

**meross**

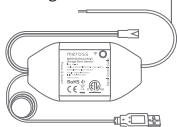
User Manual

## 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

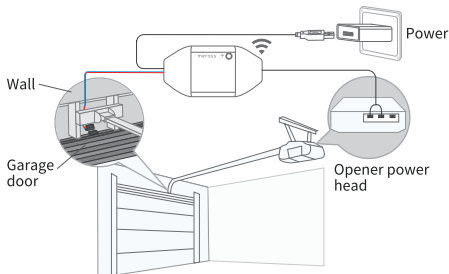


1 x Double-sided Adhesive Tapes

\* If you find any part is missing in the package, please contact [support@meross.com](mailto:support@meross.com), we will provide proper solution for you.

## Installation Guide

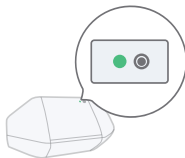
1. Meross smart garage door opener is the companion device of your existing garage door opener. Its main working principle is as follows.



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

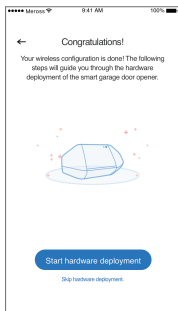


3. Power on the device. Wait about 5 seconds until the status LED blinks amber and green.



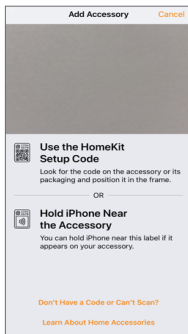
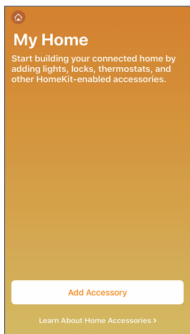
4. Set up the device.

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

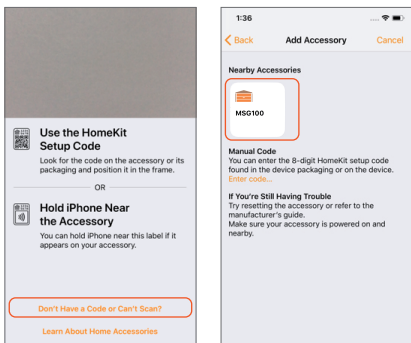


(2) For iOS user, please follow instructions below.

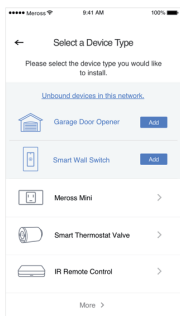
- Please ensure that your iPhone or iPad is **connecting to a 2.4GHz Wi-Fi**. Or you may not be able to set it up.
- Please make sure you are having **iOS 13 or above**. We recommend you to upgrade to iOS 14 to have better HomeKit user experience.
- Use Apple Home app instead of Meross app to set it 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 and QR code are printed on the device and the user manual.



- d. If the QR code won't work, please tap "Don't Have a Code or Can't Scan" and choose MSG100. 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 MSG100 in Meross app, please connect your iPhone to the same 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 MSG100 in Meross app. For example, enable phone notification for door status change, set customized door opening time, enable auto close function and binding to Amazon or Google voice assistant.



- 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
- Reset the device and kill the Home app and retry.
  - Restart your iOS and retry. (This is important.)
  - Ensure that your iOS is connecting to 2.4G of your home Wi-Fi.
  - Have your iOS to forget all other Wi-Fi in your home.

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



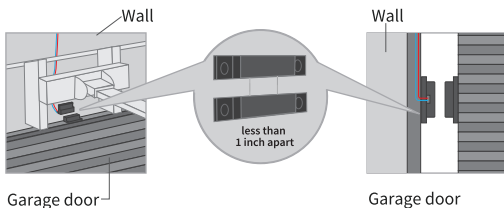
5. If you only want to use Apple Home app to control this device, please follow below steps to complete the hardware installations. If you added the device with Meross app in step 4.2.e, the Meross app will also guide you through the hardware installation.

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



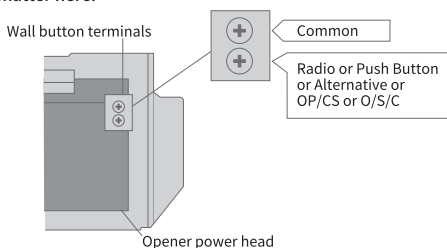
\*Please contact [support@meross.com](mailto:support@meross.com) for help if the sensor is not functional.

7. 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.

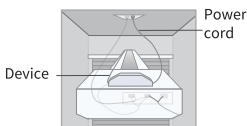


\*You can use the included double-sided adhesive tapes or screws for sensor fixation.

8. 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.

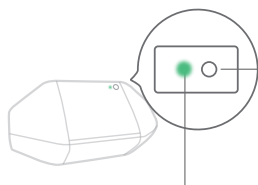


9. Deploy the device. We recommend to deploy it on the top of your existing garage door opener. Use the provided double-sided adhesive tapes for the fixation if necessary.



10. 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.

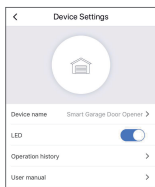
**Solid red:** No internet connection.

**Flashing green 3 times:** Sensors connected or disconnected (Door close or open detected).

**Off:** Powered OFF.

## How to Use

### 1. General Settings



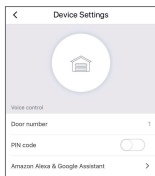
**Device name:** Change device name.

**LED:** Turn on/off LED.

**Operation history:** Check operation history.

**User manual:** Check user manual.

### 2. 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.



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.



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. 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>

Siri commands are as following:

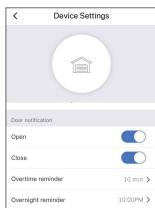
- “Hey Siri, open the garage door.”
- “Hey Siri, close the garage door.”
- “Hey Siri, is my garage door closed?”

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

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

## 4. Door notification



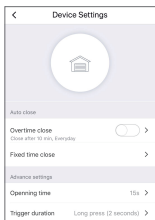
**Open:** Send me a notification each time my garage door opens.

**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.

## 5. Special settings



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

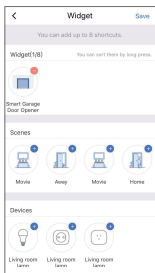
**Fixed time close:** Close the door automatically when the door is still open after particular time.

**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.

## 6. 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](mailto: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. 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.

## 4. 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.

## 5. 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 above. Restart your iOS will help due to some system cache issue.

## Warranty

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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](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.

## FCC Compliance Information Statement

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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

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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.

# SIMPLE DEVICE SIMPLIFY YOUR LIFE

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Email: [support@meross.com](mailto:support@meross.com)

Website: [www.meross.com](http://www.meross.com)

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Chengdu, China

Made in China

