

Customer Site Survey

Business Name		
Address		
City	State	Zip Code
Phone Number	Ext.	
Email		

- Please identify your facility experts assisting with the install (e.g. project lead, firewall navigation, Wi-Fi port access etc.)

Purchasing Contact: _____ Phone _____ Email: _____

Facility Manager: _____ Phone _____ Email: _____

I.T. Lead: _____ Phone _____ Email: _____

- Is there an individual within the organization who will be responsible for establishing a myQ Business account and providing security access to appropriate personnel within the organization? Yes No (If Yes: Name/Phone/Email)

Name: _____ Phone _____ Email: _____

- What model commercial door operators are currently installed or plan to be installed, and how many?

Light-Duty Commercial

DDO8900W x _____ LJ8900W x _____ LJ8950W x _____ ATSW x _____

Logic 5.0 Commercial Operator

GT x _____ T x _____ APT x _____ GH x _____ H x _____ DHJ x _____ J x _____

DJ x _____ GSD x _____ SD x _____

- Are there any LiftMaster commercial gate operators and access controls currently installed or plan to be installed, and how many?

Swing Gate Operator x _____ Slide Gate Operator x _____ Access Controls x _____

- Is there an available LAN port connected to the internet? Yes No

The Internet Gateway (model 828LM hard wired) or (819LMB Wi-Fi) requires connection to a router or network switch to establish a connection to the internet. For a list of known incompatible routers, visit LiftMaster.com/myQ-CDO and access the [CDO myQ Troubleshooting Guide](#).

- Will your current network support basic security/connection protocols? Yes No

A firewall will require additional configuration to support the Internet Gateway and myQ Business enabled devices (e.g. commercial door operators)

- Determine the distance from the planned location of the Internet Gateway and the myQ Business enabled devices you plan to connect:

a. < 150 feet b. > 150, < 300 feet c. > 300 feet

The communication range from the Internet Gateway to myQ Business enabled devices is dependent on distance and building construction. In instances when range becomes an issue, a longer CAT5 ethernet cable may be required to position the Internet Gateway closer to the myQ Business enabled devices. **Please ensure the antenna is connected to the commercial door operator for optimal radio range.**

- Based upon planned placements of myQ Business enabled devices, is there a central location to position the Internet Gateway to maximize the range? Yes No

- How many myQ Business enabled devices will be connected?

a. <16 devices b. 16 >, <32 devices c. >32 devices

If the answer to any of the questions above are "NO" or "C" please contact our Technical Support team at technicalsupport@liftmaster.com or 800.528.2806 for further information to determine how to make myQ Business work for you.