

# meross

## Safety Information

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- The device is recommended for use indoors and in a dry location only.
- The device shall be used within its published power rating on the instructions.
- Please contact seller for replacement if there is any damage caused by transportation.
- Please plug in the socket in proper condition and away from children.
- Please plug in the socket fully while using for safety concern.

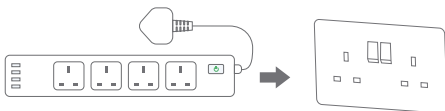
## Installation Guide

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### 1. Download the Meross app.



### 2. Plug MSS425F into an outlet near main Wi-Fi.\*

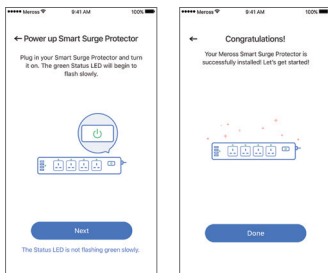


\* Proximity to main Wi-Fi is required only during the initial setup process.

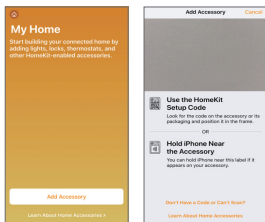
\* MSS425F only supports 2.4GHz networks.

### 3. Set up the device.

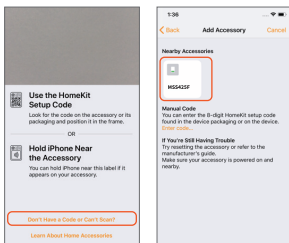
- (1) For Android user. Open Meross app and tap + on the top right. Just follow the instructions in Meross app and you will set it up in minutes. If you want to use HomeKit with an iOS device after setup on Android. Just launch your Apple Home app and scan or input the code printed on the device or user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



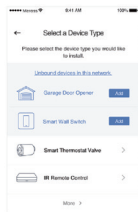
- (2) For iOS user. Please follow instructions below.
- Please ensure that your iPhone or iPad is connecting to a 2.4GHz Wi-Fi. Or you may not be able to set it up.
  - Please make sure you are having iOS 13 or above. We recommend you to upgrade to iOS 14 to have better HomeKit user experience.
  - Use 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 is printed on the device and the user manual. Input the code on the label and wait. You should be able to set it up in a minute.



- d. If the QR code won't work, please tap "Don't Have a Code or Can't Scan" and choose the smart device model. 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 device in Meross app, please connect to your 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 your device in Meross app. For example, upgrading firmware and binding to Amazon or Google voice assistants.



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

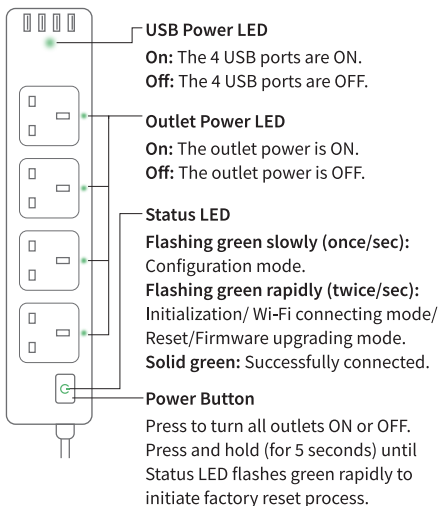
You can share control of your home to your family by inviting them. Learn more at <https://support.apple.com/en-us/HT208709>

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

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

## LED and Button Rules

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## FAQ

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At Meross we strive to assure your satisfaction. We apologize for any inconvenience with the installation or operation of the surge protector and are happy to assist at [support@meross.com](mailto:support@meross.com).

### 1. What devices can I control with the Smart Surge Protector?

You can control lights, fans, humidifiers, portable heaters and any small appliances in accordance with the MSS425F's specifications (up to 10A output).

## **2. What should I do when my Meross app is unable to control the added Smart Surge Protector?**

You can troubleshoot the following:

- Check the main Wi-Fi's Internet connection.
- Make sure that main Wi-Fi's password hasn't been changed.
- Make sure your MSS425F is not too far from the main Wi-Fi.
- Factory reset MSS425F and try to add it 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 24 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.

# SIMPLE DEVICE SIMPLIFY YOUR LIFE

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

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

Manufacturer: Chengdu Meross Technology Co., Ltd.

Address: No. 1312, Building E6-1, Tianfu Software Park, Chengdu, China

**UK AR**

CET PRODUCT SERVICE LTD. (for authorities only)

Chase Business Centre, 39-41 Chase Side

London N14 5BP UK

Made in China

