Manual

CHAMBERLAIN®

ARQ™

UNIVERSAL REMOTE CONTROL

MODELS TM100, TM110, TM210

STOP

Read instructions thoroughly BEFORE beginning.

If using the ARQ™ Universal Remote Control with residential door openers, the remote control must be used only with door openers manufactured after 1993 that utilize photoelectric sensors. The photoelectric sensors are always located on or near the bottom of the door track.

Overview

The ARQ Universal Remote Control can be programmed to activate up to three products such as a garage door opener, gate operator, or myQ light control. The buttons can be programmed in any configuration. Each button works independently of the others and MUST be programmed separately. The images throughout this manual are for reference only and your product may look different.
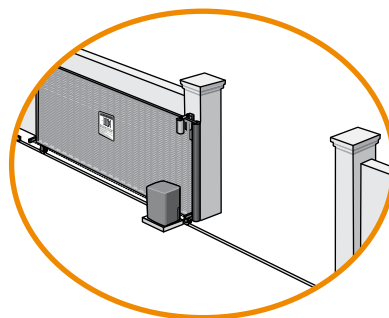

GARAGE DOOR OPENER
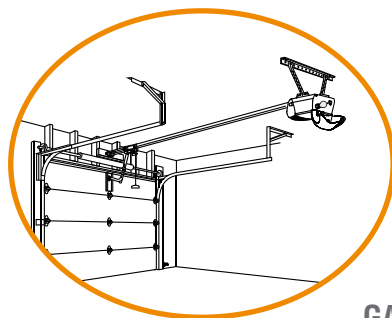
myQ LIGHT CONTROL
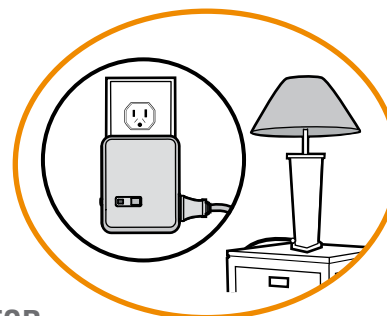
GATE OPERATOR

⚠ WARNING

To prevent possible SERIOUS INJURY or DEATH from a moving gate or door:

- ALWAYS keep remote controls out of reach of children. NEVER permit children to operate, or play with remote control transmitters.
- Activate gate or door ONLY when it can be seen clearly, is properly adjusted and there are no obstructions to door travel.
- ALWAYS keep gate or door in sight until completely closed. NEVER permit anyone to cross path of moving gate or door.

To prevent possible SERIOUS INJURY or DEATH:

- DO NOT use a visibly damaged remote control battery.
- DO NOT attempt to repair the remote control or battery.
- If battery is swallowed, immediately notify doctor.

To reduce risk of fire, explosion or chemical burn:

- DO NOT recharge, disassemble, heat above 212°F (100°C) or incinerate.

Overview

ARQ UNIVERSAL REMOTE CONTROL

Button 1

Button 3

LED

Button 2

POWER	Battery power
BATTERY	More than 10 years battery life, under normal operating conditions (battery included, not replaceable)
COMPATIBILITY	All major garage door opener brands, refer to *compatibility* chart for details.
PROGRAMMING REQUIREMENTS	• Compatible garage door opener, gate operator, or light control. Check the *compatibility* chart. • If your garage door opener or gate operator has switches you MUST use a smartphone or tablet to download the ARQ Universal Remote Control app used for programming. • In some cases, a second person is required to assist with programming. • In some cases, you may need a ladder.
NUMBER OF DEVICES CONTROLLED	Up to three (garage door openers, gate operators, and/or light controls)
FIRMWARE UPDATES	Available through the ARQ Universal Remote Control app
PORTABLE	Yes, the ARQ remote control is portable and can be removed from a compatible mirror.
WARRANTY	**ONE YEAR LIMITED WARRANTY** The Chamberlain Group, Inc. 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.

# Before You Begin

Does your garage door opener have a Program/LEARN Button or switches?

You will need to locate the Program/LEARN button or switches before you begin programming.

PROGRAM/LEARN BUTTON	SWITCHES	I DON'T KNOW

PROGRAM/LEARN BUTTON

The Program/LEARN button is typically located on the back or side panel of your garage door opener. Your Program/LEARN button may have a different name (SMART button, SET button, etc.). The Program/LEARN button could also be located in an external receiver on or near the garage door opener.

Program/LEARN Button
Your product may look different.

Ladder may be needed.
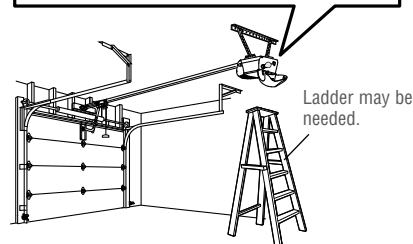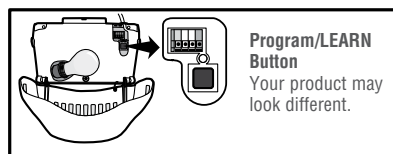
PROGRAMMING INSTRUCTIONS:

General Instructions

Genie® Intellicode® 2

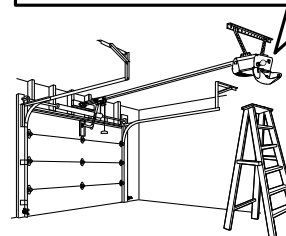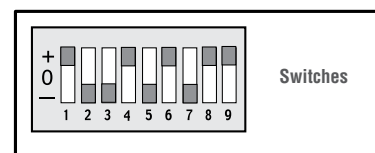*Linear*

Watch Video ▶

SWITCHES

The switches are typically located on the back or side panel of your garage door opener or in a remote control. The switches could also be located in an external receiver on or near the garage door opener.

Switches

PROGRAMMING INSTRUCTIONS:

An app is REQUIRED for programming with switches. Download the ARQ Universal Remote Control app from the App Store℠ or Google Play™ store and follow the instructions in the app.

