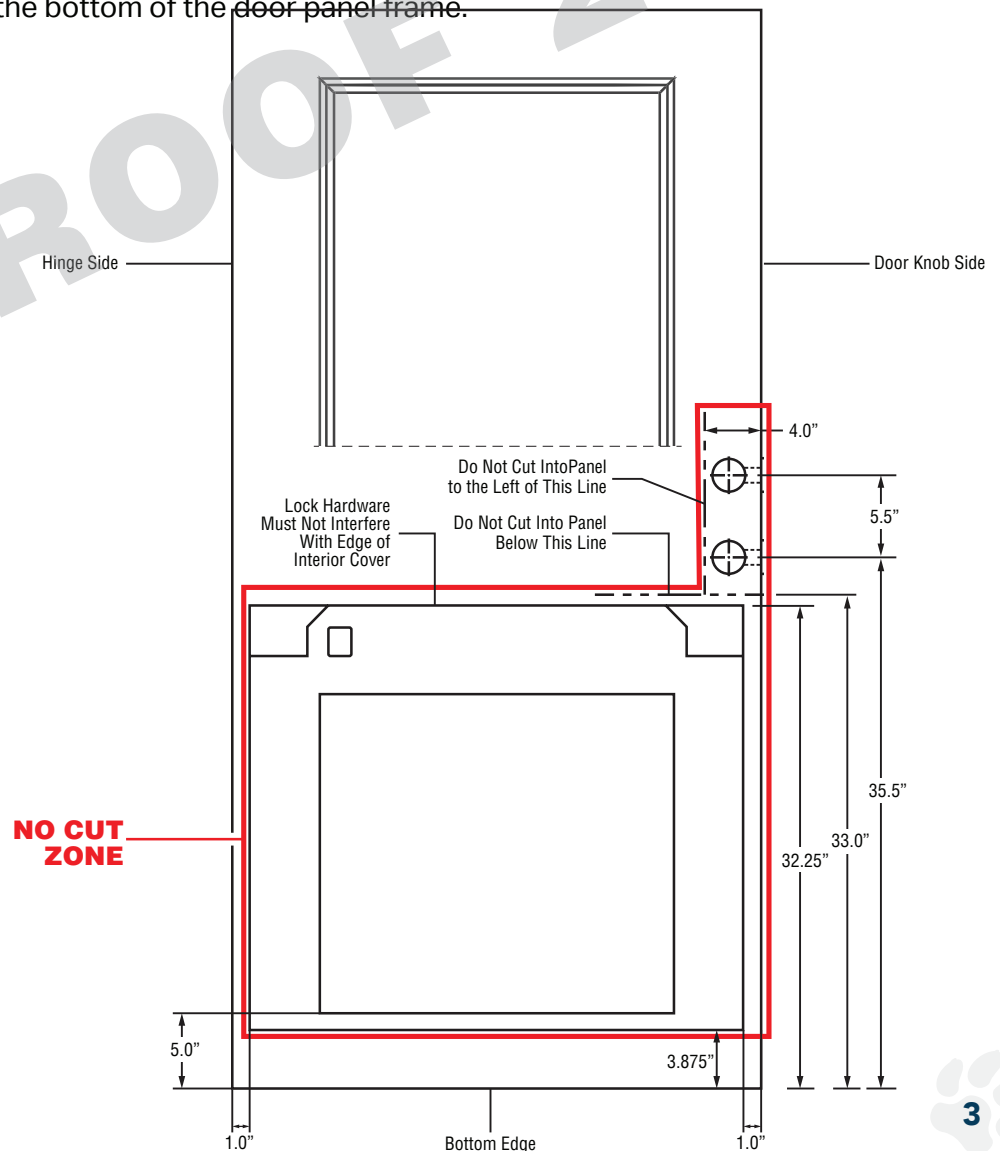- 2 or 3 Non-powered Hinges (qty. depends on door height.)

