

## Programming

### Remote Control

*Pre-programmed remote control included, no need to program the remote.*

To add or reprogram a remote control, follow the instructions below.

#### Program Using the Garage Door Opener LEARN Button

1. Press and release the LEARN button on the garage door opener.
2. Press and hold the button on the remote control that you wish to use. Release the button when the garage door opener lights blink or two clicks are heard.

#### Program Using the Smart Control Panel®

Select Menu > Program > Remote and follow the on screen prompts.

#### Program Using the Multi-Function or Motion-Detecting Control Panel

1. Press the LEARN button on the door control to enter programming mode.
2. Press the LEARN button again, the command LED will flash once.
3. Press the button on the remote control that you wish to operate your garage door.

### To Erase the Memory

#### Erase ALL Remote Controls and Keyless Entries

Press and hold the LEARN button until the LED goes out (approximately 6 seconds). All remote controls and keyless entries are now erased.

#### Erase ALL Devices (Including myQ® enabled accessories)

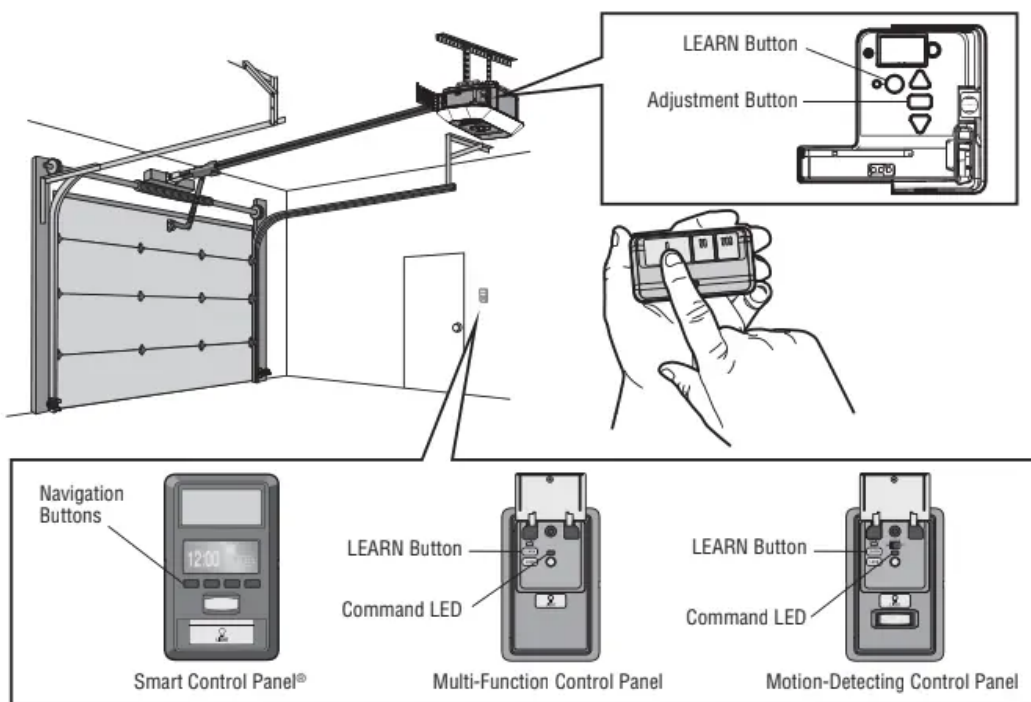
1. Press and hold the LEARN button until the LED goes out approximately 6 seconds).
2. Immediately press and hold the LEARN button until the LED goes out. All codes are now erased.

#### Erase the Wi-Fi Network from the Garage Door Opener

Press and hold the adjustment button until 3 beeps are heard (approximately 6 seconds).

#### Erase the Camera Settings - Models 87504 and 87504-267

Press and hold the reset button on the side of the camera for 10 seconds. The LED light will turn off, then flash red. You will need to set up your camera again after resetting it.



