

LiftMaster MyQ Retrofit (888LM + 828LM) Installation Guide

Required items for installations

Garage door compatibility

MyQ Control Panel (888LM)



MyQ Internet Gateway (828LM)



Compatible door opener



Opener

LiftMaster compatible brands made after 1998

Quick ID

LiftMaster, Chamberlain, Sears/Craftsman, Raynor and Access opener.

ALL with a purple learn button with purple antenna wire.

MOST with an orange/red learn button with gray antenna wire. The following models are incompatible:

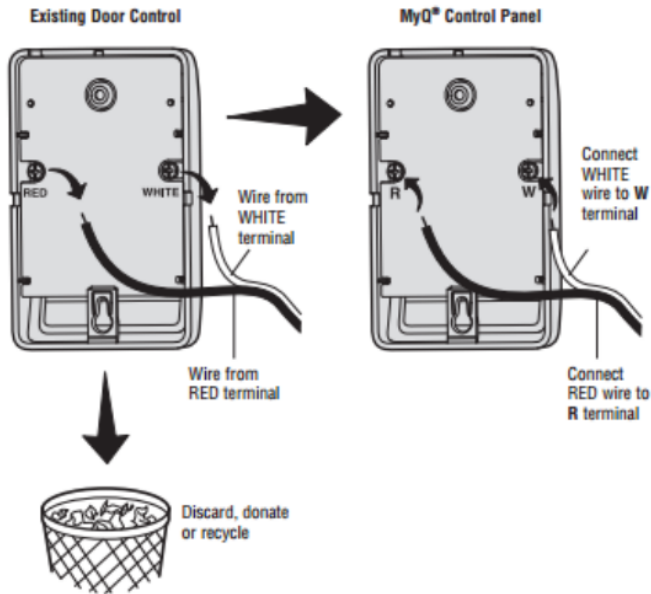
- Models 2500 & 2500C (2500B and 2500BC are compatible)
- 1000SDR
- 2000SDR

For a full list of compatible garage door openers, see [Complete list of compatible garage doors](#).

Install MyQ Control Panel (888LM)

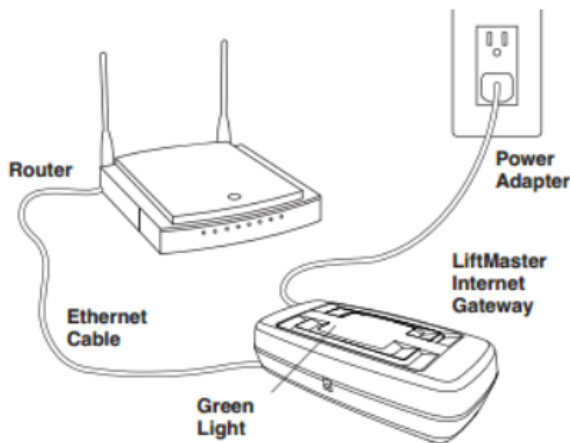
1. Disconnect all electrical power to the garage door opener.
2. Remove the existing door control from the wall. Note the polarity of the wires connected to the existing door control. Label the wires appropriately (Red/White).
3. Disconnect the wires from the existing door control.
4. Connect the wires to the new MyQ Control Panel.
5. Mount the MyQ Control Panel to the wall.
6. Reconnect power. The yellow command LED (in the center of the MyQ Control Panel) and the red learn LED (above the learn button) blink quickly for up to five minutes as the MyQ Control Panel recharges. When the MyQ Control Panel is operational, the yellow command LED is solid.
7. Test the MyQ Control Panel. Press the push bar to activate the garage door opener.
8. Connect to LiftMaster Internet Gateway using the following instructions.









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 stops blinking and lights 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



828LM LED guide

	LED color	Description
	Green blinking	The Gateway has an IP address from the router, but is not connected to the internet.
	Green solid	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 infrequently blinks to indicate communication in progress with MyQ device.
	Yellow solid	The Gateway is actively waiting to learn a MyQ device. This timeouts after three minutes if a device is not learned.