Power kit:

- 1 Powered Hinge
- 1 Plug-in Adapter (24VDC 2A Wall Adapter)
- 10 Wire Crimps
- Wall Grommet
- 25' low-voltage (18 gauge) wire
- Owner's Manual and Installer Manual

What's in the Door

myQ® Pet Portal ☑

All myQ® Pet Portal doors encase the technology used to provide a high performance, functional access system. **IMPORTANT:** Be sure to locate the job order with your installation to confirm the hinge side, which also runs the wiring to the INTERIOR outlet. The EXTERIOR side displays weep holes along the bottom of the door panel frame.

Hinge Side — Door Knob Side

4.0"

Do Not Cut Into Panel to the Left of This Line

Lock Hardware Must Not Interfere With Edge of Interior Cover

Do Not Cut Into Panel Below This Line

5.5"

35.5"

33.0"

32.25"

NO CUT ZONE

5.0"

3.875"

1.0"   Bottom Edge   1.0"
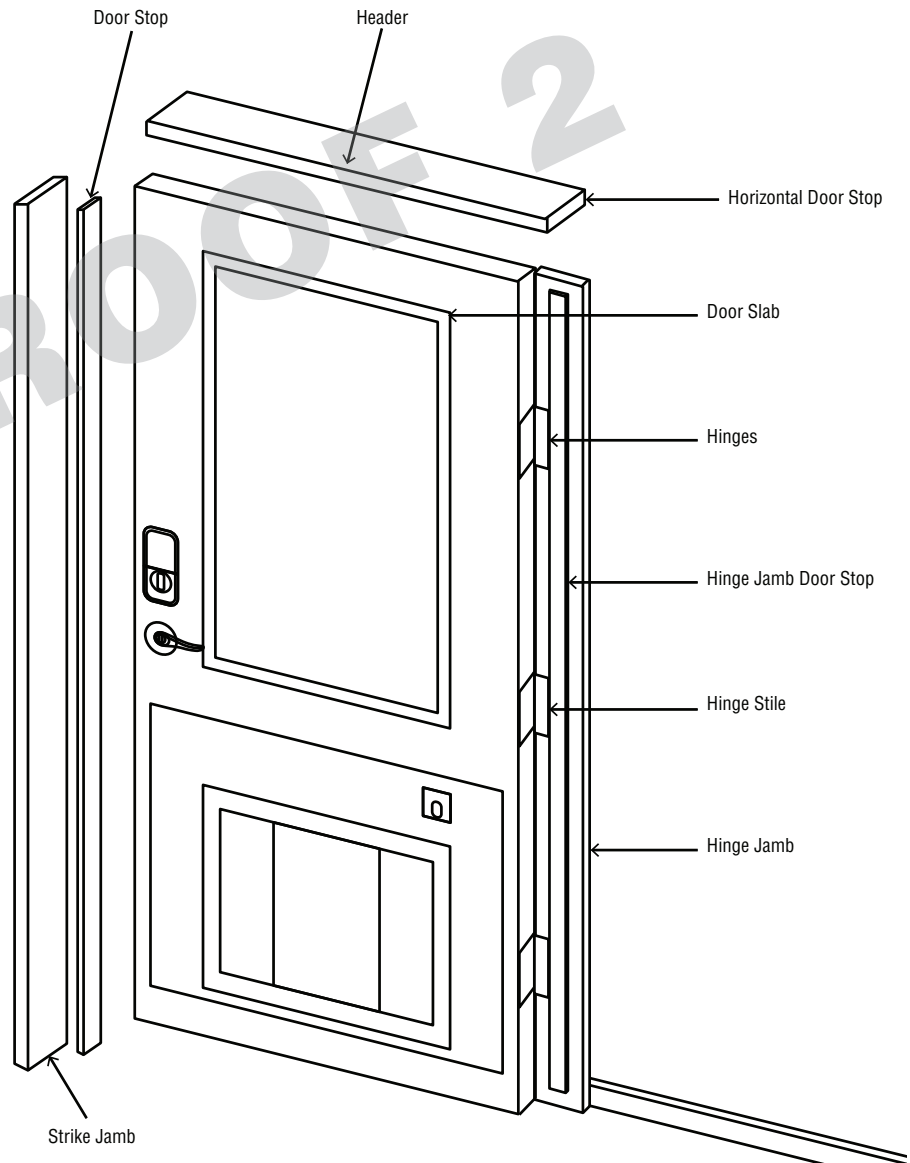
What's in the Door (Continued)

