



LiftMaster MyQ Internet Gateway INSTALLATION GUIDE

Required Items for Installations

Garage Door Compatibility

Opener	Quick ID
Scenario #2:	MyQ or AssureLink logo is on the opener
MyQ enabled LiftMaster® or Chamberlain branded	  E.g. Garage Door with 880LM Control Panel.

Internet Gateway LED patterns' meanings.

LED Color	LED Pattern	Description
Green	Blinking	The Gateway has an IP address from the router, but is not connected to the internet.
Green	Solid (blinking infrequently)	The Gateway has an active internet connection. Infrequent blinking indicates data traffic.
Blue	Solid	The Gateway has learned at least one MyQ device. The blue light will infrequently blink to indicate communication in progress with MyQ device.
Yellow	Solid	The Gateway is actively waiting to learn a MyQ device. This will timeout after three minutes if a device is not learned.

1) MyQ Internet Gateway (828LM)

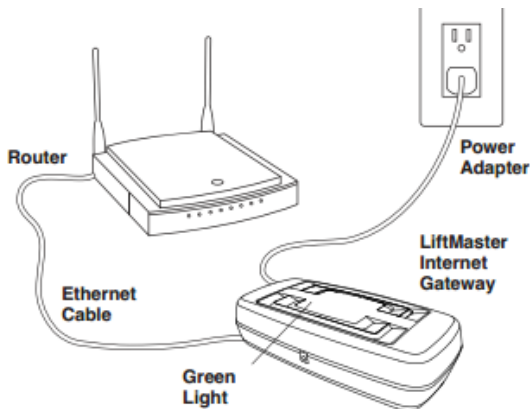


2) MyQ enabled LiftMaster® or Chamberlain Brand



Connect LiftMaster Internet Gateway

- 1) Connect ethernet cable to router and the internet gateway.
- 2) Connect power to the internet gateway.
- 3) When the internet gateway connects to the internet, the green light will stop blinking and will light solid. If the green light does not light solid, check the power, router, and internet connections to the internet gateway.
- 4) Write down the serial number on the gateway to be used in the registration process



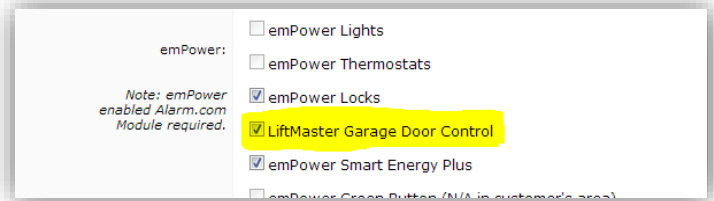
Register Internet Gateway

Please note: You cannot register the Internet Gateway through Alarm.com if it is already registered through MyQ/LiftMaster. You must delete the Internet Gateway from your MyQ account before attempting to register it to Alarm.com.

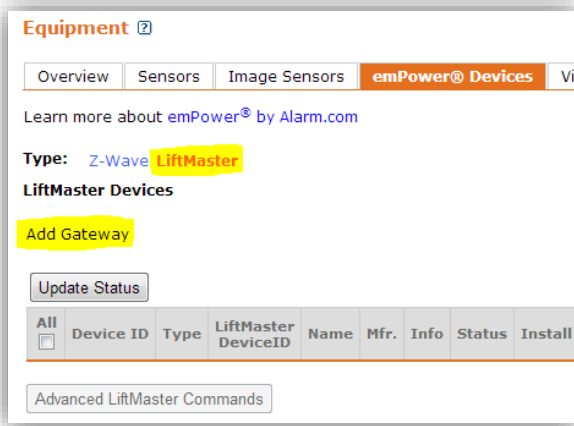
There are two different ways to register the Internet Gateway. It can be registered through the Alarm.com Dealer Portal or through the Alarm.com Customer Site. These two options are outlined below.

