

Wi-Fi® Garage Door Openers Frequently Asked Questions (FAQs)



How do I determine if my garage door opener is Wi-Fi® compatible?

There are three ways to determine if your garage door opener is Wi-Fi compatible:

- Wi-Fi logo on the garage door opener
- “W” in product model number located on the end panel label (Example: 8550W).
- Product Cartons (Product Image, Part # and Description is updated with “W”/Wi-Fi)



Where can I go for additional support on Wi-Fi Garage Door Openers?

The following website WiFiHelp.LiftMaster.com has been created to support Wi-Fi Garage Door Openers. The website includes FAQs, Wi-Fi set up instructions, instructional videos and more. Most of the FAQs in this document are also available on this website. The following instructional videos are available at WiFiHelp.LiftMaster.com and the LiftMaster YouTube channel:

1. [How to check your Wi-Fi signal strength](#)
2. [Improve your Wi-Fi signal strength by relocating your router](#)
3. [Improve your Wi-Fi signal strength using a range extender](#)
4. [How to enable and connect your LiftMaster® Wi-Fi Garage Door Opener](#)

How do I enable the Wi-Fi learn mode on a Wi-Fi Garage Door Opener?

Using the Smart Control Panel™ packed in with the garage door opener go to Menu > Program > Wi-Fi Setup. The garage door opener will beep once and the door control will display “Wi-Fi Setup Started, On”.

NOTE: Smart Control Panels manufactured prior to 5/1/15 without the “W” prefix will NOT have this option.



How do I add a Wi-Fi® Garage door Opener to a MyQ account using the MyQ® app?

First the Wi-Fi Garage Door opener must be paired with a network. Follow the steps below within the MyQ app:

1. Tap the “+” sign
2. Select “Add a new place”
3. Enter the MyQ Serial Number (located on the cover of the users guide or on the end panel of the garage door opener).
4. Tap “Submit”
5. Name the “Place” (the location where the garage door opener is installed)
6. Name the device (garage door opener)
7. Tap “Save”

How many devices can you add to a Wi-Fi Garage Door Opener?

The new Wi-Fi Garage Door Opener has a capacity of 16 devices.

- 10 devices can be paired to the Wi-Fi garage door opener’s internal gateway. These devices can be controlled with the MyQ app. These devices include any combination of MyQ garage door openers, Wi-Fi garage door openers, MyQ light controls, MyQ gate operators or MyQ commercial door operators. A LiftMaster Internet Gateway (828LM) can be added if you need to control more than 10 devices using the MyQ app.
- 6 devices can be paired to garage door opener itself (controlled by garage door opener through 900MHz) These devices include any combination of MyQ light controls or a garage door and gate monitor.

Wi-Fi Garage Door Opener (Model 8550W)

NOTE: If you want to control more than 10 devices using the MyQ app, a LiftMaster Internet Gateway (model 828LM) is required.



16 DEVICES

10 MyQ Devices can be paired to the MyQ App when using a Wi-Fi Garage Door Opener (controlled through the MyQ App)



6 MyQ Devices can be paired directly to the garage door opener (900 Mhz, NOT controlled through the MyQ App)



Can MyQ devices currently added to a Place in the MyQ App be controlled by the Wi-Fi Enabled Garage Door Opener?

Yes, before the MyQ devices can be added to the Wi-Fi enabled garage door opener, the MyQ devices must be removed from the MyQ App. Once the desired devices has been removed, add the Wi-Fi enabled garage door opener as a new place, and add each device to the Wi-Fi enabled garage door opener.

Why is the “MyQ-“ prefix not showing in my mobile device’s list of Wi-Fi networks?

A power outage may have occurred and the garage door opener will have a diagnostic code 3-2. Open or close the garage door to correct the issue.

OR

The Wi-Fi garage door opener has not been put into the Wi-Fi learn mode and your mobile device will not see the signal from your garage door opener. Enable the Wi-Fi learn mode on the garage door opener: Using the Smart Control Panel™ packed in with the garage door opener go to Menu > Program > Wi-Fi Setup. The garage door opener will beep once and the door control will display “Wi-Fi Setup Started, On”. You will have 20 minutes to complete the Wi-Fi set up process. If the set up takes more than 20 minutes, you will need to start over.

NOTE: Older version of the 880LM without the “W” prefix will not have this added feature. If you are using an older 880LM Smart Control Panel you must press the LEARN button on the garage door opener to enable Wi-Fi Setup.

What do the different colors of LEDs on a Wi-Fi Garage Door Opener mean?

Wi-Fi Garage Door Openers have a diagnostic LED behind the black adjustment button. The LEDs indicate the Wi-Fi status:

LED	Definition
Blue	OFF - Wi-Fi is not turned on. Blinking ON/OFF - Requires Wi-Fi setup. Solid - Mobile device connect to the garage door opener.
Blue and Green blinking	Blinking ON/OFF - Attempting to connect to router.
Green	Blinking ON/OFF - Attempting to connect to the internet server. Solid - Normal mode when Wi-Fi has been set up and connect to the Internet. NOTE: The Green LED will always be on solid when the garage door opener is connected to the Internet.

Will I need to carry new replacement logic boards for Wi-Fi Garage Door Openers?

Yes, there are new AC and DC logic boards. Model 8550W will use a new logic board with the part number 050DCTWF, while models 8587W and 8557W will use logic boards with the part number 050ACTWF. The Wi-Fi logic boards are NOT backwards compatible with non-Wi-Fi Garage Door Openers.

Are Wi-Fi logic boards (050DCTWF and 050ACTWF) compatible with a non-Wi-Fi LiftMaster garage door opener?

No, the Wi-Fi logic board cannot be used as a replacement logic board for any non-Wi-Fi garage door opener (e.g. 8550, 8355, etc.).

Did any of the pack-in accessories change with the Wi-Fi Garage Door Openers?

Yes, the remote control has changed from model 895MAX to 893MAX. In addition, the Smart Control Panel (880LM) has been updated with new firmware. An updated Smart Control Panel with new firmware will have a letter “W” at the end of the model number, example 880LMW. The new firmware makes it easier to enable the Wi-Fi learn mode and eliminates the need to climb a ladder to press the LEARN button on the garage door opener.

Is the updated Smart Control Panel compatible with a non-Wi-Fi Garage Door Openers?

Yes, the 880LMW is compatible with a non-Wi-Fi garage door opener, however the option to set up Wi-Fi will not be displayed. The option to set up Wi-Fi will only appear when the 880LMW is connected to a Wi-Fi Garage Door Opener.

How do I know if my Smart Control Panel has Wi-Fi set up functionality?

- Product label displays 880LMW (W indicates Wi-Fi compatible)
- Product packaging states “Compatible with Wi-Fi garage door openers” on the bottom of the box.

If you happen to install a Smart Control Panel manufactured before 5/1/15 with a Wi-Fi garage door opener and you want to enable the Wi-Fi learn mode; press the LEARN button on the garage door opener three times. Instruction are included in the user’s guide.



Which Wi-Fi range extenders are recommended by LiftMaster?

Wi-Fi extenders are available from stores such as Best Buy, Walmart, Home Depot and Amazon. Make sure the Wi-Fi extender you use has the following specifications:

- 802.11 b/g/n, 2.4GHz,
- Security: WEP, WPA and WPA2

LiftMaster has tested and recommends the following range extenders:

- Netgear EX6100: AC750 Wi-Fi Range Extender
- Netgear WN3000RP: N300 Wi-Fi Range Extender
- Netgear WN1000RP: N150 Wi-Fi Range Extender for Mobile
- Belkin N300: Dual-Band Wireless Range Extender