Tools Needed ☑

- Level
- Drill Bit Set
- Power Strip
- Hammer
- Handsaw
- Reciprocating Saw
- Jamb Level
- Square
- Wire Crimping Tool
- Wire Cutters
- Tape Measure
- Masking Tape
- 6 ' Extension Cord
- Flat Screw Driver
- Philips Screw Driver
- Plastic Putty Knife
- Hex Key
- Torx

Additional Items You May Need:

- Sealant
- Utility Knife
- Wood Glue
- Sand Paper
- Silicone Sealant
- Cord Cover
- Shop Vac

Basic Terms:

Door Stop
Header
Horizontal Door Stop
Door Slab
Hinges
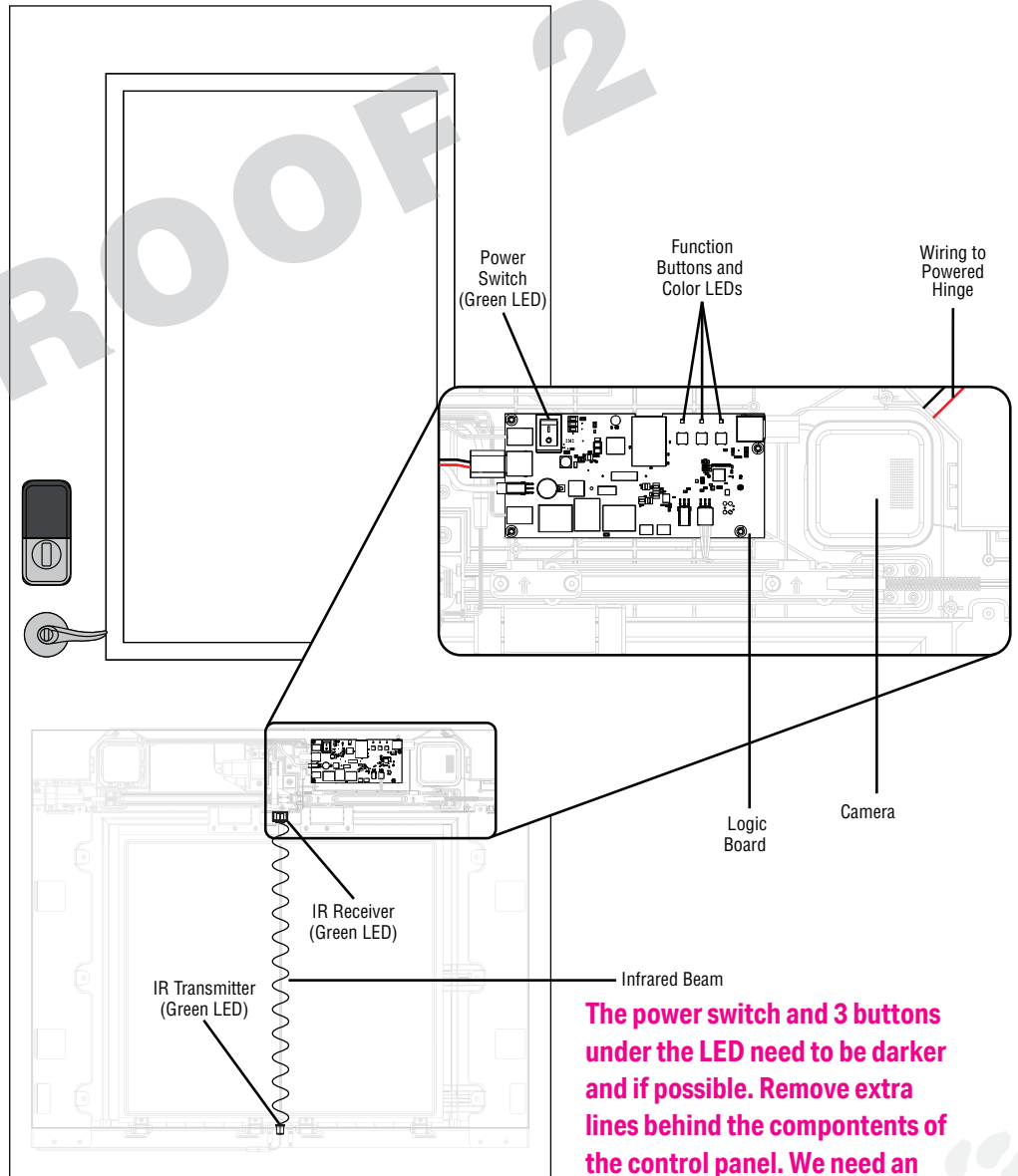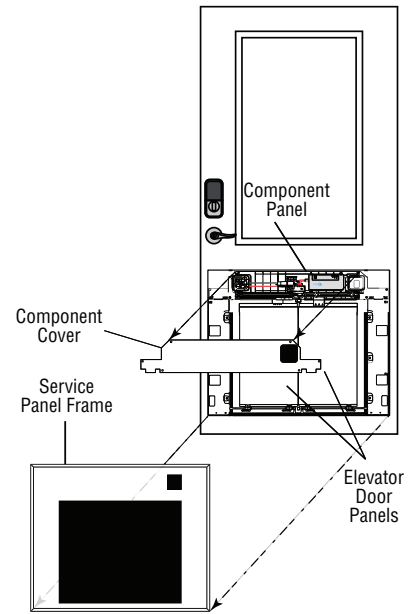Hinge Jamb Door Stop
Hinge Stile
Hinge Jamb
Strike Jamb