Download on the **App Store**

GET IT ON **Google Play**

Watch Video ▶

I DON'T KNOW

Watch Video ▶

Refer to your garage door opener manual or click the brand of your garage door opener:

Chamberlain®

LiftMaster®

Raynor®

Craftsman®

Wayne-Dalton®

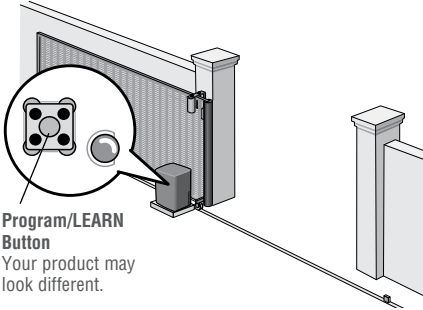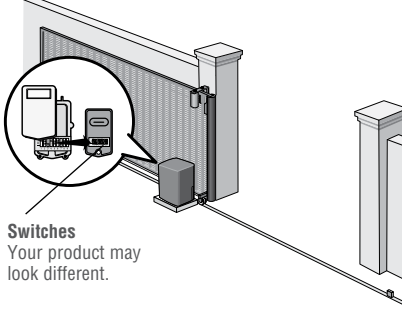*Overhead Door®*

Stanley®

Genie®

Linear®

Sommer®

Xtreme Garage™

Before You Begin

Does your gate operator have a Program/LEARN Button or switches?

You will need to locate the Program/LEARN button or switches before you begin programming.

IMPORTANT: *If you live in a gated community ALWAYS get permission from property management BEFORE attempting to program your ARQ remote control.*

PROGRAM/LEARN BUTTON	SWITCHES	I DON'T KNOW
The Program/LEARN button is typically located on the control board of your operator. Your Program/LEARN button may have a different name (RADIO button, XMITTER button, etc.).	The switches are typically located in an external receiver on or near the gate operator.	Refer to your gate operator manual or contact your gate operator manufacturer.

Program/LEARN Button
Your product may look different.

Switches
Your product may look different.

The Program/LEARN button could also be located in an external receiver on or near the gate operator.

PROGRAMMING INSTRUCTIONS

PROGRAMMING INSTRUCTIONS:

An app is REQUIRED for programming with switches. Download the ARQ Universal Remote Control app from the App Store℠ or Google Play™ store and follow the instructions in the app.

Download on the **App Store**

GET IT ON **Google Play**

Programming

General Instructions

If you have a LiftMaster or Chamberlain garage door opener with a yellow Program/LEARN button, press and release the Program/LEARN button, then press and hold the button on the remote control you would like to use. If programming is not successful, proceed to the steps below.

Genie Intellicode 2 Programming Instructions

Linear Programming Instructions

Watch Video ▶

IMPORTANT: *Your garage door will activate during programming. Ensure the garage door is clear of ALL obstructions.*

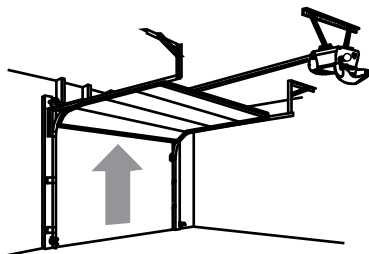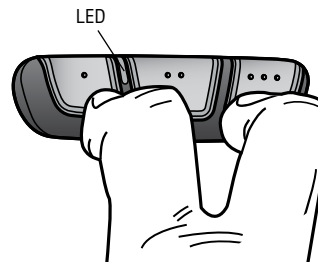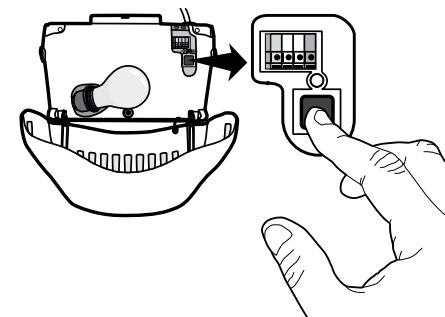**1** Open garage door and locate the Program/LEARN button on your garage door opener.
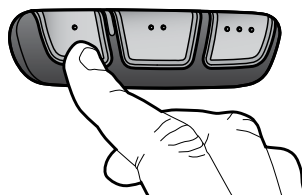
2 *(In the vehicle)*: Press and hold the outer buttons on your ARQ remote control until the green LED stays solid (3-5 seconds).
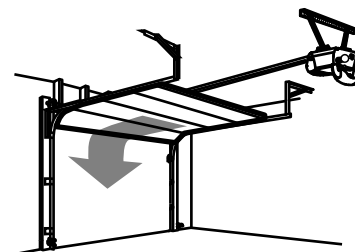
LED

3 *(In the garage)*: Press and release the Program/LEARN button on the garage door opener.

4 *(In the vehicle)*: Press and release the button **twice*** that you would like to program.

** For Genie and Overhead Door, press the button **three** times.*

5 **Wait** until the garage door begins to close (up to 60 seconds).

6 **Immediately** press and release any button on your remote control (within 3 seconds of the door moving).

Test your ARQ remote control by pressing the button you programmed in step 4. If the door does not move, repeat the programming steps.

Need Help?

Programming

Genie Intellicode 2

IMPORTANT: *Your garage door will activate during programming. Ensure the garage door is clear of ALL obstructions.*

Before starting, you MUST have an existing Genie Intellicode 2 remote control programmed to the garage door opener. For help programming a Genie Intellicode 2 remote control to your Genie garage door opener, see your Genie owner's manual.

1   Open garage door and locate the Program/Set button on your garage door opener.

2   *(In the vehicle)*: Press and hold the outer buttons on your ARQ remote control until the green LED stays solid (3-5 seconds).

LED

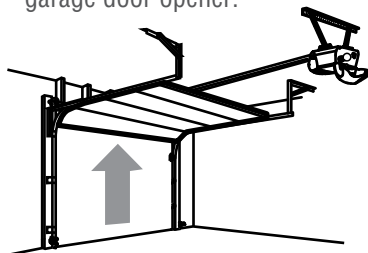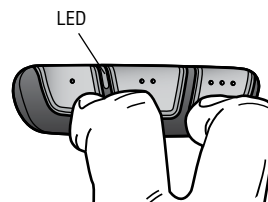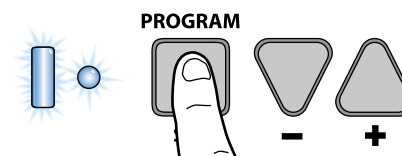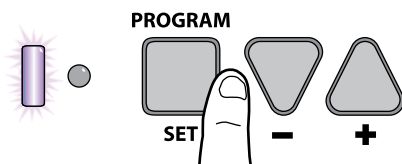**3**   *(In the garage)*: Press and hold the Program/Set button until both the long and short LEDs light up BLUE.

PROGRAM

4   Press and release the Program/Set button and the long LED will flash PURPLE.

PROGRAM

SET   –   +

5   On the Genie remote control, press and release the button that is already programmed to the garage door opener. Both LEDs will flash PURPLE.

