Merlin®

gomerlin.com.au
gomerlin.co.nz

GRIFCO®

grifco.com.au
grifco.co.nz

myQ®
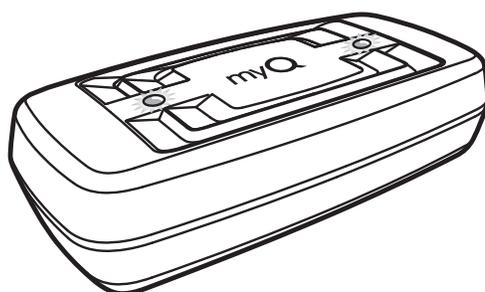
myQ® GATEWAY

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® enabled products when using
a smartphone, tablet or computer to monitor and control your garage door opener or myQ® Remote
LED light.

The myQ® Gateway System will operate with MERLIN and GRIFCO products identified as myQ® COMPATIBLE.
myQ® Gateway is an accessory feature and openers 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 Garage Door openers, all
  the SAFETY INSTRUCTIONS detailed in the OPENER 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, The Protector System™ MUST BE INSTALLED and be fully
  functional. The door will not operate if the The Protector System™ is 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 garage door opener. (myQ® compatible)
  • A home Router, with an active Broadband internet connection.
  • myQ® Gateway Module M828AU or G828AU
  • 5 VDC Power Pack
  • Ethernet cable
  • The Protector System™ (safety beams) 774ANZ or R775ANZ with assembly instructions
  • myQ® Gateway Installer/Users Guide

B. INSTALLATION PROCESS:

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

• **Protector Safety System:**
Install the Protector System™ (safety beams) supplied with the myQ® Gateway kit, using the Installation Instructions supplied
with the product.

Note: The Protector System™ (safety 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 router and power.

Power

Router
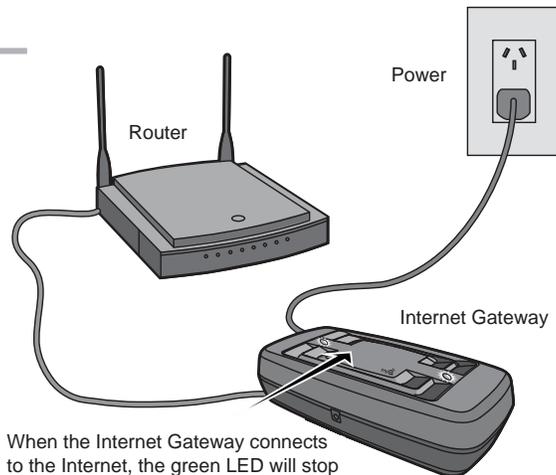
Internet Gateway

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

STEP 2

Visit for Australia - mymerlin.com.au for New Zealand - mymerlin.co.nz to create an account and register.

STEP 3

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

STEP 4

Add myQ® garage door opener with the myQ®App or log into mymerlin.com.au for Australia, mymerlin.co.nz. for New Zealand.

STEP 5

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

INTERNET myQ® GATEWAY USER'S GUIDE

Step 1 - Connect & Create

myQ.

• See the "myQ® Quick Start Guide" at the front of this manual for instructions for the connection of your myQ® Gateway to the Internet. Go to mymerlin.com.au for Australia, mymerlin.co.nz for New Zealand download 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 a computer or your internet enabled smartphone or tablet. See step 3 for downloading the myQ® app and steps 5 and 6 for using the app.

• 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 website or phone to find it.

• In the mymerlin.com.au or mymerlin.co.nz websites, add the myQ® Gateway. Click on "Device Management +" then select "Add New" to add the myQ® Gateway. If this is the first myQ® Gateway connected to the account, the screen will 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). If this is the second myQ® Gateway to be added, just click on "Device Management +" then select "Add New". For instructions on how to complete this step with the myQ® app, see steps 5 and 6.

• 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 garage door opener or myQ® Remote LED Light from the "Device Management +" then select "Hub" page, or you can download the myQ® app and add any myQ® device from a smartphone or tablet. To add the garage door opener, click on "Device Management +" and follow the steps. Once you click ADD you have 3 minutes to go to the garage door opener 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.).

Step 3 - Downloading A Smartphone App

If you have an older iOS, the phone or tablet will not be able to locate the myQ® app. You may need to upgrade the phone's iOS to be able to find, download, and use the myQ® app. Smartphone apps are available for Apple® and Android™ devices:

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- **Apple® iPhone® , iPad® , and iPod Touch®**
  - Visit the Apple App Store℠ from your Apple device to download the myQ® app (search for "myQ®" by The Chamberlain Group, Inc. For iPad, change settings to include iPhone Apps).

