

Troubleshooting Steps

Does not work-

1. Enable and disable your notification option again in the Meross app. Try to open and close the door again to test.
- 2.If the auto-close or overnight/overtime notification is not working, remove the original setting, and set it again to try.
- 3.If you upgrade your phone OS version, or reinstall Meross, please check if you grant Meross app notification access in the OS system. For example, iOS is Settings->Notifications->meross->Allow Notifications.
- 4.Remove the device and pair it again. Better uninstall the Meross app and install it again.

If the above doesn't work, you can troubleshoot by following these steps:

- a.Make sure the two magnetic sensors are close to each other, within 3cm(1 inch), when the garage door is fully closed and vice versa;
- b.Unplug and plug the sensor cables, check there's no any wire damage;
- c.Do not install the sensors directly on any metal rails. For instance, you can use the material such as PVC to isolate the sensors from metal to avoid magnetic interference.
- d.Factory reset the smart garage door opener and set up it from the scratch.

For product compatibility:

Meross smart garage door opener is a companion device for existing garage door openers and can be used in conjunction with most garage door openers on the market.You can try the following actions:

Method 1:

Go to the compatibility checker and choose your brand/model.If the page indicates that your opener requires an accessory, you can easily claim it by following the provided instructions.

Method 2:

If you are not sure about the compatibility, you can use a pair of pliers to short the wall button terminals. If garage door opens or closes, it's compatible. Otherwise please contact Meross Support for further instructions.

Regarding questions (10):

Here are the professional troubleshooting steps given by meross technicians:

- ① Please ensure that 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, and our products only support 2.4GHz WiFi (listing has written clearly).
- ③ Temporarily disable the router MAC address filtering, Parental control, firewall and reboot your router. Do not set your 2.4GHz WiFi as "Hidden".
- ④ Move your smart device close to your home router, factory reset and reconfigure it once again.
- ⑤ Reinstall meross app or try another smart phone.
- ⑥ Do not use VPN on your phone when you set up the device.
- ⑦ If you are trying to add the device on your guest WiFi, make sure there's NO any access control settings, such as only allow surfing and emailing, etc.
- ⑧ Change a different 2.4GHz WiFi channel on your router settings.

If customers still can't solve the problem, please contact our after-sales staff, we provide technical support 24/7. (support@meross.com)

If the product is damaged, Meross offers a 2 year warranty. From the date of purchase, users can contact our support team if they encounter any problems with the product. If the problem cannot be solved, we will give the user priority to exchange the product for a new one.

: the product only supports 2.4GHz network, or you may not be able to set it up.

Before pairing, make sure the user's mobile device is in iOS 13.0 or above. We recommend you to upgrade to ios 14 to have better HomeKit user experience.

When we find that users have problems in use due to other reasons, we will update the website information in a timely manner to ensure users' purchase and use experience. At the same time, the attachment is the instruction manual of our product for users' reference.

And we also focused on the technical parameters and functions of the device on our page. If users are unclear about anything before purchasing, they can also consult our customer service staff first. We have better after-sales service to guarantee the solution of such problems in customer service.