

meross

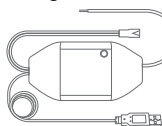
User Manual

Safety Information

- Keep the device away from water, fire, humidity or hot environments.
- Please plug in the socket in proper condition and away from children.
- Do not attempt to disassemble, repair, or modify the device.
- For indoor use only.
- This product should not be exposed to direct sunlight.
- When you leave the product unused for a long time unplug the product from the power outlet.
- Please contact seller for replacement if there is any damage caused by transportation.

Package Contents

1 x Signal Control Cable



1 x Smart Garage Door Opener



1 x USB Adapter



4 x Screws



1 x Test Wire



1 x Door Sensor with Cable

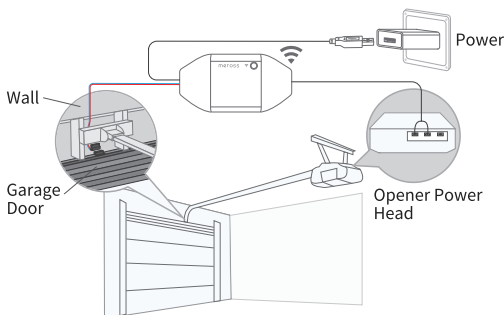


1 x Double-sided Adhesive Tapes

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

Installation Guide

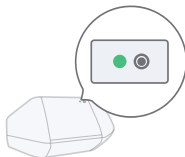
1. Meross smart garage door opener is the companion device of your existing garage door opener. Its main working principle is as follows.



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



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



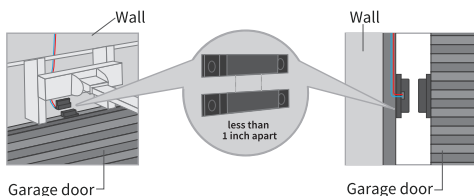
4. Connect the device to your home WiFi with Meross app.

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



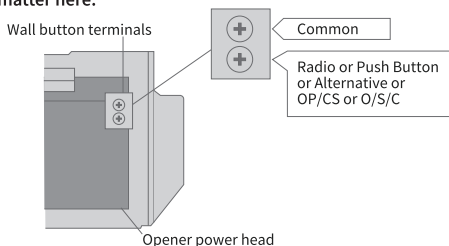
*Please contact support@meross.com for help if the sensor is not functional.

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.

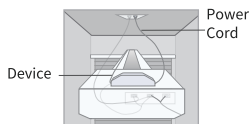


*You can use the included double-sided adhesive tapes or screws for sensor fixation.

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.

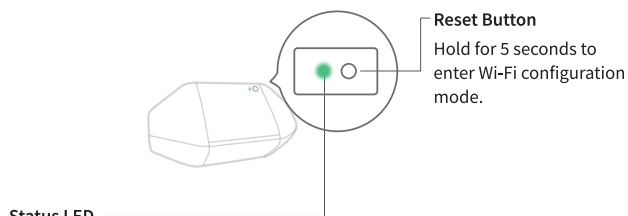


8. Deploy the device. We recommend to deploy it on the top of your existing garage door opener. Use the provided double-sided adhesive tapes for the fixation if necessary.



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

LED and Button Rules



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.

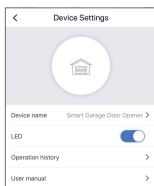
Solid Red: No internet connection.

Flashing Amber Once: Sensors connected or disconnected(Door close or open detected).

Off: Powered OFF.

How to Use

1. General Settings



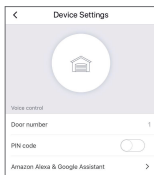
Device Name: Change device name.

LED: Turn on/off LED.

Operation History: Check operation history.

User Manual: Check user manual.

2. 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, is my garage 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 the Google Assistant

Choose “meross” action, the commands are as following:

-“Hey Google, open/close garage door.”

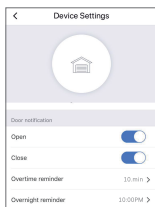
-“Can I have your security code?”

-“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.

3. Door Notification



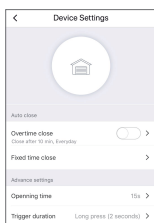
Open: Send me a notification each time my garage door opens.

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.

4. Special Settings



Overtime Close: Close the door automatically when the door opens for a period of time.

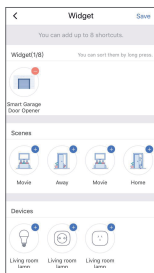
Fixed Time Close: Close the door automatically when the door is still open after particular time.

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.

5. 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

At Meross we strive to assure your satisfaction. Any questions about Smart Garage Door Opener please feel free to contact support@meross.com.

1. Can I manage multiple smart garage door openers within Meross app?

One smart garage door opener is for one garage door only, you can configure multiple smart garage door openers within the app.

2. What shall I do when my Meross app is unable to control the added smart garage door opener?

Please check the followings:

- Check the main Wi-Fi's internet connection.
- Make sure that main Wi-Fi's password hasn't been changed.
- Factory reset the device and try to configure its Wi-Fi part again.

3. Is Meross MSG100 compatible with my garage door opener? Do I need accessory?

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 support@meross.com.

- (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.

4. Why I can open or close my garage door, but meross app shows wrong status?

Probably your sensor is not well installed or the sensor is defective. You can follow below points to troubleshoot:

- (1) Manually move the two sensor parts close (less than 1/4 inch) or apart, to check whether the meross app updates the right status.
- (2) Make sure the sensor cables are well connected to the smart device. If you disconnect the sensor wire, the device is in door open status. Please try to short the two pins in red connector, the device is in door close status.

Warranty

Meross products are covered by a 12 months limited warranty from the date of its original purchase. If any problems occur, please contact support@meross.com for help. We can only provide aftersales service for products that are sold by Meross or Meross authorized retailers and distributors.

FCC Compliance Information Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that

interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Canadian Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.