


# Quick Connect Guide



## MAXUM Commercial Door Operators

### Wi-Fi® Provisioning • Step 1



#### Things You Will Need for a Quick and Easy Connection

- Smart Wi-Fi enabled device (phone, tablet, computer)
- 2.4 Ghz Wi-Fi Network and Name (SSID)
- Wi-Fi password
- myQ device Serial Number (located on operator)
- 3+ Bars  of Wi-Fi signal strength at operator installation location. (verify with pre-connected mobile device)

#### At Operator

1. Press and hold the  and  on the wall control for 3+ seconds. (Password for System Settings is 326).
2. Once door specifics are confirmed and open/close limits are set, choose "YES" for Learn Wi-Fi.  
Note: Wi-Fi learn mode will timeout after 10 minutes.

#### At Smart Device (Phone, Computer, etc.)

3. Go to Wi-Fi settings and check available networks to find myQ - ### (NOTE: #'s match the last 3 digits of the Operator's Serial Number)
4. Select connect. If connected successfully: "Connected, no internet" is displayed.
5. Navigate to [setup.myqdevice.com](http://setup.myqdevice.com).
6. Select your 2.4 Ghz preferred network name (SSID).
7. Enter password then select "Next".
8. To continue with setup, tap "Yes" when asked if you have heard 3 beeps. (Note: even if you don't hear them, press yes to continue.)
9. Select "Next" then verify the Operator LCD screen displays "Wi-Fi Learned".
10. myQ Serial Number will be displayed.  
Save the myQ Serial Number for reference.
11. Once the Wi-Fi is learned, exit the "Learn Window" screen by pressing and holding  and  on the Wall Control.

**Congratulations! Your operator should now be on local Wi-Fi and ready to receive over-the-air firmware updates.**



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### Connecting to myQ® Facility • Step 2

#### Create or Log Into Your Facility Account

1. Navigate to [account.myQ.com](https://account.myQ.com)
2. Log in or Sign Up. If you are signing up, ensure you are choosing Facility setup.
  - a. If you know your Dealer ID, select "I am a Dealer" and enter your Dealer ID Number.
  - b. If you do not know your Dealer ID Number, select "I am a Property Manager".
3. To create a new facility, follow the prompts while you sign up. If you already have an account, creating a new facility is easy! Locate the + icon in the upper left corner, select Commercial Facility, and follow the prompts. You'll need your myQ device serial number to connect. You can find it on the operator.



#### Add a Subscription to Connect Your Devices. Sign up for Your FREE Trial

A subscription is required to enable myQ functionality. As a LiftMaster partner, you have been offered a trial subscription. Like other subscription services, to apply the promotional code, you'll first need to provide valid payment details. You can use your LiftMaster account number or a credit card.

1. Add a subscription from the red pop-up in the upper right. If you do not see this pop-up, click your name on the upper right and select billing.
2. Select the number of operators you plan to connect. Scroll down and click next.
3. When you reach the checkout page, complete your payment details.

**Special Offer: Receive 3 FREE Months of myQ Facility for all MAXUM Next Generation Commercial Door Operator connected in 2024.**

**Use Promo Code NEXTGEN\_3MNTHTRIAL at the time of connecting your device to myQ Facility and before checking out.**

#### Add a Device

Once your account setup is complete, you can now add your operator devices.

- Select "Device" • Select "Add Device" • Select Maxum operator, hit "Next"
- Select "Start" • Select "Wi-Fi Network"
- Continue to Click to "Next" until you get to the Device info section.
- At the "Device Info" window enter your Device myQ Serial Number and Hub Name Select "Next"
- Follow the screen instructions, completion of adding the device to myQ Facility.

#### Add People

Once in myQ Facility you will need to add a person(s) to the account. Once you have them added, you will also need to add people to a GROUP. People added to the GROUP will have access to the myQ Facility features and benefits. This step **MUST BE COMPLETED** before you can control the door from your myQ Facility account. The device should now be on myQ Facility. You should now be able to take advantage of the myQ features.