

# Quick Start Guide

## Genio Smart Plug with USB

### 1. Connection Preparation

Your phone must be connected to 2.4Ghz Wi-Fi and not the 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 in to 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

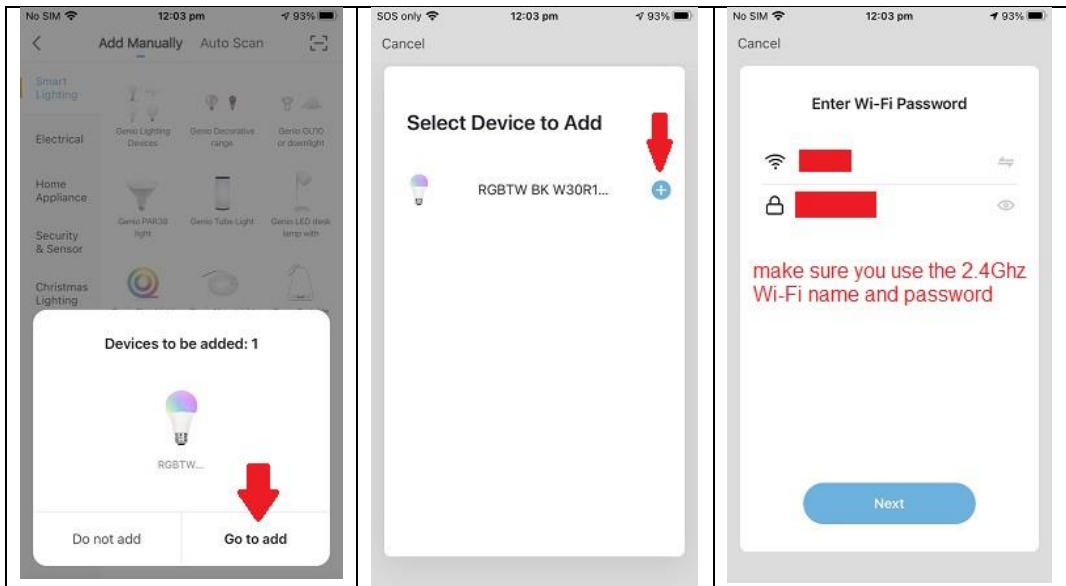
For the best experience, download the "Mirabella Genio" APP to your smartphone from App Store or Google Play, the APP icon will be displayed after installed successfully

## Bluetooth Pairing (BK method)

Our latest genio smart Wi-Fi Products has the Bluetooth pairing assistant function, to make the pairing even easier than before, to take advantage of this function, please turn **ON** the Bluetooth function on your phone,

1. Press and hold the ON/OFF switch, until the indicator light start to blinking (can be either fast or slow blinking)
2. open Mirabella genio APP, tap on + , Genio App will automatically find the device that is ready to pair, follow the below steps to pair the plug 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 end with ----5GZ

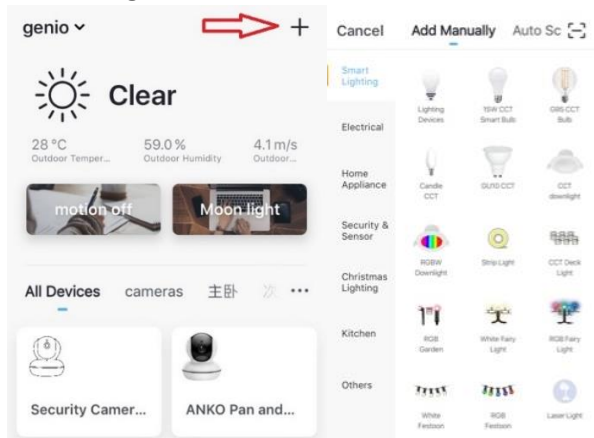
Below shows the example of the smart bulbs when using BK method



If BK method doesn't work for you, please **Turn OFF** the Bluetooth on your phone, then re-try the EZ method or AP method(recommended method for NBN users) listed below

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

1. Press and hold the ON/OFF switch, until the indicator light starts to blinking rapidly (2 blinks per second)
2. Open Mirabella Genio APP, tap on +, then choose **Electrical** -> **Genio Smart Plug**



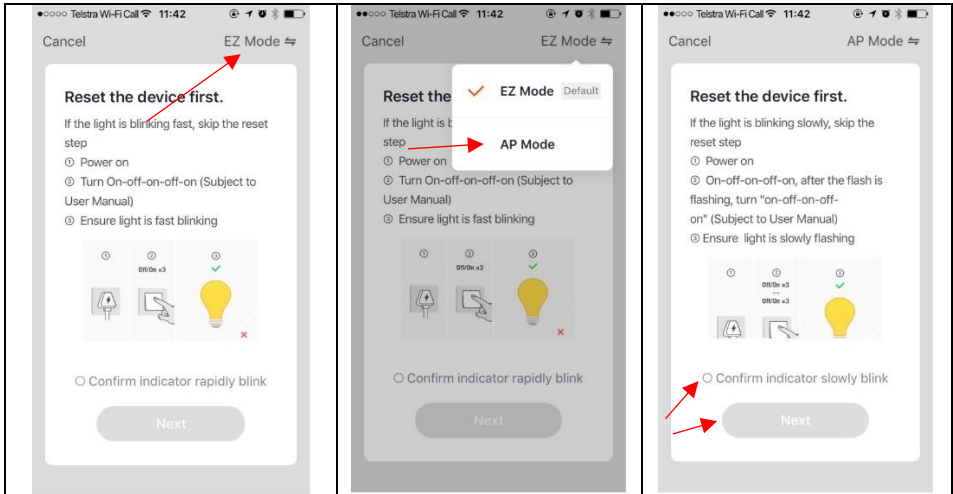
3. Follow the APP's instructions carefully to complete the network pairing process. Please make sure you are using the 2.4Ghz Wi-Fi name and password.

