my **Q**₀ business[™]

CAPXLAND CAPXLV QUICK START GUIDE



SETUP – myQ[®] Business[™] IF YOU NEED ACCESS TO myQ[®] Business[™] PLEASE CALL LIFTMASTER CUSTOMER CAR

IF YOU NEED ACCESS TO **myQ[®] Business™** Please Call **Liftmaster Customer Care** at **800-323-2276** to setup an account.

M 1. CREATE A NEW myQ[®] Business[™] FACILITY

- 1. A. If existing facility: Skip to Step 3.
 - **B. If new facility:** On left navigation bar, click Dashboard, then Facilities tab. Click the Add New Facility button.

Dashboard 🖤		
Test 02	ŧ	
Controllers	Facilities	
		Add New I
		10 ¢ items pe
Facility Name	Docation	
LiftMaster Trade Shows	Oak Brook, I	L
TechCom Test	Tucson, AZ	
Test 02		

- 2. Select the Facility type (Community Facility or Commercial Facility).
- 3. Click Continue.
- 4. Click Confirm. (You will not be able to change facility type once the facility is created.)
- 5. Enter the Facility information and click Save.

Add a Facility ⑦



Commercial

Cancel Continue

Community

2. SELECT A SUBSCRIPTION PLAN

- 1. Click profile name in upper right corner then select Billing.
- 2. Select a subscription Plan and Add on features if desired.
- 3. Enter payment information and select monthly or yearly payments.

»				Quick Open/Close
X	Billing [®]			
۸°	Access Management Subs	scriptions		Monthly Yearly
1	Subscription Status: No Active Sups	cription Due date: No Due Date		
			Best Value	
8	CAP2D O	Starter O	Perimeter O Save 30%!	Community O Save 33%!
29.	Up to	Up to	Up to	Up to
1	2 Door/Access	4 Door/Access	8 Door/Access	16 [*] Door/Access
23	Points	Points	Points	Points
ъ	✓ For CAP2D only sites	 Remote Management - Live real-time web based database 	 Everything from the Starter Package Plus 	 Everything from the Starter Package Plus
Q)	 For a smaller facility without the need for a CAPXL Can be connected to a KPR2000 keypad 	management Secure Control - Know If and when someone is trying to improperly gain access Responsive Management - Remain informed of mohileme in real-time	 Control all your entrances - Up to 8 access points per facility Printed Guest Passes - Easily print and provide managed access to guests or service providers 	 Control all your entrances - Up to 16 access points per facility Printed Guest Passes - Easily print and provide managed access to guests or service providers.

7 4. CONFIGURE CAPXLV SETTINGS

- 1. Enter CAPXLV settings such as the welcome message, custom background image, and register or link with Phone.com for VoIP calling service.
- 2. Click Save.

Shady Acres CAPXLV

<c all="" back="" devices<="" th="" to=""><th>ÎI.</th></c>	ÎI.
Device Info Device Type: CAPXL Device Status: • Onlin CP Number: TE2-39-YYWBY Last Contact: 1/22/20: Date Added: 2/07/2018 11:39AM (CST) Firmware Version: 1.27.0.0 Immediately Refresh Panel Settings Update Firmware Restart CAPXL Composition	ne 20 7:34AM (CST) troller
Controller Settings Controller Name Mike's CAPXL Welcome Message Happy new yeart	Call Wait Time (10-120 sec) 15 Call Max Time (10-120 sec) 90
Backdrop Image	ai Speaker 🕸 —————
	Microphone Q
Quick Call Phone Number	PassThrough Entry Code

5. CONFIGURE DOOR SETTINGS

- 1. Click the Doors Settings tab to edit Door settings including hold open schedule, relay hold durations, DTMF tone, and Door name.
- 2. Click the Add Door button to add additional doors [max 4 per CAPXLV].
- 3. Click Save.