What's in the Door (Continued)

Access Control Panel ☑

All myQ® Pet Portal doors encase the technology used to provide a high performance, functional access system.

IMPORTANT: Your door handedness may be different than the images. Locate the job order with your installation to confirm the hinge side, which also runs the wiring to the interior outlet.

Component Panel

Component Cover

Service Panel Frame

Elevator Door Panels

Power Switch (Green LED)

Function Buttons and Color LEDs

Wiring to Powered Hinge

Logic Board

Camera

IR Receiver (Green LED)

IR Transmitter (Green LED)

Infrared Beam

The power switch and 3 buttons under the LED need to be darker and if possible. Remove extra lines behind the compontents of the control panel. We need an exterior image (flip) to call out 3 weep holes at the bottom.
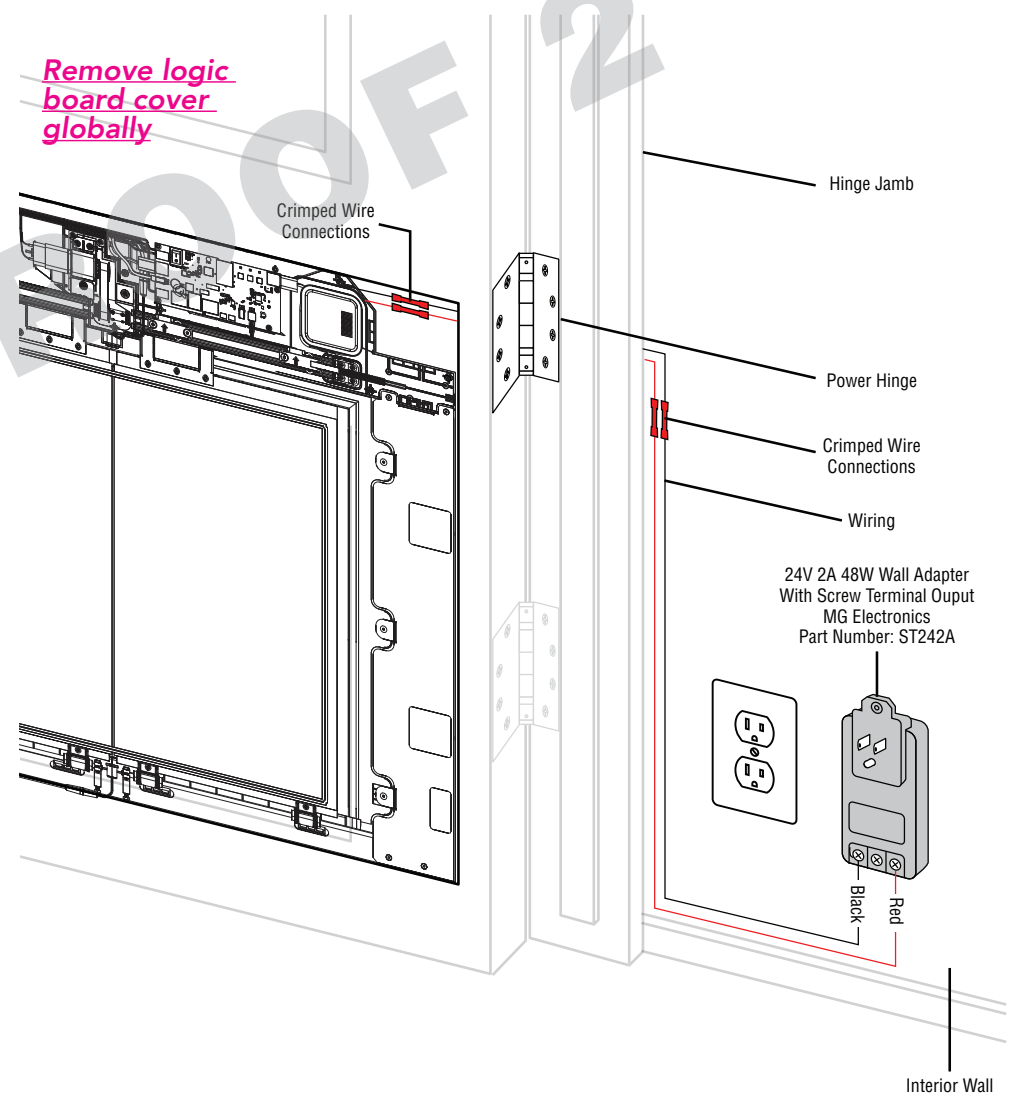
Wire the Control Panel

