



# LiftMaster Smart Access Systems Installation Readiness Survey

Assess current internet connection details of the community site prior to new unit or upgrade of an installation, and identify action items needed to proceed. Perform this assessment separately for each connected access device. **IMPORTANT:** Fill out the form COMPLETELY. Incomplete or missing information identifies action items to be completed before installation can begin.

## Before you begin...

Gather necessary IT information and staff to assess site readiness. Survey completion can serve as a quick reference site inventory.

### RECOMMENDED TOOLS

- Computer running Microsoft Windows (unlock with Ethernet port)
- Internet Speed Tester
- LAN/WAN Network Checker
- Wi-Fi analyzer
- Ethernet Cable (5-10')
- Ethernet Cable RJ45 Coupler (Female-Female)
- WilsonPro 460118 RF Cellular Signal Meter
- Speedcheck App (app store)
- Netanalyzer (app store)

### SURVEY PERFORMED BY:

Name: \_\_\_\_\_ Mobile/Cell#: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_ Email: \_\_\_\_\_

## Site Information

SITE CONTACT	
First Name:	
Last Name:	
Job Title:	
Email:	
Mobile/Cell#:	

TECH SUPPORT CONTACT	
First Name:	
Last Name:	
Job Title:	
Email:	
Mobile/Cell#:	

SITE INFORMATION			
Site/Facility Name:		Survey Date:	
myQ Community Account:		Proposed Install Date:	
Street Address:			
City/State/Zip:			

Satisfactory	Needs Action
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## Required Connectivity

### I. INTERNET SPECIFICATIONS

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
1. I have a dedicated line for each device at this facility.	Yes / No	<input type="checkbox"/>	If <b>No</b> , call your Internet Service Provider (ISP) to add one.	
2. The Internet Service Provider (ISP) is:				
3. Router's make/model/manufacture date:				
4. Modem/gateway's make/model/manufacture date:				
5. The dedicated bandwidth is at least 5 Mbps for each Smart Video Intercom unit (except CAPAC and CAP2D). (TIP: Use a known internet speed tester for measuring.)	Yes / No	<input type="checkbox"/> Upload => 5 Mbps <input type="checkbox"/> Download => 5 Mbps	If <b>No</b> , check for other network devices sharing bandwidth. Call your ISP to match need.	
6. Other equipment on site (example: cameras, WI-FI repeater, radio tower):	Yes / No		If <b>Yes</b> , list them in the On-site Equipment List section.	

2. CONNECTION METHOD (CHOOSE ONE)				
Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
<input type="checkbox"/> <b>OPTION 1: WIRED (Select one type):</b> <input type="checkbox"/> DSL <input type="checkbox"/> Cable <input type="checkbox"/> Fiber ISP	—			
<input type="checkbox"/> <b>OPTION 2: WIRELESS (Wi-Fi™)</b> Wi-Fi network name: _____ Wi-Fi password: _____				
<b>The dBm Signal Strength is between -30 dBm and -67 dBm. (TIP: USE a Wi-Fi Analyzer tool to measure this. See Fig. 2.)</b>	Yes / No	<input type="checkbox"/>	If <b>No</b> , you need to adjust the distance from the router to the control.	

3. SIP PROVIDER				
Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
<b>A SIP account is required for calling function. LiftMaster only supports Phone.com for video calling features and cannot guarantee or support 3<sup>rd</sup> party SIP provider's compatibility for voice only calling.</b>	Yes / No	<input type="checkbox"/>	If <b>No</b> , see step 6 and establish Phone.com service in the app's Device Management tab.	

4. INTERNET PROTOCOL				
Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
<b>Internet Protocol (Select one type):</b> <input type="checkbox"/> Dynamic Host Configuration Protocol (DHCP). Any device can connect. <input type="checkbox"/> Static IP (Assigned to be recognized with specific parameters listed below.)		<input type="checkbox"/>	If <b>Static IP</b> , provide the additional specifications below.	
<b>FOR STATIC IP</b>				
IP Address: _____				
Netmask: _____				
Gateway Address: _____				
Primary Domain Name Service (DNS): _____				
Secondary DNS: _____				
Tertiary DNS : _____				

## 5. PHYSICAL CABLING SPECIFICATIONS

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
Existing cabling is CAT 6 or greater for new installations. (CAT 5e is adequate for existing installations.)	Yes / No	<input type="checkbox"/>	If <b>No</b> , recabling using CAT 6 or greater is required. Consult with your service provider to replace the cable.	
The cabling from router to connected access installation point is less than 300' cabling length.	Yes / No	<input type="checkbox"/>	If <b>No</b> , you need to adjust and shorten the distance between the internet router and the unit.	
Patch Cable follows configuration (for router or switch) in Fig. 1 on the next page.	Yes / No	<input type="checkbox"/>		

The outlet for the CAPX-system MUST be an external dedicated 120 Vac outlet. Refer to the table below for maximum wire run distances. This outlet should be wired back to its own 10 Amp minimum circuit breaker.

**NOTE:** Main power supply and control wiring MUST be run in separate conduits. Conduits must be UL approved for low and high voltage. Refer to the NEC for additional wiring requirements.

