

**meross**

User Manual

## **Safety Information**

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- The device is recommended for use indoors and in a dry location only.
- The device shall be used within its published power rating on the instructions.
- Please contact seller for replacement if there is any damage caused by transportation.
- Please plug in the socket in proper condition and away from children.
- Please plug in the socket fully while using for safety concern.
- Please do not disassemble or install the device, otherwise there may cause product damaged or security risks.

# Installation Guide

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1. Download the Meross app. You will need it to set up, manage, and upgrade your smart device.

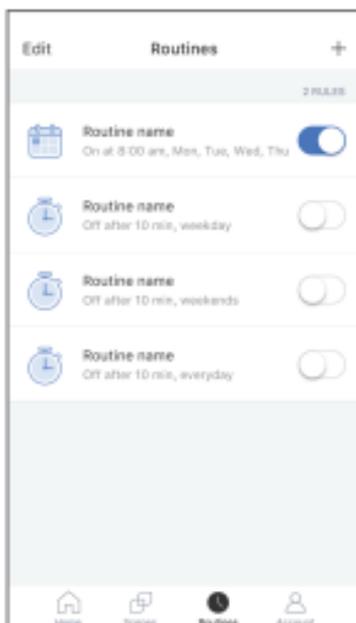
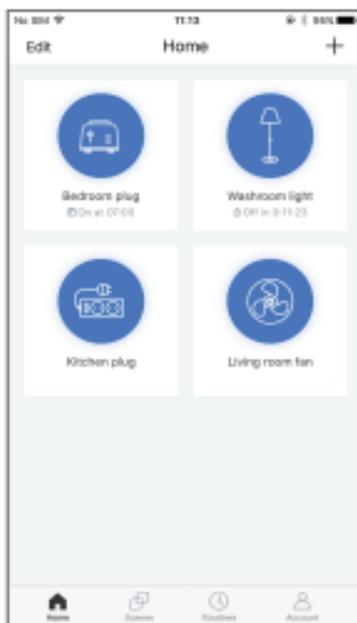


2. Plug the smart plug into an outlet with strong 2.4GHz Wi-Fi. You can check it with your smart phone near the outlet.

3. Set up the device.

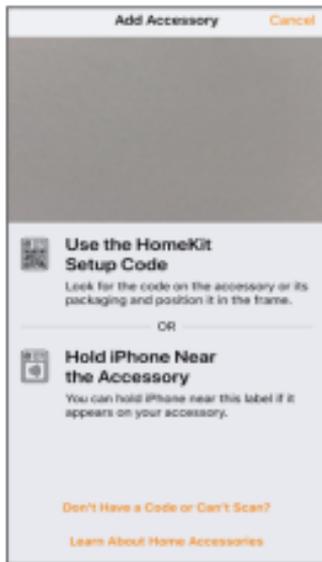
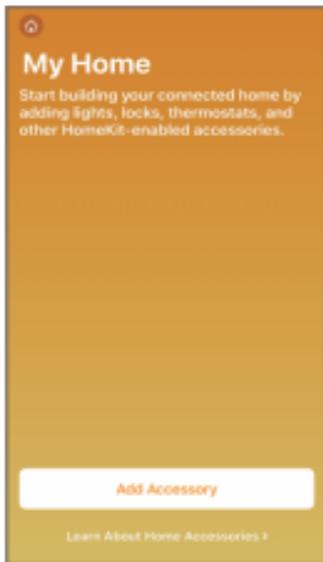
- (1) For Android user. Open Meross app and tap + on the top right. Just follow the instructions in Meross app and you will set it up in minutes. If you

want to use HomeKit with an iOS device after setup on Android. Just launch your Home app and scan or input the code printed on the device or user manual. No reset or extra configuration needed.

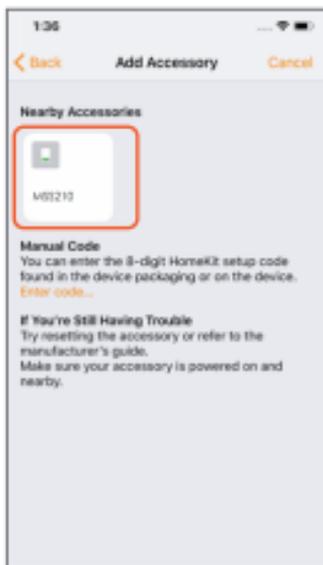
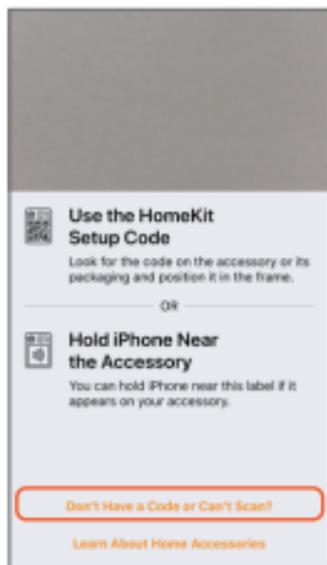


(2) For iOS user. Please follow instructions below.

