

**meross**

User Manual

# English

## Safety Information

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### RISK OF ELECTRIC SHOCK OR FIRE.

- Make sure the power is OFF at the circuit breaker for the Wall Switch you are replacing.
- The Wall Switch must be installed and used in accordance with your local electrical code. If you are unfamiliar with these codes, or are uncomfortable performing the installation, please call a qualified electrician.
- Do not install the Wall Switch with wet hands or when standing on wet or damp surfaces.

## Installation Guide

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### Before we get started.

- Replace 2 way switch. Not compatible with one way switch.\*
- Neutral wire is required.
- Only supports 2.4GHz networks.

\* 2 way switch system is a light that is controlled by two light switches.

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



## 2. Hardware installation.

Note: You can also refer to the instructions in Meross app and follow it step by step.

- Make sure your traditional switch is 2 way switch. This smart switch is not for single pole switches.
- Place your smartphone near the traditional switch to make sure the location is covered by strong Wi-Fi signal.
- Get you tools ready and turn off the power at the circuit breaker that controls the switch. Double check the power using a voltage detector.

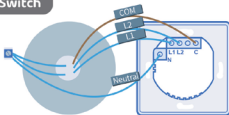


- d) Remove the faceplate and pull out the traditional switch. Finding the neutral wire (usually blue) in your electrical box. This smart switch requires a neutral wire to work. Otherwise it won't work.
- e) Unscrew the wires and connect them according to picture below.

#### Existing Dumb Switch



#### Meross Smart Switch



1. Connect Com wire into C terminal.
2. Connect L1 wire into L1 terminal.
3. Connect L2 wire into L2 terminal.
4. Connect Neutral wire into N terminal.

\*Note: wire color as per IEC, your house may use different wire colors, but the functions shall be the same.

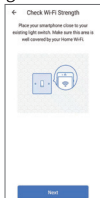


f) Push the smart switch back into the box and turn the power on at the circuit breaker. If the switch works manually and the LED is flashing amber and green, then you are good to go for setting up. If not, please turn off the power at the circuit breaker and check the wiring.

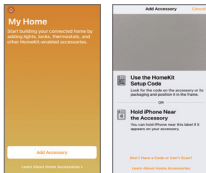
For more detailed information, please refer to the Meross app.

### 3. Set up the device.

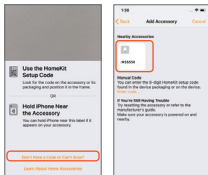
- (1) For Android user. Open Meross app and tap + on the top right. Just follow the instructions in Meross app and you will set it up in minutes. If you want to use HomeKit with an iOS device after setup on Android. Just launch your Apple Home app and scan or input the code printed on the device or user manual. No reset or extra configuration needed.



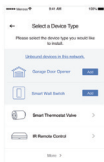
- (2) For iOS user. Please follow instructions below.
- Please ensure that your iPhone or iPad is connecting to a 2.4GHz Wi-Fi. Or you may not be able to set it up.
  - Please make sure you are having iOS 13 or above. We recommend you to upgrade to iOS 14 to have better HomeKit user experience.
  - Use 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 is printed on the device and the user manual. Input the code on the label and wait. You should be able to set it up in a minute.



- 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 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 smart 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 forget all other Wi-Fi in your home.

### 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>

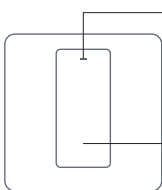
You can share control of your home to your family by inviting them. Learn more at <https://support.apple.com/en-us/HT208709>

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 fulfill remote control. Learn more at <https://support.apple.com/en-us/HT207057>

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

## LED and Button Rules

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### Status LED

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

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

### Power Button

Press to turn the Wall Switch ON or OFF.  
Press and hold (for 5 seconds) until Status LED flashes amber and green rapidly to initiate factory reset process.

## FAQ

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At Meross we strive to assure your satisfaction. We apologize for any inconvenience with the installation or operation of the switch and are happy to assist at [support@meross.com](mailto:support@meross.com).

### **1. What should I do when I can't turn the wall switch on/off manually?**

Please check the Status LED. If the LEDs are off:

- Make sure that you restore power to the wall switch at the circuit breaker.
- Make sure the Wall Switch is wired correctly. Please consult with a qualified electrician.

### **2. What should I do when my Meross app is unable to control the added Wall Switch?**

Please check the following:

- Check the main Wi-Fi's Internet connection.
- Make sure that main Wi-Fi's password hasn't been changed.
- Do not use a metal faceplate with the Wall Switch as that will decrease the Wi-Fi signal.
- Factory reset smart switch 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 iOS 12 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.