

## meross Smart Power Strip

# Meross Smart Power Strip User Manual

Model: Smart Power Strip

Brand: meross

## INTRODUCTION

This user manual provides comprehensive instructions for the Meross Smart Power Strip. This device is designed to enhance your home automation experience by offering smart control over your electrical appliances. It features multiple AC outlets and USB ports, controllable via the Meross app, voice commands (Siri, Alexa, Google Home), and compatible with Apple HomeKit.



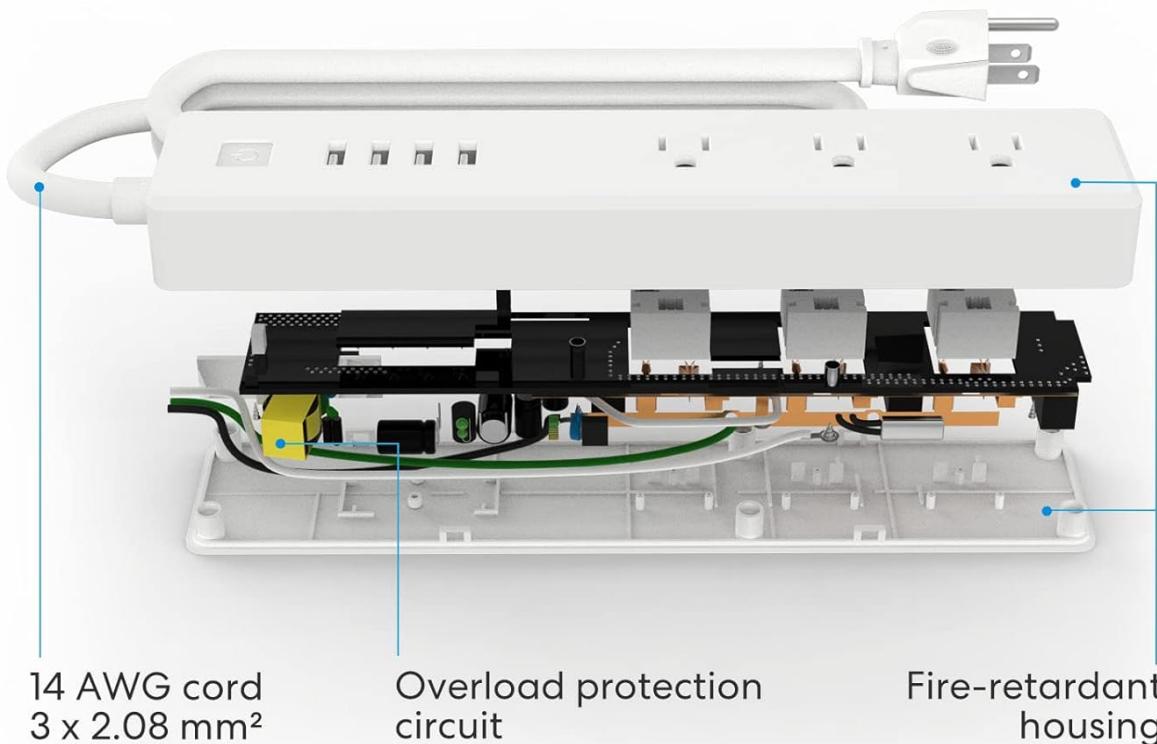
Image: The Meross Smart Power Strip, showcasing its compact design with three AC outlets and four USB ports, along with its power cord.

## SAFETY INFORMATION

For safe operation and to prevent damage, please adhere to the following safety guidelines:

- Do not expose the device to rain or moisture.
- Do not disassemble or modify the device.
- Ensure the power strip is connected to a grounded outlet.
- Do not exceed the maximum load capacity of the power strip. Refer to specifications for details.
- Keep out of reach of children.
- The device is equipped with fire-retardant housing and an overload protection circuit for enhanced safety.

# I Safety Guarantee



When an overload occurs Meross surge protector will automatically cut off the power to protect you and your electric appliances.

Image: An exploded view of the Meross Smart Power Strip, highlighting its internal safety components such as the 14 AWG cord, overload protection circuit, and fire-retardant housing.