## Camera

### Set Up the Camera

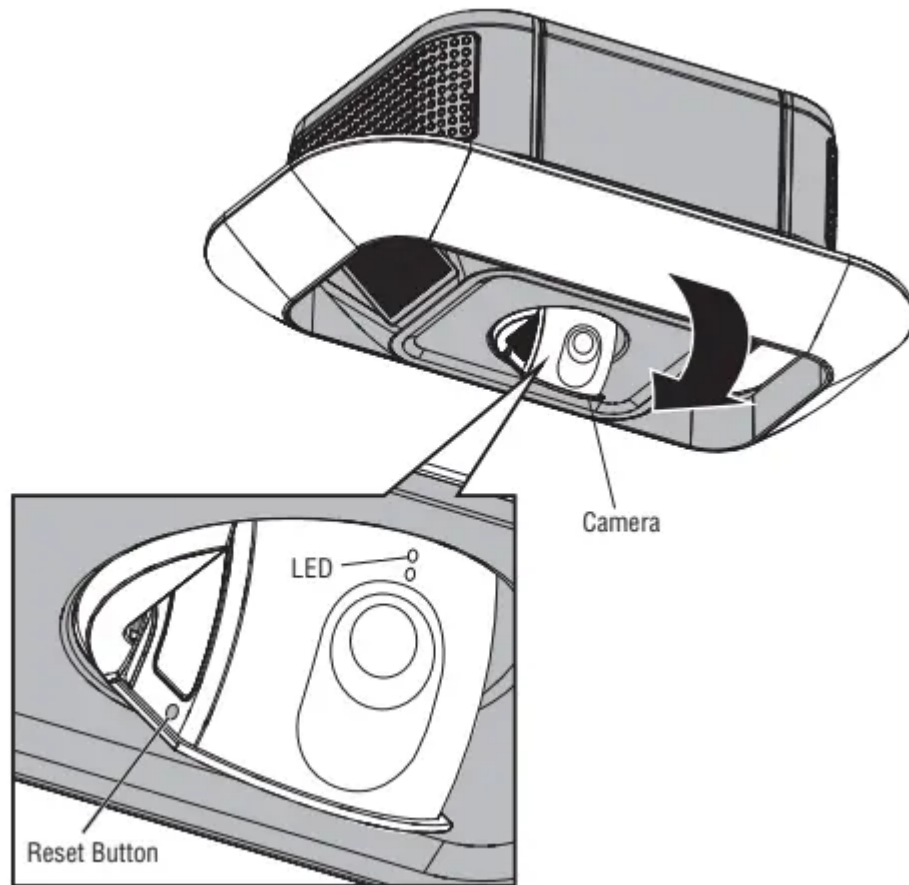
#### Models 87504 and 84504-267 Only

1. Download the myQ® app and setup your account if you haven't already, see page 6.
2. Follow the instructions in the app to setup and use the camera.

The camera powers up when it is opened and powers down when closed. An LED on the camera indicates the status. See the camera status table.

For more information on using the camera, visit [support.chamberlaingroup.com](http://support.chamberlaingroup.com).


**NOTES:** myQ® App control and camera WILL NOT work if the garage door opener is operating on battery power. To erase the camera settings from the opener, see 7.