Register Internet Gateway

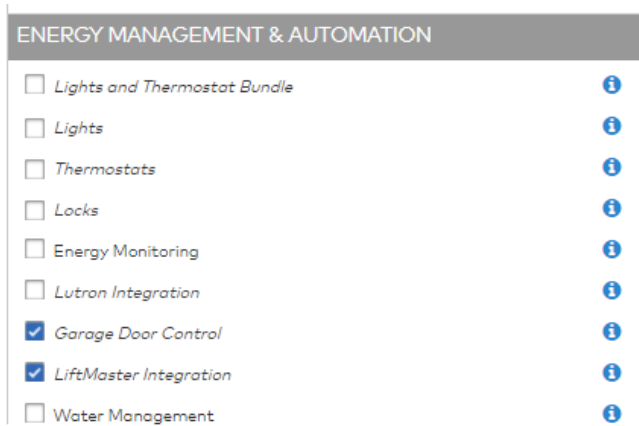
Note: The Internet Gateway cannot be registered through Alarm.com if it is already registered through MyQ/LiftMaster. The Internet Gateway must be removed from the user's MyQ account before attempting to register it to Alarm.com.

There are three different ways to register the Internet Gateway with Alarm.com. It can be registered using the Dealer Website, MobileTech app, or Customer Website.

Option 1: Register the Internet Gateway using the Dealer Website

1. Log into the Dealer Website.
2. Find the customer account.
3. Verify the Service Package includes *Garage Door Control* and *LiftMaster Integration*.
 - To verify the Service Package:
 - a. Click **Service Package**.
 - b. Click **Change Service Package**.
 - c. Under Energy Management & Automation, verify *Garage Door Control* and *LiftMaster Integration* are selected as add-ons to the account's service package.





4. Click **Equipment**.
5. Click **emPower Devices**.
6. Click **LiftMaster**.
7. Click **Add Gateway**.

★ **Equipment** [?](#)

Overview Panel Sensors Image Sensors **emPower® Devices**

Refresh Page

Learn more about [emPower®](#) by Alarm.com

Type: Z-Wave **LiftMaster**

LiftMaster Devices

[Add Gateway](#)

8. In the *Serial Number* field, enter the 828LM Internet Gateway's serial number.

Add LiftMaster Gateway

[<< Back to LiftMaster Equipment List](#)

Serial Number :

Save

9. After a few minutes, the LiftMaster equipment page should show the Internet Gateway in the equipment list.

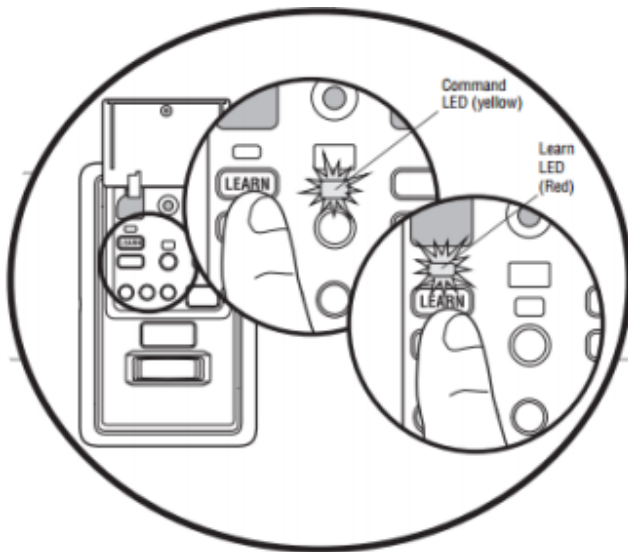


- On the LiftMaster equipment page, click **Add Device** under *Device Commands* for the Internet Gateway to add a garage door opener to. This puts the Internet Gateway into learn mode so that MyQ Control Panel (888LM) can be added. A yellow light should turn on at the 828LM Internet Gateway.

Update Device List & Statuses										Edit Device Name	Show All Columns
Device Id	Type	MyQ Device Id	Name	Mfr.	Status	Install Date (CDT)	Maintain Date (CDT)	Status Date (CDT)	Gateway Serial Code	Device Commands	
Z200	Internet Gateway	000000	LiftMaster Gateway (A475)	LiftMaster	OK	4/21/2014 4:19 am	6/26/2018 7:25 am	12/13/2018 8:14 am	010000000	Add Device Delete Gateway	

Note: If the yellow light does not turn on, click **Update Device List & Statuses** on the LiftMaster equipment page, wait one minute, and then try Learn Mode again.


- After the yellow light is on at 828LM Internet Gateway, go to the MyQ Control Panel (888LM) and push the learn button twice.
 - On the 888LM Control Panel, the red LED turns on.
 - On the 828LM Internet Gateway, the LED turns blue once the device is learned in.



- On the LiftMaster equipment page, click **Update Device List & Statuses**. This retrieves the MyQ Control Panel to link it to the Alarm.com system, and it should appear on the LiftMaster equipment page.

