

PRODUCT BULLETIN

Date: April 2, 2020
Update Number: P2020-07
Subject: CAPXL Updated Firmware Release v1.30
Product Affected: CAPXL

LiftMaster is committed to continually improving our myQ® Business™ solution 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 1.30 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 1.29 is the previous released firmware version.**

Type of Change: 1.30 firmware release for CAPXL

Change Description: The 1.30 firmware release includes the following enhancements:

- Improved reliability when performing gate operator learning and unlearning.
- UI enhancements for multi-language text while a call is in progress.
- The 'hide password' text box while provisioning Wi-Fi.
- Time location on the display while in the admin screens.

The 1.30 firmware release addresses the following issues:

- Corrected Intermittent Wiegand reads that were causing denied access.
- Corrected the manual network setup that prevented static IP address assignment.

Implementation schedule:

The 1.30 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 to 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 myQBusiness.com 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.
3. Confirm the CAPXL is online and confirm the "Update Firmware" button is available.

Firmware Version: 1.29.0.0



Figure 1: update firmware button screen shot from Controllers screen

PRODUCT BULLETIN

4. Click the “Update Firmware” button.
 - a. Press the button only once. Repressing the upgrade button may restart the process resulting in longer upgrade times.
 - b. 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 1.29 or older.

Note:

Some systems may encounter trouble updating directory or credential data. In these cases a reset to “Factory Defaults” may be necessary. To perform these steps, follow these instructions:

1. Open CAPXL front door.
2. Locate DIP Switch on Power and Internet board (inside back housing, where power cord connects) and turn DIP Switch 1 to the ON position.
3. CAPXL display will change to “CAPXL Admin Mode”.
4. Press [Reset to Factory Defaults] button on the CAPXL Admin Mode screen then press [Reset To Factory] button.
5. CAPXL will restart momentarily landing on “Control Panel # TE2-XX-XXXXX” screen.
6. Press [Continue] and Follow CAPXL on screen prompts to reset network settings.
7. Turn DIP Switch 1 to the OFF position
8. CAPXL should re-synchronize with facility database

For more information, please contact our Technical Support Center at **800.528.2806**. Thank you for your continued support of LiftMaster. Please visit Dealer.LiftMaster.com for a complete listing of our Product and Service Bulletins.