

Matter Related FAQ

What is Matter?

Matter is a new communication protocol that enables different smart devices to work together seamlessly, regardless of their brands or manufacturers. Think of it like a common language that every device can speak, making it easier for them to share information and work together to automate tasks.

For example, if you have a Govee smart light and a HomePod from Apple, they can communicate using the Matter protocol to control your Govee product in your home when you give a voice command. This makes it easy to control all your smart devices from a single app or interface without compatibility issues.

Matter is a crucial development in the world of smart homes because it simplifies the process of setting up and managing different devices and makes it easier for users to choose the products they want without worrying about whether they'll work together or not.

What new experiences does Matter bring to users?

Matter is a new technology that helps different smart devices in your home work together easier. Some benefits of Matter include:

- Connecting Govee Matter-enabled products with different ecosystems and manufacturers: With Matter, you can connect Govee Matter-enabled products from different manufacturers, so you're not limited to just one ecosystem. This means you have more options to choose from when building your smart home. For example, you can turn on the Govee M1 (2m) Strip Light through Apple Home and turn off the Govee M1 (2m) Strip Light through Alexa.
- Controlling all your devices with one app: Matter-enabled devices can be controlled using a single app or interface, making it more convenient to manage everything in one place.
- Easy to set up and manage: Because Matter uses a common language that all devices can speak, it's easier to set up and manage different devices. You won't have to worry about compatibility issues or using multiple apps to control your devices. The configuration is finished using any Matter-enabled application and scanning the provided QR code.
- More secure and faster: Matter includes advanced security features to protect your smart devices from cyber threats, so you can feel more secure using them. With Matter, all devices don't need to be connected to the Internet. All you need is a Matter hub. This means the interactions with your smart home devices will be faster, and the devices will continue to work when the Internet is down.

What features are available through Matter? Will more features be available later?

- Currently supported features include switching on/off, brightness adjustment, color temperature adjustment, and color changing.

- More features TBD

Do I need a hub to set up Matter?

Yes, a Matter hub—or a Matter controller is required for providing an ecosystem that can be paired with Matter-certified devices. The main advantage of hardware-based Matter controllers over software-based controller apps is that they allow you to control your smart home when you're away from home. A Matter hub can be built into other devices or can be a smartphone app such as the LG ThinQ App.

Which ecosystems are currently connected to Matter? Which hubs support Matter?

Apple Home, Amazon Alexa, Google Home, and Samsung SmartThings are committed to supporting Matter.

- Apple:

- Supported devices as a Matter hub: Apple HomePod Mini, Apple HomePod (2nd generation), Apple TV 4K (2nd generation and 3rd generation Wi-Fi + Ethernet 128GB model)

- Minimum OS required: iOS 16.2 or later

- More information: <https://support.apple.com/en-us/HT207057>

- Google:

- Supported devices as a Matter hub: Nest Wi-Fi Pro (Wi-Fi 6E), Nest Hub (2nd gen), Nest Hub Max, Speakers with Google Home included, Google Home Mini, Nest Mini, Nest Audio

- Minimum Version required: 2.62.1.15 or later

- More information: <https://support.google.com/googlenest/answer/12391458?hl=en>

- Amazon:

- Supported devices as a Matter hub: Echo Dot (5th Gen), Echo Dot (5th Gen) with clock, Echo (4th Gen), Echo Dot (3rd Gen, 2018 release), Echo Studio, Echo Show 8 (2nd Gen, 2021 release), Echo Show 10 (3rd Gen), Echo Show 5 (2nd Gen, 2021 release), Echo Show 15, Echo Dot (Gen 3 with Clock), Echo Dot (Gen 4 with Clock), Echo Show 5, Echo (v3), Echo Dot Gen 4, Echo Input, Echo Flex, Echo Show 8 work as Matter controllers.

- More information: <https://www.amazon.com/b?ie=UTF8&node=37490568011>

- Samsung:

- Samsung Station, SmartThings 2018 Hub (IM6001-V3P01), and Aeotec Smart Home Hub (learn more)

- More information:

<https://news.samsung.com/us/samsung-launches-matter-functionality-smarthings-new-era-interoperability/>

How do I connect and use Matter?

Before you begin you will need the following:

- Matter-certified Govee product
- Matter-certified hub or controller such as Apple, Google, Alexa, or Samsung
- A phone or tablet connected to your 2.4GHz network
- IPv6 network is required.

● You need to complete the network connection of apps that support Matter within 15 minutes after the product is powered on when using Matter for the first time.

2. Setting up your Matter-certified Govee product:

- Step 1: Find the QR code or Matter device number on the product or the Device Settings page in Govee Home App.
- Step 2: Turn on the Bluetooth on your smartphone.
- Step 3: Download and open the app that supports Matter, such as Google Home, Apple HomeKit, etc.
- Step 4: Use the device number or QR code on the product in the app to complete the network connection of Matter for the product.
- Step 5: Follow the instructions in the app to complete the setup process.

3. How to connect and pair with different ecosystems:

Apple Matter Connect Guide: <https://support.apple.com/en-ke/HT213441>

Google Matter Connect Guide:

<https://support.google.com/googlenest/answer/13127223?hl=en>

Alexa Matter Connect Guide: <https://www.amazon.com/b?ie=UTF8&node=37490568011>

Samsung Matter Connect Guide:

<https://support.smarthings.com/hc/en-us/articles/11219700390804-SmartThings-x-Matter-Integration->

Can I share Matter devices in different ecosystems?

Yes. Matter's multi-admin support allows your Matter-enabled smart home device to be controlled using multiple controllers. If your Matter-enabled device has already been added to a controller, the setup code that came with your product cannot be used for the second commissioning, and you will need to follow the steps below to generate a new code.

- Step 1. Open the app of the originally paired controller.
- Step2. Go to the settings menu of the device you want to share.
- Step 3. Find or create an 11-digit setup (pair) code.
- Step 4. Copy the setup code.
- Step 5. Open the app of the controller you want to add the device to and enter the setup code.

Note:

Google Home also supports generating dynamic QR codes for scanning to pair with a device. Please be sure that the pairing page of Google Home remains open when you scan the dynamic QR code for pairing.

Can Govee Matter-enabled products work with another brand's Matter-enabled products?

For example, automated lighting through another brand's motion sensors?

Yes, as long as the other brand's sensors or products support Matter.

What technology is Govee's Matter based on, Thread or Wi-Fi?

- Wi-Fi

Can Matter protect my privacy?

- Since Matter leverages a local-area-network connection (LAN), users can experience a more reliable and secure connection and faster human-to-computer interaction response.

How do I reset my Matter device?

Long press the power button of the product and press the second button 4 times consecutively to restore to factory settings.

Can I use Govee Home App after connecting to Matter?

Yes. Put your phone and Matter-certified device on the same LAN, tap "+" on the Govee Home App home page, enter the product model number, and follow the instructions to add the device.

Note:

*If you need to use the Wi-Fi function of Matter and Govee Home App at the same time, you must let the Matter-certified device connect to Matter first.

*If you use the Govee Home App to switch networks during use, the Matter function of the device will be disabled. You will need to reset the device and re-connect it to the network in the Matter ecosystem.