Connect Power ☑

Use the following guide to test power to the module sealed in the door panel, and install.

1. Place the new door panel upright, close to the intended power outlet on the job order.

2. Use a plastic putty knife to carefully pry the Service Panel Frame, and unscrew the Component Cover to access the spooled wire connected to the myQ® Logic Board. **IMPORTANT:** *Do not pull on the wire connection.*

3. Thread the wire through the Control Panel poke hole, hinge side, on the job order.

4. Strip 1/4" insulation at the unconnected wire end.

5. Connect the stripped Black wire to **NEGATIVE** and the stripped Red wire to **POSITIVE** on the adapter.

6. Connect the adapter to an extension cord, and plug in to the outlet. The adapter LED glows red.

Remove logic board cover globally

Crimped Wire Connections

Hinge Jamb

Power Hinge

Crimped Wire Connections

Wiring

24V 2A 48W Wall Adapter
With Screw Terminal Ouput
MG Electronics
Part Number: ST242A

Black

Red

Interior Wall

Wire the Control Panel (Continued)

7. Press the power switch on. The power LED glows green.

8. Check the infrared (IR) receiver, center above portal panels, glows green. The module is powered.

9. Switch off the module, unplug and disconnect the adapter, and tape down the wire to the hinge stile.

10. Set the wired middle hinge aside, and install the top and bottom, load-bearing hinges.

11. At the middle hinge, drill a 1/4" hole into the hinge jamb, and another out through the interior wall by the frame to thread the hinge wire through, and out the interior side. *Tip*: *Tape down the threaded wire.*

12. Untape the hinge stile wire, and crimp/connect it to the hinge wire. Gently push the connection back into the hinge jamb hole. Install the wired middle hinge to the door.

13. Measure from the middle hinge down along door frame to baseboard, and out to the intended outlet, per job order. Add an extra 6" and cut included wire to that measurement. Strip 1/4" wire.

14. Thread the newly cut wire through the wall grommet, wide side, crimp/connect to the wire in the wall, and carefully push the connection through the hole, followed by the grommet flush to wall.

