

NOTICE REGARDING LIFTMASTER INTEGRATION AND 2.5.3 SOFTWARE

TSB #: 201026

DATE: 10/26/20

RE: NOTICE REGARDING LIFTMASTER INTEGRATION AND 2.5.3 SOFTWARE

Overview:

Recently we have discovered a conflict between the on screen Liftmaster integration on IQ Panel 2 and the 2.5.3 software. After upgrading an IQ Panel 2 to version 2.5.3, the status of the Liftmaster garage door opener may be incorrect on the Panel screen and you will be unable to control the garage door directly from the Panel.

Note: The Liftmaster garage door opener status and function will operate as normal from the local button and from Alarm.com and is unaffected. Only the on screen Panel integration is affected.

Interim Solution:

- It is not recommended to update to 2.5.3 software if Liftmaster integration is needed on the Panel.
- If an IQ Panel 2 has already been upgraded to 2.5.3 and is experiencing an issue with the Liftmaster integration, then it is recommended to wait for 2.5.4 software to be released which will restore functionality.

Resolution:

This incompatibility is fixed in version 2.5.4 software coming soon.