LiftMaster myQ

LIFTMASTER® INTERNET GATEWAY USER'S GUIDE
Featuring MyQ™ Technology

This User's Guide will help you get the most from your LiftMaster® Internet Gateway when using an internet enabled mobile phone or computer to monitor and control your garage door opener, gate operator, light controls or other MyQ™ enabled products.

Tips

What do the lights on the LiftMaster® Internet Gateway signify?

- **The GREEN LED light must be on continuously after power and network connections are completed** (Note: the LED may blink intermittently with data traffic).
- **GREEN Off** – The router is not providing an IP address to the LiftMaster® Internet Gateway. Check your router settings and internet connections.
- **GREEN flashing steadily On & Off** – The LiftMaster® Internet Gateway has an IP address, but is not accessing the Internet. Check your router settings and internet connections.
- **GREEN On Solid** – The LiftMaster® Internet Gateway has an IP address and is connected to the Internet.
- **The BLUE LED light indicates that the LiftMaster® Internet Gateway has learned at least one device** like a garage door opener, gate operator, or other MyQ™ enabled product. The light does not indicate if devices are connected; it only indicates that the Internet Gateway has "learned" one device to its memory.
- **The YELLOW LED light indicates that the LiftMaster® Internet Gateway is in the "Add New Device" or learn mode**, otherwise it will remain off.

Changing Smartphone App Security Settings

- **You can change the SECURITY SETTINGS** of the smartphone app for quicker access to your devices and your account. The default security setting for the apps is high. If desired, you can lower the Security Settings of the app. See Section 4.

If you have additional questions or problems after reviewing this User's Guide, please contact LiftMaster® Technical Support at: technical.support@liftmaster.com or at 1-800-528-9131.

1 CONNECT & CREATE

- See the "LiftMaster MyQ™ Quick Start Guide" for instructions for the connection of your LiftMaster® Internet Gateway to your router and to the Internet. You MUST use a computer for this step; you cannot create an account from a mobile device. Go to www.myliftmaster.com to create an account and connect the Internet Gateway.

- You must have a valid email address to create a LiftMaster® MyQ™ account. Enter your information and click submit, an email will be sent to you to confirm your valid email address. If you do not get a confirming email, try creating the account again, being careful to use the proper desired email address.

- When the LiftMaster® Internet Gateway powers up, its GREEN LED light and BLUE LED light will blink four times to indicate a correct power connection and reset of the Internet Gateway. After power up, the LED lights will show the status of the LiftMaster® Internet Gateway.

- **Refer to the "tips" section for details regarding the LED indicators. If the GREEN LED is off after connecting the LiftMaster® Internet Gateway to your router, check the Ethernet cable connection to your router. It must be in the LAN port, (normally numbered 1 – 4). If the GREEN LED is still off, try another port on your router. If you still cannot get a solid green LED**, contact LiftMaster® Technical Support at technical.support@liftmaster.com or at 1-800-528-9131.

Blue LED   **Green LED**
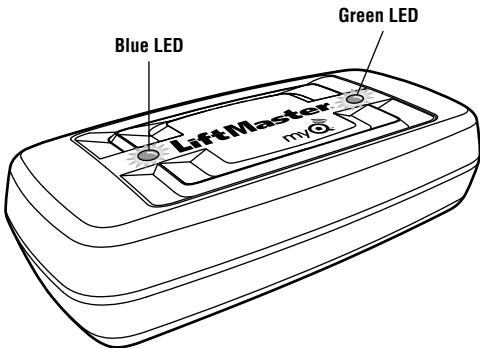
# 2 REGISTER LIFTMASTER® INTERNET GATEWAY & ADD DEVICES

Once you have successfully created your LiftMaster® MyQ™ account, you must add the LiftMaster® Internet Gateway to the account. It is easy to do from a computer; this can also be done from an internet enabled mobile phone with the proper app installed.

- **To add the LiftMaster® Internet Gateway to your account, the GREEN LED light on the Internet Gateway must be on continuously.** If the GREEN LED is off, see Section 1, Connect & Create. The LiftMaster® Internet Gateway must have an internet connection for the web site or phone to find it.
- In the www.myliftmaster.com web site, add the LiftMaster® Internet Gateway. Click on "Manage Places" to add the Internet Gateway. If it is the first LiftMaster® Internet Gateway connected to the account, the screen will already be at the step of "Register Gateway". You will need the **SERIAL NUMBER** from the bottom label of the Internet Gateway accessory. The serial number is a series of ten characters, 0 – 9 or a – f. Be sure to use the correct characters (e.g., a zero "0" instead of an "O") and keep the character spacing correct (XXXX-XXX-XXX). If this is the second LiftMaster® Internet Gateway to be added, just click on "Manage Places>Add New Place".
- Name the LiftMaster® Internet Gateway as desired, such as "123 Main Street" or "Home Sweet Home". Click "Save and Close" to complete this step.
- You can add MyQ™ devices like the garage door opener, gate operator, lights, or other accessories from the "Manage Places" page, or you can download the proper app and add any device from a smart phone. To add the garage door opener or other devices, click on "Manage Places>Add New Device" and follow the steps. You have 3 minutes to go to the garage door opener or device and press it's learn button. Once a device is learned, it will appear on the screen. You can then name the device (e.g., left garage door, table lamp, etc.)

