



Amap Meross Apple Home Kit Smart Plug User Guide

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Amap

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Smart Plug – FQA

1. Q:I have a dual Wi-Fi router. How can I connect the smart plug to it?

- Initially, connect our smart devices to the app requires the 2.4GHz Wi-Fi. After a successful connection,

you can enable the 5GHz, and the devices should work fine.

Some home routers operate on a 5GHz frequency, this video shows you how to easily force your Wi-Fi to connect on a 2.4GHz frequency: https://www.youtube.com/watch?v=JONmJhS_rlk

If the method above doesn't work, you can follow these steps below to confirm that you are using the 2.4GHz frequency during the initial device-to-app connection.

1. Access the "Wireless Settings" page of your router (usually found on the label at the back).
2. Locate the 2.4GHz settings page and change the Wi-Fi name (SSID) to "xxx-2.4G". Save the settings.
3. Find the 5GHz settings page and change the Wi-Fi name (SSID) to "xxx-5G". Save the settings.
4. Once the name changes are completed, you'll see two Wi-Fi names, "xxx-2.4G" and "xxx-5G," in the Wi-Fi search page on your mobile phone. Choose the 2.4G option.
5. In your phone's Wi-Fi settings, forget the network and reconnect, selecting only the 2.4G option.
6. Finally, connect your smart devices to the app.

If your router is dual-band (2.4GHz and 5GHz), you can refer to this YouTube video for instructions on changing to the 2.4GHz frequency: [youtube.com/watch?v=RU2LqJcyMhk](https://www.youtube.com/watch?v=RU2LqJcyMhk)

Q:My plug isn't working anymore. It's showing as offline in the app and won't reconnect. What can I do to get it working again?

1. **Check the power supply:** Ensure that the plug is receiving power. Manually turn the plug on and off.
2. **Check your Wi-Fi connection:** Verify that your Wi-Fi network is working properly and that you have a stable internet connection. Ensure that the plug is within range of the Wi-Fi router.
3. **Reset the plug:** If the plug still won't connect, you may need to perform a factory reset. Press and hold the on/off button for 5 seconds until the light flashes.
4. **Reconnect the plug:** After resetting, follow the initial setup process to reconnect the plug to the app. Make sure you are using the correct 2.4GHz Wi-Fi network during the setup.
5. **Contact customer support:** If the issue persists, reach out to us for further assistance
 - Email: support@aimore.com;
 - WhatsApp: +1 6268793255

Q. After a power outage, my plugs no longer work and they are not connecting automatically to the app once the power is restored. Why is this happening?

After the power is turned off, the device should automatically reconnect. However, it's possible that the plugs are not automatically connecting to the app due to various reasons. Here are a few possible explanations

1. **Wi-Fi Disruption:** The power outage may have caused disruptions in your Wi-Fi network. In such cases, the plugs may struggle to reconnect automatically to the app once the power is restored. You may need to manually reconnect them to the Wi-Fi network.
2. **Router Reset:** Sometimes, during a power outage, the router may reset to its default settings. This can result in a different Wi-Fi network name (SSID) or password, causing the plugs to lose connectivity. Check your router settings to ensure they are correctly configured.
3. If there are too many devices connected on the router, some devices will fail to reconnect. In such case, you just need to reconnect the smart devices. To reconnect the smart plug to the app, please press and hold the plug on/off button for 5 seconds until the light flashes.

4. If your router is dual-band, please make sure to connect to your 2.4GHz Wi-Fi.
5. If the issue persists, please contact the us for further assistance: **Email:** support@aimore.com; **WhatsApp:** +1 6268793255

Q:My smart plug will not connect to Apple HomeRight. What should I do?

1. Ensure that your iOS device is connected to a stable 2.4GHz Wi-Fi network.
2. Forget all other Wi-Fi networks on your iOS device and connect again.
3. Press and hold the plug on/off button for 5 seconds until the light flashes to reset the smart device and try again.
4. Please complete the HomeRight connection within 10 minutes. If the time limit is exceeded, you will need to reset the device.

