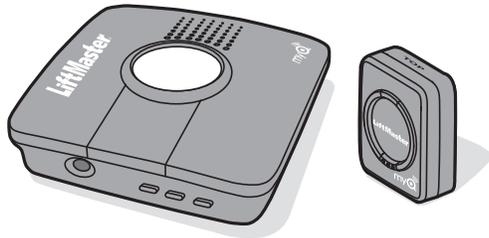


# LiftMaster®

## MyQ Garage™

### UNIVERSAL SMARTPHONE GARAGE DOOR CONTROLLER



Model 821LM

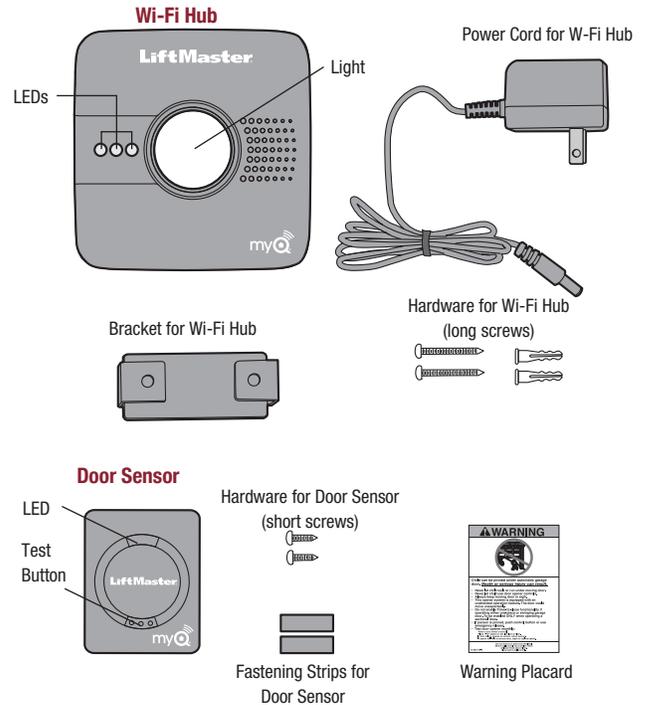
### INSTALLATION GUIDE

For more information  
visit [www.devancocanada.com](http://www.devancocanada.com)



### CARTON INVENTORY

NOT SHOWN: Installation Guide and Wi-Fi Setup Card for the customer



## OVERVIEW

### ⚠ WARNING

To reduce the risk of SEVERE INJURY to persons:

- DO NOT enable the MyQ Garage™ if operating either one-piece or swinging doors. To be enabled ONLY on a sectional door.



#### Read instructions thoroughly BEFORE beginning.

If using this product with residential door openers, this product 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.

### INTRODUCTION

Thank you for your purchase of the 821LM MyQ Garage™. This product is designed to connect to your current garage door opener through your existing Wi-Fi® connection and allow you to remotely monitor and control the status of your door using a smartphone, tablet or PC. In addition to remotely controlling your garage door, this product will also allow you to control interior lighting when programmed to any MyQ® enabled Lighting products as well. The following installation guide will walk you through the necessary steps to quickly install the hardware and program to your garage door opener. Please ensure that you have the serial number (located on the bottom of the Wi-Fi Hub or with the Wi-Fi Setup card) prior to installing this product.

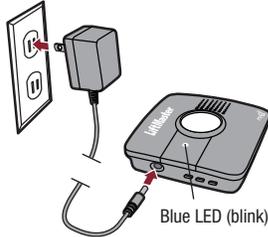
### PRE-INSTALLATION REQUIREMENTS

- Compatible Garage Door Openers:
  - LiftMaster® with purple, yellow, green, or orange LEARN button (310, 315, and 390 MHz) (*Chamberlain, Do-It, Master Mechanic, Raynor, True Value and Sears Craftsman are compatible with LiftMaster technology.*)
  - Genie®/Overhead Door® Intellicode I and II (315 and 390 MHz)
  - Linear® Mega Code (318 MHz)
  - Stanley® Secure Code (310 MHz)
  - Wayne Dalton® Keeloq (372.5 MHz)
- Verify there is a Wi-Fi router and broadband Internet connection at the site. Wi-Fi range will vary depending on the thickness and number of walls, doors, or other barriers. The average Wi-Fi range is about 300 feet.
- To test the strength of the Wi-Fi signal, take your device into the garage and turn on its Wi-Fi. Connect your device to ensure you are receiving a good signal. If you don't have a strong enough signal in the garage, a Wi-Fi range extender will be necessary (available at most consumer electronics stores).
- Wi-Fi Hub Serial Number (located on the bottom of the Wi-Fi hub or with the Wi-Fi Setup card)