PROGRAM

SET

6   *(In the vehicle)*: Press and release the button that you would like to program **three times**.
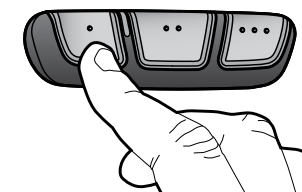
7   **Wait** until the garage door begins to close (up to 60 seconds).
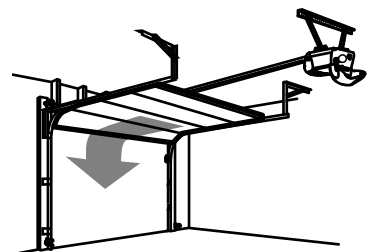
8   **Immediately** press and release any button on the ARQ remote control (within 3 seconds of the door moving).
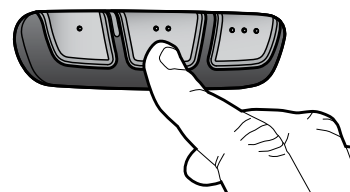
Test your ARQ remote control by pressing the button you programmed in step 6. If the door does not move, repeat the programming steps.

Need Help?

Programming — GARAGE DOOR OPENER

Linear

IMPORTANT: *Your garage door will activate during programming. Ensure the garage door is clear of ALL obstructions.*
The Linear garage door opener will time out 3 seconds after the Program/LEARN button is pressed. A second person is required to assist with programming.

1 Open garage door and locate the Program/LEARN button on your garage door opener.
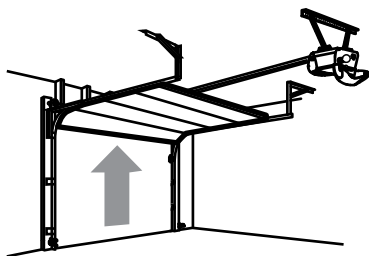
2 *(Person 1, in vehicle)*: Press and hold the outer buttons on your ARQ remote control until the green LED stays solid (3-5 seconds).
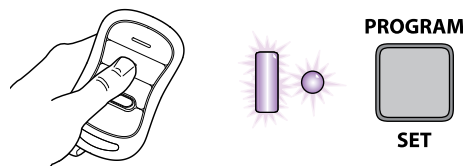
LED
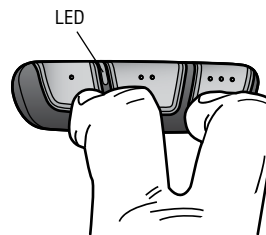
3 *(Person 2, in garage)*: Press and release the Program/LEARN button on the garage door opener.
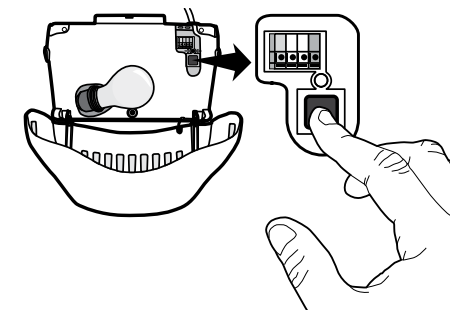
4 *(Person 1, in vehicle)*: **Immediately** press and release the button **twice** that you would like to program (**within 3 seconds** of pressing the Program/LEARN button).
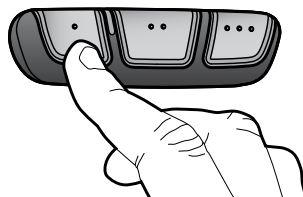
5 **Wait** until the garage door begins to close (up to 60 seconds).

6 *(Person 1, in vehicle)*: **Immediately** press and release any button on your remote control (within 3 seconds of the door moving).

Test your ARQ remote control by pressing the button you programmed in step 4. If the door does not move, repeat the programming steps.

Need Help?

Programming

If you have a LiftMaster or Chamberlain gate operator with a yellow Program/LEARN button, press and release the Program/LEARN button, then press and hold the button on the remote control you would like to use. If programming is not successful, proceed to the steps below.

IMPORTANT: Your gate will activate during programming. Ensure gate area is clear of ALL obstructions.

**1** Open the gate and locate the Program/LEARN button on your gate operator.
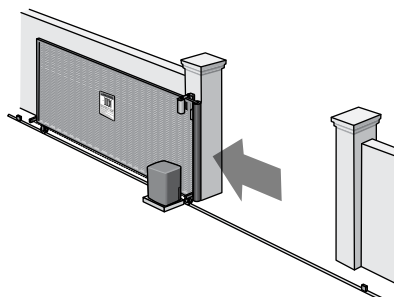
2 *(In vehicle)*: Press and hold the outer buttons on your ARQ remote control until the green LED stays solid (3-5 seconds).

LED

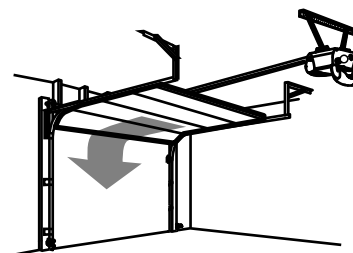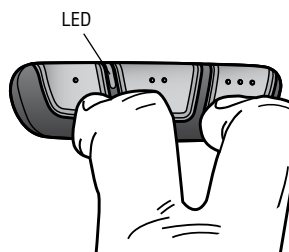**3** Press and release the Program/LEARN button on the gate operator.
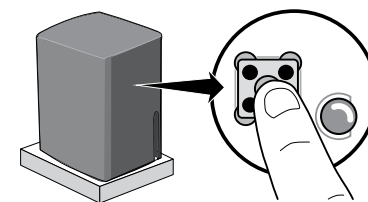
4 *(In vehicle)*: Press and release the button **twice** that you would like to program.
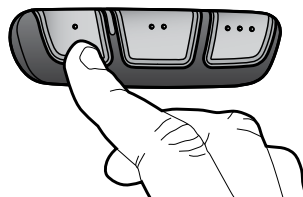
5 **Wait** until the gate begins to close (up to 60 seconds).
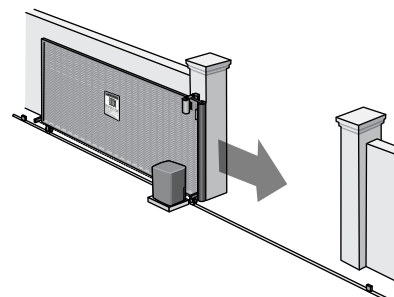
6 **Immediately** press and release any button on your remote control (within 3 seconds of the gate moving).
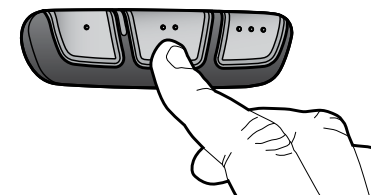
Test your ARQ remote control by pressing the button you programmed in step 4. If the gate operator does not activate, repeat the programming steps.