- a. Please ensure that your iPhone or iPad is connecting to a 2.4GHz Wi-Fi. Or you may not be able to set it up.
- b. Please make sure you are having iOS 13 or above. We recommend you to upgrade to iOS 14 to have better HomeKit user experience.
- c. Use Apple Home app instead of Meross app to set it up. Just launch your Home app and tap “Add Accessory” or + on the top right and follow the instructions. It may take a few minutes and then you’ll be all set. The setup code and QR code are printed on the device and the user manual.

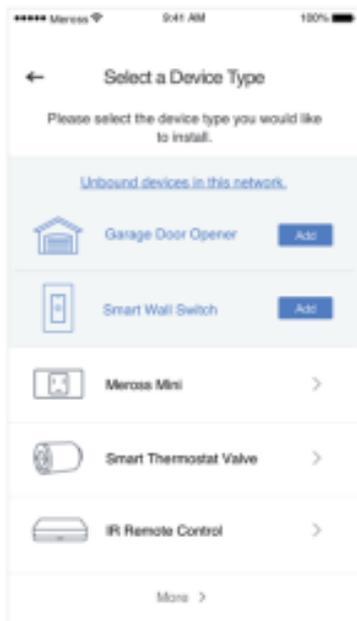


- d. If the QR code won't work, please tap "Don't Have a Code or Can't Scan" and choose the smart plug model. Input the code on the label and wait. You should be able to set it up in a minute.



e. After that, if you'd like to manage your device in Meross app, please connect to your home Wi-Fi and launch your Meross app and tap + on the top right. It will help you find devices in the same Wi-Fi network. Just tap add and you'll be able to

manage your device in Meross app. For example, upgrading firmware and binding to Amazon or Google voice assistants.



Note:

1. According to Apple HomeKit, the only way to set up HomeKit accessory with iOS is by Home app. If you don't want to set up with Home app, you will have to use an Android device.
2. If you can't setup the device with Home app. It might be that the iOS is having cache issue with Homekit device. Please try to
  - a. Reset the device and kill the Home app and retry.
  - b. Restart your iOS and retry. (This is important.)
  - c. Ensure that your iOS is connecting to 2.4G of your home Wi-Fi.
  - d. Have your iOS to forget all other Wi-Fi in your home.

**You can also contact us at [support@meross.com](mailto:support@meross.com). We are always happy to help.**

# LED and Button Rules



## ① Button

Press to turn the socket ON or OFF. Press and hold (for 5 seconds) until LED is lit a solid amber to initiate factory reset process.

## ② LED

**Solid amber:** Initialization/ Reset/ Firmware upgrading mode.

**Flashing amber and green slowly:** Configuration mode.

**Flashing green rapidly:** Wi-Fi connecting mode.

**Solid green:** Successfully connected, and the socket is at ON status.

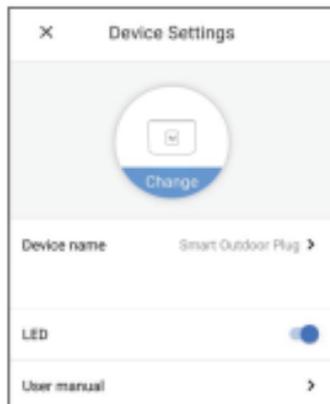
**Solid red:** No internet connection, and the socket is at ON status.

**Off:** The socket is at OFF status or the Meross Smart Plug is powered off.

## How to Use

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### 1. General Settings



**Device name:**

Change device name.

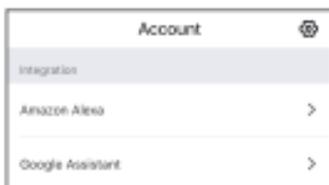
**LED:**

Turn on/off LED indicator.

**User manual:**

Check user manual.

