

PRODUCT BULLETIN

Date: February 20, 2019
Update Number: P2019-06
Subject: CAPXL Wi-Fi Compatibility Clarification
Product Affected: CAPXL – Connected Access Portal, High Capacity

Type of Change: Clarification of CAPXL Wi-Fi® Security and Compatibility Requirements

When installing a CAPXL using Wi-Fi, it is important to select a router with the proper Wi-Fi compatibility.

For a router to be compatible with CAPXL it must have both the appropriate communication and security types. Communication compatibility refers to the protocol (802.11). Security compatibility refers to the privacy and access to the Wi-Fi router's network. To maintain optimal security, CAPXL is only compatible with security types requiring a password.

When selecting a router, use the information below to ensure compatibility.

Model: CAPXL – Connected Access Portal, High Capacity

Description:

CAPXL Wi-Fi Router Communication Compatibility

- CAPXL is compatible with routers using the following communication protocols:
 - o 802.11a
 - o 802.11b
 - o 802.11g
 - o 802.11n
 - o 801.11ac

CAPXL Wi-Fi Security Compatibility

- CAPXL is compatible with routers using the following security protocols:
 - o WPA2-PSK (AES) (Recommended)
 - o WPA2-PSK (TKIP) (Recommended)
 - o WPA2 Personal (Recommended)
 - o WPA-PSK (AES)
 - o WPA-PSK (TKIP)
- CAPXL is NOT compatible with routers using the following security protocols:
 - o WPA2 Enterprise
 - o WEP
 - o Open (No password or encryption)

Additional compatibility considerations:

- When checking signal strength in CAPXL admin mode, we recommend at least two bars.
- If two bars are not available, relocate the router, the antenna or use accessory WFAEXT (Wi-Fi Antenna Extension Kit – 15') to move the CAPXL antenna higher up or to a location resulting in two or more bars
- If using a Wi-Fi signal strength tool or app, a continuous Wi-Fi signal strength connection of at least -65 DBM (numbers closer to zero are stronger strength) at the CAPXL must be guaranteed to ensure an acceptable connection to the local network
- Hidden network SSID's are not supported. The network must be selectable from the CAPXL display.
- Wi-Fi networks requiring secondary authentication are not supported (E.g. Hotels and airport Wi-Fi).

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All CAPXL's manufactured since January 2018 have this functionality.

Thank you for your continued support of LiftMaster. For more information regarding Wi-Fi compatibility, please contact your LiftMaster Sales Representative or call our Technical Support Center at 800.528.2806. Please visit Dealer.LiftMaster.com for a complete listing of our Product and Service Bulletins.