Need Help?

Programming

General Instructions

Press and release the Program/LEARN button on the myQ light control, within 30 seconds press and hold the button on the remote control you would like to use. If programming is not successful, proceed to the steps below.

IMPORTANT: *You may need another person to assist with programming.*

Before you begin, locate the LEARN button on the light control.

Remote Light Switch
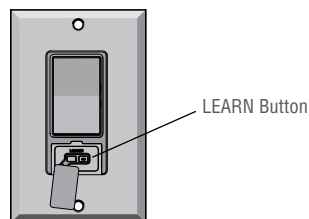
LEARN Button

Remote Lamp Control
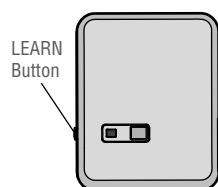
LEARN Button

1 Make sure the light connected to the light control is ON.
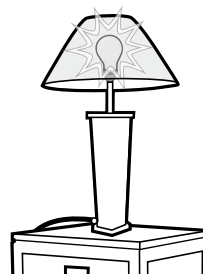
2 *(In vehicle)*: Press and hold the outer buttons on your ARQ remote control until the green LED stays solid (3-5 seconds).

LED
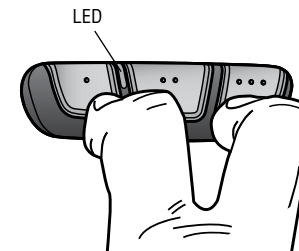
3 Press and release the LEARN button on the light control.

4 *(In vehicle)*: Press and release the button **twice** that you would like to program.
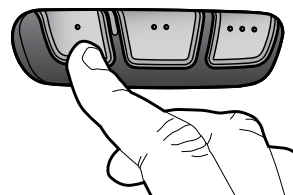
5 **Wait** for the light to turn off, then **immediately** press and release any button on your remote control (within 3 seconds of the light turning off).
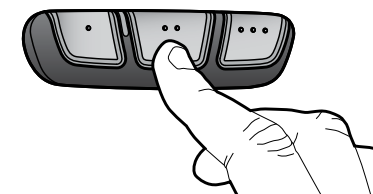
Test your ARQ remote control by pressing the button you programmed in step 4. If the light does not activate, repeat the programming steps.

Need Help?

Need Help?

GARAGE DOOR OPENER BRAND	COLOR OF PROGRAM/LEARN BUTTON	YEAR	FREQUENCY
Chamberlain*	Green	1993-1996	390 MHz
Chamberlain*	Orange/Red	1997-2003	390 MHz
Chamberlain*	Purple	2005-2014	315 MHz
Chamberlain*	Yellow	2011-Current	310/315/390 MHz
Linear MegaCode	Black	1997-Current	318 MHz
Genie / Overhead Door Intellicode	Black	1995-Current	390 MHz
Genie / Overhead Door Intellicode	Black	2005-Current	315 MHz
Sommer	Red	2013-Current	310 MHz
Stanley Secure Code	Black	1998	310 MHz
Wayne-Dalton Rolling Code	Black	1999	372.5 MHz
Xtreme Garage	Black	2016	303 MHz

GARAGE DOOR OPENER BRAND	# OF SWITCHES	YEAR	FREQUENCY
Chamberlain	7, 8, or 9	1984-1992	390 MHz
Chamberlain	9	1983-1989	315 MHz
Genie	9	1985-1992	390 MHz
Genie	12	1993-1995	390 MHz

GARAGE DOOR OPENER/RECEIVER	# OF SWITCHES	YEAR	FREQUENCY
Linear Delta 3**	8	1976-Current	310 MHz
Linear Moore-o-Matic**	8	1976-Current	310 MHz
Linear Multi-Code**	10	1976-Current	300 MHz
Stanley Multi-Code**	10	1976-Current	300 MHz
Stanley**	10	1976-Current	310 MHz

GATE OPERATOR BRAND	CODE TYPE		FREQUENCY
LiftMaster	Billion Code, Security+®, and Security+ 2.0® Code		310/315/390 MHz

myQ LIGHT CONTROLS	MODELS		FREQUENCY
Chamberlain	WSLCEV, PILCEV, & PILCEVC		315 MHz
LiftMaster	825LM & 823LM		315 MHz
Craftsman	139.34321 & 139.21255		315 MHz

*   LiftMaster, Do-It®, Master Mechanic®, Raynor, True Value® and Craftsman are compatible with Chamberlain technology.

**   Garage door opener may utilize a receiver.

Need Help?

Identify your type of Garage Door Opener before setting up the ARQ Universal Remote Control
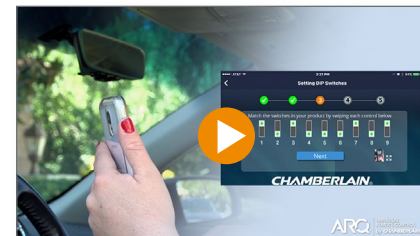
How to program the ARQ Universal Remote Control with a Garage Door Opener with Switches

How to program your ARQ Universal Remote Control for Garage Door Openers with a PROGRAM/LEARN button

How to reset the ARQ Universal Remote Control to factory default settings
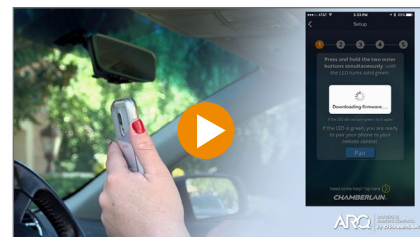
ARQ Universal Remote Control Compatibility

Need Help?

I cannot locate the Program/LEARN button on my garage door opener.

The Program/LEARN button is typically found on the side or back of the garage door opener mounted on the ceiling in the garage. You may have to remove or open the light lens to access or see the Program/LEARN button. Refer to the following images for most garage door opener brands.

