



MyQ enabled garage door opener is not enrolling to LiftMaster MyQ Internet Gateway (828LM)

If a MyQ-enabled garage door opener is not adding to your LiftMaster MyQ Internet Gateway (828LM) successfully, try the following troubleshooting steps.

Check compatibility

The garage door may not be compatible with the 828LM.

For a list of compatible MyQ-enabled garage door openers, refer to the [List of compatible garage door openers for MyQ Garage](#).

Reset the 828LM

If the garage door is compatible, but still is not enrolling properly, you can reset the 828LM in two ways:

Soft Reset

A soft reset can be helpful if a local network issue is suspected.

To perform a soft reset:

1. Press and hold the **reset button** until the Yellow LED blinks.
 - You may need a thin tool, such as a paperclip, pen, or earring.
2. Release the button.
3. Wait until the Green and Blue LEDs blink.
4. Attempt to add the garage door opener again.

Hard Reset

A hard reset will restore the gateway to factory defaults. This can be used for various ~~misbehaviors~~ behaviors of the gateway.

Note: After a hard reset, all equipment enrolled in the gateway will be removed.

To perform a hard reset:

1. Disconnect power from the 828LM.
2. While powered off, press and hold **reset button**.



- You may need a thin tool, such as a paperclip, pen, or earring.
3. While holding **reset button**, restore power to the 828LM.
 4. Continue holding **reset button** for an additional 10-20 seconds until the Yellow LED blinks.
 5. Once the Yellow LED blinks, immediately release **reset button**.
 6. Attempt to install the 828LM from the beginning.