# Overload Protection



When an overload occurs, Meross surge protector will automatically cut off the power to protect you and your electric appliances.

Image: A close-up diagram illustrating the overload protection mechanism within the power strip, which automatically cuts off power during an overload.

## PRODUCT FEATURES

The Meross Smart Power Strip offers a range of features for convenient and smart power management:

- **3 Individually Controlled AC Outlets:** Each AC outlet can be controlled independently via the app or voice commands.
- **4 Group Controlled USB Ports:** The four USB ports are controlled as a single group, providing up to 4.0A for charging mobile devices.
- **Remote Control:** Control connected devices from anywhere using the Meross app (requires internet access).
- **Voice Control:** Compatible with Apple HomeKit (Siri), Amazon Alexa, and Google Home for hands-free operation.
- **Schedule and Timer Setting:** Automate power on/off for energy saving and convenience. Supports sunrise and sunset settings.
- **Surge Protection:** Protects connected devices from power surges.
- **Manual Master Switch:** A physical button on the strip allows for one-touch power control over all devices.

# I One for All



Image: An overhead view of the Meross Smart Power Strip, illustrating its three individually controlled AC outlets and four group-controlled USB ports, along with icons for WiFi, remote control, voice control, and timer setting.

# | Voice Control

Control your home electrical appliances by giving simple voice commands

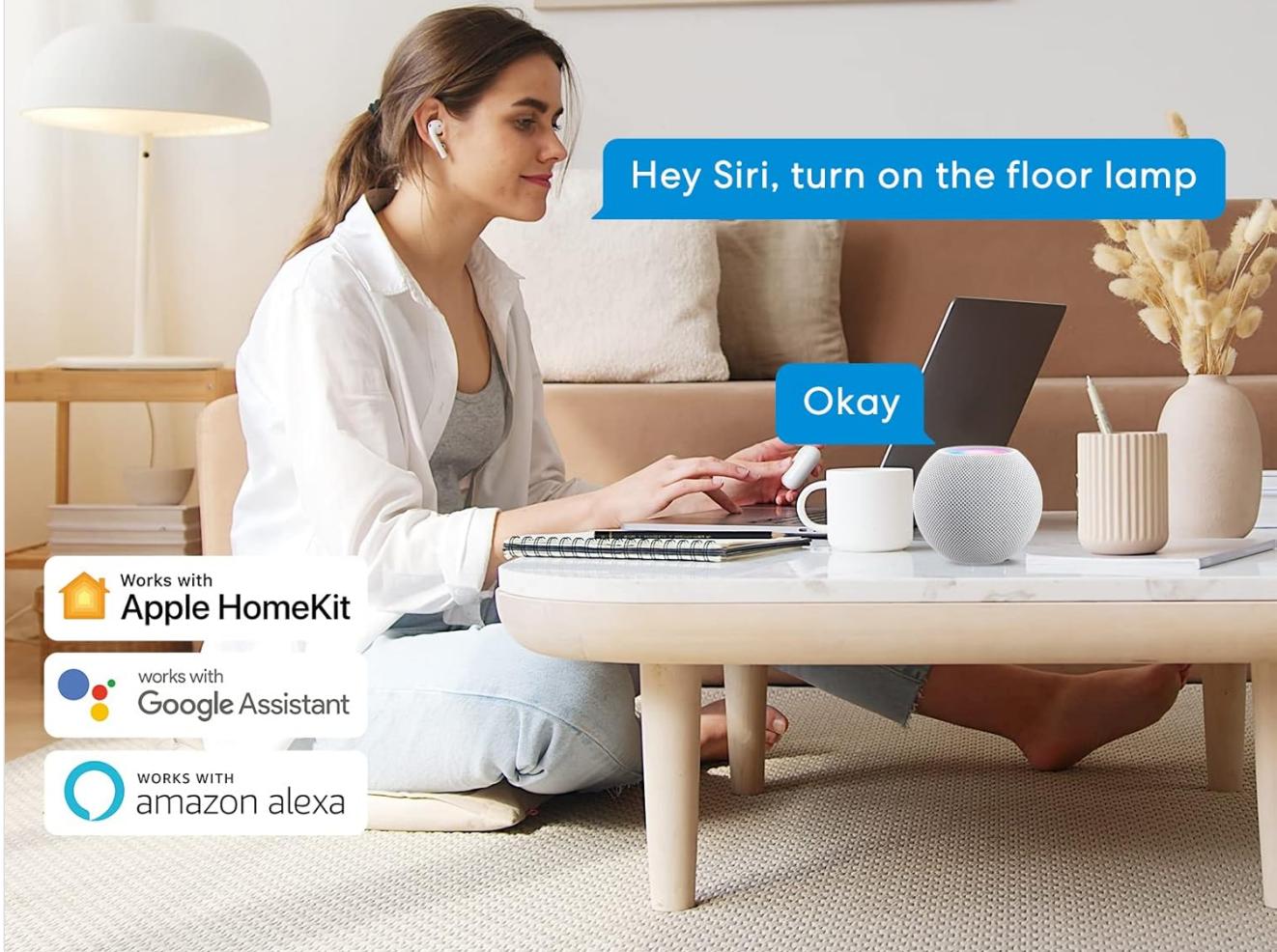


Image: A woman using voice commands to control a lamp connected to the Meross Smart Power Strip, demonstrating compatibility with Siri, Google Assistant, and Amazon Alexa.

# Remote Control

Control your light and fixtures from anywhere anytime.