CHAMBERLAIN & CRAFTSMAN PRODUCTS

Yellow LEARN Button

Purple, Orange, or Red LEARN Button

Green LEARN Button
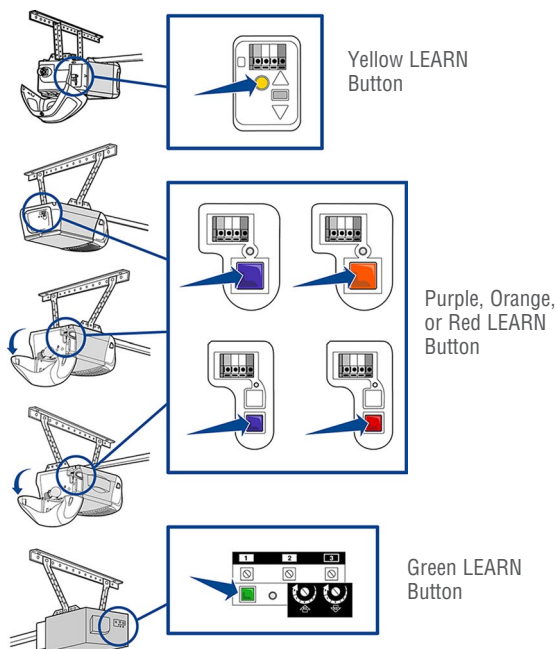
LIFTMASTER & RAYNOR PRODUCTS

Yellow LEARN Button

OR

Purple LEARN Button

OR

Orange LEARN Button

OR
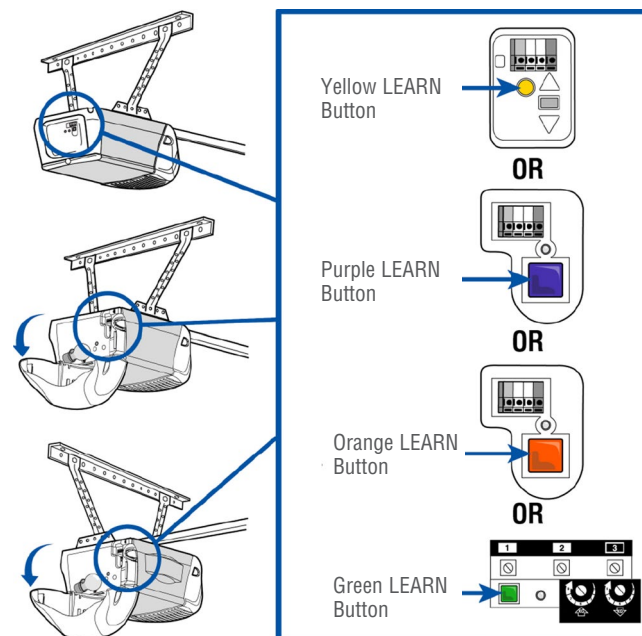
Green LEARN Button

WAYNE-DALTON PRODUCTS

Program SW Button
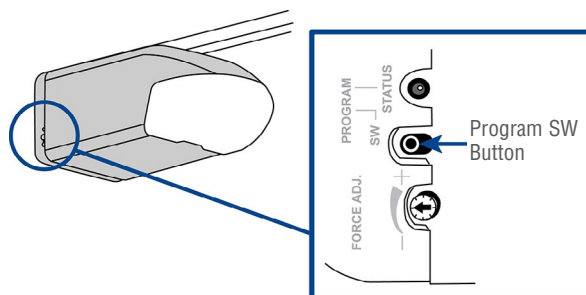
OVERHEAD DOOR PRODUCTS

Learn Code Button

Need Help?

STANLEY PRODUCTS
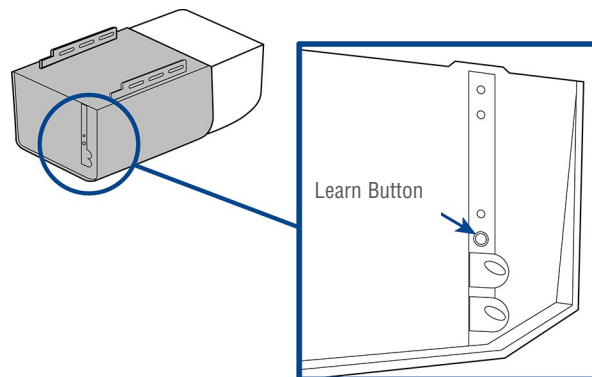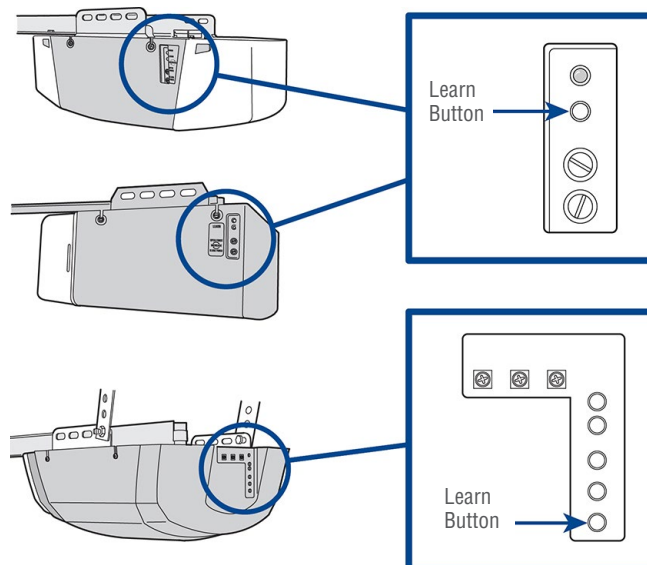
Learn Button