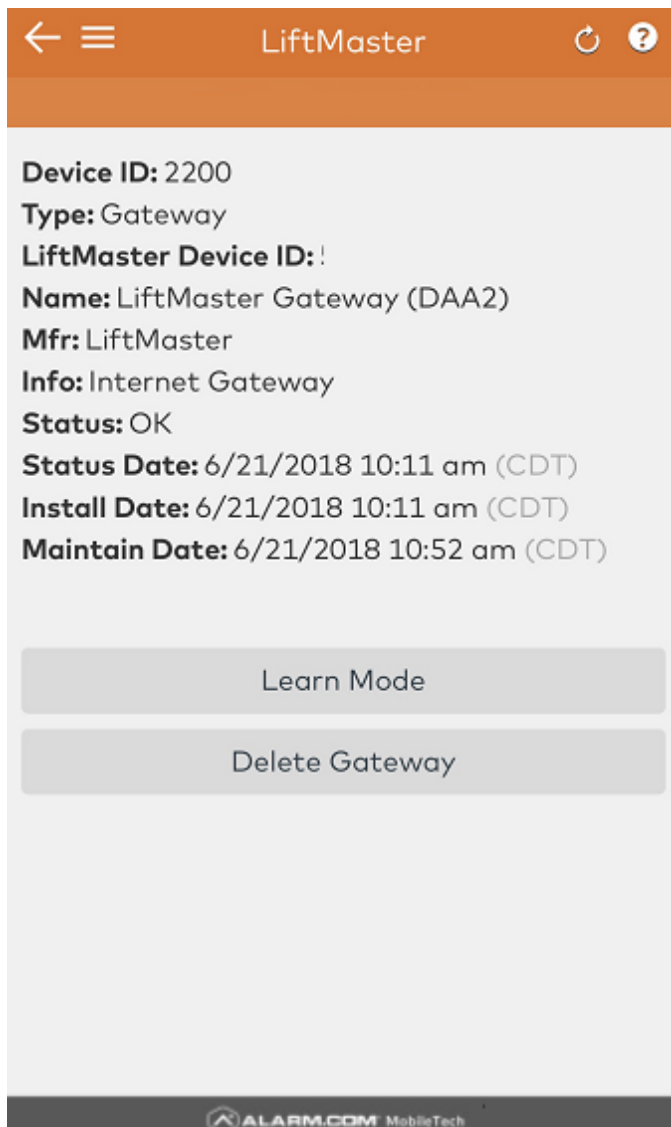
Option 2: Register the Internet Gateway using the MobileTech app

- Log into the MobileTech app.
- Find the customer account.
- Verify the Service Package includes *Garage Door Control* and *LiftMaster Integration*.
 - To verify the Service Package:

- Tap .
- Tap **Package**.



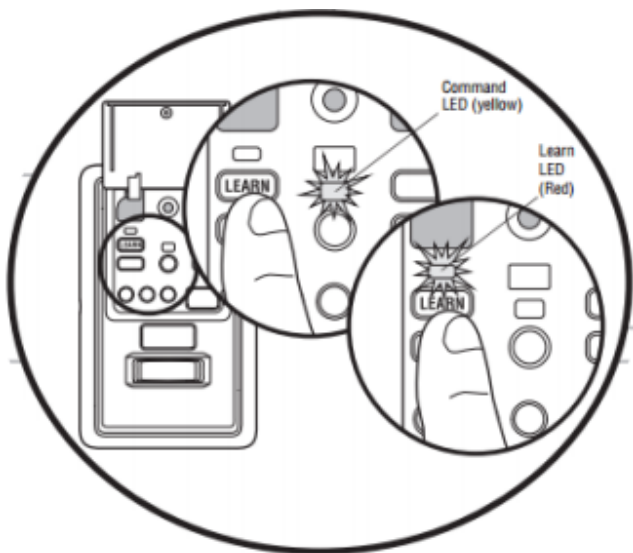
- c. Verify *Garage Door Control* and *LiftMaster Integration* are selected as add-ons to the account's service package.
4. Tap **Equipment**.
5. Tap **LiftMaster Devices**.
6. Tap **Add Gateway**.
7. In the *Serial Number* field, enter the 828LM Internet Gateway's serial number.
8. After a few minutes, the LiftMaster equipment page should show the Internet Gateway in the equipment list.
9. On the LiftMaster equipment page, tap the Internet Gateway to add a garage door opener to, then tap **Learn Mode** and select the desired device. This puts the Internet Gateway into learn mode so that MyQ Control Panel (888LM) can be added. A yellow light turns on at the 828LM Internet Gateway to indicate that it's in learn mode.