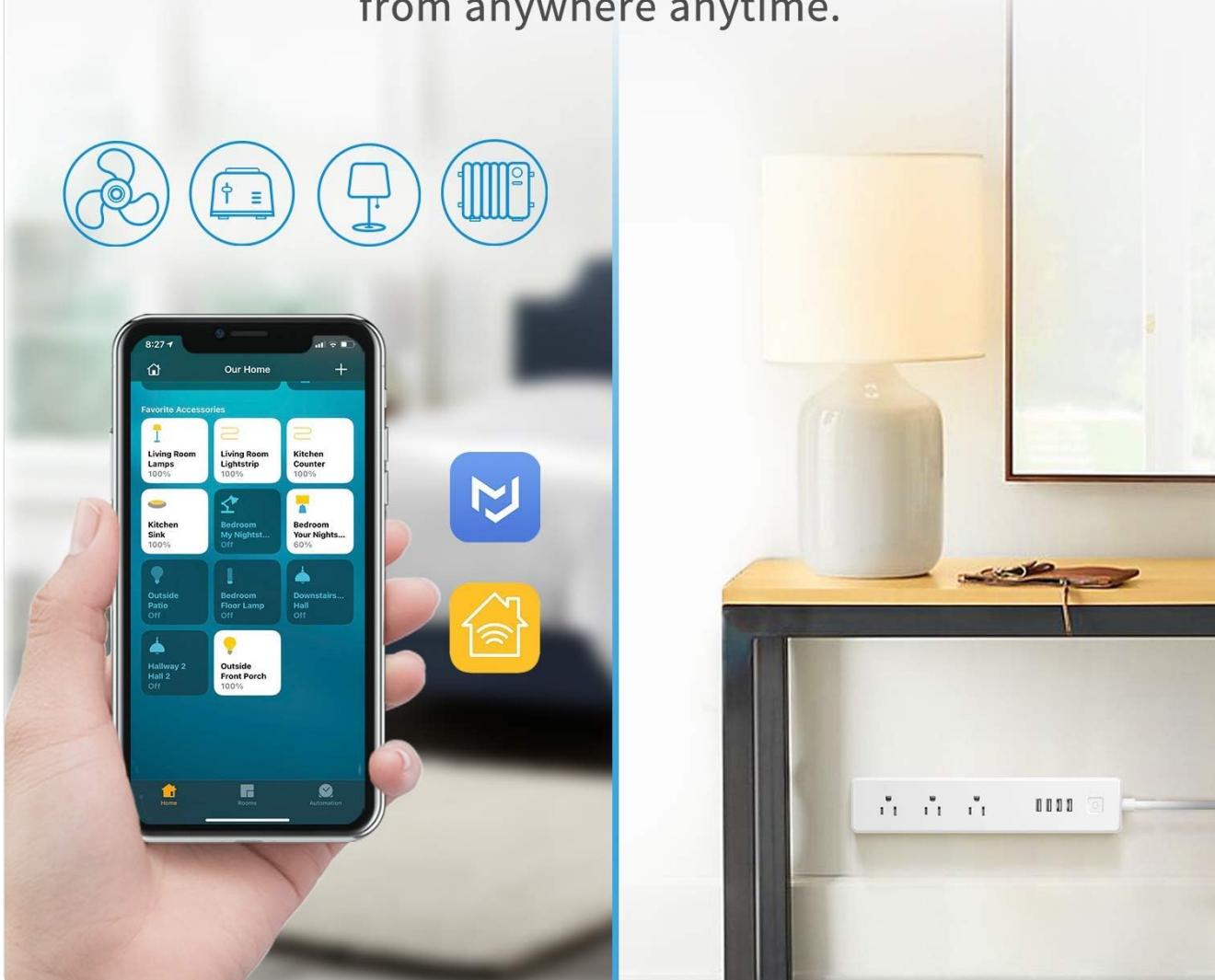


Image: A smartphone displaying the Meross app interface, demonstrating remote control capabilities for various home devices, with the power strip visible in the background.



## Manual Master Switch

One-touch power control  
over all devices

6 FT Heavy-Duty  
100% Copper Wire

Image: A detailed view of the Meross Smart Power Strip, highlighting the manual master switch for one-touch control and the durable 6-foot heavy-duty copper wire.

## SETUP GUIDE

### 1. Download the Meross App

Search for "Meross" in the Apple App Store or Google Play Store and download the official Meross app. Create an account or log in if you already have one.

### 2. Connect to Wi-Fi

Plug in your Meross Smart Power Strip. Open the Meross app and follow the on-screen instructions to add your device. Ensure your smartphone is connected to a 2.4GHz Wi-Fi network during the setup process, as the power strip only supports 2.4GHz Wi-Fi.

