

PRODUCT BULLETIN

Date: Oct 07, 2019
Update Number: P2019-26
Subject: CAPXL Updated Firmware Release v1.28
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 1.28 firmware for CAPXL includes product enhancements and corrections for bugs. Please read below for a full description of updates and steps to upgrade.

Type of Change: 1.28 Firmware Release for CAPXL

Change Description:

The 1.28 firmware release addresses the following issues:

- Corrects an issue related to CAPXL erroneously reporting "Door Forced Open" when wirelessly paired with a LiftMaster operator.
- Resolves an issue where CAPXL would not make ringing sound during a call to Spectrum telephone customers
- Corrects an issue when guests search for names in the directory including special characters

Implementation Schedule:

The 1.28 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

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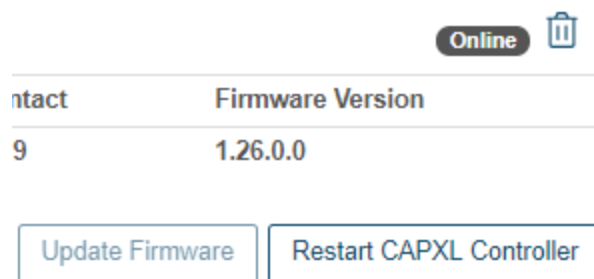


Figure 1: update firmware button screen shot from Controllers screen

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 1.27(including guest management) 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 for a complete listing of our Product and Service Bulletins.