Note: If the yellow light does not turn on, tap **Update Device List & Statuses** on the LiftMaster equipment page, wait one minute, and then try Learn Mode again.



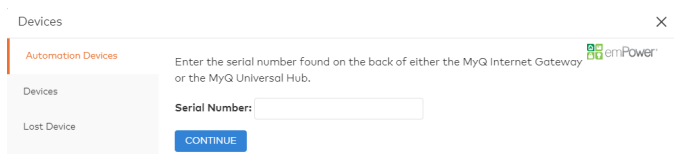
10. After the yellow light is on at 828LM Internet Gateway, go to the MyQ Control Panel (888LM) and push the learn button twice.
 - On the 888LM Control Panel, the red LED turns on.
 - On the 828LM Internet Gateway, the LED turns blue once the device is learned in.



11. On the LiftMaster equipment page, tap **Update Device List & Statuses**. This retrieves the MyQ Control Panel to link it to the Alarm.com system, and it should appear on the LiftMaster equipment page.

Option 3: Register the Internet Gateway using the Customer Website

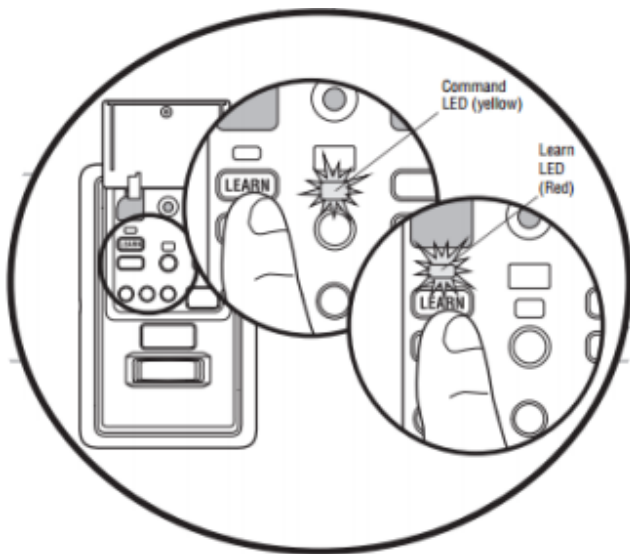
1. Verify the LiftMaster add-on has been added to the customer's service package.
2. Log into the Customer Website.
3. Click **Settings**.
4. Click **Devices**.
5. In *Automation Devices*, click **+ LiftMaster Installation**.
6. In the *Serial Number* field, enter the serial number of the Internet Gateway, and then click **Continue**.



7. Click **Add New Device** to put the Internet Gateway into learn mode.
8. After the yellow light is on at the Internet Gateway, go to the MyQ Control Panel (888LM) and push the learn button twice.
 - On the 888LM Control Panel, the red LED turns on.



- On the 828LM Internet Gateway, the LED turns blue once the device is learned in.



9. Return to the *Garage* page and click **Check for New Devices**.
10. Repeat steps 6-9 if initially unsuccessful. Also, verify the model number of the garage door opener to verify it is compatible. For a full list of compatible garage door openers, see [Complete list of compatible garage doors](#).

Troubleshooting

- 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.
- If yellow and red LEDs blink slowly, the control panel is not compatible with the garage door opener.
- If the yellow and red LEDs blink quickly, the control panel is charging, and may take up to five minutes to become operational.
- MyQ gateway Learn Mode is active for three minutes during which time devices associated with that gateway is inoperable.

Factory reset the Internet Gateway

A full factory reset (a non-recoverable data destruction hard reset) may be required while troubleshooting the Internet Gateway. For more information about how to perform a factory reset, see [Factory reset a LiftMaster MYQ-828LM Internet Gateway](#).

Erase all garage door opener devices (including MyQ-enabled accessories)

Caution: This process may erase remotes connected to the garage door opener.

1. Press and hold the **Learn** button on the control panel until the red learn LED goes out (approximately six seconds).
2. Immediately press and hold the **Learn** button again until the red LED goes out.
3. All codes are now erased. Reprogram any compatible accessory as the user wishes to use.