**Note on Mesh Wi-Fi:** If you are using a mesh Wi-Fi system, the device can connect to most 2.4GHz mesh Wi-Fi networks without issues. If setup fails, temporarily turn off the 5GHz Wi-Fi band on your router and retry. If 5GHz cannot be turned off, move the power strip further away from the mesh Wi-Fi router; your phone and device should then connect to the 2.4GHz band for setup.

# HomeKit Setup with Mesh WiFi

1. Follow the user manual and HomeKit device can connect to most 2.4G mesh WiFi without any issue.
2. If it fails severral times, you can turn off 5G WiFi temporarily and retry. Then turn on 5G WiFi after setup.
3. If 5G WiFi can't be turned off, please plug your device far away from the mesh WiFi router. Your phone and device will connect to 2.4G and finish the setup after you retry.



**HomeKit Device**

**Mesh WiFi Router**

Image: A diagram illustrating the setup process for HomeKit devices with mesh Wi-Fi, providing tips for successful connection by adjusting distance from the router or temporarily disabling 5GHz Wi-Fi.

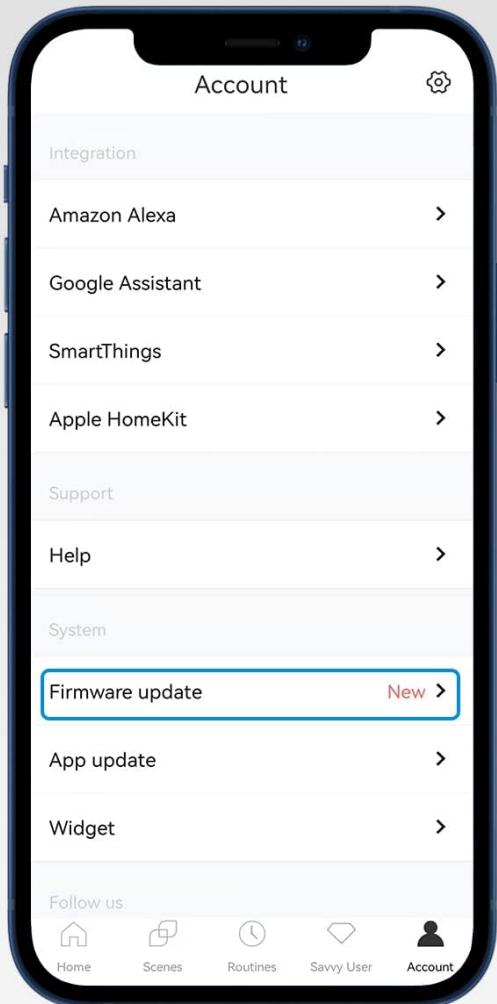
## 3. Apple HomeKit Integration (Optional)

