

## QUICK SETUP GUIDE

## Wi-Fi Smart Garage Door Controller

NS-CH1XGO8 / NS-CH1XGO8-C

## PACKAGE CONTENTS

- Garage door opener controller
- Door sensor NS-CH1XGS8 / NS-CH1XGS8 -C
- Mounting screws (2)
- Adhesive strip
- Motor control cable
- Screwdriver
- Quick Setup Guide

Before using your new product, please read these instructions to prevent any damage.

## COMPATIBILITY REQUIREMENTS

## Garage door

- Your garage door wall control inside your garage does NOT have a learn button  
**Note:** Compatible wall controls are likely a single- or three-button design. Check with your garage door opener manufacturer for more information.
- Sectional, roll-up garage door (does not work with one-piece or swinging-door-style garage doors)
- Your garage door must have two electric eye sensors near the ground to make sure that it detects an obstruction.

## System requirements

- Home WiFi network
- Insignia Connect app (free download at [connect.bestbuy.com/setup](https://connect.bestbuy.com/setup))

The Insignia Connect app tracks status information for all your smart home devices in one place. Signing into a Best Buy account is required for remote access and to keep your data secure.

- To control this HomeKit-enabled accessory, iOS 10.3.2 or later is recommended.  
Compatibility: iOS 10.3.2 or later  
Android 6.0.1 Marshmallow or later

## SAFETY INFORMATION

- **WARNING:** To reduce the risk of injury to persons, only enable [+] feature when installed with a sectional door, where + is the unattended operation function.
- For use only with garage door openers complying with UL 325, manufactured after 1993.
- DO NOT install this door control on garage door openers controlling one-piece or swing doors.

## OTHER SMART HOME APPS

You can also control your Smart Garage Door Controller with the Alexa, Google Home, or Apple Home app. Follow the instructions provided with these apps to connect.

## Your HomeKit Code:



HomeKit code sticker



## INSTALLING YOUR GARAGE DOOR SENSOR &amp; CONTROLLER

## Attach the door sensor

- 1 Pull out the plastic tab from the sensor's battery.
- 2 Close your garage door.
- 3 Decide whether to attach the sensor to your garage door with screws or adhesive strip, and then skip to either "Secure with screws" or "Secure with an adhesive strip."

