

LiftMaster 828LM

LiftMaster 828LM Internet Gateway User Manual

Model: 828LM

1. INTRODUCTION

The LiftMaster 828LM Internet Gateway provides smart control capabilities for compatible LiftMaster Security+ 2.0 garage door openers and MyQ-enabled lighting accessories. This device connects to your home network via an Ethernet cable, allowing you to monitor and control your garage door and lights remotely using the MyQ application on your smartphone.



Image 1.1: The LiftMaster 828LM Internet Gateway. This device enables remote control of compatible garage door openers and MyQ accessories.

2. COMPATIBILITY

The 828LM Internet Gateway is compatible **only** with LiftMaster Security+ 2.0 garage door openers that feature the MyQ logo and a yellow learn button. It also supports lighting accessories enabled by MyQ technology. This device does not support Wi-Fi connectivity and requires an Ethernet connection to your home network.

3. SETUP INSTRUCTIONS

Follow these steps to set up your LiftMaster 828LM Internet Gateway:

1. **Download the MyQ App:** Download the MyQ application onto your smartphone from your device's app store. Create a MyQ account if you do not already have one.
2. **Locate Serial Number:** Before connecting the device, locate and write down the serial number found on the back of the 828LM unit. This number will be required during the app setup process.
3. **Connect Cables:** Connect the power adapter to the 828LM and plug it into an electrical outlet. Connect an Ethernet cable from the 828LM to an available LAN port on your home router. The device should be placed near your router for a stable connection.
4. **Observe LED Indicators:** Upon power-up, the blue power light on the device may flash briefly and then turn off. The green network status light will begin blinking and should become solid within a short period, indicating a successful network connection.
5. **App Configuration - Select Device:** Open the MyQ app. During the setup process, select "Smart Garage Hub" from the list of devices. **Do not select "Garage Door."**
6. **App Configuration - Identify Model:** The app will display images of various models. Select the image that corresponds to the 828LM model.
7. **App Configuration - Enter Serial Number:** Follow the prompts to enter the serial number you noted earlier.
8. **App Configuration - Data Access:** When prompted, select "Allow for home data." Other settings can be adjusted later if desired or left as default.
9. **Pairing with Garage Door Opener:**
 - Go to your garage door opener.
 - Press the **YELLOW** learn button located on the ceiling-mounted garage door opener motor.
 - Alternatively, if your wired wall control panel has a learn button under its cover, you may press that button twice instead of using a ladder to reach the motor unit.
 - The app will confirm successful pairing.



Image 3.1: The 828LM Gateway facilitates a straightforward setup process for smart garage control.

4. OPERATING INSTRUCTIONS

Once set up, the LiftMaster 828LM Internet Gateway allows for convenient control and monitoring:

- **Remote Control:** Use the MyQ app on your smartphone to open or close your garage door and control MyQ-enabled lights from any location with internet access.
- **Real-Time Alerts:** Receive instant notifications on your device regarding the status or movement of your garage door or MyQ-connected lights. This feature helps keep you informed of any activity.
- **Amazon Key Integration:** The gateway supports secure in-garage delivery for Amazon Prime packages, allowing you to monitor and control deliveries via your smartphone.
- **Multi-Device Control:** A single 828LM Internet Gateway can control multiple compatible garage doors or gate operators, as well as MyQ-enabled lighting accessories. The MyQ app can also be installed on multiple smartphones for shared access.
- **Safety Delay:** When sending a close command via the app, there is a built-in safety delay. The garage door opener lights will blink, and an audible beep will sound before the door begins to close. This provides time for individuals to move clear of the closing door.



Image 4.1: Smartphone Control via MyQ App.



Image 4.2: Real-time alerts for device status.



Image 4.3: Control multiple devices with one gateway.

5. MAINTENANCE

The LiftMaster 828LM Internet Gateway requires minimal maintenance. Ensure the device is kept in a clean, dry environment and that all cable connections are secure. Periodically check for MyQ app updates to ensure optimal performance and access to the latest features.

6. TROUBLESHOOTING

If you encounter issues with your 828LM Internet Gateway, consider the following:

- **No Power:** Ensure the power adapter is securely plugged into both the gateway and a working electrical outlet.
- **No Network Connection:** Verify that the Ethernet cable is securely connected to both the gateway and your router. Check your router's internet connection. The green LED on the gateway should be solid when connected to the network.
- **Device Not Responding in App:** Confirm that your smartphone has an active internet connection. Close and reopen the MyQ app. If the issue persists, try restarting the 828LM by unplugging and re-plugging its power adapter.
- **Pairing Issues:** Ensure your garage door opener is a LiftMaster Security+ 2.0 model with a yellow learn button and MyQ logo. Confirm you are pressing the correct learn button on the opener or wall control.
- **Incorrect Device Selection in App:** Double-check that you selected "Smart Garage Hub" and the correct 828LM model image during the app setup.

7. SPECIFICATIONS

Feature	Specification
Model Number	828LM

Feature	Specification
Brand	LiftMaster
Connectivity	Ethernet (wired only)
Compatibility	LiftMaster Security+ 2.0 garage door openers (yellow learn button, MyQ logo) and MyQ-enabled lighting accessories
Item Weight	5.3 ounces (approx. 150 grams)
Product Dimensions	8 x 6 x 2 inches (approx. 20.3 x 15.2 x 5.1 cm)
Included Components	828LM LiftMaster Internet Gateway
Batteries Required	No
UPC	012381998289

8. WARRANTY INFORMATION

The LiftMaster 828LM Internet Gateway is covered by a **1-year warranty** from the date of purchase. Please retain your proof of purchase for warranty claims. For specific terms and conditions, refer to the warranty documentation included with your product or contact LiftMaster customer support.



Image 8.1: The 828LM Internet Gateway comes with a 1-year warranty.

9. SUPPORT INFORMATION

For further assistance, technical support, or to inquire about additional products, please visit the official LiftMaster website or contact their customer service department. Contact details can typically be found on the LiftMaster website or in the product packaging.