Option 1: Register the Gateway from the Alarm.com Dealer Portal

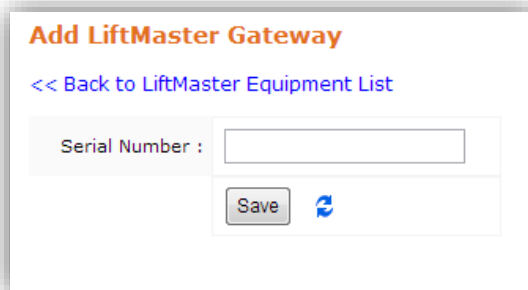
- 1) Login to www.alarm.com/dealer
- 2) Find and select the customer to link the gateway to their Alarm.com account.
- 3) Add the "LiftMaster Garage Door Control" add-on to the account's service plan. (Service Plan -> Change Service Plan)



- 4) Go to the emPower equipment page (Equipment -> emPower Devices) and select the LiftMaster device section.



- 5) Select "Add Gateway" and enter the internet gateway's serial number.



- 6) After a few minutes, the equipment page should show the internet gateway in the equipment list.
- 7) View the LiftMaster Equipment page (Equipment -> emPower Devices -> LiftMaster) and select the "Learn Mode" link for the gateway. This will put the internet gateway into learn mode so that MyQ Control Panel can be added. A yellow light should turn on at the gateway.

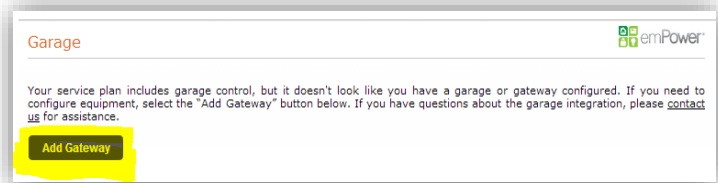
Device ID	Type	LiftMaster DeviceID	Name	Mfr.	Info	Status	Install Date (EDT)	Maintain Date (EDT)	Status Date (EDT)	Device Commands
2203	Gateway	162468	LiftMaster MyQ Gateway (9180)	LiftMaster	Unknown	OK	3/27/2013 2:17 pm	3/28/2013 7:59 pm	3/27/2013 2:17 pm	Learn Mode

If the yellow light does not turn on, select the "Get Equipment List" button, wait 1 minute and try "Learn Mode" again.

- 8) After the yellow light is on at the internet gateway, enter menu > program > MyQ device on the Control Panel (e.g. 880LM). The LED on the gateway will turn blue once the device is learned in.
- 9) Select "Get Equipment List". This will retrieve the MyQ Control Panel and link it to the Alarm.com system.

Option 2: Register the Gateway from the Alarm.com Customer Site

- 1) Make sure that the LiftMaster add-on has been added to the customer's service plan.
- 2) Log into www.alarm.com by using customer credentials.
- 3) Access garage door registration through emPower -> Garage.
- 4) Follow the instructions to add a gateway.



- 5) Enter the serial number of the Gateway and continue
- 6) Select Add New Device to put the Gateway into learn mode.
- 7) After the yellow light is on at the internet gateway, enter menu > program > MyQ device on the Control Panel (e.g. 880LM). The LED on the gateway will turn blue once the device is learned in.
- 8) Return to the Garage page and click "Check for New Devices".
- 9) Repeat steps 6-8 if initially unsuccessful. Also check the model number of your garage door against the complete list of compatible garage door openers below and make sure the garage door is compatible.

Troubleshooting

- 1) If the yellow command LED does not turn on, reverse the wires connected to the R and W terminals of the control panel. Replace the wire if necessary.
- 2) If yellow and red LEDs are blinking slowly, the control panel is not compatible with your garage door opener.
- 3) If the yellow and red LEDs are blinking quickly, the control panel is charging, and may take up to 5 minutes to become operational.
- 4) MyQ gateway "Learn Mode" is active for 3 minutes during which time devices associated with that gateway will be inoperable.