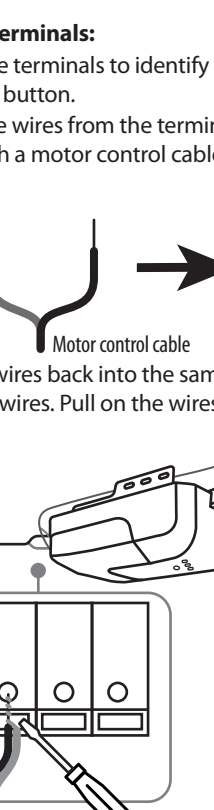
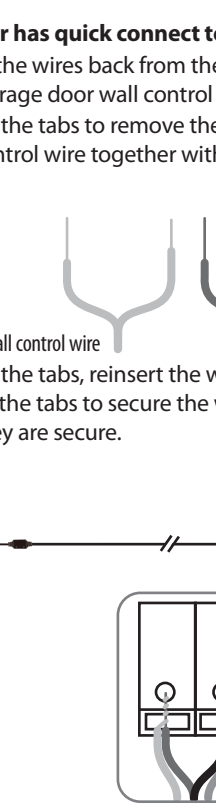
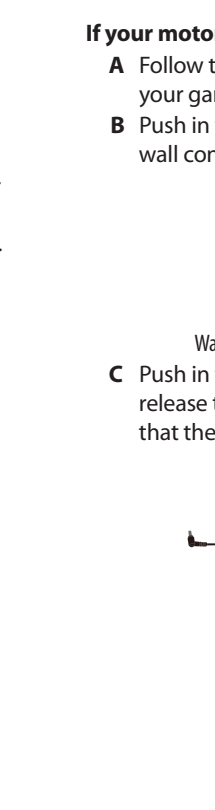
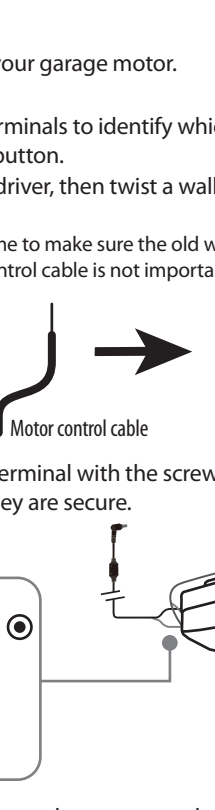
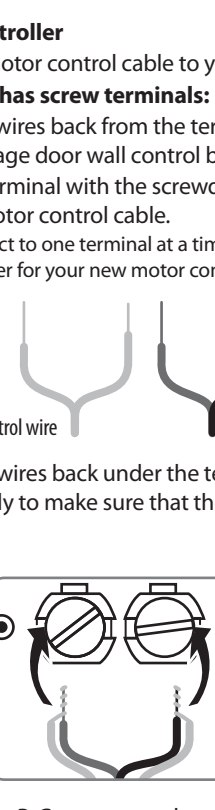
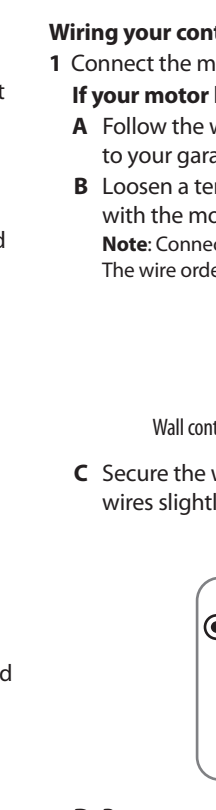
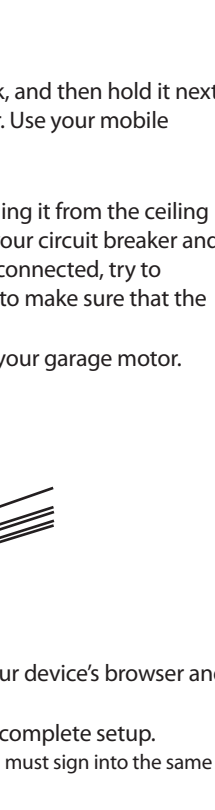
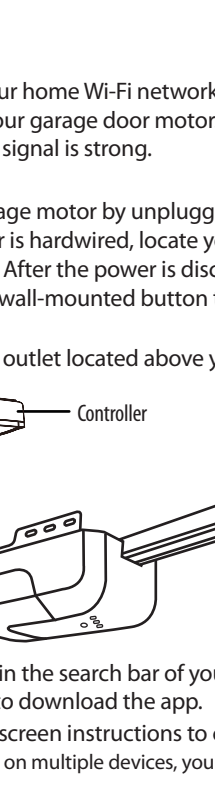
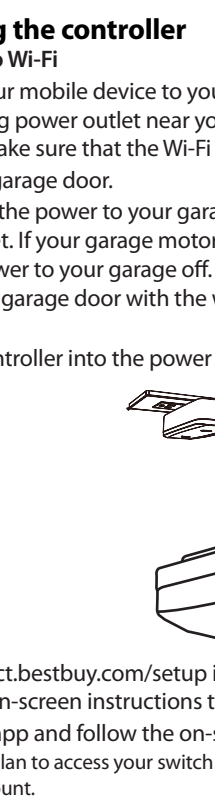
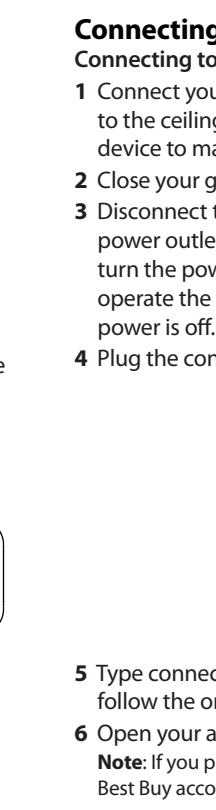
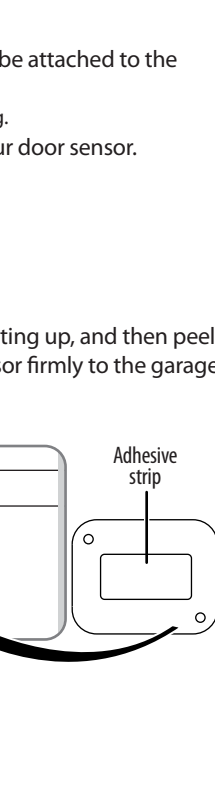
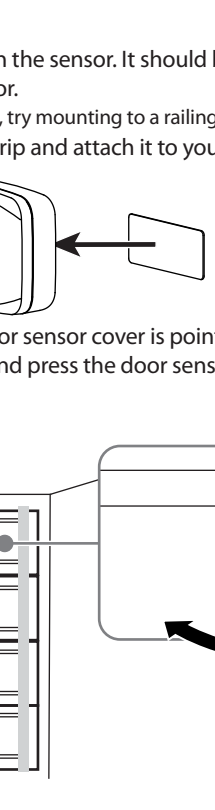
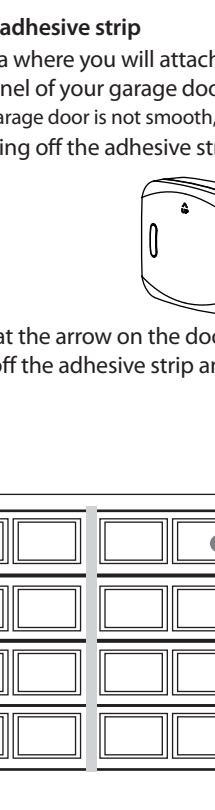
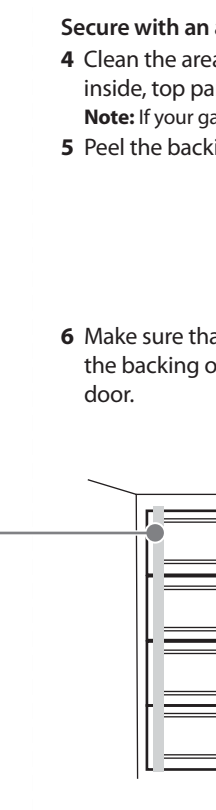
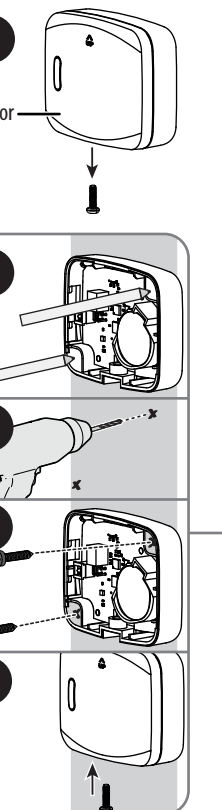
## Secure with screws (recommended)