GENIE PRODUCTS

Learn Code Button

LINEAR PRODUCTS

Learn Button

Learn Button

PROGRAM

SET   —   +

Program Set Button

Need Help?　　　　　　　　　　LOCATE THE PROGRAM/LEARN BUTTON

SOMMER PRODUCTS

Learn
Radio
Power
Status
Safety
Command
Reset

XTREME GARAGE PRODUCTS
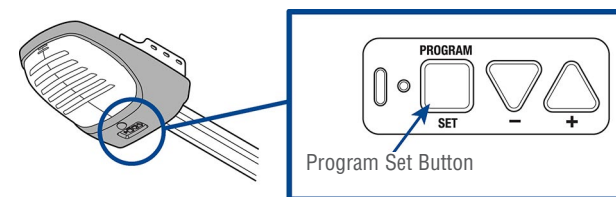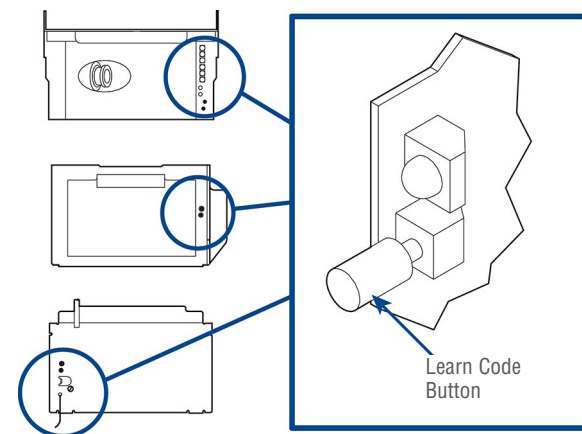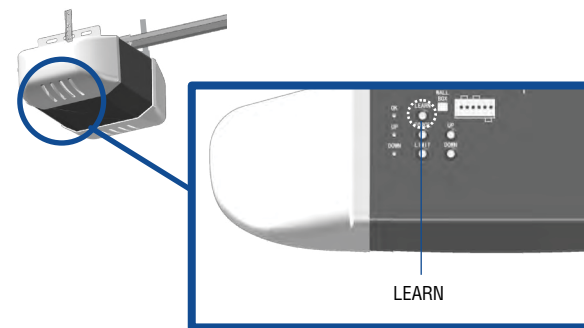
LEARN

Overview

Before You Begin

Programming

Need Help?

Need Help?

ARQ remote control won't program to my garage door opener with a Program/LEARN button.

Program/LEARN Button
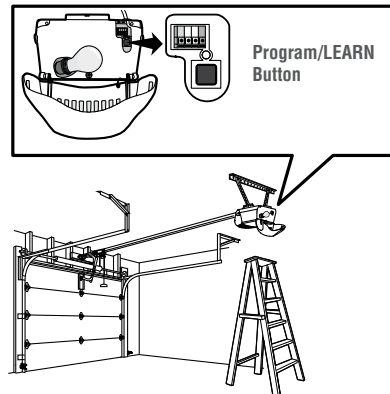
1 Is your garage door opener *compatible*?

2 Below are several tips to help you successfully program the ARQ remote control:

- Most garage door openers will time out of learn mode within 30-60 seconds from pressing the Program/LEARN button. Make sure you complete STEP 2 before the garage door opener times out. Linear openers will time out after 3 seconds so it's necessary to have a second person assist with programming.

  Make sure you firmly press the Program/LEARN button on the garage door opener to ensure the garage door opener is in learn mode. Most garage door openers will have an indicator, such as an LED flashing.

- When you press and hold the outer buttons on the ARQ remote control it's important that the green LED lights solid before going to the next step. If the LED did not light, press and hold the outer buttons again. If the LED does not light after repeated attempts, contact customer support.

- For Genie and Overhead Door, you will have to press the ARQ remote control button three times, instead of two.

- During the 50-60 second period the ARQ remote control is sending a code to the garage door opener every 3 seconds. It's important you do NOT press any buttons on the remote control until the door begins to close.

- If you wait more than 3 seconds to press the ARQ remote control button after the door begins to close, the wrong code will be confirmed and you will need to start over.

Try programming the ARQ remote control again, keeping these tips in mind.

General Programming Instructions

Genie Intellicode 2 Programming Instructions

Linear Programming Instructions

Need Help?

ARQ remote control won't program to my garage door opener with switches.
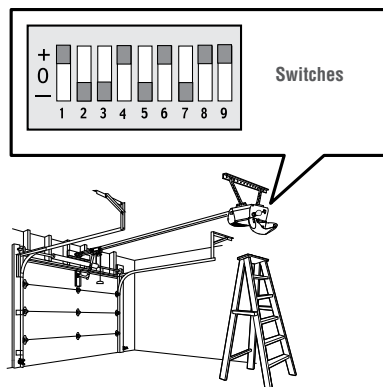
Switches

1 Is your garage door opener *compatible*?

2 Make sure you have *located the switches* on your garage door opener.

3 Make sure you have the ARQ Universal Remote Control app downloaded on your smartphone or tablet with the latest firmware updates.

4 Below are several tips to help you successfully program the ARQ remote control:

- Make sure your smartphone or tablet has Bluetooth® enabled BEFORE you attempt to pair the app to your ARQ remote control.
- When you press and hold the outer buttons on the ARQ remote control it's important that the green LED lights solid before going to the next step. If the LED did not light, press and hold the outer buttons again. If the LED does not light after repeated attempts, contact customer support.
- After you press the ARQ remote control button twice, your ARQ remote control will send a code to the garage door opener every 3 seconds (for up to 60 seconds). It's important you do NOT press any buttons on the remote control until the door begins to close.
- If you wait more than 3 seconds to press the ARQ remote control button after the door begins to close, the wrong code will be confirmed and you will need to start over.

Try programming the ARQ remote control again, keeping these tips in mind.

5 If programming continues to fail:

1. Move the switches on your garage door opener and remote control up and down a few times, then back into position or change the switch settings.
2. Test your existing remote control to make sure it still activates the garage door opener. **NOTE:** *Make sure the switch settings on your garage door opener match the switch settings in your existing remote control(s).*
3. Try programming the ARQ remote control again.

17

Need Help?

ARQ remote control won't program to my gate operator with a Program/LEARN button.

**Program/LEARN
Button**

1 Is your gate operator *compatible*?

2 Do you live in a gated community?
YES - ALWAYS contact the property manager for programming assistance.
NO - Proceed to step 3.

3 Below are several tips to help you successfully program the ARQ remote control:

- Most gate operators will time out of learn mode within 30-60 seconds from pressing the Program/LEARN button. Make sure you complete STEP 2 before the gate operator times out.

- When you press and hold the outer buttons on the ARQ remote control it's important that the green LED lights solid before going to the next step. If the LED did not light, press and hold the outer buttons again. If the LED does not light after repeated attempts, contact customer support.

- During the 50-60 second period the ARQ remote control is sending a code to the gate operator every 3 seconds. It's important you do NOT press any buttons on the remote control until the gate begins to close.

- If you wait more than 3 seconds to press the ARQ remote control button after the gate begins to close, the wrong code will be confirmed and you will need to start over.

Try *programming* the ARQ remote control again, keeping these tips in mind.

Need Help?

ARQ remote control won't program to my gate operator with switches.

Switches

1	Is your gate operator *compatible*?

2	Do you live in a gated community? YES - ALWAYS contact the property manager for programming assistance. NO - Proceed to step 3.

3	Make sure you have *located the switches* on your gate operator.

4	Make sure you have the ARQ Universal Remote Control app downloaded on your smartphone or tablet with the latest firmware updates.

