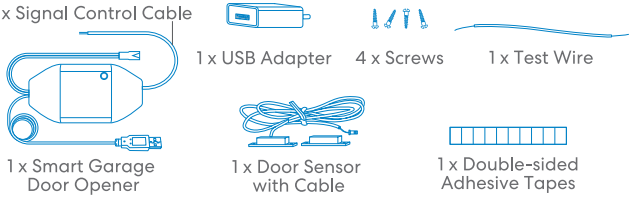
meross

User Manual

Safety Information

1. Keep the device away from water, fire, humidity or hot environments.
2. Make sure the device is fully plugged in and kept out of reach of children for safety concern.
3. Do not attempt to disassemble, repair, or modify the device.
4. For indoor use only.
5. When you leave the product unused for a long time unplug the product from the power outlet.
6. Please contact seller for replacement if there is any damage caused by transportation.

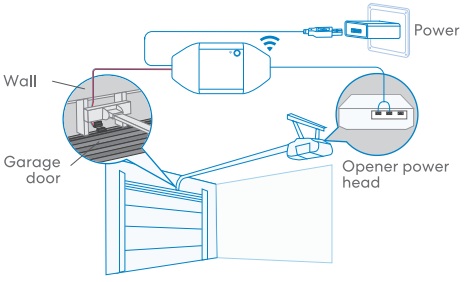
Package Contents



* If you find any part is missing in the package, please contact https://meross.com/support/Email_Support, we will provide proper solution for you.

Installation Guide

1. Meross smart garage door opener is the companion device of your existing garage door opener. Its main working principle is as follows.



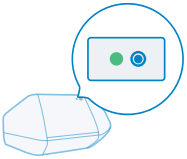
2. Download the Meross app and choose Smart Garage Door Opener to get start.

Download on the App Store

GET IT ON Google Play

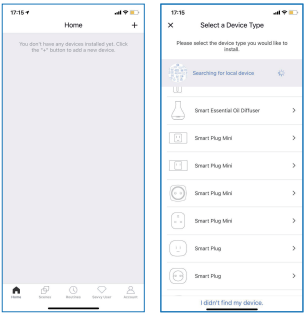
Available at amazon

3. Power on the device. Wait about 5 seconds until the status LED blinks amber and green.



4. Set up the device.

(1) Connect your smartphone or tablet to a 2.4 GHz Wi-Fi network.
(2) Make sure your smart device is covered by strong Wi-Fi signal.
(3) The smart device supports iOS 13/ iPadOS 13 and later. It is recommended that you upgrade your iOS or iPadOS to the latest version before pairing with the smart device.
(4) Launch the Meross app and log in to your account, or if you are a new user, tap Sign up to create a new account.
(5) Tap the "+" icon to select the type of smart device you want to add, then you can just follow the setup wizard to finish configuration.



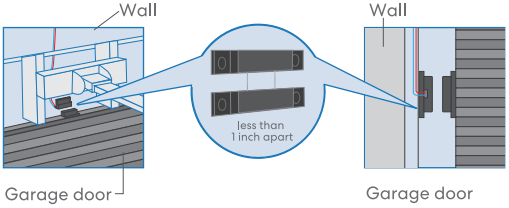
Note:
1. If this is not the first time you've added this smart device, you'll have to reset it before going any further.
2. As long as you finish configuration, you'll be able to manage the device in Apple Home app.
3. If the QR code does not work, please try to add the smart device in Apple Home app.
4. Find more at https://www.meross.com/support.

5. Connect the sensor cable. Move the sensor to check if it is functional*.



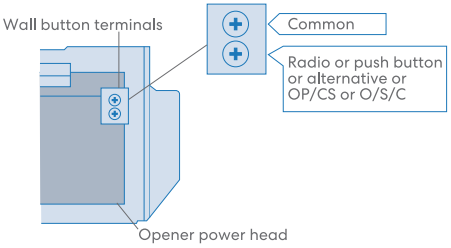
* Please contact https://meross.com/support/Email_Support for help if the sensor is not functional.

6. **Find a proper position on the garage door to mount the sensors*. Please make sure the distance between the two sensors is less than 1 inch when the garage door is closed, and the two sensors are well separated when the garage door is open.**

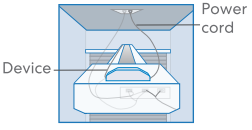


*You can use the included double-sided adhesive tapes or screws for sensor fixation.

7. **Power off your existing garage door opener. Connect the other end of the signal control cable to the two terminals that connects to the wall button. Wire order does not matter here.**

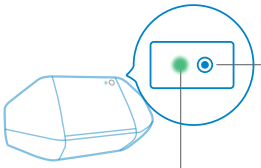


8. **Deploy the device. We recommend to deploy it on the top of your existing garage door opener. Use the provided double-sided adhesive tapes for the fixation if necessary.**



9. **Power on both existing garage door opener and smart garage door opener. The smart garage door opener will reconnect to Homekit/Meross cloud service automatically. Congratulations! You have completed all installation steps.**

LED and Button Rules



Reset button

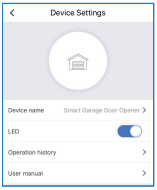
Hold for 5 seconds to enter Wi-Fi configuration mode. Press once to open or close the door.