To mount with screws, you'll need a drill with a 2.9 mm bit.

- 4 Take the cover off your door sensor by removing the screw on the bottom edge.
- 5 Hold your door sensor up to a railing on the inside, top panel of your garage door, and then mark the mounting holes with a marker. You can attach your sensor to a rail along the edge or in the center of the door.  
**Note:** The door sensor will only work if mounted to the top panel of your garage door. Any other placement will cause incorrect readings.

- 6 Drill two holes with a 2.9 mm drill bit at the positions you marked. Make sure that you do not drill through the outer panel of your garage door.
- 7 Make sure that the arrow on the door sensor cover is pointing up, and then use the screwdriver and two screws to secure your door sensor to the garage door.

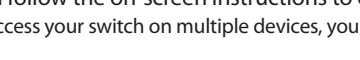
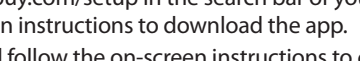
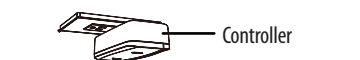
- 8 Replace the sensor's cover.



## Connecting the controller

## Connecting to Wi-Fi

- 1 Connect your mobile device to your home Wi-Fi network, and then hold it next to the ceiling power outlet near your garage door motor. Use your mobile device to make sure that the Wi-Fi signal is strong.
- 2 Close your garage door.
- 3 Disconnect the power to your garage motor by unplugging it from the ceiling power outlet. If your garage motor is hardwired, locate your circuit breaker and turn the power to your garage off. After the power is disconnected, try to operate the garage door with the wall-mounted button to make sure that the power is off.
- 4 Plug the controller into the power outlet located above your garage motor.

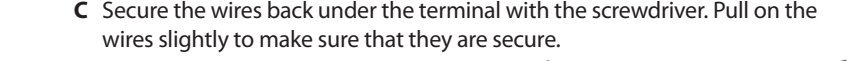


## Wiring your controller

- 1 Connect the motor control cable to your garage motor.

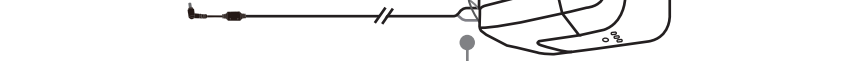
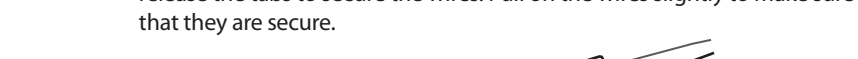
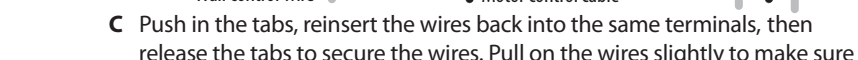
## If your motor has screw terminals:

- A Follow the wires back from the terminals to identify which two wires connect to your garage door wall control button.
- B Loosen a terminal with the screwdriver, then twist a wall control wire together with the motor control cable.  
**Note:** Connect to one terminal at a time to make sure the old wires do not get switched. The wire order for your new motor control cable is not important.

