CAPXL/CAPXLV Installation Readiness Survey

Assess current internet connection details of the community site prior to new unit or upgrade of an installation, and identify action items needed to proceed. Perform this assessment separately for each CAPXL/CAPXLV unit. **IMPORTANT:** Fill out the form COMPLETELY. Incomplete or missing information identifies action items to be completed before installation can begin.

Before you begin…

Gather necessary IT information and staff to assess site readiness. Survey completion can serve as a quick reference site inventory.

RECOMMENDED TOOLS

- Computer running Microsoft Windows (unlock with Ethernet port)
- Internet Speed Tester
- LAN/WAN Network Checker
- Wi-Fi analyzer
- Ethernet Cable (5-10')
- Ethernet Cable RJ45 Coupler (Female-Female)

SURVEY PERFORMED BY:

Name:

Mobile/Cell#:

Address:

City/State/ZIP:

Email:

Site Information

SITE CONTACT	
First Name:	
Last Name:	
Job Title:	
Email:	
Mobile/Cell#:	

TECH SUPPORT CONTACT	
First Name:	
Last Name:	
Job Title:	
Email:	
Mobile/Cell#:	

SITE INFORMATION			
Site/Facility Name:		Survey Date:	
myQ Community / Business Account Name		Proposed Install Date:	
Street Address:			
City/State/Zip:			

Satisfactory	Needs Action

Required Connectivity

I. INTERNET SPECIFICATIONS

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
1. I have a dedicated line for the CAPXL/ CAPXLV(S) at this facility.	Yes / No	❏	If No, call your Internet Service Provider (ISP) to add one.	
2. The Internet Service Provider (ISP) is:				
3. Router's make/model/manufacture date:				
4. Modem/gateway's make/model/ manufacture date:				
5. The dedicated bandwidth is at least 5 Mbps for each CAPXL/CAPXLV unit. [TIP: Use a known internet speed tester for measuring.]	Yes / No	❏ Upload => 5 Mbps ❏ Download => 5 Mbps	If No, check for other network devices sharing bandwidth. Call your ISP to match need.	
6. Other equipment on site (example: cameras, WI-FI repeater, radio tower):	Yes / No		If Yes, list them in the On-site Equipment List section.	

2. CONNECTION METHOD (CHOOSE ONE)

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed

❏ **OPTION 1: WIRED (Select one type):**
  ❏ DSL
  ❏ Cable
  ❏ Fiber ISP
	—			

❏ **OPTION 2: WIRELESS (Wi-Fi™)**
  Wi-Fi network name: _____
  Wi-Fi password: _____				

The dBm Signal Strength is between -30 dBm and -67 dBm. [TIP: USE a Wi-Fi Analyzer tool to measure this. See Fig. 2 on the next page.)	Yes / No	❏	If **No**, you need to adjust the distance from the router to the control.	

3. SIP PROVIDER

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
Phone service (SIP provider) is Phone.com (Required for video)	Yes / No	❏	If **No**, see step 6 and establish Phone.com service in the app's Device Management tab.	

4. INTERNET PROTOCOL

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed

Internet Protocol (Select one type):
  ❏ Dynamic Host Configuration Protocol (DHCP). Any device can connect.
  ❏ Static IP (Assigned to be recognized with specific parameters listed below.)
	DHCP / Static IP	❏	If **Static IP**, provide the additional specifications below.	

FOR STATIC IP **IP Address:** _____				
Netmask: _____				
Gateway Address: _____				
Primary Domain Name Service (DNS): _____				
Secondary DNS: _____				
Tertiary DNS : _____				

5. PHYSICAL CABLING SPECIFICATIONS

Component:	Result (Circle)	Verified √:	Action Needed	Date Completed
Existing cabling is CAT 6 or greater for new installations. (CAT 5e is adequate for existing installations.)	Yes / No	❏	If **No**, recabling using CAT 6 or greater is required. Consult with your service provider to replace the cable.	
The cabling from router to CAPXL/CAPXLV installation point is less than 300' cabling length.	Yes / No	❏	If **No**, you need to adjust and shorten the distance between the internet router and the unit.	
Patch Cable follows configuration (for router or switch) in Fig. 1 on the next page.	Yes / No	❏		