For Apple HomeKit remote control functionality, an Apple TV 4K, Apple TV HD, or an iPad is required to act as a HomeKit bridge. This bridge connects your Meross device to your home Wi-Fi network, enabling remote access and Siri voice commands.

## 4. Firmware Update

After initial setup, it is recommended to update the device firmware to the latest version for optimal performance and stability. In the Meross app, navigate to **Account > Firmware update** and follow the prompts.

# I Update to the Latest Firmware



Update your HomeKit accessory to the latest firmware so that you will NOT suffer from disconnections and enjoy stable and smooth device performance.

## ***After you set up the accessory***

1. Connect your phone to the Wi-Fi your HomeKit accessory is connecting to.
2. Download Meross App and go to Account > Firmware update.
3. Tap Update and wait for the accessory to finish the process.

Image: A screenshot of the Meross app interface, highlighting the "Firmware update" option within the account settings, with instructions for updating the device firmware.

## **OPERATING INSTRUCTIONS**

### **App Control**

Once connected, you can control the individual AC outlets and the group of USB ports directly from the Meross app. Tap on the respective icons to turn them on or off. You can also set schedules and timers for automated operation.

### **Voice Control**

Integrate your Meross Smart Power Strip with your preferred voice assistant:

- **Siri (Apple HomeKit):** Use commands like "Hey Siri, turn on the living room lamp" or "Hey Siri, turn off the fan."
- **Amazon Alexa:** Enable the Meross skill in the Alexa app. Then, use commands such as "Alexa, turn on the power strip" or "Alexa, turn off the bedroom light."
- **Google Home:** Link your Meross account in the Google Home app. Use commands like "Hey Google, turn on the charger" or "Hey Google, turn off the desk lamp."

## Scheduling and Timers

Utilize the scheduling feature in the Meross app to set specific times for your devices to turn on or off. This can help save energy and automate routines. You can also set countdown timers for temporary operation.

## Manual Control

The physical button on the power strip acts as a master switch, allowing you to turn all connected devices on or off with a single press.

## MAINTENANCE

To ensure the longevity and proper functioning of your Meross Smart Power Strip:

- Keep the device clean and free from dust. Use a dry, soft cloth for cleaning.
- Avoid placing the power strip in direct sunlight or near heat sources.
- Do not expose the device to extreme temperatures or humidity.
- Regularly check the power cord for any signs of damage.

## TROUBLESHOOTING

If you encounter issues with your Meross Smart Power Strip, consider the following common solutions:

- **Device Unresponsive:**

- Check if the power strip is properly plugged into a working outlet.
- Verify your Wi-Fi connection is stable and the power strip is within range.
- Restart the power strip by unplugging it for 10 seconds and plugging it back in.
- Ensure your Meross app is updated to the latest version.

- **Cannot Connect to Wi-Fi:**

- Confirm your Wi-Fi network is 2.4GHz.
- Check your Wi-Fi password for accuracy.
- Move the power strip closer to your Wi-Fi router.
- If using a mesh network, refer to the "Setup Guide" section for specific tips.

- **Voice Control Not Working:**

- Ensure the Meross skill/service is enabled and linked in your Alexa, Google Home, or Apple Home app.
- Verify the device names in the Meross app match those used in your voice commands.

For more detailed troubleshooting or persistent issues, please refer to the official Meross User Manual PDF available online or contact Meross customer support.