15. Encase the newly connected wire in the cord cover, and affix along the door frame, down and over to outlet.

16. Connect the stripped Black wire to **NEGATIVE** and the stripped Red wire to **POSITIVE** on the adapter.

17. Plug the adapter into the outlet. The adapter LED glows red.

18. Press the power switch on. The power LED glows green.

19. Check the Infrared (IR) receiver, center above Portal panels, glows green. The unit is powered and ready to program.

Wired Hinge

Black

Red
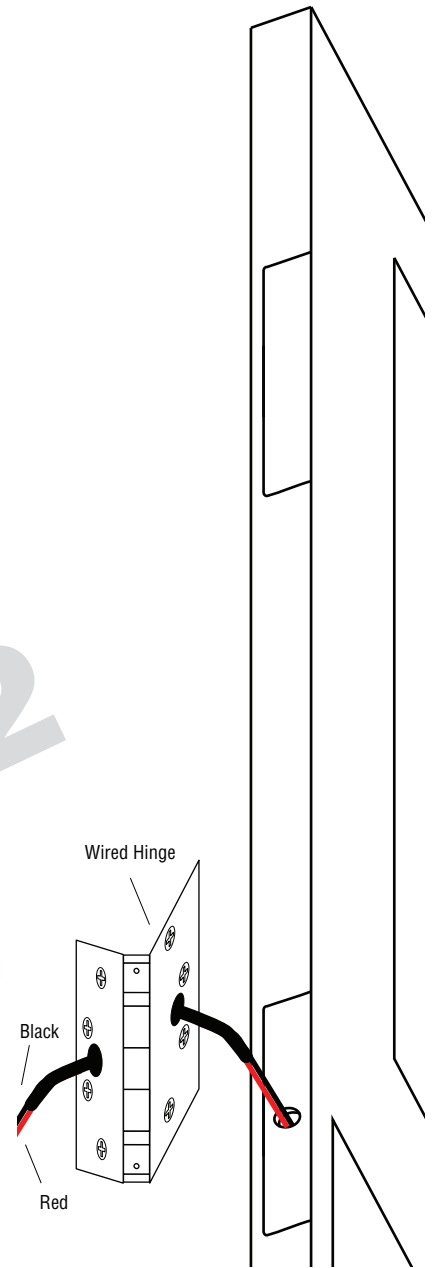
Add new image for showing unspooled wire threading through poke hole,

Bill - do we add the electric hinge warning (restate)

#14 could use a better image. We've seen installers remove thresholds and wire into walls, direct to outlet. Reviews -is this adequate as is? What is safe, and optimal for aesthetics?

Wire the Control Panel (Continued)

Use this component area to update the components to show on page 5, as there are 2 cameras (in/outdoor)

Power Hinge

Wiring

24V 2A 48W Wall
Adapter With Screw
Terminal Ouput
MG Electronics
Part Number: ST242A