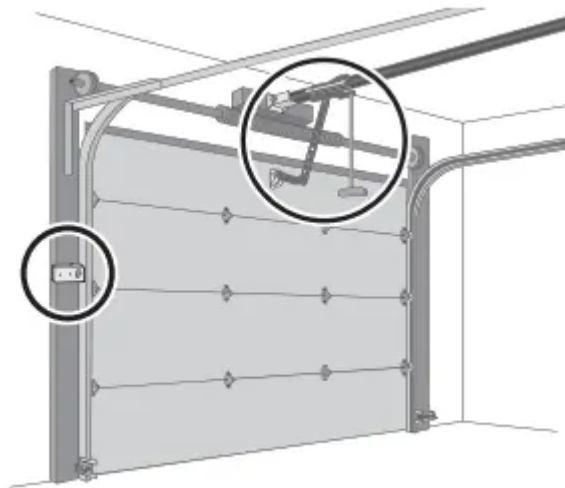


Camera Status	
LED	Definition
Flashing Blue	Camera is attempting to connect to the mobile device.
Solid Blue	Camera is connected to the mobile device.
Flashing Blue and Green	Camera is attempting to connect to the router.
Flashing Green	Camera is connected to the router and attempting to connect to myQ® server.
Solid Green	Camera is connected and working normally.
Solid White	Camera is powering up.
Flashing Red	Camera is overheating.
Flashing Purple	Camera firmware is updating.

## Operation

### To Open the Door Manually

 <b>WARNING</b>
To prevent possible <b>SERIOUS INJURY</b> or <b>DEATH</b> from a falling garage door: To prevent possible <b>SERIOUS INJURY</b> or <b>DEATH</b> from a falling garage door: <ul style="list-style-type: none"><li>• If possible, use emergency release handle to disengage trolley <b>ONLY</b> when garage door is <b>CLOSED</b>. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly.</li><li>• <b>NEVER</b> use emergency release handle unless garage doorway is clear of persons and obstructions.</li><li>• <b>NEVER</b> use handle to pull door open or closed. If rope knot becomes untied, you could fall.</li></ul>



**NOTE:** Disengage any door locks before proceeding.

1. The door should be fully closed if possible.
2. Pull down on the emergency release handle.

#### Lockout Feature

1. Pull the emergency release handle down and back. The door can then be raised and lowered manually as often as necessary.
2. To disengage the lockout feature, pull the handle straight down.

The trolley will reconnect on the next time the opener is activated.

#### Battery Backup

##### Models 84602, 87504, 87504-267 and 87802

The battery backup allows access in and out of your garage when the power is out. When the garage door opener is operating on battery power, the garage door opener will run

slower and the lights, Timer- to-Close, and remote close features (myQ® App) are disabled. In battery backup mode, the Automatic Garage Door Lock will unlock when the garage door is opened, and will remain disabled until power is restored. During a power outage the battery supplies power for up to 24 hours of operation. For maximum battery life and prevent damage, disconnect the battery when the garage door opener is unplugged for an extended period of time.

**Green battery status LED: All systems are normal.**

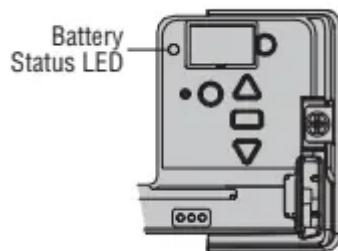
- A solid green LED light indicates the battery is fully charged.
- A flashing green LED indicates the battery is being charged.

**Orange battery status LED: The garage door opener has lost power and is in battery backup mode.**

- Solid orange LED while the motor is on, indicates the garage door opener is operating on battery power.
- A flashing orange LED while the motor is on, indicates the battery is low.

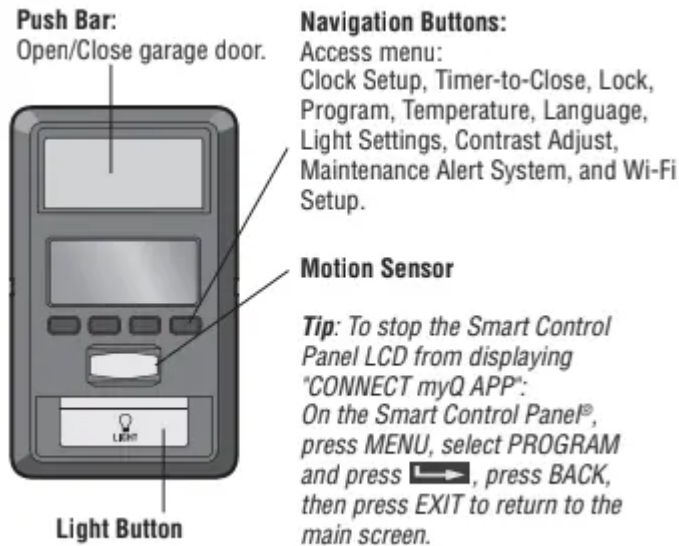
**Red battery status LED: The garage door opener's 12V battery needs to be replaced.**