- **Android™ smartphones and tablets**
  - Visit Google Play from your smartphone to download the myQ® app (search for "myQ®" by The Chamberlain Group, Inc.).

- **BlackBerry® , Windows, and other smartphones**
  - You can access your myQ® account to monitor and control your garage door opener on other smartphones by pointing your phone's browser to mymerlin.com.au or mymerlin.co.nz
  - Bookmark this page for later use.
  - The mobile website has the same functionality as the smartphone apps.
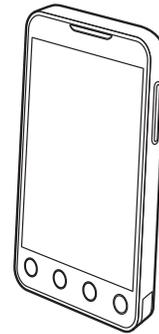
After the app is installed on your smartphone, you can add a new device to your account by following the instructions for your smartphone in Steps 5 – 6.

Step 4 - Changing myQ® App Security Settings

You can change the SECURITY SETTINGS (see steps 5 or 6) of the myQ® app to allow quicker access to your devices and account. The default security setting for the app is at the highest level. You must enter your email and password credentials every time to launch the app or to access and change your account settings. The security settings apply to each individual phone, so each phone tied to the same account must be configured separately. These settings do not affect the web page login. A four-Digit PASSCODE can be created in place of your email and password credentials. See "Creating a Passcode" below.

Default myQ® App Security Settings

- **Launching App** – high security is initially set to ON. You must enter your email and password credentials every time the app is launched. Setting this to OFF allows the app to launch without requiring your credentials or a 4-digit passcode.

- **Accessing Account** – high security is initially set to OFF. This lets you access your account settings without requiring your credentials or a 4-digit passcode. Setting this to ON will require you to enter the email & password credentials every time you want to access your account settings.

- **Touch ID** –Touch ID is a fingerprint security login, that is available for Apple users with the fingerprint feature incorporated. When Touch ID is set for login, the user will see a fingerprint on the login screen.
  Note: Touch ID is available on iPhone 5S or later and iPad Pro, iPad Air 2, or iPad mini 3 or later.

- **Opening Door** – high security initially set to OFF. If you turn it ON, you must enter your email and password credentials or a 4-digit passcode every time you want to use the app to open your door. Setting this to OFF lets you open your door without requiring your credentials or a 4-digit passcode. It is strongly recommended that if you turn OFF the security settings for launching the app, you set this function to ON and create a 4-digit passcode for opening the door. This prevents anyone from using your phone to get into your garage.

Creating a Passcode

- The passcode is four characters (numbers or letters, depending on your smartphone).
- When you create your 4-digit passcode, the app will ask for the passcode twice.
- If you use the "Account > Logout" function on the smartphone, your passcode will be automatically deleted; restarting the app will require the creation of a new passcode.
- See the section on your smartphone (Apple or Android) for specific instructions on how to create a 4-digit passcode.

Step 5 - Apple App Controls

Controlling a device (a garage door opener or myQ® Remote LED Light)

Go to Devices

- Swipe left or right to select a device (to see more than one door or light).
- Tap the door image to open/close door.
- Tap the light image to turn light on/off.
- If a device is greyed out, it is currently unavailable.

Security settings (see step 4 for details)

Go to Menu > User Profile (bottom of screen) > Security
- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.

If security is set to ON, you must enter email and password, or 4-digit passcode.

Setting a 4-digit passcode

Go to Menu > User Profile (bottom of screen) > Security > Passcode
- Enter a 4-digit passcode; you must enter this twice.
The 4-Digit passcode now replaces email and password for security.
The 4-digit passcode is deleted if you logout; restarting the app will require the creation of a new passcode.

Add/delete/rename a device (a garage door opener or myQ® Remote LED Light)

Go to Devices Management; tap the "+" (plus) in the upper right corner of the screen.
To Add:
- Tap the myQ® Gateway name
- Tap Add New Device
To Delete:
- Tap the myQ® Gateway name
- Swipe to the left and press delete
To Rename:
- Tap the myQ® Gateway name
- Tap the device's name and enter a new name

Add/delete/rename a myQ® Gateway

Go to Devices Management
To Add:
- Tap the "+" (plus)
To Delete:
- Swipe to the left and press delete
To Rename:
- Tap the myQ® Gateway name
- Tap the myQ® Gateway name and enter a new name

Logging out

- A logout requires an email and password to restart the app.
- A logout will delete the passcode; restarting the app will require the creation of a new passcode.

myQ®

Apple iPhone, iPad, or iPod Touch

Step 6 - Android App Controls

Controlling a device (a garage door opener or myQ® Remote LED Light)

Go to Devices
- Swipe right or left to select a device (to see more than one door or light).
- Tap the door image to open/close door.
- Tap the light image to turn light on/off.
- If a device is greyed out, it is currently unavailable.

