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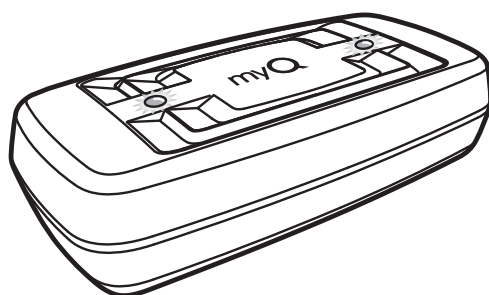
myQ® GATEWAY

Installation and Operating Instructions

Owners Copy: SAVE THESE INSTRUCTIONS for future reference

myQ® GATEWAY INSTALLATION

Featuring myQ® Technology.
This Users Guide will help get the most from your Merlin or Grifco myQ® capable products when using a smartphone, tablet or computer to monitor and control your garage door opener or myQ® Remote LED light.

myQ®

The myQ® Gateway System will operate with MERLIN and GRIFCO products identified as myQ® CAPABLE.
myQ® Gateway is an accessory feature and door operators will operate as normal with remote controls, whether the myQ® Gateway is connected or not.

> **WARNING:** Important Safety Instructions:
> To prevent possible serious injury/death, or property damage read and follow all instructions carefully.

- **The myQ® Gateway System:** is designed to operate with Merlin and Grifco Door Operators, all the SAFETY INSTRUCTIONS detailed in the OPERATOR HANDBOOK need to be observed.

- **Unattended Operation:** The Gateway System allows operating the door via an internet compatible product, without visual monitoring. Never allow anyone to pass through, or leave obstacles in the area of a moving garage door. Persons, pets and vehicles should remain clear until the door has completely stopped.

- **Automatic door:** The door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.

- **The Protector System™:** For SAFE operation of the door, Monitored Safety IR Beams MUST BE INSTALLED and be fully functional. The door will not operate with the myQ gateway if the Monitored Safety IR Beams are not functional.

- **Tilt Doors:** The Gateway System MUST NOT be used on Tilt doors.

- Do not allow children to play near the door, or with any door controls, including remotes, Smartphones, Tablets or any internet device that has a myQ® app installed.

- **Power Pack:** It is important to use the AC/DC PowerPack supplied with the product. If the power pack is damaged or becomes unserviceable, it must be replaced with an ANZ Compliant product, of the same electrical performance.

INSTALLATION INSTRUCTIONS

A . BEFORE YOU BEGIN: you must have -

- A Merlin or Grifco Compatible door operator. (myQ® capable)
- A Router, with an active Broadband internet connection and a spare 10 Mbps Ethernet port.
- For Enterprise environments, please ensure the following:
  - TCP/IP port 8883, open inbound and outbound (MQTT messaging).
  - Internet connection available 24/7
- myQ® Gateway Module M828AU or G828AU
- 5 VDC Power Pack
- Ethernet cable
- The Protector System™ (safety beams) 774ANZ or Plugin Safety Beam Kit GPS15 with assembly instructions
- myQ® Gateway Installer/Users Guide

B. INSTALLATION PROCESS:

- **Garage Door Operator:**
  Install the Merlin or Grifco Door Operator to a fully functional door using the Installation Instructions supplied with the product.

- **Monitored Safety IR Beams**
  Install the Monitored Safety IR Beams supplied with the myQ® Gateway kit, using the Installation Instructions supplied with the product.
  Note: Monitored Safety IR Beams must be installed and operational for myQ® to function.
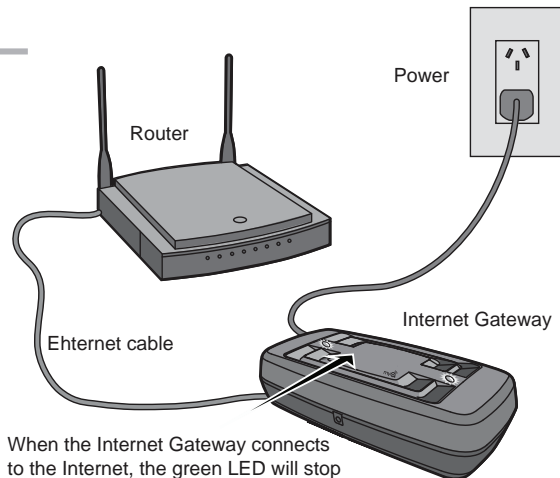
- **myQ® Gateway:**
  Connect the myQ® Gateway & create an account using the process on the following pages.

