

# PRODUCT BULLETIN

**Date:** February 27, 2019  
**Update Number:** P2019-07  
**Subject:** CAPXL Updated Firmware Release v1.26  
**Product Affected:** CAPXL

LiftMaster is committed to continually improving our myQ® Business™ solution (formerly LiftMaster Cloud) to meet our customers' needs. With each new release we encourage our customers to upgrade to the latest version of firmware to get the most from your CAPXL and CAP2D. The release of the 1.26 firmware for CAPXL includes product enhancements and corrections for bugs. Please read below for a full description of updates and steps to upgrade. **Please note 1.23 is the previous released firmware version.**

## **Type of Change: 1.26 firmware release for CAPXL**

### **Change Description:**

The 1.26 firmware release includes the following enhancements:

- "Entry Code (PIN)" button can be removed from the CAPXL home screen. By deselecting the "Allow Entry Code" option under all of the doors configured to the CAPXL. A single large "Press to make a phone call" button is now displayed. In 1.23 the call button was grayed out and inactive.
- When CAPXL receives a large quantity of rapid credential inputs (typically multiple presses of a transmitter or multiple reads from a long-range RFID reader) CAPXL will now ignore duplicate credential inputs for six seconds after the first is successfully read and access is granted or denied. Multiple unique credentials are still read and processed during this six second window.
- Various security enhancements

The 1.26 firmware release addresses the following issues:

- Correct an issue related to CAPXL freezing on the "Call Ended" screen.
- Changed the Wi-Fi signal strength values relating to Wi-Fi bars displayed. In the 1.23 Firmware version, the CAPXL would display bars indicating a lower signal strength than was actually available to the CAPXL.

### **Implementation schedule:**

The 1.26 firmware is now available on myQ Business. LiftMaster recommends upgrading your CAPXL as soon as possible regardless if you have experienced any of the issues listed above. Follow these steps to upgrade.

**Warning:** The CAPXL upgrade process requires a restart and could be non-functional for up to 30 minutes while this upgrade takes place. Please ensure the gates/doors are open or residents have an alternate means to enter the community during this brief period prior to hitting the upgrade button in myQ Business. This may require a technician on site to ensure safe operation and resident flow.

1. Login to myQ Business and navigate to the facility with the CAPXL to be upgraded.
2. On the facilities tab, open Controllers and select the CAPXL to be upgraded.

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3. Confirm the CAPXL is online and confirm the “Update Firmware” button is available



Figure 1: update firmware button screen shot from Controllers screen

4. Click the “Update Firmware” button.
  - a. A confirmation message will appear and the CAPXL will immediately begin downloading the new firmware and will automatically perform a restart. After the restart, the CAPXL will maintain its previous settings and resident database. After the restart is complete, it will show as Online and the Update Firmware button will no longer be active.

## Service Impact:

Affects all LiftMaster CAPXL's running firmware 1.23 or older.

For more information, please contact the LiftMaster Technical Support at **800.528.2806**. Thank you for your continued support of LiftMaster. Please visit [Dealer.LiftMaster.com](http://Dealer.LiftMaster.com) for a complete listing of our Product and Service Bulletins.