Black

Red
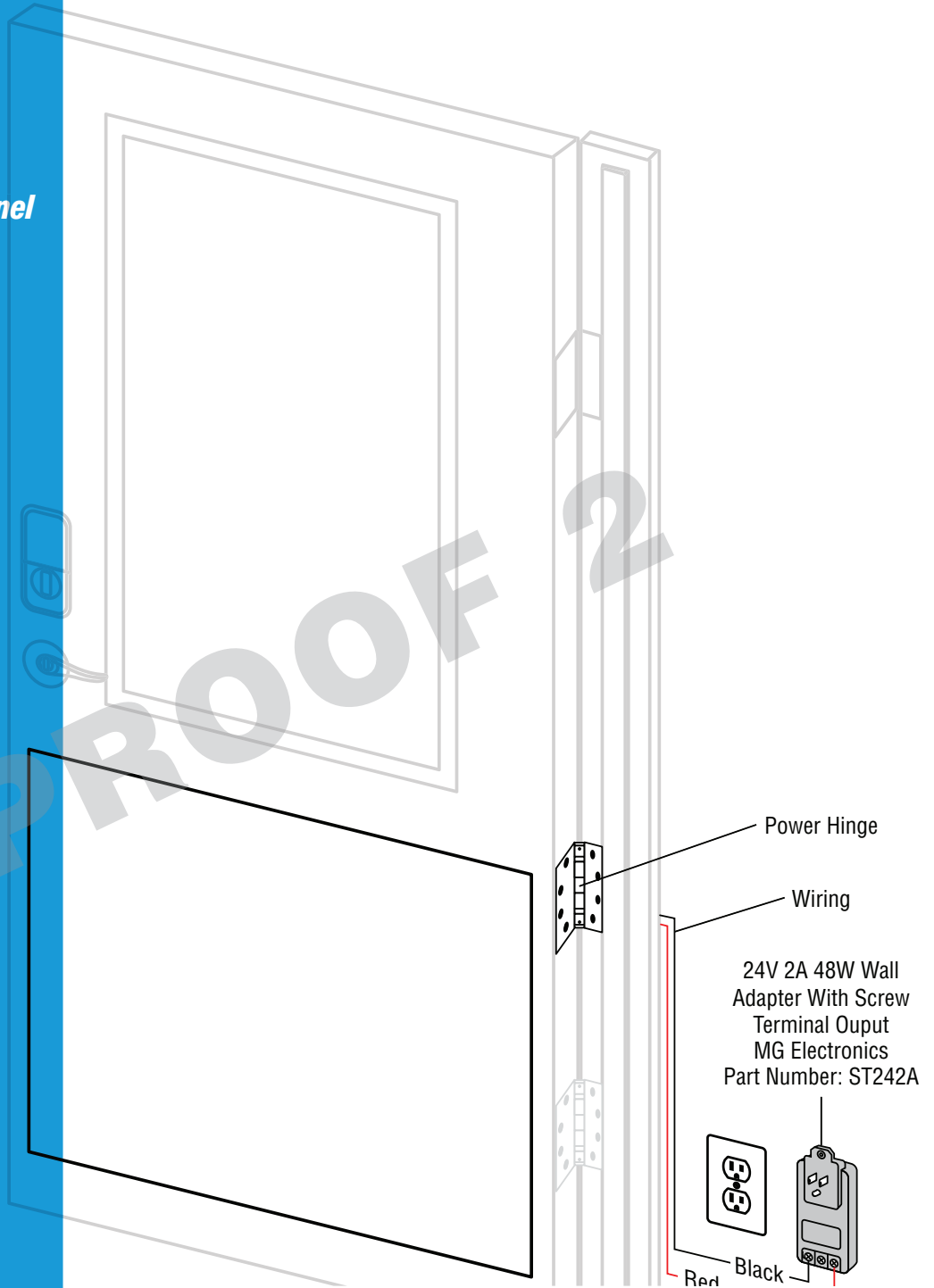
Check Power

Power Up ☑.

1. Power the door. The Logic board's Blue LED blinks. The Adapter LED glows steady Red. The receiver light at the IR sensor glows steady Green.

2. Press the #3 Door Activation button, and the doors open.

Set for Programming

Power Switch — Button#1 Door Activation — Button#2 Collar Activation — Button#3 Door Activation / Rese

Logic Board Cover
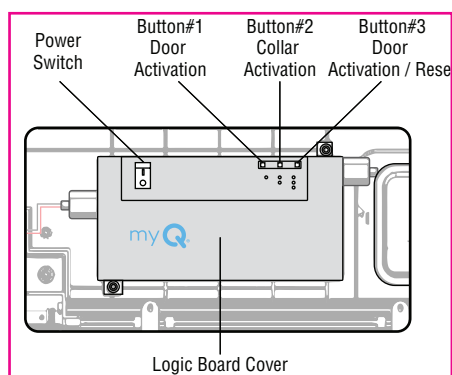
Activate Program Mode ☑.

IMPORTANT: *Instruct the Pet Parent to check their Wi-Fi and access the myQ® Pet Portal app. Promptly, after you activate programming, they will have up to 1 hour to add devices to their account*.

1. Press the Power Switch on. The Blue LED begins to blink, glows solid, flashes, then glows solid again.

2. Press and hold the #3-Program button for 5 seconds, and release when it blinks Blue.The unit is now in Program Mode.

3. The Pet Parent promptly adds the Pet Portal from their mobile device, then adds cameras, and then the myQ® Pet Sensor.

4. Assure wires are secure within the module when reattaching the Component Cover and Service Portal Frame,

Test Operation

Basic Function ☑.

