

# Quick Start Guide

## Genio Smart Wi-Fi Lighting range

### 1. Connection Preparation

It is important that your phone is connected to a 2.4GHz Wi-Fi network and not 5GHz,



To verify your mobile phone is connected a 2.4GHz Wi-Fi network, navigate to the **Setting** menu and click on **Wi-Fi**. In this menu you will see all detectable networks in your area. Locate the SSID for your network, select a Wi-Fi SSID that doesn't end with 5GHz.

Check you have a strong Wi-Fi signal (at least two bars) in the location where the smart device is installed.



If you don't have at least two bars signal on your phone, then you may need to reconsider the location or getting a Wi-Fi extender to boost the Wi-Fi signal strength.

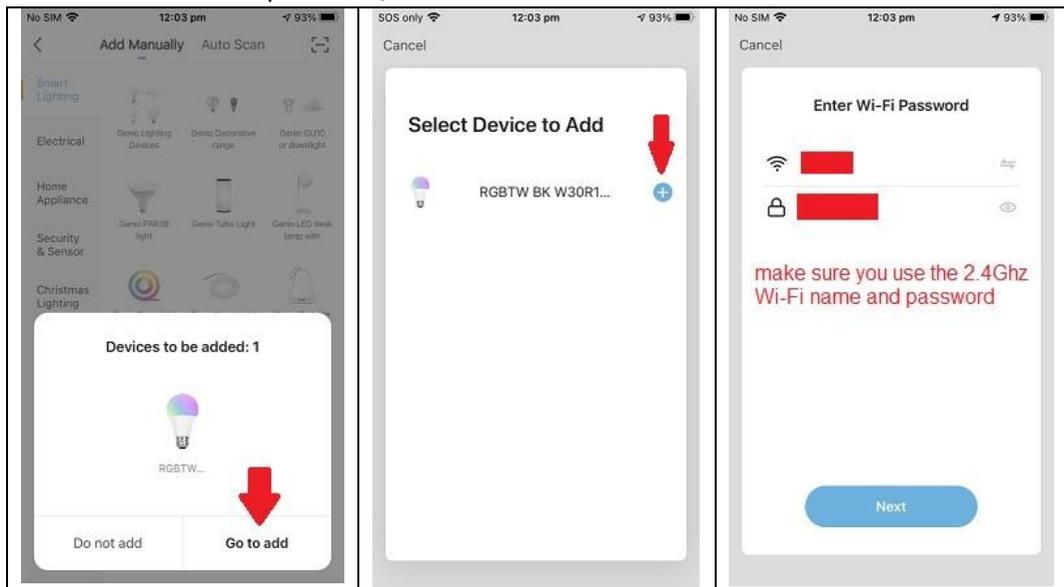
If you have dual band router but you don't see two Wi-Fi name SSID's, one with 5G and one without 5G, you **MUST** log into the router and manually disable the 5GHz Wi-Fi signal if you're having connection issues. Please contact your internet provider on how to **disable 5GHz Wi-Fi** for your router.

### Install the APP and register Account

For the best experience, download the "Mirabella Genio" APP to your smartphone from App Store or Google Play, the APP icon will be displayed after installed successfully

Our latest genio smart Wi-Fi lighting range Includes a Bluetooth pairing assistant function to make pairing even easier than before. To take advantage of this function, please turn on Bluetooth on your phone, Power off your light switch, carefully remove the old bulb then Insert the smart light bulb to your lamp holder.

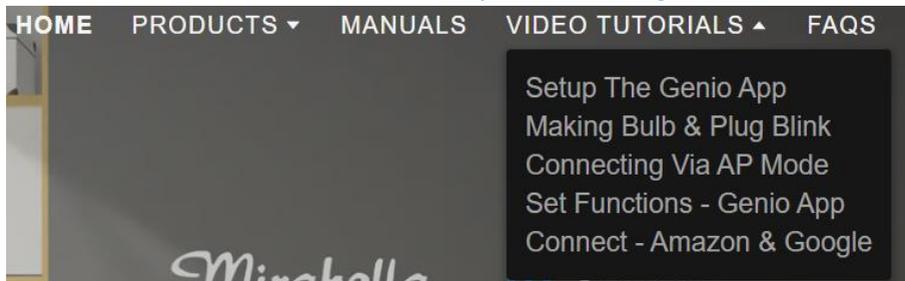
1. Switch on wall power Point, wait for the bulb to start to blink rapidly (2 blinks per second)
2. If it does not automatically start to blink rapidly when first powered on, switch it off at wall, wait for 10 seconds, then turn the light on -off, on -off, on, and the light will start to blink rapidly
3. Open Mirabella genio APP, tap on + , follow the below steps to pair the light into your APP, please make sure you are using the 2.4Ghz Wi-Fi name and password, do not use the Wi-Fi Name that ends with ----5GZ