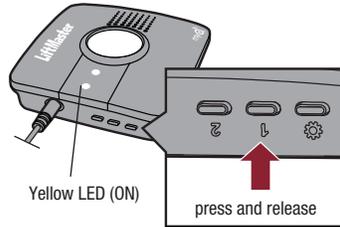
# PROGRAMMING

## 1 PROGRAM THE DOOR SENSOR TO THE WI-FI HUB

- 1 Plug in the Wi-Fi Hub. The blue LED will blink.



- 2 Press and release BUTTON 1 on the Wi-Fi Hub. The yellow LED will turn on solid.

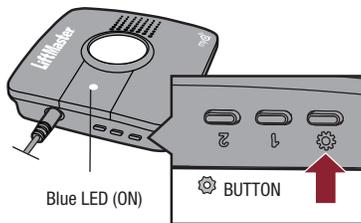


- 3 Press and release the Test button on the door sensor until the Wi-Fi hub beeps and the light flashes. The yellow LED on the Wi-Fi hub will turn off.

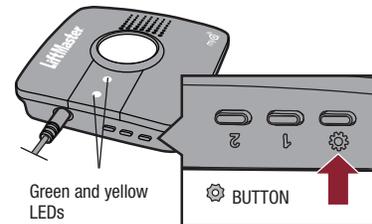


## 2 PROGRAM THE WI-FI HUB TO THE GARAGE DOOR OPENER

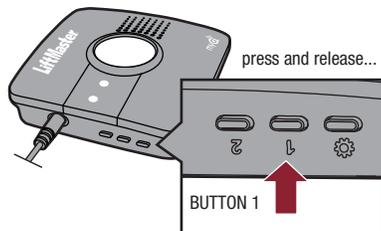
- 1 Press and release the BUTTON (Settings), the Blue LED will turn on solid.



- 2 Press and hold the BUTTON again until the green and yellow LEDs alternate blinking. Press and release the BUTTON again, the yellow LED will turn on solid.

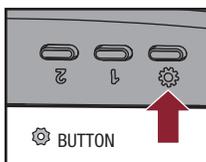


- 3 Press and release BUTTON 1 the number of times indicated in the chart (the yellow LED will turn on solid):

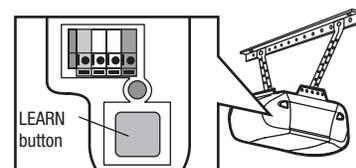


NUMBER OF PRESSES	RF (IN MHZ)	BRAND
1	310, 315, et 390	LiftMaster® with Yellow LEARN button
2	315	LiftMaster® with Purple LEARN button
3	390	LiftMaster® with Orange LEARN button
4	390	LiftMaster® with Green LEARN button
5	315	Genie®/Overhead Door® Intellicode
6	390	Genie®/Overhead Door® Intellicode
7	318	Linear® Mega Code
8	310	Stanley® Secure Code
9	372.5	Wayne Dalton® Keeloq

- 4 Press and release the BUTTON. The yellow and green LEDs will blink.



- 5 Press and release the LEARN button on the garage door opener. Your garage door opener may look different.



- 6 Press and release BUTTON 1 until the garage door opener clicks. Press and release BUTTON 1 again to activate the garage door opener. If the garage door opener does not activate, press and release the BUTTON, then repeat steps 3-6.

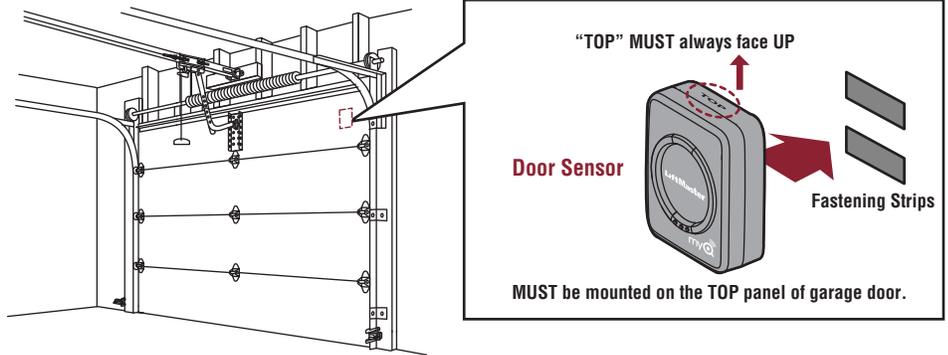
- 7 To exit programming mode, press and hold the BUTTON until the blue LED blinks.

