

Below are instructions on how to remove your garage door and doorbell from the old wifi and how to reconnect. Please let me know once you have completed these steps and I will log into your alarm.com account to see if everything is back online as it should be.

Garage Doors:

Follow the instructions in the link below to remove the garage door from the previous WiFi


Reset or change wireless information on a MyQ Smart Garage Hub

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In the event that the wireless network name or password is changed after a LiftMaster 821LM, 821LMB, 821LMC-S, MyQ-G0301, MyQ-G0401-ES is installed, new wireless information can be saved by clearing the hub's network memory and saving the new information

To update the Wi-Fi information for the hub:

1. Clear the Wi-Fi settings on the hub by press and holding the  button on the Wi-Fi Hub for roughly 6 seconds until the blue light flashes.
2. Power cycle the Wi-Fi Hub by disconnecting the power supply and reconnecting after 30 seconds.
3. Setup the new Wi-Fi information on the hub. For detailed instructions, see [Connect the MyQ Smart Garage Hub to a Wi-Fi network](#).

Note: If these steps are unsuccessful, a factory reset of the Wi-Fi hub may be necessary. For more information on how to reset a Wi-Fi hub, see [Factory reset a LiftMaster MyQ Smart Garage Hub](#).

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Once the above steps are completed, follow the instructions in the link below to connect to the wifi again.

Connect using an Internet-connected device

1. Determine the Wi-Fi's network name and its associated security key/password. If the customer does not know their Wi-Fi information, the information may be printed on the router.
2. Plug in the hub into an outlet. The blue LED blinks to indicate that Wi-Fi is not set up.
3. Verify the Internet-connected device's (e.g. smartphone, laptop, etc.) Wi-Fi settings are on.
4. On the Internet-connected device, locate the list of available Wi-Fi networks and select the *MyQ-*nnn** network. The *nnn* in the Wi-Fi name is the last three digits of the hub's serial number.
 - Android typically shows internet not available after selecting the *MyQ-*nnn** network. This is expected, and if it gives the option to *Ignore* or *Cancel*, click **Ignore**.
 - Once the phone is connected to the *MyQ-*nnn** network, the blue light on the hub goes from blinking blue to a solid blue LED.
5. Once the device is connected to the *MyQ-*nnn** network, open a web browser on the device (e.g. Edge, Safari, Google Chrome, etc.) and enter [setup.myqdevice.com](#) into the address bar.
 - Alternatively, you can enter [setup.myqhome.com](#) or [192.168.0.1](#) in the URL bar to navigate to the same web page.
 - This address navigates to a MyQ® Wi-Fi Setup page. If it does not navigate to the MyQ® Wi-Fi Setup page, try using a different web browser on the device.

Note: Always type in the full URL address, do not let it auto complete, and do not type www or Https before the web address.

6. Follow the steps on the MyQ® Wi-Fi Setup page to complete the setup. The user's Wi-Fi name and password for their network are required during setup.


Important: When prompted, do not install the MyQ® Garage app.

7. The LED light on the hub goes solid green once it establishes a Wi-Fi connection. Once the LED is solid green, close the web browser.
 - If the LED does not turn solid green, verify the Wi-Fi information is correct, and try again or try a different connection method.
 - For more information about what the LED lights mean, see [LED indicators](#).

Doorbell:


Follow the instructions in the Link below to factory reset your doorbell.

Factory reset an ADC-VDB770 to its default settings

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Resetting a video device to its factory defaults removes all programming from the device.

Important: Wait at least two minutes for the video device to power on fully before performing the following procedure. The factory reset might fail if the device is still powering on.

Reset procedure	Reset button location	Reset button image
<ol style="list-style-type: none">1. Press and hold the doorbell button for at least 45 seconds until the LED starts blinking red and green.2. Wait for the device to reboot.	The doorbell button on the front of the ADC-VDB770.	

After factory resetting the doorbell, follow the instructions below. You can use either the phone app or the website. The mac address will be located on the back side of the doorbell (see picture below for location of mac address). To remove doorbell from the mounting plate, press in the tab on the bottom side of the doorbell and pull the bottom out first.


Enrolling the ADC-VDB770 to the account

The enrollment process for the ADC-VDB770 is similar to enrolling other Alarm.com video devices.

Using the MobileTech app

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap to expand **Quick Actions**.
4. Tap **Add Device**.
5. Tap **Video**.
6. In the *Enter MAC Address* field, enter the MAC address.
7. Follow the on-screen instructions to complete the enrollment process.

Using the Customer app:

1. Log into the Customer app.
2. Tap .
3. Tap **+ Add Device**.
4. Tap **Video Camera**.
5. In the *Enter MAC Address* field, enter the MAC address.
6. Follow the on-screen instructions to complete the enrollment process.




Using the Customer Website:

1. Log into the Customer Website.
2. Click **Settings**.
3. Click **Manage Devices**.
4. Click **Add Device**.
5. Click **Video Camera**.
6. Click **Install** on the device to be installed, or in the *Enter MAC Address* field, enter the MAC address.
7. Follow the on-screen instructions to complete the enrollment process.



After the doorbell is connected to the wifi follow the below steps to select the correct internal chime type. You will select mechanical.

Using the Customer app:

1. Log into the Customer app.
2. Tap .
3. Tap **Doorbell Camera**.
4. Tap .
5. Using the *Chime Type* dropdown menu, select the appropriate chime type. For more information about identifying what type of chime the ADC-VDB770 is connected to, see [What types of chimes are compatible with the ADC-VDB770?](#)
6. Tap .