QUICK START GUIDE

STEP 1

Connect to power and to the router via Ethernet cable.

Power

Router

Internet Gateway

Ehternet cable

When the Internet Gateway connects to the Internet, the green LED will stop blinking and will remain on.

STEP 2

Download the myQ® App from the App Store® or Google Play™ Store.

STEP 3

Create an account and register.

STEP 4

Pair myQ® Gateway to door operator by following the instructions in the myQ® App .

STEP 5

Use your Smartphone or Tablet to control your garage door opener.

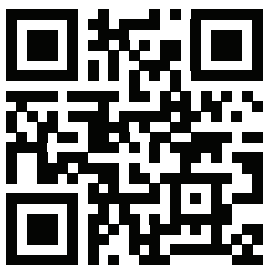# INTERNET myQ® GATEWAY USER'S GUIDE

Step 1 - Connect & Create

my Q®

• See the "myQ® Quick Start Guide" at the front of this manual for instructions for the connection of your myQ® Gateway to the Internet. Download the myQ® app from the App Store or Google Play Store. Use the app to create an account and connect the myQ® Gateway.

• You must have a valid email address to create a myQ® account. Enter your information and click submit. An email will be sent to you to confirm your valid email address. If you do not get a confirming email, check your spam email folder or try creating the account again, being careful to spell the email address correctly.

• When the myQ® Gateway powers up, the GREEN LED and BLUE LED will blink 3 times to indicate a correct power connection and reset of the myQ® Gateway. After power up, the LEDs will indicate the status of the myQ® Gateway. Refer to the back page for details regarding the LED indicators.

• If the GREEN LED is off after connecting the myQ® Gateway to your router, check the Ethernet cable connection to your router. It must be in the LAN port, (normally numbered 1 – 4). If the GREEN LED is still off, try another port on your router. If you still cannot get a solid GREEN LED check your internet is ON, refer to gomerlin.com.au or gomerlin.co.nz. For further support contact Technical Support at customerservice@chamberlainanz.com.

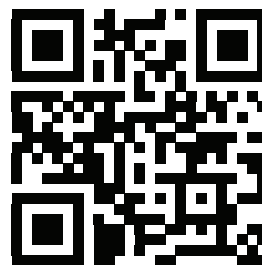## Step 2 - Register myQ® Gateway & Add Devices

Once you have successfully created your myQ® account, you must add the myQ® Gateway to the account. It is easy to do from your Internet enabled smartphone or tablet.

• To add the myQ® Gateway to your account, the GREEN LED on the myQ® Gateway must be on continuously. If the GREEN LED is not continuosly on, see Step 1, Connect & Create. The myQ® Gateway must have an Internet connection for the phone to find it.

• Using the myQ® app, add the myQ® Gateway. Click on the menu icon (top left corner), select "Device Management", tap the "+" (plus) sign in the top right hand corner. Then select "Internet Gateway" to add the myQ® Gateway. If this is the first myQ® Gateway connected to the account, the screen may already be at the step of "Register Gateway". You will need the SERIAL NUMBER from the bottom label of the myQ® Gateway. The serial number is a series of ten characters, 0 – 9 or a – f. Be sure to use the correct characters (e.g., a zero "0" instead of an "O") and keep the character spacing correct (XXXX-XXX-XXX).

• Name the myQ® Gateway (e.g., "123 Main Street" or "Home Sweet Home"). Click "Save and Close" to complete this step.

• You can add myQ® devices like the door operator or myQ® Remote LED Light from the "Device Management" screen in the app. Under "HUBS", select your Gateway, click "Add New" and select a device to add, then follow the steps to complete the set-up. Once you click NEXT you have 3 minutes to go to the door operator or device and press it's learn button. The myQ® Gateway will pair to the operator. Once a device is programmed, it will appear on the screen. You can then name the device (e.g., left garage door, etc.). The Blue LED light on the Gateway indicates an opener is paired to the Gateway.

For Troubleshooting, Diagnostics and other information, scan the below QR code:

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114-5540-000