- A solid red LED indicates the 12V battery will no longer hold a charge.




## Door Controls

**Smart Control Panel® 880LMW - Models 87504, 87504-267, and 87802**

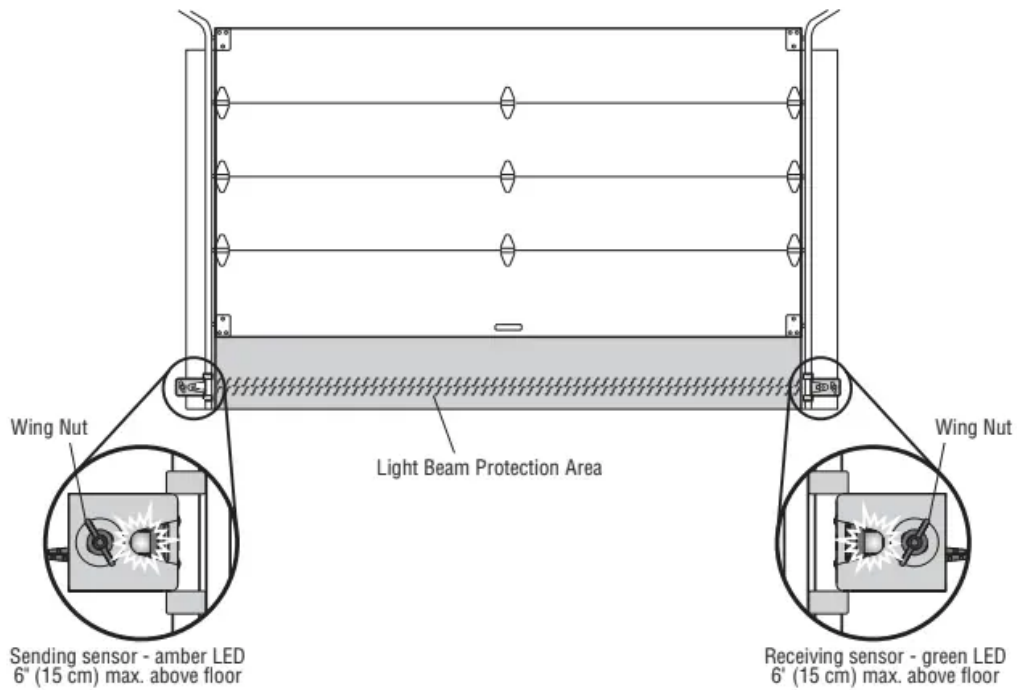


## The Protector System® (Safety Reversing Sensors)

 <b>WARNING</b>
<p>Be sure power is NOT connected to the garage door opener BEFORE installing the safety reversing sensor.</p> <p>To prevent SERIOUS INJURY or DEATH from closing garage door:</p> <ul style="list-style-type: none"> <li>• Correctly connect and align the safety reversing sensor. This required safety device MUST NOT be disabled.</li> <li>• Install the safety reversing sensor so beam is NO HIGHER than 6" (15 cm) above garage floor.</li> </ul>

**The door will not close if the sensors have not been installed and aligned correctly.**

When the light beam is obstructed or misaligned while the door is closing, the door will reverse and the garage door opener lights will flash ten times. If the door is already open, it will not close. The sensors can be aligned by loosening the wing nuts, aligning the sensors, and tightening the wing nuts. Check to make sure the LEDs in both sensors are glowing steadily. The LEDs in both sensors will glow steadily if they are aligned and wired correctly.