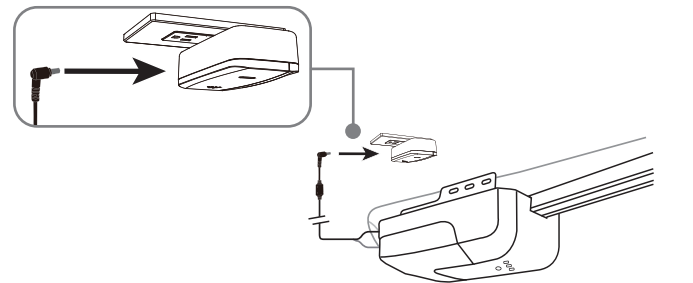


## If your motor has quick connect terminals:

- A Follow the wires back from the terminals to identify which wires connect to your garage door wall control button.
- B Push in the tabs to remove the wires from the terminals, and then twist each wall control wire together with a motor control cable.



- Connect the other end of the motor control cable to the controller's side socket.



- Connect the power to your garage motor by plugging it back into the ceiling power outlet. If you turned the power to your garage off through the circuit breaker, turn the power back on now. The green LED on the controller flashes.

## USING YOUR GARAGE DOOR CONTROLLER

We recommend using the Connect app to operate your garage door opener controller and sensor. Use the Connect app to:

- View garage door sensor battery life
- Open and close the garage door
- View garage open/close status
- Receive push and in-app notifications

## Opening or Closing your garage door

- Use your Insignia Connect (or third-party) app controls to open or close your garage door. There is a five second delay before your garage door responds while the controller flashes its light and beeps to warn that the door is closing.

**OR**

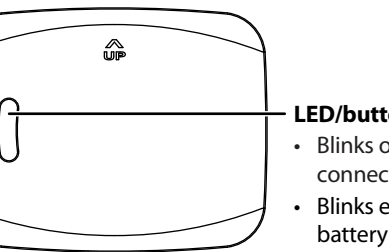
Use your wall control or remote control as usual.

- If your garage door is blocked while closing, the door will reverse and re-open. If blocked twice, the app sends you an alert and disables door operation in the app.

**Note:** To use the app again, you must remove the obstruction, then open and close the door with your wall or remote control.

## Understanding LEDs and sounds

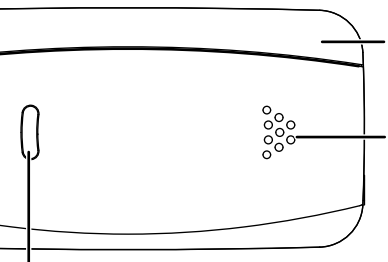
### Sensor



#### LED/button:

- Blinks once per second: Lost connection to the controller
- Blinks every five seconds: Low battery

### Controller



#### White LED bar:

- Flashes for 15-20 seconds: App is closing the door

#### Speaker:

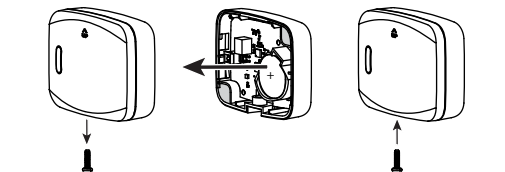
- Beeps 15-20 seconds: Lost connection to the sensor
- Beeps for five seconds: App is closing the door

#### Connection LED:

- Blinks green once per second: No internet connection
- Lit solid green: Connected to the internet and operating normally

## REPLACING THE SENSOR BATTERY

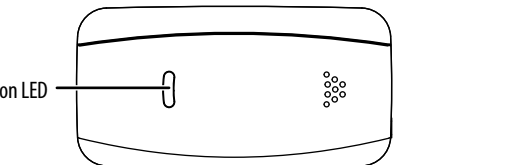
- Take the cover off your door sensor by removing the screw on the bottom edge.
- Replace the CR2450 battery. Make sure that the + terminal faces out towards the cover.
- Replace the sensor's cover.



