

Troubleshooting steps

Energy monitoring and usage display:

Make sure to use this feature under the meross app. We are unable to make updates or requests for support of third party platforms.

If there is an issue with the energy monitoring feature in the meross app, please contact our support team to provide the corresponding screenshots, code, and other information about the issue.

Compatibility and Hub Requirements:

The Meross Matter Smart Plug is not Matter (Thread) compatible. Please note that the advertised features and compatibility are limited to the switch on/off functions via the Matter protocol.

Matter supports Wi-Fi and Thread for data transfer, and Bluetooth LE for commissioning.

Signal Strength and Connectivity:

Poor signal strength or frequent disconnections may be attributed to the Wi-Fi environment. We recommend checking the Wi-Fi signal strength in the area where the plug is being used and consider using a Wi-Fi extender or repositioning the router for stronger connectivity.

Extension Lead and Additional Requirements:

The Meross Smart Plug is designed for direct use with compatible devices. If an extension lead is required, customers should ensure that the extension lead is compatible and does not interfere with the plug's performance.

Matter Smart Plug and Response Times:

Some customers have reported latency in response times when using the Meross Matter Smart Plug with Apple HomeKit. While this may vary depending on individual setups, we appreciate the feedback and will continue to improve our product based on customer experiences.