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

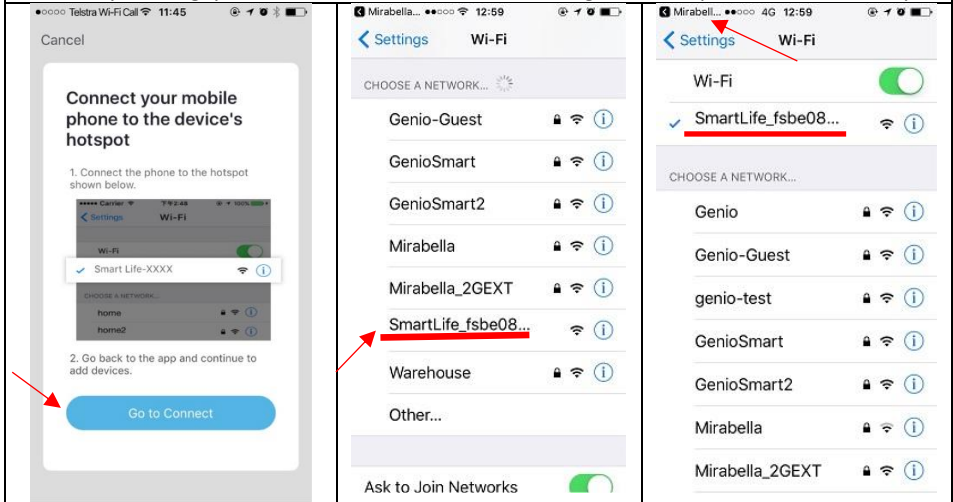
## Pairing using AP method (recommended method for NBN users)

1. Press and hold the ON/OFF switch, until the indicator light start to blinking rapidly (2 blinks per second)
2. Now let go of the finger, press and hold the ON/OFF switch again, until the indicator light becomes slowly blinking (1 blink every 2 seconds) then let go of the finger

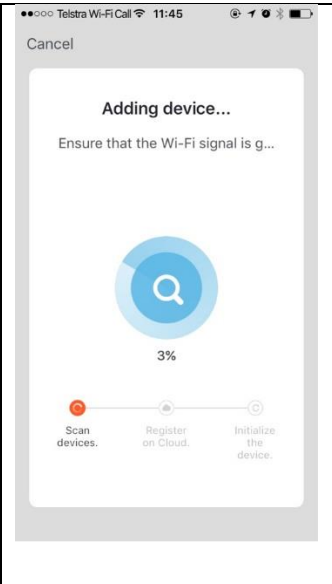
Open Mirabella Genio APP, tap on +, then choose **Electrical** -> **Genio Smart Plug**, follow the APP's instruction but this time on the **reset the device first** screen tap on **EZ mode** in the Top right hand corner just below the battery image , select **AP Mode** (refer to the 1st and 2nd image 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, your device is not slowly blinking, your device are not in the slow blinking AP mode, please reset and retry



After connected to SmartLife\_XXXX, return to Mirabella Genio, APP will commence the pairing countdown process

	<p><b>Please pay attention to the screen to determent the cause of time-out error</b></p> <p>If the indicator light never stops blinking, there could be an issue with the phone setting or router setting</p> <p>if light does stop blinking, but unable progress to <b>“register on cloud”</b> it indicates a communication error with your router to our cloud service (need to change router setting, disable the 5Ghz)</p>	<p><b>please check and ensure</b></p> <ol style="list-style-type: none"><li>1. You enter the correct 2.4Ghz Wi-Fi name and password</li><li>2. Your smart device is in a location with good Wi-Fi signal coverage</li><li>3. 5Ghz Wi-Fi signal is turned off on the router</li><li>4. If you are using IOS 14, please ensure “local network” permission is turned on for Genio App</li></ol>
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After plug is successfully paired on the APP, tap on the  or ... icon to access plug's setting, including grouping the plugs or sharing the control of the plug with other Genio user

Remember the performance of Wi-Fi smart device is depended on the performance of your router and Wi-Fi, before considering buying new router or Wi-Fi extender or ring 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 router only broadcast one Wi-Fi name , you may have manually disable the 5Ghz Wi-Fi signal for successful connection and for best overall performance.

Please go to <https://mirabellagenio.net.au/faqs> for more connection FAQ

## **FAQ:**

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

Go to the device's 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 to 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 are using an Android phone please try use iPad or iPhone to pair it.

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