After programming the myQ® Pet Portal, cameras and Collar Sensor, the Pet Parent can test the cameras and speaker, as well. They will test:

1. From the myQ® Pet Portal app, open the Portal door while inside the home.

2. As the Portal door starts to close, wave a pen between the IR Beam at the threshold center, and the Portal door reverses open.

3. Hold the Collar Sensor near the Portal door, and the Portal door opens. The Portal door closes after the default time passes.

4. Inspect the camera views standing in front of each one added.

5. Tap **Push to Talk** and speak to hear their voice through the speaker.

6. Repeat steps 1-5 from outside. Basic operation testing completes.

Infrared Beam
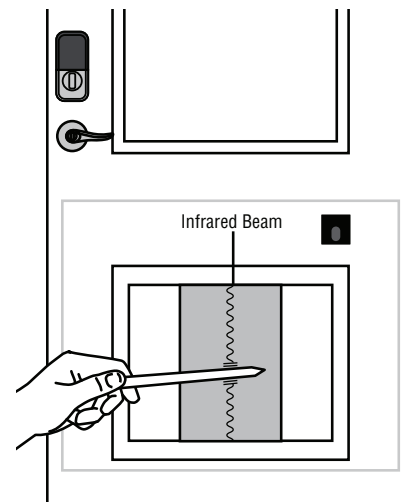
Troubleshooting

Logic Board LED Status

What You See on #1 Button	What It Means
Blue LED OFF	myQ® Pet Portal is powered off.
Blinking Blue	Portal is powering up, looking for connection to mobile device or home Wi-Fi®.
Solid Blue	Connected to your mobile device or home Wi-Fi®. You are not yet connected to the Internet. If this persists after setup, check your home router and Internet.
Flashing Blue	Connecting to Wi-Fi® and connecting to the myQ® App.
Solid Blue	Connected to myQ® Pet Portal app, Wi-Fi®.
Solid Purple	Receiving firmware updates.

myQ® Pet Portal Collar Sensor LED Status

What You See on #2 Button	What It Means
Blinking Blue LED	Collar Sensor detected, but not close.
Blinking Green LED	Collar Sensor detected, and on 3 consecutive green blinks, the door opens .

Infrared (IR) Light Beam Sensors LED Status

What You See	What It Means
Receiver (Top) LED glows steady Green Transmitter (Bottom) LED glows steady Green	The IR sensors are aligned, and active.
Transmitter (Bottom) LED doesn't glow Green.	• Check power is on. • Check if sensor wires are broken or not correctly aligned to Receiver.
Receiver (Top) LED doesn't glow Green.	• Check power is on. • Sensor wire broken or not correctly aligned to Transmitter.

Troubleshooting (Continued)

Diagnostics

What You See	What To Try
No power to Portal	• Check that the power cord is plugged into the outlet. • Check power is on. • Check Wi-Fi® signal. • Check wire connection points.
Elevator Portal Doors won't open/close	• Check for obstructions, • Adjust Elevator Door Panel screws at top and bottom panel brackets along the rail. • Check the Pet Collar Sensor battery
Grinding noise	• Adjust and tighten Elevator Door Panel screws at top and bottom panel brackets along the rail, apply silicon sealant. • Check for any loose screws such as drivetrain, and brackets.
Camera(s) don't work.	• Retry pairing with the myQ® Pet Portal app.
Pet Collar Sensor doesn't work	• Retry pairing with the myQ® Pet Portal app.
Pet Collar Sensor Lost	Remove the Collar Sensor from the myQ® Pet Portal app promptly, and order a new Collar Sensor.

Repair Parts

Description	Part Number
Power kit	
Kolbe kit	
Plug-in Adapter (24VDC 2A Wall Adapter)	
Center seal	
Motor	
Logic board	
Belt	
Camera	

Notices

FCC Information and Notices

(may need to add in warranty and language from Andrew Nelson and Jenny R.)

NOTICE: This device complies with part 15 of the FCC rules and Innovation, Science and Economic Development Canada 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.

Need Help?

For door, installation and service information call:

844-myQ-PETS (844-697-7387)

Email: service@myq.com

Go to: https://www.myqpetportal.com/

Before calling, please have the job order number of your installation.

ALPHA