LiftMaster®

Action:	Verified √:	Action Needed	Date Completed
1. Call LiftMaster Customer Care at 800-323-2276 to set up a Community By myQ account and get a Dealer Account Number.	❏		
2. Respond within 24 hours to the email invitation to register.	❏		
3. Proceed within your account to complete: FACILITY (your site profile - ALL REQUIRED FIELDS) PEOPLE (including residents and credentials)	❏		

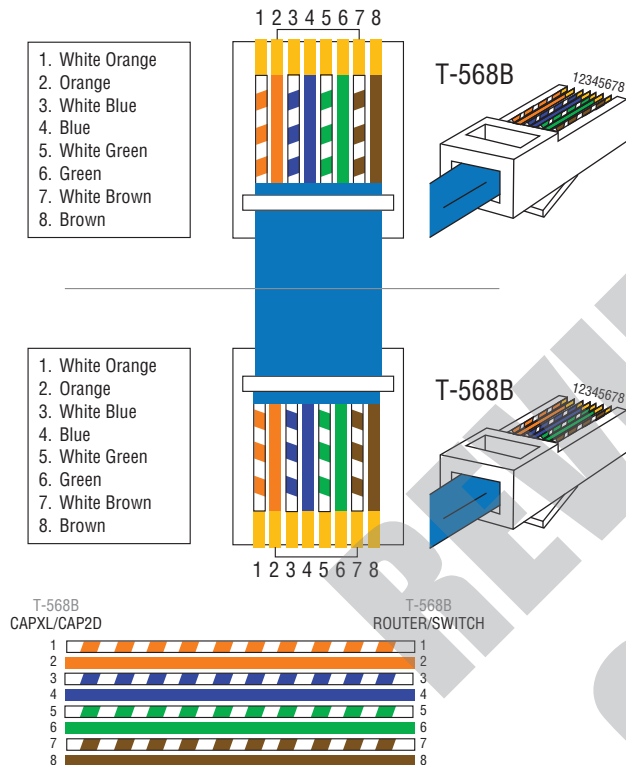### Fig. 1 PATCH CABLE

1. White Orange
2. Orange
3. White Blue
4. Blue
5. White Green
6. Green
7. White Brown
8. Brown

T-568B

1. White Orange
2. Orange
3. White Blue
4. Blue
5. White Green
6. Green
7. White Brown
8. Brown

T-568B

T-568B CAPXL/CAP2D   T-568B ROUTER/SWITCH

Fig. 2 dBm SIGNAL STRENGTH GUIDE

-30 to -67 dBm GOOD   -66 to -85 dBm POSSIBLE   ≥ -86 dBm POOR

Signal Strength	Expected Quality	Required For
-30 dBm	Maximum signal strength, you are probably standing right next to the access point.	
-50 dBm	Anything down to this level can be considered excellent signal strength.	
-60 dBm	Very good, reliable signal strength.	
-67 dBm	Good, reliable signal strength. The minimum for any service depending on a reliable connection and signal strength.	VoIP, and streaming non-HD videos.
-70 dBm	Not a strong signal. Minimum signal strength for reliable packet delivery.	Light browsing and email.
-80 dBm	Unreliable signal strength, will not suffice for most services.	Connecting to the network
-90 dBm	The chances of even connecting are very low at this level. Any functionality is highly unlikely.	

FIG. 3 ETHERNET CABLE COMPARISON CHART

CATEGORY	STANDARD	Data Rate	Frequency	# of Conductors
CAT 5e	1000BASE-TX	1 Gbit	100 MHz Duplex	8
CAT 6	EIA/TIA 568B2.1	1-10 Gbit	250 MHz	8
CAT 6a	10GBASE-T	10 Gbit	500 MHz	8
CAT 7	10GBASE-T	10 Gbit	600 MHz	8
CAT 7a	10GBASE-T	10 Gbit	1000 MHz	8

1. This table shows the difference CAT 5e to CAT 7a.
2. For exisiting installs, CAT 5e and higher is required. For new installs, we recommend use of CAT 6 and higher
3. Anything requiring video, CAT 6 and higher is necessary.
4. The maximum distance for Ethernet is 100 m, or 328 feet. Consider jacket materials, cable quality and length when finding the right cable to match an application.

FOR TECHNICAL SUPPORT CALL OUR TOLL FREE NUMBER:
1-800-528-2806

LiftMaster

ON-SITE EQUIPMENT LIST:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

NOTES:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

114A4574C

LiftMaster®