3 GETTING A SMARTPHONE APP

Smartphone apps are available for three different OS types:

- **Apple® iPhone®, iPad®, and iPod Touch®**
  - Requires iOS 3.2 or higher.
  - Visit the Apple App Store from your Apple device to obtain the LiftMaster Home Control app (search for "LiftMaster"). Download the app to the device.

- **Android™ smartphones**
  - Requires Android OS 2.2 or higher; if you have an older OS, the phone will not be able to locate the LiftMaster app. You may need to upgrade the phone's OS to be able to find, load and use the LiftMaster app.
  - Visit the Android Market from your smartphone to obtain the LiftMaster Home Control app (search for "LiftMaster").
  - Note: The app is currently not available for Android tablets.

- **BlackBerry® smartphones**
  - Requires OS 4.6 or higher.
  - Visit the Blackberry App World™ from your smartphone to obtain the LiftMaster Home Control app (search for "LiftMaster").
  - Note: The app is currently not available for the Blackberry® PlayBook™.
  - You must have a user account in Blackberry App World to download apps. You may need to create an account from your phone or from a computer to be able to login and obtain any apps. Visit http://appworld.blackberry.com/webstore for more information on creating an account or getting apps.
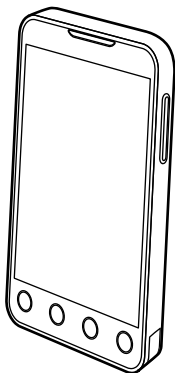
You also have the option to monitor and control your garage door opener or lights through the LiftMaster® mobile website.

- Using your phone's browser, **visit www.myliftmaster.com/mobile**
- Bookmark this page for later use. The mobile web application mimics the computer web.

After the app is installed on your smartphone, you can add a new device to your account by following the instructions for your smartphone in Sections (5) – (7).

4 CHANGING SMARTPHONE APP SECURITY SETTINGS

You can change the SECURITY SETTINGS of the smartphone app to allow quicker access to your devices and to your account. The default security setting for the apps is at the highest level: you must enter your email and password credentials every time to launch the app or to access and change your account settings. The security settings apply to each individual phone, so each phone tied to the same account must be configured separately. These settings do not affect the web page login. A four-Digit **PASSCODE** can be created in place of your email and password credentials. See "Creating a Passcode" below.

Default Smartphone App Security Settings

- **Launching App** – high security is *initially set to ON*. You must enter your email and password credentials every time the app is launched. Setting this to OFF allows the app to launch without requiring your credentials or a 4-digit passcode.

- **Accessing Account** – high security is *initially set to ON*. You must enter the email & password credentials every time you want to access your account settings. Setting this to OFF lets you access your account settings without requiring your credentials or a 4-digit passcode.

- **Opening Door/Gate** – high security *initially set to OFF*. If you turn it ON, you must enter your email and password credentials every time the you want to use the app to open your door or gate. Leaving this to OFF lets you open your door or gate without requiring your credentials or a 4-digit passcode. It is strongly recommended that if you turn OFF the security settings for launching the app, you set this function to ON and create a 4-digit passcode for opening the door or gate. This prevents anyone from grabbing your phone and getting into your garage.

Creating a Passcode

You can create a 4-digit PASSCODE within the smartphone app that automatically replaces your email and password credentials. You may want to use the same code as your outside keypad for ease of use.

- The passcode is four characters (numbers or letters, depending on your smartphone).

- When you create your 4-digit passcode, the app will ask for the passcode twice.

- If you use the "Account > Logout" function on the smartphone, your passcode will be automatically deleted; restarting the app will require the creation of a new passcode.

- **See the section on your smartphone (Apple, Android, or Blackberry) for specific instructions on how to create a 4-digit passcode.**

5 APPLE APP CONTROLS

**Apple
iPhone,
iPad,
or
iPod Touch**

Controlling a device
(a garage door opener, light etc.)
Go to Places
- Swipe left or right to select a device (to see more than one door or light).
- Tap the door image to open/close door.
- Tap the light image to turn a light on/off.
- If a device is grayed out, it is currently unavailable (e.g., if a light control was unplugged)

Security settings
(see section 4 for details)
Go to Accounts > My Account > Security
- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.
If security is set to ON, you must enter email and password, or 4-digit passcode.