Shady Acres CAPXLV

& Back to All Devices		Ū
Device Info		
Device Type: CAPXL	Device Status: • Online	
CP Number: TE2-39-YYWBY	Last Contact: 1/22/2020 7:34AM (CST)	
Date Added: 2/07/2018 11:39AM (CST)		
Firmware Version: 1.27.0.0		
Immediately Refresh Panel Settings Update Firmware	Restart CAPXL Controller	
Controller Settings Door Settings		Delate Dees
		Delete Door
*Door Name		Delete Door
*Door Name CAPXL Training Door 3		Delete Door
*Door Name CAPXL Training Door 3	•	Delete Door
*Door Name CAPXL Training Door 3 Control from browser Pass-Through Interval (1-60 seconds)	•	Delete Door
*Door Name CAPXL Training Door 3 Control from browser Pasa-Through Interval (1-80 seconds) 5	•	Delete Door

6. CONFIGURE CAMERA SETTINGS

3. ADD CAPXLV TO THE FACILITY

Open the CAPXLV box and locate the CP # on the inside of the enclosure.

- 1. On the Left navigation bar, select Facility, then click the Device Management tab.
- 2. Click on the Add Devices button, Select CAPXLV [+], and enter the CP # and name the CAPXLV.

3. Click Save.

Add Device	0	
Avo .	Select a device to add:	
	CAPXL or CAPXLV	
	Connected Access Portal, High Capacity	+
R	Type: Controller	
RR		
	CAP2D	
	Connected Access Portal 2-Door Controller	+
	Type: Controller	
.la		

- 1. Enter camera name
- 2. Select which doors will trigger event clips
- 3. Select Recording (on/off)
- 4. Click Save

CAPXL Front Gate	
« Back to All Devices	Ű
Device Info	
Device Type: CAPXL	Device Status: • Online
CP Number: TE2-39-YYWBY	Camera Status: Online
Date Added: 8/27/2019 2:43PM (CDT)	Last Contact: 9/20/2019 2:43PM (CDT)
Firmware Version: 1.21.0.0	
Immediately Refresh Panel Settings	Update Firmware Restart CAPXL Controller
Controller Settings Door Settings	Video Settings
Camera Name	Live Feed
CAPXL Front Gate Camera	
Associated Doors	
Select door(s) where the camera is as	ociated to
🗹 Door 1 (default)	
Enable Recording (on/off) ()	
Cancel Save	

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SETUP (CONTINUED)

☑ 7. ADD CREDENTIALS

- 1. On the left navigation bar, click Credentials.
- 2. Click the Add Credential button to add transmitters, cards, etc. Individually or in bulk to the Facility.
- 3. Click Save.

NOTE: A credential must be associated to a person for it to be active. See Step 8.

*	Add Credential ^⑦	
7	*Туре	
ho	Card *	
].		
)		
	Standard 26 bit	
,	Bulk Load	
1	Ignore Facility Code	
n	*Credential Number	*Offset
	Credential Number	0
1	5-3-0-4	
3	Facility Code	
	Cancel Save	

$oxed{R}$ 8. Invite facility owner and administrators

- 1. From the People menu, click the Add Person button.
- 2. Enter first and last name. You may enter other optional information on this page (Email, Role, Address, Directory, Credentials, Access, and Vehicles).
- 3. Click Save.
- 4. The person will receive an email invite to log into the Facility with rights determined by their role. The ranking of roles, from highest are Dealer Owner and Facility Owner, which have the most control, followed by Dealer Manager, Facility Manager, Dealer Tech, and Access Manager.

Add Person ^①		
<< Back to People page		
Personal Information	Address	
	Address	Address
1	Address 1	Address 2
*First Name	City/Province	State Zip Code
First Name	City	State Zip Code
*Last Name	-	
Last Name	Directory	
Role	Primary Phone Phone Number	Secondary Phone Phone Number
-	Directory Code	· ······
User Status	Directory Code	Verify Generate Code
Active	Directory Name	
Email	Directory Name	Verify
Email	Do not disturb schedule	
	Do not list in directory	
Invitations		
Send MyQ Business Invite	Credentials	
Send Video License Invite	Entry Code	Verify Generate Entry Code
	Card/Transmitters	
Note	Select -	
	Access	
	*Activation Expiration	
	3/19/2020	Expire in One Year
	Access Groups	
	Select -	
	Vehicle Information	
	+ Add New Vehicle	
Cancel Save		

9. ADD PERSON

- 1. From the People menu, click the Add Person Button.
- 2. Add staff, residents, and vendors. This includes phone number(s), entry code(s), credentials, group(s), and activation dates.
- 3. Click Save.