*If programming an additional door sensor and garage door opener for a second door, repeat the programming steps using BUTTON 2 instead of BUTTON 1.*

# INSTALLATION

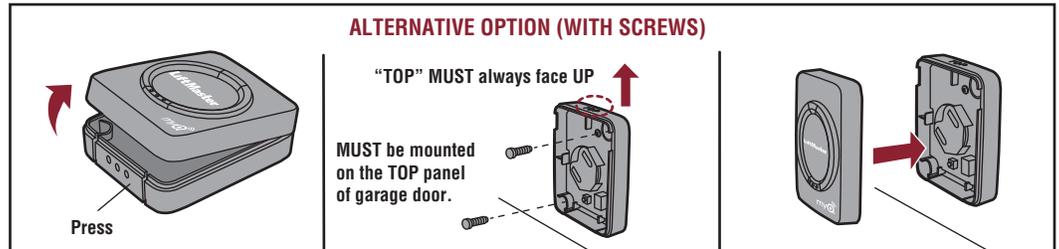
## 3 MOUNT THE DOOR SENSOR

Position the door sensor **vertically** and attach to a clean, dry location on the **top panel** of the garage door with fastening strips.



### ALTERNATIVE OPTION (WITH SCREWS)

Press in the bottom of the door sensor and remove the cover. Position the door sensor **vertically** and attach to the **top panel** of the garage door with screws. Replace the cover.



## 4 MOUNT THE WI-FI HUB AND INSTALL THE WARNING PLACARD

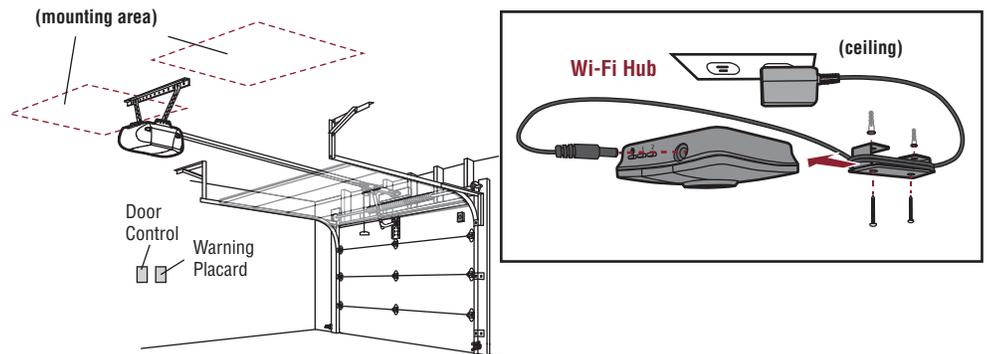
Mount the Wi-Fi hub on the ceiling near the garage door opener. The Wi-Fi hub should be mounted on either side of the garage door opener (as shown) so the Wi-Fi hub light is visible if standing in the doorway of the garage.

Use the bracket as a template and mark holes for the bracket. Drill 5/32" pilot holes. Install the bracket with the hardware. Slide the Wi-Fi hub onto the bracket. Plug in the Wi-Fi hub.

After power is applied the blue LED will blink indicating the Wi-Fi needs to be setup. The LEDs on the Wi-Fi Hub are visible when directly facing the Wi-Fi Hub.

Attach the warning placard to the wall next to the door control.

**MUST be mounted in a location where the Wi-Fi Hub light will be visible if standing in the doorway of the garage.**



*The installation is complete and ready to be connected to the home's wireless (Wi-Fi) network.*

**IMPORTANT:** Leave the Wi-Fi Setup card with the homeowner to complete the Wi-Fi setup.

# ADDITIONAL PROGRAMMING

If the LED(s) on the Wi-Fi hub are not on or flashing, unplug the power cord, then plug back in before programming the Wi-Fi hub.

## PROGRAM A DOOR SENSOR

To program a new sensor.