Security settings (see step 4 for details)

Go to Menu (top right of screen) > User Profile (bottom of screen) > Tap Security
- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.

Tap "Done" to save settings.

If security is set to ON, you must enter email and password, or 4-digit passcode. A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Setting a passcode
Go to Menu > User Profile (bottom of screen) > Security > Enable Passcode
- Enter a 4-digit passcode(PIN); you must enter this twice.

The 4-digit passcode now replaces email and password for security.

Add/delete/rename a device (a garage door opener or myQ® Remote LED Light)

Go to Menu button > Devies Management
Select your place (myQ® Gateway)
To Add:
- Menu button > Plus "+"
- Then follow instructions
To Delete:
- Press and hold the device name
- Tap "Delete Device"
To Rename:
- Tap device's name
- Rename, then select "Save" to save changes

Add/delete/rename an myQ® Gateway

Go to Menu > Device Management
To Add:
- Add New
- Then follow instructions
To Delete:
- Press and hold places name
- Tap "Delete Hub"
To Rename:
- Tap on Device Name
- Rename, then select "Save" to save changes

Logging out

Go to Menu button > User Profile (bottom of screen) > Log Out
- A logout requires an email and password to restart the app.
- A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Step 7 - Alerts

The alert feature allows myQ® users to receive an electronic notification (alert) when a certain event occurs (e.g. the garage door opens or closes). An alert can be enabled, edited, or disabled with any internet enabled computer or smartphone. Multiple alerts can be enabled for any garage door opener or myQ® Remote LED Light. An alert can be received on an internet enabled smartphone or computer from anywhere in the world.

Event Options:
• Door opens/closes
• Light turns on/off

Event Settings:
• All times and all days
• Specific days of the week (e.g. weekends only)
• Specific time (e.g. 8:00 am to 6:00 pm)

Schedules:
• With the schedules feature you can program the Opener to CLOSE at any time/day of the week. Set your door on a nightly close schedule to ensure it's always closed before you go to bed. Alerts can active with this feature. Note: Door Opening cannot be programmed.

Alert Options:
• Email – An alert will be sent to the myQ® account email address
• Push Notification – An alert will be sent to each smartphone/tablet with the myQ® app installed that has logged into the myQ® account at least once. **NOTE:** Push notifications can be enabled/disabled through the smartphone or tablet settings.

• An email and push notification can be received simultaneously.

Event History
Whenever the designated event occurs the event history will display the event, including the time and day of the occurrence. The event history can be deleted. An event history is recorded only in the fully OPEN and fully CLOSED positions, and only when ALERTS are activated.

Gateway Diagnostics / Status LEDs

What do the LEDs on the myQ® Gateway signify?

• The GREEN LED must be on continuously after power and network connections are completed (NOTE: The LED may blink intermittently with data traffic).
• GREEN LED Off – The router is not providing an IP address to the myQ® Gateway. Check your router settings and internet connections.
• GREEN LED flashing steadily On & Off – The myQ® Gateway has an IP address, but is not accessing the Internet. Check your router settings and internet connections.
• GREEN LED On Solid – The myQ® Gateway has an IP address and is connected to the Internet.
• The BLUE LED indicates the myQ® Gateway has programmed at least one device (e.g. a garage door opener). The blue LED does not indicate if devices are connected; it only indicates that the myQ® Gateway has "programmed" one device to its memory.
• The YELLOW LED indicates the myQ® Gateway is in the "Add New Device" or learn mode, otherwise the LED will remain off.

Changing myQ® App Security Settings

• You can change the SECURITY SETTINGS of the myQ® app for quicker access to your devices and your account. The default security setting for the app is high. If desired, you can lower the Security Settings of the app. See Steps 5 & 6.

IMPORTANT NOTE: The myQ® app is designed to work with Android™ smartphones and select Android™ tablets. Full functionality of the myQ® app on Android™ tablets may not be available.