NOTE: A person must be in a group to access any entrances in the community.

<c back="" page<="" people="" th="" to=""><th></th><th></th><th></th></c>			
Personal Information	Address		
	Address	Address	
1	Address 1	Address 2	
"First Name	City/Province	State	Zip Code
First Name	City	State	Zip Cor
*Last Name			
Last Name	Directory		
Role	Primary Phone	Secondary Phone	
	Phone Number	Phone Number	
	Directory Code		
Jser Status	Directory Code	Verify Generate C	lode
Active	Directory Name		
	Directory Name	Verify	
Email	Do not disturb schedule		
	Do not list in directory		
Invitations			
	Credentials		
Send MyQ Business Invite	Entry Code		
Send Video License Invite	Entry Code	Verify Generate E	intry Code .
	Card/Transmitters		
Note	Select *]	
	Access		
	"Activation Expiration		
	3/19/2020	Expire in One Year	
	Access Groups		
	Select +		
		-	
	Vehicle Information		
	+ Add New Vehicle		

父 10. CONFIRM SETUP PRIOR TO INSTALLATION

Confirm settings match those in myQ° Business^m.

Make a test phone call (this can be done by calling a name in the directory or using the SIP test function under Network in the CAPXLV Admin mode.

Disconnect power and Internet after settings have been confirmed.

父 11. VERIFY VIDEO CAMERA OPERATION

- 1. Turn on CAPXLV Admin mode, Locate and turn on DIP Switch 1 (located on Power & Internet board).
- 2. Make a test phone call using the SIP test function under Network > Test Sip. Enter a phone number and press the green phone icon.
- 3. Open the Audio/Video tab to confirm the video feed is working.
- 4. Turn off CAPXL Admin mode. Locate and turn off DIP Switch 1 (located on Power & Internet board).
- 5. Perform multiple access events at the CAPXLV and confirm archived video clips appear in the Activity Log.

INSTALLATION

🖉 1. INSTALL CAPXLV

2. INSTALL ACCESSORIES

3. CONNECT POWER AND GROUND

Remove knock outs as required and mount the CAPXLV to a pedestal, a flat solid surface, or into the optional trim kit and back box accessory (CAPXLTK).



Install radio and Wi-Fi antennas, postal lock, optional card reader, and optional quick call input board as required.

NOTE: CAPXLV includes a camera.CAPXL retrofit accessory kit (CAPXLCAM) for CAPXL or for replacement.



Route power wires from included Power Supply to CAPXLV and plug transformer into a 120 Vac outlet. Confirm CAPXLV powers on. Connect ground lug to earth ground. See the full manual for more information.



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INSTALLATION (CONTINUED)

4. ENTER ADMIN MODE

Enter Admin mode using the DIP switch #1.



5. CONNECT AND CONFIGURE INTERNET

Make necessary connections for Internet at the job site (wired or Wi-Fi) and configure network settings in the CAPXLV Admin mode Network tab.



6. CONNECT ACCESS CONTROL WIRING

Route all necessary Wiegand, request to exit, and other input wiring into the CAPXLV and make necessary connections to the gate operator or mag lock being controlled.

If connecting to LiftMaster Gate Operators wirelessly, press LEARN Button on operator twice and LEARN Button for the desired relay in the Outputs tab in the CAPXLV Admin mode.

🕹 7. DOWNLOAD DATABASE

Select the Internet connection method and confirm valid connection. After a few minutes, the welcome message, background image, time, and directory will be downloaded to the CAPXLV.

♂ 8. VALIDATE PROPER OPERATION

Exit Admin mode using the DIP switch #1. Make a test phone call, test each credential type, and ensure proper behavior of each gate/door connected to CAPXLV. Test video functions.



DIP switch #1 on the Power/Internet board. The OFF position exits Admin mode.



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