1. Use the MyQ App to add a new door sensor.

### OR

1. Press and release BUTTON 1 for door 1 or BUTTON 2 for door 2 on the Wi-Fi hub. The yellow LED will turn on solid.
2. Press and release the Test button on the door sensor until the Wi-Fi hub beeps and the light flashes. The yellow LED on the Wi-Fi hub will turn off.

## PROGRAM REMOTE CONTROL(S) - LIFTMASTER SECURITY+ 2.0™

1. Press and release BUTTON 1 on the Wi-Fi hub. The yellow LED will turn on solid.
2. Press and release the desired button on the remote control until the Wi-Fi hub beeps and the light flashes. The yellow LED on the Wi-Fi hub will turn off.
3. To test, press the remote control button again. The garage door opener will activate.

## ERASE REMOTE CONTROL & KEYLESS ENTRY-SECURITY+ 2.0™

1. Press and hold:
  - BUTTON 1 on the Wi-Fi hub for door 1
  - BUTTON 2 on the Wi-Fi hub for door 2

The yellow LED will turn on, continue holding the button until the yellow LED turns off (approximately 6 seconds). All the remote controls and the keyless entry will be erased for that button.

## ERASE WI-FI SETTINGS

The Green LED MUST be on or blinking to erase Wi-Fi settings.

1. Press and hold the  BUTTON on the Wi-Fi hub until the blue LED blinks. The Wi-Fi is ready to be setup.

## FACTORY DEFAULT

1. Press and hold the  BUTTON on the Wi-Fi hub until the blue LED blinks.
2. While the blue LED is blinking, press and hold the  BUTTON on the Wi-Fi hub until the blue LED pauses then blinks. The Wi-Fi hub is set to factory default.

# TROUBLESHOOTING

### The Wi-Fi hub will not program to the home router.

- Verify you are using the correct router name and password, reset back to the factory default if necessary, see *Factory Default* above.

### The door sensor will not or is not programmed to the Wi-Fi hub.

- Press the Test button on the door sensor (the LED on the door sensor should blink). If the LED does not blink, replace the battery, then replace the door sensor. After replacing the battery, see *Program a Door Sensor* above.

### The Wi-Fi hub will not operate the garage door opener.

- Ensure the garage door opener is compatible, see *Pre-Installation Requirements*.
- Follow the steps to program the Wi-Fi hub to the garage door opener, see *Programming*.

### The remote control(s) will not program to the Wi-Fi hub.

- Verify the remote control is compatible. Visit [www.myliftmaster.com](http://www.myliftmaster.com) for a complete list of compatible accessories.

## WARRANTY

### ONE YEAR LIMITED WARRANTY

LiftMaster, Inc. warrants to the first consumer purchaser of this product that is free from defect in materials and/or workmanship for a period of 1 year from the date of purchase.

## LED INDICATORS FOR THE WI-FI HUB

LED COLOR	LED STATE	WI-FI HUB STATUS
Blue	Blinking	Wi-Fi needs to be setup
Green and Blue	Blinking	NO router communication
Blue	ON	Wi-Fi setup active
Green	Blinking	Communicating with router
Yellow and Green	Blinking	Programming mode
Green	ON	Wi-Fi Connected

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.

Chamberlain and LiftMaster are Trademarks of Chamberlain Group. Sears Craftsman is a Trademark of KCD IP, LLC. Genie and Overhead Door are Trademarks of Overhead Door Corporation. Linear is a Trademark of Linear Corporation. Stanley is a Trademark of The Stanley Works. Wayne Dalton is a trademark of Wayne Dalton Corporation. Do It is a trademark of Do It Best Corporation.

Wi-Fi® is a registered trademark of Wi-Fi Alliance.

The Chamberlain Group, Inc.  
845 Larch Avenue  
Elmhurst, Illinois 60126-1196

©2013 The Chamberlain Group, Inc.  
All Rights Reserved  
114A4634C

***HOW TO ORDER REPAIR PARTS***

**DEVANCO CANADA**

19192 HAY ROAD, UNIT Q  
SUMMERSTOWN, ON K0C 2E0

TOLL FREE: 855-931-3334  
[www.devancocanada.com](http://www.devancocanada.com)

**WHEN ORDERING REPAIR PARTS  
PLEASE SUPPLY THE FOLLOWING INFORMATION:**

- ✓ PART NUMBER
- ✓ DESCRIPTION
- ✓ MODEL NUMBER