**If either of the sensor LEDs are off, there is no power to the sensor:**

1. Check that you have power to the garage door opener.
2. Check the sensor wire is not shorted or broken.
3. Check that the sensors are wired correctly; white wires to white terminal and white/black wires to grey terminal.

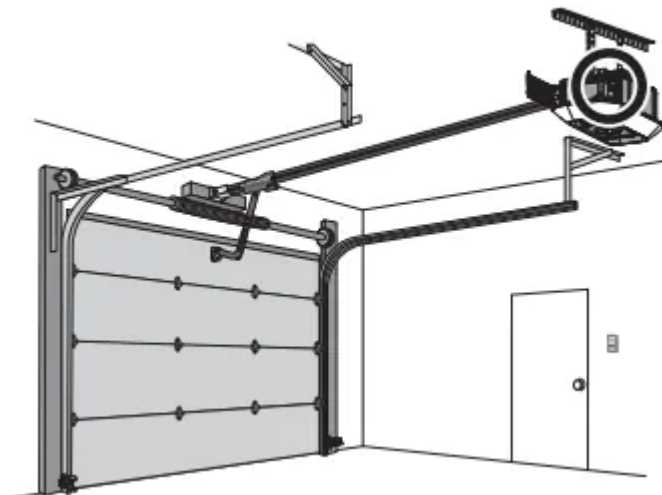
**If the green receiving sensor LED is blinking, the sensors are obstructed or misaligned:**

1. Check for obstructions in the sensor light beam.
2. Align the sensors.
3. If the receiving sensor (green LED) faces direct sunlight, switch the sensors to opposite sides of the door to assure proper operation.

# Adjustment

## Introduction

 <b>WARNING</b>
Without a properly installed safety reversal system, persons (particularly small children) could be <b>SERIOUSLY INJURED</b> or <b>KILLED</b> by a closing garage door. <ul style="list-style-type: none"><li>• Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.</li><li>• After <b>ANY</b> adjustments are made, the safety reversal system <b>MUST</b> be tested. Door <b>MUST</b> reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.</li></ul>
 <b>CAUTION</b>
To prevent damage to vehicles, be sure fully open door provides adequate clearance.

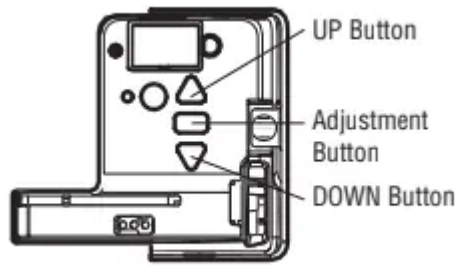


Your garage door opener is designed with electronic controls to make setup and adjustments easy. The adjustments allow you to program where the door will stop in the open (UP) and close (DOWN) position. The electronic controls sense the amount of force required to open and close the door.



**NOTE:** *If anything interferes with the door's upward travel it will stop. If anything interferes with the door's downward travel, it will reverse.*

## Programming Buttons

The programming buttons are located on the back panel of the garage door opener and are used to program the travel.



## 1 - Program the Travel

  <b>WARNING</b>	
Without a properly installed safety reversal system, persons (particularly small children) could be <b>SERIOUSLY INJURED</b> or <b>KILLED</b> by a closing garage door.	
<ul style="list-style-type: none"><li>• Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.</li><li>• After ANY adjustments are made, the safety reversal system <b>MUST</b> be tested. Door <b>MUST</b> reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.</li></ul>	

While programming, the UP and DOWN buttons can be used to move the door as needed.

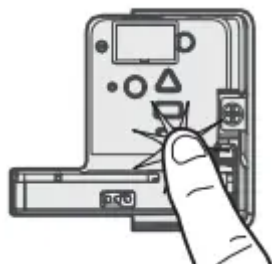
1. Press and hold the Adjustment Button until the UP Button begins to flash and/or a beep is heard.