Status 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.
Solid red: No internet connection.
Flashing green 3 times: Sensors connected or disconnected(Door close or open detected).
Off: Powered OFF.

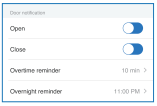
How to Use

1. General settings



Device name: Change device name.
LED: Turn on/off LED.
Operation history: Check operation history.
User manual: Check user manual.

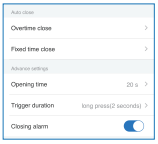
2. Door notification



Open:
Send me a notification each time my garage door opens.
Close:
Send me a notification each time my garage door closes.

Overtime reminder:
Send me a notification when my garage door opens for 10-60 mins.
Overnight reminder:
Send me a notification when my garage door is still open after particular time.

3. Advance settings



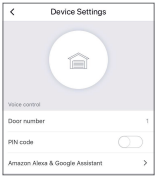
Overtime close:
Close the door automatically when the door opens for a period of time.
Fixed time close:
Close the door automatically when the door is still open after particular time.

Opening time:
Choose the proper time duration for your garage door opener. App use it as a timeout parameter to confirm the status of your garage.

Trigger duration:
Choose the proper trigger duration if you find your meross app can't fully close or open your garage door. The trigger duration is the same time as you press the garage wall button.

Closing alarm:
Sound alarm when door is closing.

4. Voice control



Door number: The garage door number, used for voice control function to distinguish different doors.
PIN code: After enable this, PIN code verification is needed each time when you open or close the door.
Amazon Alexa & Google Assistant: Check Amazon Alexa & Google Assistant user manual.

Amazon Alexa WORKS WITH amazon alexa

Meross provides two types of voice commands for Amazon Alexa. If you choose "Meross" skill, the commands are as following:

- *"Hi Alexa, open/close my garage."*
- *"Hi Alexa, lock/unlock my garage."*
- *"Hi Alexa, is my garage locked/closed?"*

Note: Please replace "garage" to the garage door name you set. Amazon Alexa support Security Code, you can enable it via Amazon Alexa app.

If you choose "Smart Meross" skill, the commands are as following:

- *"Hi Alexa, ask Smart Meross to open/close the garage door one/two/..."*
- *"Can I have your PIN code?"*

Or

- *"Hi Alexa, open Smart Meross."*
- *"Open/Close garage one/two/..."*
- *"Can I have your PIN code?"*
- *"Check garage."*

Note: PIN code is an optional setting.

Google Assistant works with Google Assistant

Choose "meross" action, the commands are as following:

- *"Hey Google, open/close garage door."*
- *"Can I have your security code?"*
- *"Hey google, is garage door opened/closed?"*

Note:
1. Please replace 'garage door ' to the garage door name you set.
2. PIN code is required to set by google for security concern.

HomeKit Siri

Siri commands are as following:

-*"Hey Siri, open the garage door."*

-*"Hey Siri, close the garage door."*

-*"Hey Siri, is my garage door closed?"*

Note: Please replace the 'garage door' to the garage door name you set.

FAQ

At Meross, we strive to assure your satisfaction. Attached below is a non-exhaustive list of questions that users are mostly concerned about.

1. Is Meross MSG100 compatible with my garage door opener?

Go to www.meross.com/compatibility and choose your brand/model. If your model is not listed or need accessory to make it work, please email below things to https://meross.com/support/Email_Support.

(1) Your order id.
(2) Learn button color of your garage door opener.
(3) Your opener brand and model.
(4) An address for the accessory shipment.

2. What if I can't control the smart device with the Meross app?

You can troubleshoot the following:
- Check if your home Wi-Fi is working properly.
- Make sure that you have disabled access control in your router and that the smart device is not blocked by the router's firmware.
- Factory reset your smart device and try to add it again.

3. 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.

4. 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 13 or later. Restart your iOS will help due to some system cache issue.

Warranty

Meross products are covered by a 24-month limited warranty from the date of purchase. Please visit https://www.meross.com/support/warranty for detailed warranty policy and product registration.

Disclaimer

1. The function of this smart device is tested under a typical circumstance described in our specifications. Meross does NOT guarantee that the smart device shall perform exactly the same as described under all circumstances.
2. By using third-party services including but not limitted to Amazon Alexa, Google Assistant, Apple HomeKit and SmartThings, customers acknowledge that Meross shall not be held liable in any way for the data and private information collected by such parties. Meross's total liability is limited to what is expressly covered in its Privacy Policy.
3. Damages arising from ignorance of the SAFETY INFORMATION shall not be covered by Meross aftersales service, nor does Meross take any legal responsibility therefrom.

Customers acknowledge understanding of these articles clearly by reading this manual.

P/N:6102000309-211116

SIMPLE DEVICE
SIMPLIFY YOUR LIFE

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Website: www.meross.com

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