meross

User Manual
Quick Installation Guide

1. Download the Meross app.

![App Store](image1)

![Google Play](image2)

![Amazon](image3)

2. Plug MSS425E into an outlet near main Wi-Fi.*

![Power outlet](image4)

* Proximity to main Wi-Fi is required only during the initial setup process.
* MSS425E 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 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.

a. 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.

b. Please make sure you are having iOS 12 or above. We recommend you to upgrade to iOS 13 to have better HomeKit user experience.

c. 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 MSS425E. 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 MSS425E 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 MSS425E 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 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 to forget all other Wi-Fi in your home.
LED and Button Rules

Status LED
- Flashing green slowly (once/sec): Configuration mode.
- Flashing green rapidly (twice/sec): Initialization/ Wi-Fi connecting mode
  /Reset/Firmware upgrading mode.
- Solid green: Successfully connected.

Power Button
- Press to turn all outlets and USB ports ON or OFF.
- Press and hold (for 5 seconds) until Status LED flashes green rapidly to initiate factory reset process.

USB Power LED
- On: The 4 USB ports are ON.
- Off: The 4 USB ports are OFF.

Outlet Power LED
- On: The outlet power is ON.
- Off: The outlet power is OFF.
FAQ

At Meross we strive to assure your satisfaction. We are happy to assist at 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 MSS425E’s specifications (up to 15A 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 MSS425E is not too far from the main Wi-Fi.
   • Factory reset MSS425E 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 12 or above. Restart your iOS will help due to some system cache issue.

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 after-sales service for products that are sold by Meross or Meross authorized retailers and distributors.
SIMPLE DEVICE
SIMPLIFY YOUR LIFE