2. Press and hold the UP Button until the door is in the desired UP position.



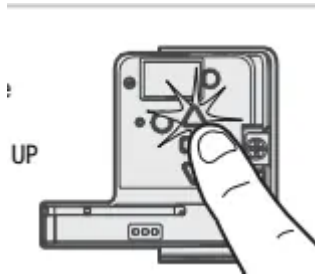
3. Once the door is in the desired UP position press and release the Adjustment Button. The garage door opener lights will flash twice and the DOWN Button will begin to flash.



4. Press and hold the DOWN button until the door is in the desired DOWN position.



5. Once the door is in the desired DOWN position press and release the Adjustment Button. The garage door opener lights will flash twice and the UP Button will begin to flash.



6. Press and release the UP Button. When the door travels to the programmed UP position, the DOWN Button will begin to flash.



7. Press and release the DOWN Button. The door will travel to the programmed DOWN position. Programming is complete.



- If the garage door opener lights are flashing 5 times during the steps for Program the Travel, the programming has timed out. If the garage door opener lights are flashing 10 times during the steps for Program the Travel, the safety reversing sensors are misaligned or obstructed. When the sensors are aligned and unobstructed, cycle the door through a complete up and down cycle using the remote control or the UP and DOWN buttons. When the UP and DOWN buttons stop flashing, programming is complete. If you are unable to operate the door up and down, repeat the steps for Program the Travel.

## 2 - Test the Safety Reversal System

**⚠ WARNING**

Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door.

- Safety reversal system **MUST** be tested every month.
- After **ANY** adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on the floor.

1. With the door fully open, place a 1-1/2 inch (3.8 cm) board (or a 2x4 laid flat) on the floor, centered under the garage door.



2. Press the remote control push button to close the door. The door **MUST** reverse when it makes contact with the board.



If the door stops but does not reverse:

1. Repeat Program the Travel (see Adjustment Step 1);
2. Repeat the Safety Reversal test.

If the test continues to fail, call a trained door systems technician.

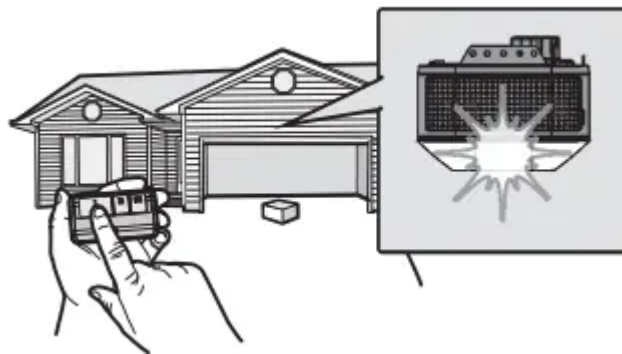
### 3 - Test the Protector System®



1. Open the door. Place an obstruction in the path of the door.



2. Press the remote control push button to close the door. The door will not move more than an inch (2.5 cm), and the garage door opener lights will flash 10 times.



The garage door opener will not close from a remote control if the LED in either safety reversing sensor is off (alerting you to the fact that the sensor is misaligned or obstructed).

If the garage door opener closes the door when the safety reversing sensor is obstructed (and the sensors are no more than 6 inches [15 cm] above the floor), call for a trained door systems technician.