## SPECIFICATIONS

Feature	Detail
Product Dimensions	10.3 x 2.4 x 1.1 inches
Item Weight	1.23 pounds

Total Power Outlets	3 AC Outlets, 4 USB Ports
Voltage	94 Volts (Note: This might be a nominal or test voltage, typical household voltage is 120V in US)
Special Features	Surge Protection, USB Slot, Voice Control, Remote Control, Scheduling
Connectivity	Wi-Fi (2.4GHz only)
Compatibility	Apple HomeKit, Siri, Alexa, Google Home, SmartThings
Certifications	FCC & ETL Certified

## WARRANTY AND SUPPORT

Meross products typically come with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Meross website.

If you require technical assistance, have questions about your product, or need to claim warranty, please contact Meross customer support through their official website or the contact information provided in the Meross app. You can also find additional resources and FAQs on their support pages.

For the most up-to-date and detailed information, please refer to the official User Manual (PDF) available for download from the product's support page on the Meross website or Amazon product listing: [Meross Smart Power Strip User Manual PDF](#).

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Documents - meross – Smart Power Strip

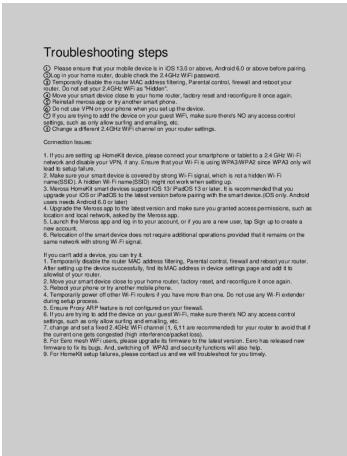


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#### Troubleshooting steps

- 1. Please ensure 1st your mobile device is in iOS 13.0 or above, Android 6.0 or above before pairing.
- 2. Log in your home router, double check the 2.4GHz WiFi password.
- 3. Temporarily disable the router MAC address filtering, Parental control, firewall and reboot your router.
- 4. Do not set your 2.4GHz WiFi as 'Hidden'.
- 5. Move your smart device close to your home router, factory reset, and reconfigure it once again.
- 6. Remove Meross app or try another smart phone.
- 7. Change and set a fixed 2.4GHz WiFi channel (1, 6, 11 are recommended) for your router to avoid that it is crowded with other WiFi routers.
- 8. If you are trying to add the device on your guest WiFi, make sure there is NO any access control settings.
- 9. For HomeKit setup failures, please contact us and we will troubleshoot for you timely.
- 10. Change a different 2.4GHz WiFi channel on your router settings.

Connection issues:  
1. If you are setting up HomeKit device, please connect your smartphone or laptop to a 2.4GHz WiFi network and not your VPN, if any. Ensure that your WiFi is using WPA2 since WPA only will lead to setup failure.  
2. Make sure your smart device is covered by strong WiFi signal, which is not a hidden WiFi name. WiFi signal strength in WiFi networks (2.4GHz) might not work when setting up.  
3. HomeKit smart device can only be paired with the related HomeKit device pairing with the smart device (iOS only). Android users needs Android 6.0 or later.  
4. Temporarily power off other WiFi routers if you have more than one. Do not use any WiFi router that is crowded with other WiFi routers.  
5. If you are trying to add the device on your guest WiFi, make sure there is NO any access control settings.  
6. If you are trying to add the device on your guest WiFi, make sure there is NO any access control settings.  
7. Change and set a fixed 2.4GHz WiFi channel (1, 6, 11 are recommended) for your router to avoid that it is crowded with other WiFi routers.  
8. For HomeKit setup failures, please upgrade to the latest version. Euro has released new HomeKit setup failure fix.  
9. For HomeKit setup failures, please contact us and we will troubleshoot for you timely.

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**Troubleshooting steps** Please ensure that your mobile device is in iOS 13.0 or above, Android 6.0 or above before pairing. Log in your home router, double check the 2.4GHz WiFi password. Temporarily disable the router MAC address filtering, Parental control, firewall and reboot your router. Do not ...

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**TROUBLESHOOTING STEPS:**  
Here are the professional troubleshooting steps given by meross technicians  

- 1. Please ensure that your mobile device is in iOS 13.0 or above.
- 2. Log in your home router, double check the 2.4GHz WiFi password.
- 3. Temporarily disable the router MAC address filtering, Parental control, firewall and reboot your router.
- 4. Do not set your 2.4GHz WiFi as "hidden".
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