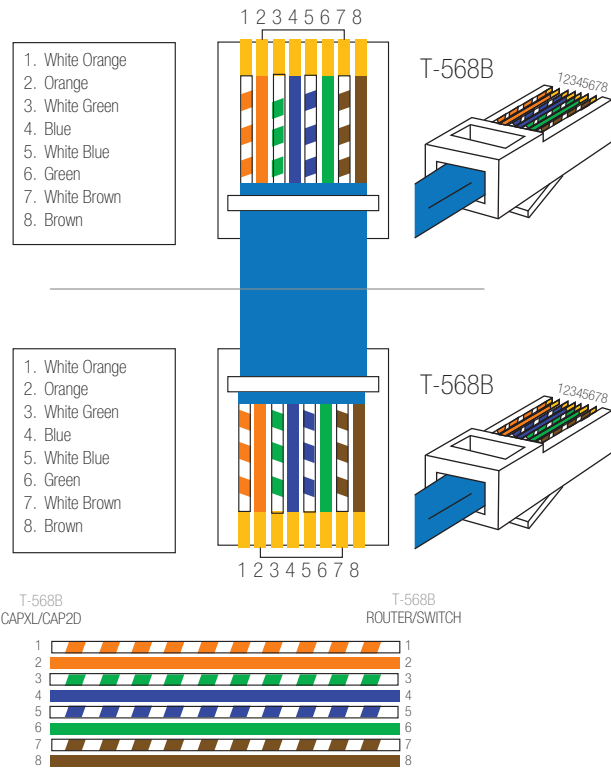
**IMPORTANT:** An earth ground rod is strongly recommended and should be no further than 12 feet (3.7 m) from the CAPX-system and use a minimum of 12 gauge wire in most cases. The type and length of earth ground rods vary by region. Contact the AHJ (Authority Having Jurisdiction) in the municipality where you plan to install the CAPX-system for correct grounding materials and installation procedures. A proper ground is critical to minimizing risk for the CAPX-system from damaging electrical transients.

WIRE SPECIFICATION	MAXIMUM RUN DISTANCE
14 AWG	Up to 300 feet (91.4 m)
16 AWG	Up to 200 feet (60.9 m)
18 AWG	Up to 100 feet (30.4 m)

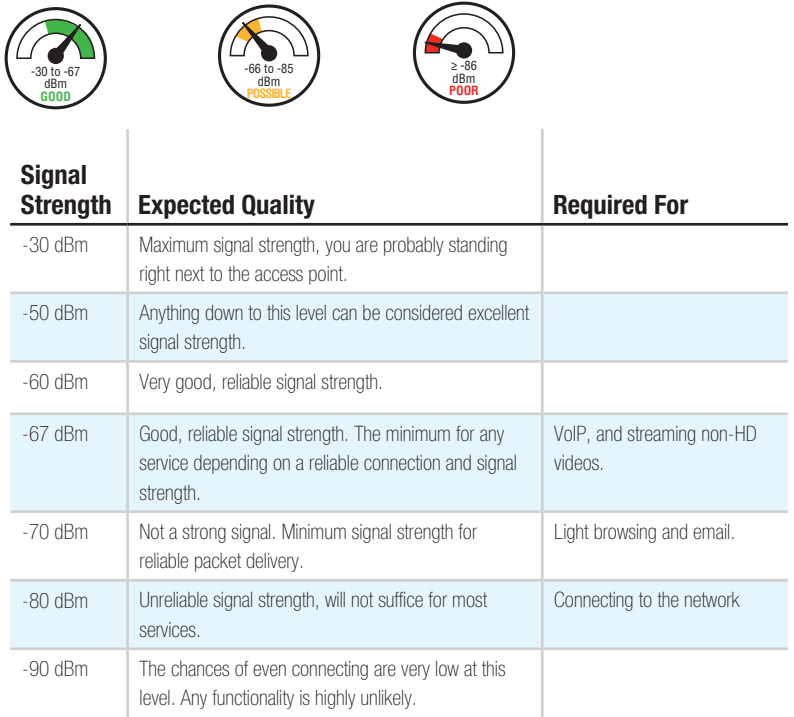
## 6. ACCOUNT SETUP myQ COMMUNITY

Action:	Verified √:	Action Needed	Date Completed
1a. For existing accounts, create a myQ Community. 1b. Call LiftMaster Tech Support - Access Control at 877-247-6764 to set up a myQ Community account.	<input type="checkbox"/>		
2. Respond within 24 hours to the email invitation to register.	<input type="checkbox"/>		
3. Proceed within your account to complete: <b>FACILITY</b> (your site profile - ALL REQUIRED FIELDS) <b>PEOPLE</b> (including residents and credentials)	<input type="checkbox"/>		

**Fig. 1 PATCH CABLE**



**Fig. 2 dBm SIGNAL STRENGTH GUIDE**



**FIG. 3 ETHERNET CABLE COMPARISON CHART**

CATEGORY	STANDARD	Data Rate	Frequency	# of Conductors
CAT 5e	1000BASE-TX	1 Gbit	100 MHz Duplex	8
CAT 6	EIA/TIA 568B2.1	1-10 Gbit	250 MHz	8
CAT 6a	10GBASE-T	10 Gbit	500 MHz	8
CAT 7	10GBASE-T	10 Gbit	600 MHz	8
CAT 7a	10GBASE-T	10 Gbit	1000 MHz	8

1. This table shows the difference CAT 5e to CAT 7a.
2. For existing installs, CAT 5e and higher is required. For new installs, we recommend use of CAT 6 and higher
3. Anything requiring video, CAT 6 and higher is necessary.
4. The maximum distance for Ethernet is 100 m, or 328 feet. Consider jacket materials, cable quality and length when finding the right cable to match an application.







FOR TECHNICAL SUPPORT CALL OUR TOLL FREE NUMBER:

**1-877-247-6764**

TECHNICAL SUPPORT WEB:

**[Support.Partner.LiftMaster.com/s/Community-Access-Support](https://Support.Partner.LiftMaster.com/s/Community-Access-Support)**

**ON-SITE EQUIPMENT LIST:**

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