## 2. Voice Control



### Amazon Alexa & Google Assistant:

Check how to pair Amazon alexa and

Google assistant on *Account->Integration*.

## 3. Apple HomeKit with Siri and remote control (iOS only)

After you finish the setup process. You can control your device with Siri when your iOS is connected to your home Wi-Fi. Learn more at

<https://support.apple.com/en-us/HT208280>

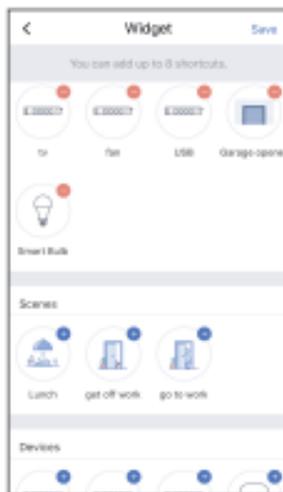
You can share control of your home to your family by inviting them. Learn more at

<https://support.apple.com/en-us/HT208709>

Please be noted that Home app can NOT control your device remotely unless you set up a home hub in your home. Apple requires this hub to fulfil remote control. Learn more at <https://support.apple.com/en-us/HT207057>

#### 4. Widgets

Widgets are the quick access to your Meross devices and Scenes. To enable it, please go to **Account** -> **Widget** to add shortcuts first. And then follow below steps on your smartphones to activate them.



### For iPhones:

1. Swipe to the right on your Home or Lock screen.
2. Scroll down to the bottom of your widget list and then tap edit.
3. Scroll down to find Meross and add it.

### For Android smartphones:

1. On the home screen, tap and hold on an available space.
2. Tap Widgets, find Meross widget and then add it.

## FAQ

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At Meross we strive to assure your satisfaction. We are happy to assist at [support@meross.com](mailto:support@meross.com).

## **1. What devices can I control with the Meross Smart Plug?**

You can control lights, fans, humidifiers, portable heaters, and any small appliances in accordance with the Meross Smart Plug's specifications (up to 13A/16A/10A/16A output for UK/EU/AU/FR version respectively).

## **2. What should I do when the LED is lit a solid red?**

You can troubleshoot the following:

- Check the main Wi-Fi's Internet connection.
- Make sure that main Wi-Fi's password hasn't been changed.
- Make sure your Meross Smart Plug is not too far from the main Wi-Fi.
- Factory reset Meross Smart Plug and try to add it again.

### **3. How do I pair my Meross devices with Amazon Alexa or Google Assistant?**

Visit Account->Amazon Alexa or Google Assistant page within Meross app for pairing instructions.

### **4. Why my iOS will require me to use Home app when setting it up?**

This is required by Apple iOS. If you want manage your device in Meross app, please launch your Meross app after the setup and tap + on the top right. Meross app will find devices in the same Wi-Fi network.

### **5. My Home app can't add the device by scanning the QR code.**

You can tap “Don’t Have a Code or Can’t Scan” and input the code manually.

**6. I can't pair my device with HomeKit anyhow.**

Please make sure your iOS is connecting to the 2.4GHz of your home Wi-Fi and you are having iOS13 or above. Restart your iOS will help due to some system cache issue.

## **Warranty**

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Meross products are covered by a 24 months limited warranty from the date of its original purchase. If any problems occur, please contact [support@meross.com](mailto:support@meross.com) for help. We can

only provide aftersales service for products that are sold by Meross or Meross authorized retailers and distributors.

## **Disclaimer**

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1. The function of this smart plug is tested under a typical circumstance described in our specification. Meross does NOT guarantee that under all circumstances will the smart plug perform the same way as described.
2. By using any third-party services such as Amazon Alexa, Google Assistant, Apple HomeKit. Consumer acknowledge that all data and privacy collected by such third parties are not covered by Meross, nor Meross would take any legal responsibility. Meross only take responsibility for what's covered by Meross Privacy Policy. Consumer acknowledge understanding this clearly by reading this document.
3. Any damage caused by ignoring WARNING is not covered by Meross aftersales and Meross will take NO legal responsibility. Consumer acknowledge understanding this clearly by reading this document.

# SIMPLE DEVICE SIMPLIFY YOUR LIFE

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Email: [support@meross.com](mailto:support@meross.com)

Website: [www.meross.com](http://www.meross.com)



Made in China

Manufacturer: Chengdu Meross Technology Co., Ltd.

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**UK AR**

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London N14 5BP UK