## Maintenance

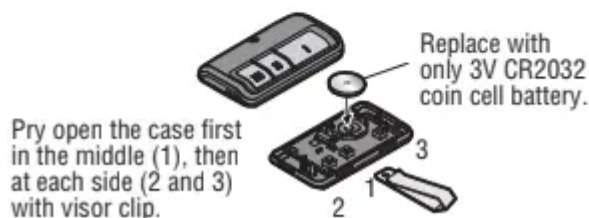
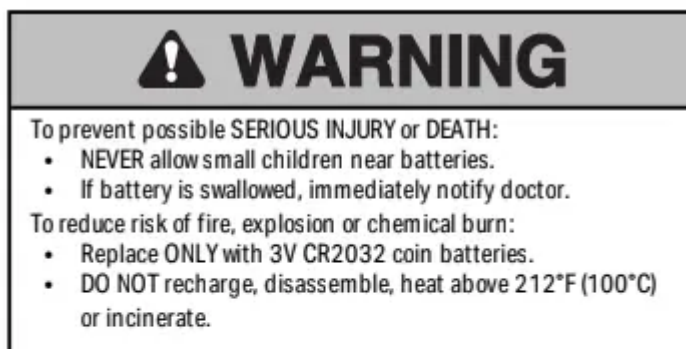
### Every Month

- Manually operate door. If it is unbalanced or binding, call a trained door systems technician.
- Check to be sure door opens and closes fully. Adjust if necessary, page 13.
- Test the safety reversal system. Adjust if necessary, page 14.

## Every Year

- Oil door rollers, bearings and hinges. The garage door opener does not require additional lubrication. Do not grease the door tracks.
  - If applicable) Test the battery backup and consider replacing the battery to ensure the garage door opener will operate during an electrical power outage.
1. Unplug the garage door opener from AC power. The battery status LED will glow solid orange (opener is operating on battery power) or will flash (low battery power).
  2. Open and close the door using the remote control or door control.
  3. In battery backup mode, the Automatic Garage Door Lock will unlock when the garage door is opened, and will remain disabled until power is restored.
  4. Plug in the garage door opener. Verify the battery status LED is flashing green (battery is charging).

## The Remote Control Battery



## Troubleshooting

### **My garage door opener will not close and the lights flash 10 times no beeps occur):**

Check to make sure the LEDs in both sensors are glowing steadily. The LEDs in both sensors will glow steadily if they are aligned and wired correctly. See page 11.

### **My garage door opener beeps:**

The garage door opener can beep for several reasons:

- The opener senses an obstruction while traveling.

- Garage door opener has been activated through a device or feature such as Timer-to-Close, garage door monitor or LiftMaster Internet Gateway.

**My neighbor's remote control opens my garage door:**

Erase the memory from your garage door opener and reprogram the remote control(s).

**The garage door moves 6-8", stops or reverses:**

- Manually open and close the garage door. Garage door may be binding or there may be an obstruction. If the door is binding, call a trained door systems technician.
- Possible travel module failure.

**My remote control will not activate the garage door:**

Verify the lock feature is not activated on the door control or reprogram the remote control.

**The wall-mounted door control will not function:**

The wires for the door control are shorted or the door control is faulty.

**My garage door opener light(s) will not turn off when the door is open:**

The garage door opener is equipped with a feature that turns the light on when the safety reversing sensors have been obstructed or when the motion sensor on the door control detects movement in the garage. This feature can be disabled using the door control.

**Garage door opener hums for 1-2 seconds with no movement and flashes and 5 beeps occur:**

Manually open and close the garage door. Garage door may be binding or there may be an obstruction. If the door is binding, call a trained door systems technician.

**Cannot connect garage door opener to home Wi-Fi network:**

Ensure the myQ® Serial number was entered correctly and try again. The myQ® characters are between A-F and 0-9 only.

**My camera won't connect to the router:**

- Move your router closer to the garage door opener to minimize interference from walls and other objects.
- Buy a Wi-Fi range extender.

For issues with the camera, press and hold the reset button on the camera for 10 seconds. Then, follow the myQ® app instructions to set up the camera.