Complete list of compatible garage door openers



https://answers.alarm.com/ADC/Partner/Installation_and_Troubleshooting/Garage/Liftmaster_MyQ_888LM__828LM/LiftMaster_

Updated: Thu, 08 Nov 2018 18:23:35 GMT

Drive	1997-2004	1997-2004	2005-2006	2007-present
Chain	1240R	985		
Chain	1245R		1345	
Chain/DS	1246R (DS)		1346 (DS)	
Chain	1255R		1355	
Chain/DS	1256R (DS)		1356 (DS)	
Chain		2245	3245	
Chain	1265	2255	3255	
Chain		2265	3265	
Chain		2565		
Chain	ATS211R	ATS211X	ATS2113X	
Chain		2575	3575	
Chain/DS		2595 (DS)	3595 (DS)	3895T
Belt		2280	3280	
Belt		2585	3585	3885T
24VDC Belt	2500(B)	2500D	3500	
12VDC Unit			3850	3850T
RJO - 24VDC			3800	3800T
Screw	1000SDR	2110	3110	3240
Screw	2000SDR	2220	3220	3130

Drive	1997-2004	2004	2004	2007-present
Chn/Cble	1200			
Chn/Cble	CG40	CG40S	CG40D	HD200D
Chn/Cble	2200	CG42CS	CG42D	HD200DM
Chn/Cble	PD100	7520S	7520D	HD400D
Chn/Cble	PD200 / PD210	PD210CS		HD400DM
Chn/Cble	PD600 / PD212	PD212C		248730
Chn/Cble	4200		PD210D	248735
Chn/Cble	6200		PD212D	
Chn/Cble	PD610	PD610S	PD610D	
Chn/Cble	PD612K	PD612S		
Chn/Cble	7220 / 7320		PD612D	
Chn/Cble	7420	PD752S	PD752D	
Chn/Cble		PD758S	PD758D	
Belt	8200		WD822D	HD600D
Belt	9200 / 9500		WD922D	248739
Belt	WD822K	WD822S	WD832D	
Belt	WD922K	WD922S		
Belt	WD912K	WD912KS		
24VDC Belt		WD952S	WD952D	248754
12VDC Unit			WD962D	HD900D
Screw	4620 / 4650DI	PD420	PD420/422D	995XDM
Screw	4640 / PD460	7902	PD462D	9950D
Screw	9902 / PD420	9950/9960	9950D	

	1997 - 2005	2005+
	Sec+ - 390M hz	Sec+ - 315M hz
Chain/Cable	139.53661	139.53648D
Drive	139.53662	
Units	139.53670	
	139.53671	
	139.53672	
	139.53673	
	139.53674	
	139.53675	
	139.53677	
	139.53910	139.53910D
	139.53959srt	
	139.53961	
	139.53962	
	139.53966	
	139.53974	
	139.53975	
	139.53976	
	139.53977srt	
	139.53978	
	139.53982	
	139.53985	139.53985D
	139.5398511	
	139.53989	
	139.53990	139.53990D
	139.5399011	
	139.53995	
		139.53997D
Screw Drive	139.53663	
Units	139.53927	
	139.53963	
	139.53965srt	
	139.53991	
	139.53992	139.53992D
	139.5399211	
		139.53930D
Screw Drive	139.53924	
Belt Drive	139.53664	
Units	139.53914	139.53914D
	139.53954	
	139.53964	
	139.53984srt	
DC Units		139.53918D
	139.53919	139.53919D

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Updated: Thu, 08 Nov 2018 18:23:35 GMT



	1997 - 2005	1997 - 2005	2005+
Chain Drive	Sec+ - 390M hz		Sec+ - 315M hz
Units	139.18050.	139.18657	
	139.18051	139.18658	
	139.18052	139.18659	
	139.18053	139.18660.	
	139.18057	139.18675	
	139.18058	139.18676	
	139.18059	139.18678	
	139.18060.	139.18686	
	139.18063	139.18696	
	139.18070.	139.18847	
	139.18076	139.18857	
	139.18086	139.18975	
	139.18096	139.18978	
	139.18450.		139.18450D
	139.18451		139.18451D
	139.18452		139.18452D
	139.18453		139.18453D
	139.18458		139.18458D
	139.18470.		139.18470D
	139.18473		139.18473D
	139.18475		
	139.18525		
	139.18555		139.18555D
	139.18595		
DC Units	139.18400.		
Belt Drive	139.18479	139.18887	
Units	139.18489	139.18897	139.18489D
	139.18585	139.18979	139.18585D
	139.18679	139.18987	
	139.18687		