Download on the App Store   GET IT ON Google Play

5 Below are several tips to help you successfully program the ARQ remote control:

- Make sure your smartphone or tablet has Bluetooth enabled BEFORE you attempt to pair the app to your ARQ remote control.
- When you press and hold the outer buttons on the ARQ remote control it's important that the green LED lights solid before going to the next step. If the LED did not light, press and hold the outer buttons again. If the LED does not light after repeated attempts, contact customer support.
- After you press the ARQ remote control button twice, the remote control will send a code to the gate operator every 3 seconds (for up to 60 seconds). It's important you do NOT press any buttons on the remote control until the gate begins to close.
- If you wait more than 3 seconds to press the ARQ remote control button after the gate begins to close, the wrong code will be confirmed and you will need to start over.

Try programming the ARQ remote control again, keeping these tips in mind.

6 If programming continues to fail:

1. Move the switches on your gate operator and remote control up and down a few times, then back into position or change the switch settings.
2. Test your existing remote control to make sure it still activates the gate operator. **NOTE:** *Make sure the switch settings on your gate operator match the switch settings in your existing remote control(s).*
3. Try programming the ARQ remote control again.

19

Need Help?

ARQ remote control won't program to my light control.
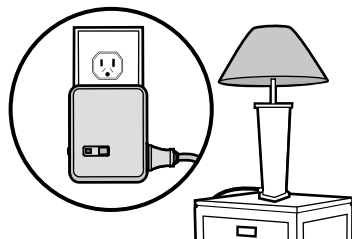
1   Is your light control *compatible*?

2   Below are several tips to help you successfully program the ARQ remote control:

- When you press and hold the outer buttons on the ARQ remote control it's important that the green LED lights solid before going to the next step. If the LED did not light, press and hold the outer buttons again. If the LED does not light after repeated attempts, contact customer support.

- The light control will time out of learn mode within 3 minutes from pressing the LEARN button. Make sure you complete STEP 4 before the light control times out.

- If you wait more than 3 seconds to press the ARQ remote control button after the light turns off, the wrong code will be confirmed and you will need to start over.

Try *programming* the ARQ remote control again, keeping these tips in mind.
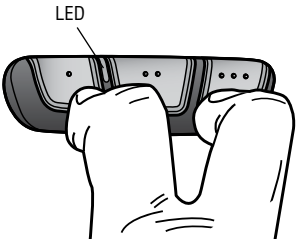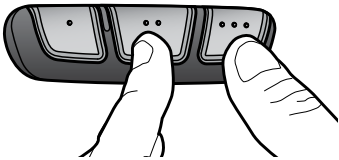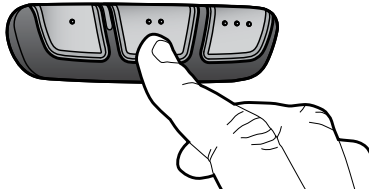
Need Help?

Additional programming FAQs

How do I reset the ARQ remote control to factory default?

1 Press and hold the outer buttons on the ARQ remote control until the green LED stays solid (3-5 seconds).

LED

2 Press and hold buttons 2 and 3 simultaneously for another 10 seconds, then release. The LED will flash 3 times.

3 Press any button to exit. Press the ARQ remote control button to make sure your product does not activate.

What are the requirements to program the ARQ remote control to my garage door opener or gate operator?

• You need to be near your garage door opener or gate operator to program the ARQ remote control.

• Make sure your garage door opener or gate operator is compatible.

• The garage door opener or gate operator MUST have a Program/LEARN button or switches.

• If your garage door opener or gate operator has switches you MUST use a smartphone or tablet to download the ARQ Universal Remote Control app.

• In some cases you may need a second person to assist with programming.

• In some cases you may need a ladder.

My product has switches, how do I program the ARQ remote control without a smartphone or tablet?

A smartphone or tablet is REQUIRED to program the ARQ remote control to garage door openers or gate operators **with** switches. If you DO NOT have a smartphone or tablet consider borrowing a smartphone or tablet from a friend or relative to complete the programming or consider upgrading your garage door opener or gate operator to a compatible garage door opener or gate operator with a Program/LEARN button.

How do I program the additional ARQ remote control buttons to control the garage door opener lights?

The ARQ remote control is not capable of controlling the garage door opener lights. If you would like to program a button to control lights, see the list of compatible light controls, then follow the *programming instructions* using a different button.

Need Help?

Additional programming FAQs

Can I use another universal remote control for programming assistance?

Unfortunately there is no way to identify how your previous universal remote control has been configured. You will need to identify if your product has a Program/LEARN button or switches then follow the *programming instructions*.

How do I program the additional buttons on the ARQ remote control?

The remote control is capable of controlling up to 3 individual products (garage door opener, gate operator or light controls). Choose a different button and follow the programming steps.

What do the different states of the LED mean?

A solid LED means the ARQ remote control is in programming mode. A flashing LED means the ARQ remote control is sending a signal.

Can I reprogram a button that's already been programmed?

Yes, simply follow the programming instructions using the button that has been programmed.

Will programming the ARQ remote control wipe out any other transmitter?

No, programming the ARQ remote control will not erase any existing remote controls.

Do I need a transmitter to program the ARQ remote control?

Only if you're programming to a Genie Intellicode 2 garage door opener do you need an existing remote control. All other brands of garage door openers do not require a remote control for programming.

I can't see my light when programming the ARQ remote control to a light control?

The ARQ remote control can be removed for light control programming.

Need Help?

Additional programming FAQs

I have a product with switches and I no longer have my original remote control. How do I program the ARQ remote control without my original remote control?

You can also program the ARQ remote control using the switches on your garage door opener or gate operator. Once you locate the switches, download the ARQ Universal Remote Control app and follow the programming steps in the app.

I live in a gated community, how do I program the ARQ remote control to control the gate?

ALWAYS contact the property manager for programming assistance.

How do I program the ARQ remote control to my personal gate?

Make sure your gate operator is *compatible*. Before programming, locate the Program/LEARN button or switches on your gate operator, then follow the appropriate programming steps:

    Program to a gate operator with Program/LEARN button

    Program to a gate operator with switches

How do I erase the ARQ remote control from my garage door opener or gate operator?

- If you sell your vehicle, you will want to set the ARQ remote control to *factory default* and erase the ARQ remote control from your garage door opener or gate operator.
- If your vehicle is stolen, you will want to erase ARQ remote control from your garage door opener or gate operator.