If this method doesn't work for you, please **Turn OFF** Bluetooth on your phone, then re-try the EZ method or AP method listed below

## Pairing using EZ method (when light is fast blinking)

Full Video Tutorials are available at <https://mirabellagenio.net.au/>

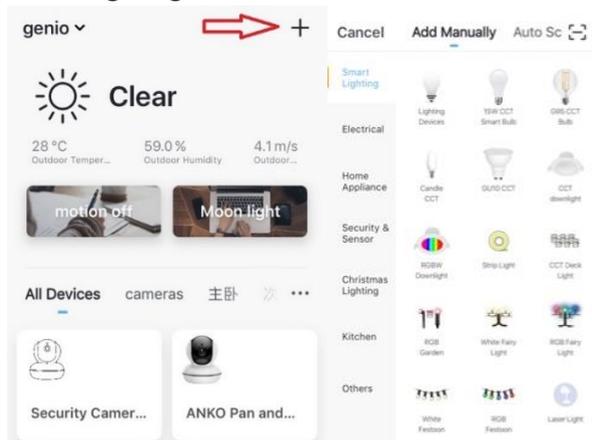


Power off the light switch, carefully remove the old bulb then Insert the smart light bulb to your lamp holder

Switch on power Point at wall, wait for the bulb to start to blinking rapidly (2 blinks per second)

If it does not automatically start to blink rapidly when first powered on, switch it off at wall, wait for 10 seconds, then turn the light on -off, on -off, on, and the light will start to blink rapidly

Open Mirabella Genio APP, tap on +, then choose **Smart Lighting** -> **Genio Lighting Devices**



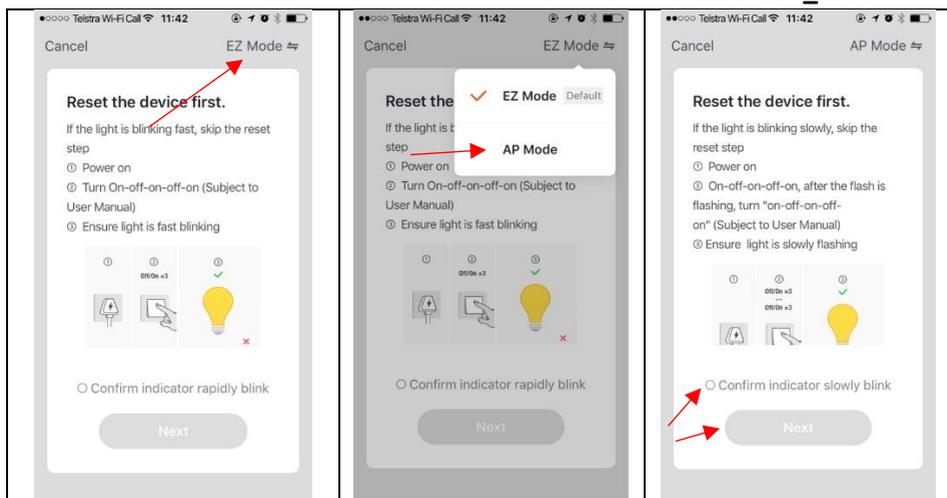
- Follow the APP's instruction carefully to complete the network pairing process. Please make sure you are using the 2.4Ghz Wi-Fi name and password.