For detailed instructions on connecting Apple HomeRight, please refer to the instructional video: <https://youtu.be/d-l6dpUIIE8>

• **Q:My smart plug will not connect to Alexa or requires the AUTH code. What should I do?**

To troubleshoot the issue of your smart device not connecting to Alexa or the AUTH code needed, follow these steps

1. Press and hold the plug on/off button for 5 seconds until the light flashes to reset the smart device.
2. Ensure that you have downloaded the Aim ore App and that your Apia Smart plug is online within the app.
3. **Method 1:** Connect Alexa through the Aimone App. Me Interface → Third-Party Voice Service → Alexa. Follow the prompts in the app for the Alexa connection. No authorization code should be required for this method.
4. **Method 2:** Add the Apia Smart plug directly in the Alexa App. However, it is crucial to ensure that the Aim ore App, which is connected to the Smart plug, is running within 1 minutes. If the Aim ore App is not running within that time frame, an authorization code will be needed.

Therefore, we recommend using Method 1 to connect Alexa. For detailed instructions on connecting Alexa using Method 1, please refer to the instructional video: <https://youtu.be/OMoYoLFB7Bo>

Q:My smart plug will not connect to Google Home or requires the AUTH code. What should I do?

To troubleshoot the issue of your smart device not connecting to Google Home or the AUTH code needed, follow these steps

1. Press and hold the plug on/off button for 5 seconds until the light flashes to reset the smart device.
2. Ensure that you have downloaded the Aim ore App and that your Apia Smart plug is online within the app.
3. Connect Google Home through the Aim ore App. Aim ore App Me Interface → Third-Party Voice Service → Google → Get the AUTH Code → Open Google Home App Device icon → All Settings → Home Control → '+ 'Add a device → search Aim ore Smart → Past AUTH Code and Link.

For detailed instructions on connecting Google Home, please refer to the instructional video: <https://youtu.be/NLVoNpdcALU>

Q:I am using the pluges with Apple Home app (HomeRight), I have not been able to program it to function

automatically. What should I do?

- To enable remote control and automation with Apple HomeRight, you need a connected Apple device acting as a hub, such as a Homewood or Apple TV.
- This allows you to remotely control devices like turning off forgotten lights while you're away or setting up automation programs like automatically turning on lights when you arrive home or turning them off when you leave. Having a hub device ensures that your HomeRight commands can be communicated to your smart devices even when you're not on the same network.

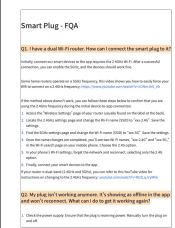
Q: Is this plug UL listed?

- No, but it is made with UL standards. We have FCC, RoHS, and CE certifications. While UL certification specifically focuses on safety testing, the presence of FCC, RoHS, and CE certifications assures compliance with electromagnetic compatibility, hazardous substance restrictions, and European standards. These certifications ensure electrical safety, environmental friendliness, and regulatory compliance.
- Although UL certification is highly regarded, FCC, RoHS, and CE certifications play a significant role in verifying product safety and adherence to standards. We have taken necessary measures to ensure the safety and reliability of our smart plug.

Does this work with the Toya App?

- No, the Apia Smart plug is not compatible with the Toya App, ShareLife or IFTTT. The light plug works with Apple HomeRight, Alexa, Google Assistant, and the Aim ore App at present.
- If you have any specific concerns or questions about our product usage, please contact our customer support: support@aimore.com or **WhatsApp: +1 6268793255**.

Documents / Resources

	<p>Amapi Meross Apple Home Kit Smart Plug [pdf] User Guide Meross Apple Home Kit Smart Plug, Meross, Apple Home Kit Smart Plug, Home Kit Smart Plug , Kit Smart Plug, Smart Plug, Plug</p>
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References

- [User Manual](#)