Setting a 4-digit passcode
Go to Accounts > My Account > Passcode
- Enter a 4-digit passcode; you must enter this twice.
The 4-Digit passcode now replaces email and password for security.
The 4-Digit passcode is deleted if you logout; restarting the app will require the creation of a new passcode.

Add/delete/rename a device
(a garage door opener, light etc.)
Go to Places; tap the gear in the upper left corner of the screen
To Add:
- Tap the LiftMaster® Internet Gateway /location name
- Tap Add New Device
To Delete:
- Tap the LiftMaster® Internet Gateway /location name
- Tap Edit
- Tap the "-" (minus sign)
To Rename:
- Tap the LiftMaster® Internet Gateway /location name
- Tap Edit
- Tap the device's name and enter a new name

Add/delete/rename a LiftMaster Internet Gateway
Go to Places; tap the gear in the upper left corner of the screen
To Add:
- Tap the "+" (plus)
To Delete:
- Tap the "-" (minus)
To Rename:
- Tap the LiftMaster® Internet Gateway /location name
- Tap Edit
- Tap the Internet Gateway /location's name and enter a new name

Logging out
- A logout requires an email and password to restart the app.
- A logout will delete the passcode; restarting the app will require the creation of a new passcode.

6 ANDROID APP CONTROLS

Controlling a device
(a garage door opener, light etc.)

Go to Places tab

Swipe right or left to select a device (to see more than one door or light)

- Tap the door image to open/close door.
- Tap the light image to turn a light on/off.
- If a device is grayed out, it is currently unavailable (e.g., if a light control was unplugged)

Security settings
(see section 4 for details)

Go to Account tab

Tap "My Account"

Tap Security

- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.

Tap "Done" to save settings.

If security is set to ON, you must enter email and password, or 4-digit passcode. A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Setting a passcode

Go to Account tab

Tap "My Account"

Tap "Passcode"

- Enter a 4-digit passcode (PIN); you must enter this twice.

The 4-Digit passcode now replaces email and password for security.

Add/delete/rename a device
(a garage door opener, light etc.)

Go to Places tab

    Menu button > Manage Places

    Select your place (LiftMaster® Internet Gateway)

To Add:

- Menu button > Add New Device
- Then follow instructions

To Delete:

- Press and hold device name
- Tap "Delete Device"

To Rename:

- Tap device's name
- Rename, then select "Save" to save changes

Add/delete/rename a LiftMaster Internet Gateway

Go to Places tab

    Menu button > Manage Places

To Add:

- Menu button > Add New
- Then follow instructions

To Delete:

- Press and hold places name
- Tap "Delete Gateway"

To Rename:

- Press and hold places name
- Tap "Edit"
- Rename, then select "Save" to save changes

Logout

Got to Account tab

    Menu button > Log Out

A logout will delete the passcode; restarting the app will require the creation of a new passcode.

7 BLACKBERRY APP CONTROLS

BlackBerry smartphone

Controlling a device
(a garage door opener, light etc.)
Go to My Places
Use the trackball or trackpad, roll or move left or right to select a device (to see more than one door or light)
- Select the white dot under the desired door to open/close door.
- Select the white dot under the desired light to turn light on/off.

Security settings
Go to Account

Menu button > Account, then select Account, scroll down to security settings that starts with "Require Login When":
- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.
Click "Save" to save settings.
If the "Launch App" box is checked, you must enter email and password or 4-digit passcode. A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Setting a passcode
Go to Account

Menu button > Account, then select Account, scroll down to security settings
- Select "Change Passcode".
- Enter a 4-digit passcode (PIN); you must enter this twice.
Passcode now replaces email/password for security. A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Add/delete/rename a device
(a garage door opener, light etc.)
Go to Manage Places

    Menu button > Manage Places

Select your place
(LiftMaster® Internet Gateway)
To Add:
- Menu button > Add Device
- Then follow instructions
To Delete:
- Menu button > Delete Device
- Then follow instructions
To Rename:
- Menu button > Edit Device
- Rename, then select "Save" to save changes

Add/delete/rename a LiftMaster Internet Gateway
Go to Manage Places
    Menu button > Manage Places
To Add:
- Menu button > Add Gateway
- Then follow instructions
To Delete:
- Menu button > Delete Gateway
- Then follow instructions
To Rename:
- Menu button > Edit Gateway
- Then follow instructions

Logout
    Menu button > Logout
A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Help
    Menu button > Help