**If the fast blinking method (EZ method, mentioned above) doesn't work, please try the slow blinking (AP method) below.**

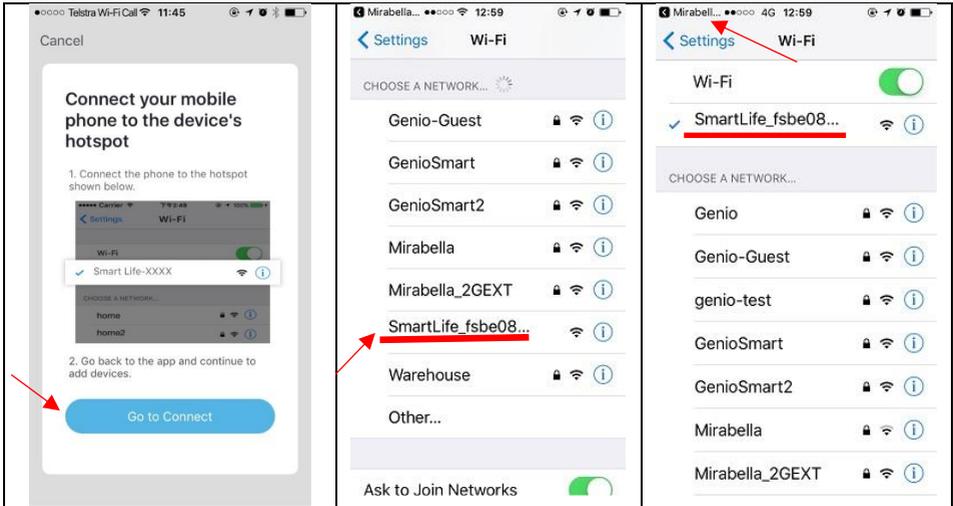
While your light bulb is blinking rapidly, turn the light off on off,on off on again. This time light bulb will commence blinking slowly (1 blink per every 2 seconds)

Open the APP this time on the **reset the device first** screen tap on **EZ mode** in the Top right hand corner just below the battery image , select **AP Mode** (refer to the 1st and 2nd image below)

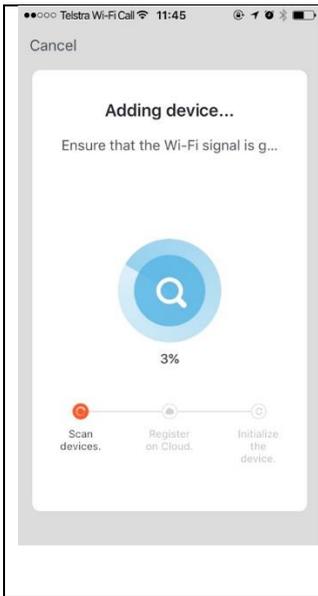
- Now **Confirm indicator slowly blinking** (refer to image 3), hit **Next**, then **Go to connect** and connect to Wi-Fi named **SmartLife\_XXXX**



Note: If you fail to see Wi-Fi name beginning with the word SmartLife\_XXXX, Please reset the device as per online video instructions. <https://mirabellagenio.net.au/connecting-via-ap-mode>



After connected to SmartLife\_XXXX, return to Mirabella Genio, APP will commence the 0-100% countdown process



**Please pay attention to the screen to determine the cause of time-out error**

If the light never stops blinking, there could be issue with the phone setting or router setting

If light does stop blinking, but unable progress to “register on cloud” it indicates communication error with your router to our cloud service (need to change router setting, disable the 5Ghz)

**Please check and ensure**

1. You enter the correct 2.4Ghz Wi-Fi name and password.
2. Your light is receiving good Wi-Fi signal, and it is not covered by glass or metal shade
3. 5Ghz Wi-Fi signal is turned off on the router
4. If you are using IOS 14, please ensure “local network” permission is turned on for Genio App

After the light bulb has successfully paired on the APP, tap on the  or ... icon to access the light bulb's setting, including grouping the lights, or sharing the control of the light with another Genio user

Remember the performance of Wi-Fi smart devices rely heavily on the performance of your router and Wi-Fi. Before considering buying a new router or Wi-Fi extender or calling for technical help, please google topic such as “Improving WiFi Signal and Changing Channels” and try the settings suggested.

For Telstra NBN or dual-band routers that only broadcast one Wi-Fi name , you must manually disable the 5Ghz Wi-Fi for successful connection and for best overall performance.

Please go to <https://mirabellagenio.net.au/faqs> read the special instructions required for successful connection

## **FAQ:**

### **Device went offline and doesn't reconnect back online by itself?**

Go the device' settings page (pencil or ... icon), look for “remove device”  
Remove it and reset the device and pair it again through the app.

### **How to re-connect smart device to new Wi-Fi Network?**

Go the device settings page (pencil or ... icon), look for “remove device”  
Remove it then reset and pair it again through the app.

### **What other method can I try if none of the above worked?**

If you're using an android phone please try an ipad or Iphone to pair it.

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