**To troubleshoot the optional automatic garage door lock model 841LM, see the instructions provided with it.**

# Automatic Garage Door Opener Safety & Maintenance Guide

## Garage Door Opener Safety – An Automatic Decision

**A garage door is the largest moving object in the home. An improperly adjusted garage door and opener can exert deadly force when the door closes – which could lead to entrapment of children or adults and subsequent injury or death.**

Proper installation, operation, maintenance, and testing of the garage door and automatic opener are necessary to provide a safe, trouble-free system. Careless operation or allowing children to play with or use garage door opener controls are also dangerous situations that can lead to tragic results. A few simple precautions can protect your family and friends from potential harm. Please review the safety and maintenance tips in this guide carefully and keep it for reference. Check the operation of your garage door and opener to ensure they function in a safe and trouble-free manner. Be sure to read all Important Safety Information found in your garage door opener's manual as it provides more details and safety considerations than can be supplied with this guide.

## Garage Door Openers are Not Toys

Discuss garage door and opener safety with your children. Explain the danger of being trapped under the door.



**Stay away from a moving door.**



**Keep transmitters and remote controls out of reach of children.** Do not let children play with or use transmitters or other remote control devices.



**The wall-mounted push button should be out of reach of children**, at least 5 feet from the nearest standing surface and away from all moving parts. Mount and use the button where you can clearly see the closing garage door.



**Keep the door in sight until it completely closes** when using the wall-mounted push button or transmitter.

### **Routine Maintenance Can Prevent Tragedies**

Make monthly inspection and testing of your garage door and opener system a part of your regular routine. Review your owner's manual for both the door and door opener. If you don't have the owner's manuals, contact the manufacturer(s) and request a copy for your specific model(s). Look for the opener model number on the back of the power unit.

**WARNING – Springs are under high tension. Only qualified individuals should adjust them.**

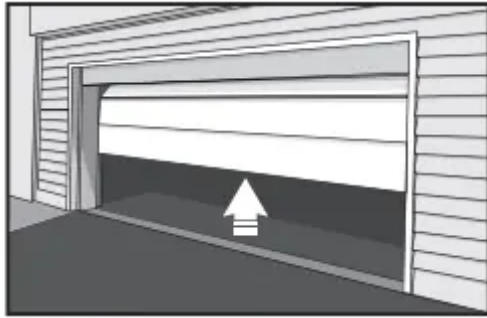
**Visually check the door and installation:**



- Starting with the door in the closed position, use the manual disconnect on the opener to disconnect the door.

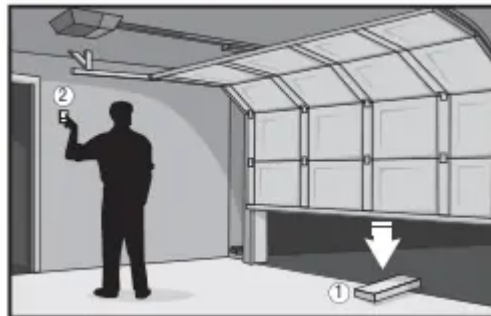
- Look for signs of wear or damage on hinges, rollers, springs, and door panels.
- These parts may require periodic lubrication. Check the owner's manual for suggested maintenance.
- If any signs of damage are evident, contact a trained door systems technician for assistance.
- Verify the photoeye height is no higher than 6" from the garage floor.

**Test the door for proper operation:**



- Open and close the door manually using handles or suitable gripping points.
- The door should move freely and without difficulty.
- **The door should balance and stay partially open 3–4 feet above the floor.**
- If you detect any signs of improper operation, contact a trained door systems technician for assistance.

**Test the opener safety features:**



- Reconnect the opener to the door using the manual disconnect and open the door.
- Place a 2x4 board flat in the path of the door (1) and try to close it (2). The door should stop when it comes in contact with the 2x4 and then reverse direction.
- Block the photoelectric sensor by waving an object in front of the sensor and attempt to close the door. The door should not close unless the wall-mounted push button is manually held during operation.
- If the opener does not perform as described, contact a trained door systems technician for assistance.

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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