## RESETTING YOUR GARAGE DOOR CONTROLLER

### Reset Wi-Fi connection

- Press and hold the connection button for five seconds. The controller beeps and the connection LED blinks.



- Use the Connect app to reconnect to Wi-Fi.

### Reset your controller to factory defaults

- Unplug the controller.

- Press and hold the controller button and then, while holding the button, plug the controller back in. The controller beeps twice and the connection LED blinks. Release the button.

- Use the Connect app to set up your garage door controller.

## PAIRING YOUR GARAGE DOOR CONTROLLER & SENSOR

The garage door controller and sensor are shipped from the factory paired together. If the pairing is lost, follow these steps to re-pair the sensor:

- Make sure that the controller is connected to your Wi-Fi network. The controller is connected if the connection LED shows a solid, green light.
- Make sure that the sensor battery is not low. The battery is not low if you press the sensor LED/button on the sensor and it flashes on and off.

- Launch the Connect app and sign in to view your garage door opener controller status.

- Press and hold the sensor's LED/button for five seconds. The LED blinks quickly.

- After the sensor is paired, open and close the garage door with the app and make sure that the app shows the correct door status.

## TROUBLESHOOTING

### Garage door does not open or close from the app, but it works normally from the wall-mounted button and car remote.

- Make sure that your internet is working.
- Make sure that the controller is plugged into the ceiling power outlet securely and its green LED is on.
- Make sure that the controller's cable is connected to the garage motor terminal block securely. Inspect the cable for any sign of cuts or damage and replace if needed.
- Make sure that the controller's cable is connected securely to the controller.
- Restart the app and log in again.

### The garage door opener controller will not connect to my Wi-Fi network.

- Connect your mobile device to the same Wi-Fi network that you want your garage door opener to use, then hold your mobile device near the garage door opener. Check your Wi-Fi status on your mobile device. If the signal strength is weak, the connection may fail. To improve your Wi-Fi signal, you can move the router closer to the garage or install a Wi-Fi extender midway between the controller and your Wi-Fi router.
- Make sure that you are using a 2.4GHz network. Some routers have only their 5GHz network on by default. Use your router's setup process to enable the 2.4GHz network.
- Make sure that the security option on your router is set to WPA/WPA2.
- Factory reset your garage door opener controller. Then, start a new Wi-Fi setup using the app. Reset your controller to factory defaults.

### The app operated the door, but it does not show the door status correctly.

- Make sure that the sensor is mounted to the door securely.
- Make sure that the sensor is mounted with its UP arrow pointing up.
- Make sure that the sensor battery is not low. The battery is low when the sensor's LED blinks every five seconds.
- The door sensor may need to be paired with the controller again. See Pairing your garage door controller & sensor.

### The app indicates that there is a door obstruction, but there is nothing obstructing the door.

- Make sure that the sensor has been mounted close to the top end of the garage door.
- Recalibrate the door sensor by opening and closing the garage door once using the wall-mounted button.
- Use the settings screen in the app to recalibrate the sensor.
- Make sure that your garage door's eye sensors are clean and correctly aligned.

### The app does not operate the door, and it shows the door graphic in a faded view.

- Make sure that there is nothing obstructing the garage door. The app will remain disabled until the door obstruction is removed and the garage door has been closed using the wall-mounted button.

## SPECIFICATIONS

**Operating ambient temperature:** -25° C to 50° C

**Sensor battery:** CR2450

**Battery life:** 6-12 months depending on usage and temperature

**Control operating voltage:** 120VAC 60Hz, 6W

**Wi-Fi:** 2.4GHz b/g/n compatible

**Sensor operating frequency:** 433MHz

## LEGAL NOTICES

### FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### FCC Caution

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### CAUTION:

To assure continued FCC compliance:

- Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

### CAN ICES-3 (B) NMB-3(B)

### Industry Canada Compliance

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### CAN ICES-3 (B) NMB-3(B)

### Industry Canada Compliance

### IC Statement

This device complies with Industry Canada's licence exempt RSSs. Operation is subject to the following two conditions:

- This device may not cause interference; and
- This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Cet appareil radio est conforme au CNR-247 d'Industrie Canada. L'utilisation de ce dispositif est autorisée seulement aux deux conditions suivantes : (1) il ne doit pas produire de brouillage, et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

## ONE-YEAR LIMITED WARRANTY

For complete warranty, visit [www.insigniaproducts.com](http://www.insigniaproducts.com).

## CONTACT INSIGNIA

1-877-467-4289 (U.S. and Canada) or 01-800-926-3000 (Mexico)

[www.insigniaproducts.com](http://www.insigniaproducts.com)

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