Refer to your garage door opener or gate operator manual for instructions on how to erase the memory.

Can I install the ARQ remote control in another vehicle?

The ARQ remote control is designed specifically for a brand of vehicle. Please contact your vehicle manufacturer to see if they have an option available.

Is the ARQ remote control compatible with my garage door opener, gate operator, or light control?

Check the *compatibility* chart to verify compatibility.

Need Help?

General FAQs

What is the ARQ Universal Remote Control app used for?

The ARQ Universal Remote Control app is used for programming products with switches, as well as updating firmware when new products become compatible.

Do I need to keep the ARQ Universal Remote Control app on my phone after programming?

No, once programming has been completed you may remove the app from your smartphone or tablet.

My ARQ remote control is activating two garage door openers at the same time.

This is rare but it is possible to have one button on the ARQ remote control activate multiple garage door openers or gate operators at the same time. You will need to erase the memory of the garage door opener or gate operator you do NOT want the ARQ remote control to activate. Refer to your garage door opener or gate operator manual for instructions on how to erase the memory.

Does the ARQ remote control need a compatibility bridge?

No, it does not need a compatibility bridge.

Can I control an alarm system with the ARQ remote control?

No, it is not capable of controlling alarm systems.

Can I control all smart home lighting with the ARQ remote control?

The ARQ remote control is only compatible with Chamberlain/LiftMaster/Craftsman light controls. Refer to the *compatibility chart*.

Will the app save the image of my switches during programming?

No, once the app is closed or after successful programming, the image will automatically be removed.

Need Help? FAQs

General FAQs

What if I do NOT have an existing Genie Intellicode 2 remote control?

We recommend following the *programming instructions* for a Learn/Program button. If programming is unsuccessful, contact Genie for an Intellicode 2 remote control.

During programing, how many smartphones or tablets can connect to the ARQ remote control at a time?

Only one smartphone or tablet can connect at a time.

**How do I replace the battery in the ARQ remote control?**

The battery is not replaceable and has a more than 10 years battery life, under normal operating conditions (battery included). Please dispose of the ARQ remote control properly.

How do I replace the ARQ remote control?

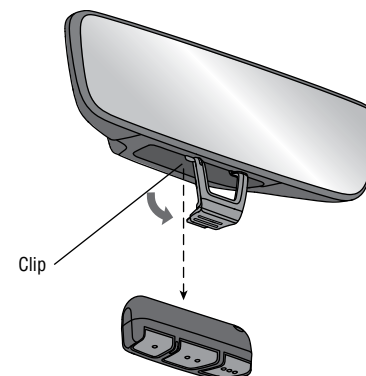Model TM110 is a replacement remote control. To replace:

1
1. Press on the back side of the clip and pull down.
2. Remove the ARQ Universal Remote Control from mirror. DO NOT remove while vehicle is moving.
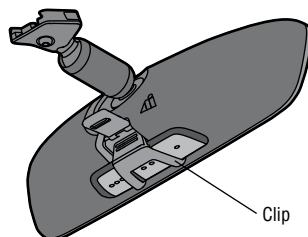
Clip

2
1. Insert the new ARQ Universal Remote Control in the mirror.
2. Secure it by rotating the clip upwards until it snaps into place. DO NOT replace while vehicle is moving.

Clip

Need Help?

General FAQs

Why does my ARQ remote control only work when I am up close to my garage door opener?

Below are some issues that may affect the range:

Antenna (garage door openers)

Straighten the antenna wire on your garage door opener so it is hanging straight down. Test the range on the ARQ remote control. Did it improve?

    Range improved – Situation resolved.

    No – Proceed to next step.

Metal garage door, building or siding

Metal can reduce the range of an electronic device. Open the garage. Test it. Test the range on the ARQ remote control. Did it improve?

    Range improved - Contact the manufacturer of your garage door opener to see if they have an antenna extension kit available.

    Range did not improve – Proceed to next step.

CFL or LED light bulbs

Are you using CFL or LED light bulbs? Remove the light bulb(s) as they can generate radio emissions. Test the range on the ARQ remote control. Did it improve?

    Range improved – Try a different type of light bulb.

    No – Proceed to next step.

Multiple garage door openers installed in the same garage

If you have multiple garage door openers installed in your garage and only one opener is having an issue, unplug the opener closest to the opener having range issues. Test the ARQ remote control. Did the range improve?

    Range improved – There is interference being emitted from the opener that was unplugged. Contact the manufacturer of the garage door opener for further assistance.

    No – Proceed to next step.

RF interference

Electrical devices can radiate RF interference with any electrical device, this can include anything plugged into an electrical outlet or using a battery. Please keep in mind the device can be brand new, or it can be an item that has been in use for quite a while. The item may also continue to work properly as far as you can tell. The only problem with the item may be that it has started to emit interference.

Power down garage:

1. Use the circuit breaker to shut off power to the garage.
2. Use an extension cord and plug garage door opener into an outlet in the home.
3. Test the range on the ARQ remote control. Did it improve?

    Yes – Restore the power to your garage then unplug each device in your garage one at a time and test your ARQ remote control. When you come to the device which when unplugged the range improves, either unplug the device or replace the device.

    No – Proceed to next step.

Power down home:

1. Turn off the circuit breakers to your home, with the exception of the garage.
2. Test the range on the ARQ remote control. Did it improve?

    Yes – Restore power to one room at a time then unplug each device in that room individually and test the ARQ remote control. When you come to the device which when unplugged the range improves, either unplug the device or replace the device.

    No, contact Technical Support.

1-877-ARQ-SYNC

(1-877-277-7962)

NOTICE: To comply with FCC and/or Industry Canada (IC) rules, adjustment or modifications of this transceiver are prohibited. THERE ARE NO USER SERVICEABLE PARTS.

This device complies with Part 15 of the FCC rules and IC RSS-210. 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.

This device must be installed in a way where a minimum 8" (20 cm) distance is maintained between users/bystanders and device.

Brand: Chamberlain
Models: TM100/TM110/TM210
TM100: IFT #: RCPCHTM17-0182
TM110: IFT#: RCPCHTM17-0182-A1
Description: ARQ™ Universal Remote Control
Electrical Rating: 3VDC, 50mA, 150mW
Battery: Lithium Metal, 3.0V Nominal, 1650mAh, 2.0V dropout voltage, <0.1μA idle/base current
Country of Origin: Mexico
Model TM210 contains Universal Remote Control TM110: IFT #: RCPCHTM17-0182-A1