GLOBE 50020

Globe Electric 50020 Collection Smart Plug Instruction Manual

Model: 50020

Overview	Setup	Operation	Maintenance	Troubleshooting	Specifications	Warranty	Support

1. OVERVIEW

The Globe Electric 50020 Collection Smart Plug allows you to automate your home devices using a smartphone app or voice commands. This compact smart plug features two independently controlled outlets, enabling flexible management of various household items. It connects directly to your home Wi-Fi network without requiring a separate hub.

Image 1.1: The Globe Electric 50020 Collection Smart Plug, a white, compact device with two outlets.

2. SETUP

2.1 What's in the Box

Upon opening the package, you will find the following items:

- One (1) Globe Electric 50020 Collection Smart Plug
- One (1) Quick Start Guide

Image 2.1: The Globe Electric Smart Plug shown with its retail packaging.

2.2 Initial Setup Steps

1. **Download the GLOBE SUITE App:** Search for "GLOBE SUITE" in your smartphone's app store (available on Apple App Store and Google Play Store) and install the application.

2. **Power On the Smart Plug:** Plug the Globe Electric Smart Plug into a standard wall outlet. Ensure it is within range of your 2.4 GHz Wi-Fi network.

3. **Connect to Wi-Fi:** Open the GLOBE SUITE App, sign up or log in, and follow the in-app instructions to add your new smart plug. The app will guide you through connecting the device to your home's 2.4 GHz Wi-Fi network. If your router supports both 2.4 GHz and 5 GHz, ensure your phone is connected to the 2.4 GHz network during the initial setup. You can switch back to 5 GHz after the setup is complete.

4. **Pairing Mode:** The smart plug will automatically enter pairing mode when first powered on. If it does not, or if you need to re-pair, consult the Quick Start Guide for specific instructions on how to reset the device to pairing mode.
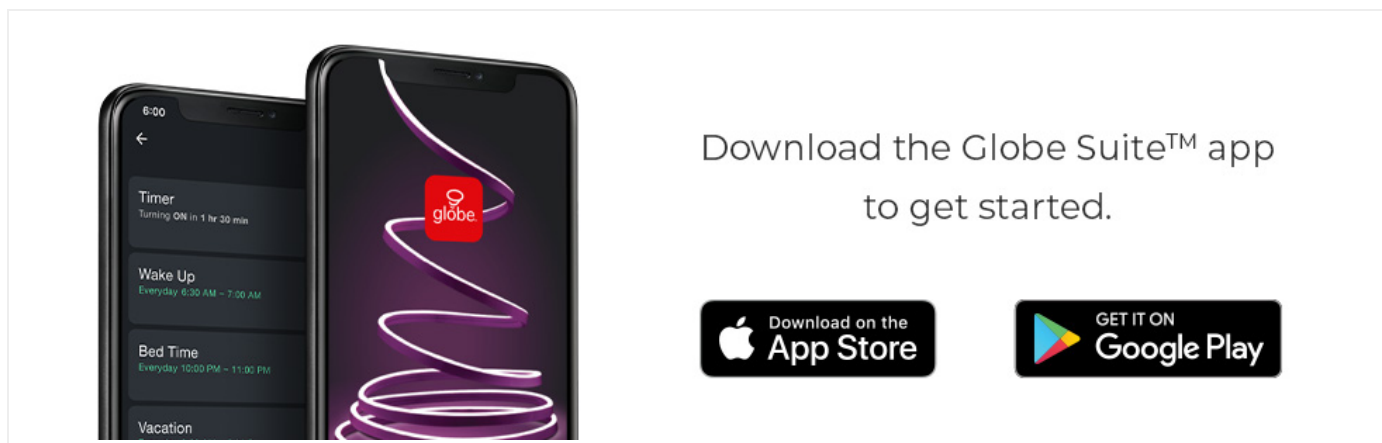
Image 2.2: Screenshot showing the Globe Suite app download options from App Store and Google Play.

2.3 Setup Video Guide

Video 2.1: An official video demonstrating the unboxing and initial setup process for the Globe Electric Dual Smart Plug.

3. OPERATION

3.1 Controlling Outlets

The Globe Electric 50020 Smart Plug features two outlets that can be controlled independently. This allows you to manage different devices connected to the same smart plug separately.

- **Individual Control:** Within the GLOBE SUITE App, you can assign unique names to each outlet (e.g., "Lamp 1," "Fan") and toggle their power on or off individually.
- **Simultaneous Control:** The app also allows for controlling both outlets simultaneously if desired.

Image 3.1: The smart plug installed in a wall outlet with two devices connected, demonstrating its dual functionality.

3.2 Scheduling and Timers

Automate your devices by setting schedules and timers through the GLOBE SUITE App:

- **Create Schedules:** Set specific times for your devices to turn on or off on chosen days of the week. For example, schedule a lamp to turn on at sunset and off at bedtime.
- **Timers:** Use countdown timers to automatically turn off a device after a set duration.
- **Vacation Mode:** Simulate occupancy by setting devices to turn on and off randomly while you are away.

Image 3.2: A smartphone screen displaying the Globe Suite app interface with various scheduling and timer options.

3.3 Voice Control Integration

The smart plug is compatible with popular voice assistants, allowing for hands-free control:

- **Amazon Alexa:** Link your GLOBE SUITE account to Alexa through the Alexa app. Then, use commands like "Alexa, turn on Lamp 1."
- **Google Assistant:** Connect your GLOBE SUITE account to Google Assistant via the Google Home app. Use commands such as "Hey Google, turn off the fan."
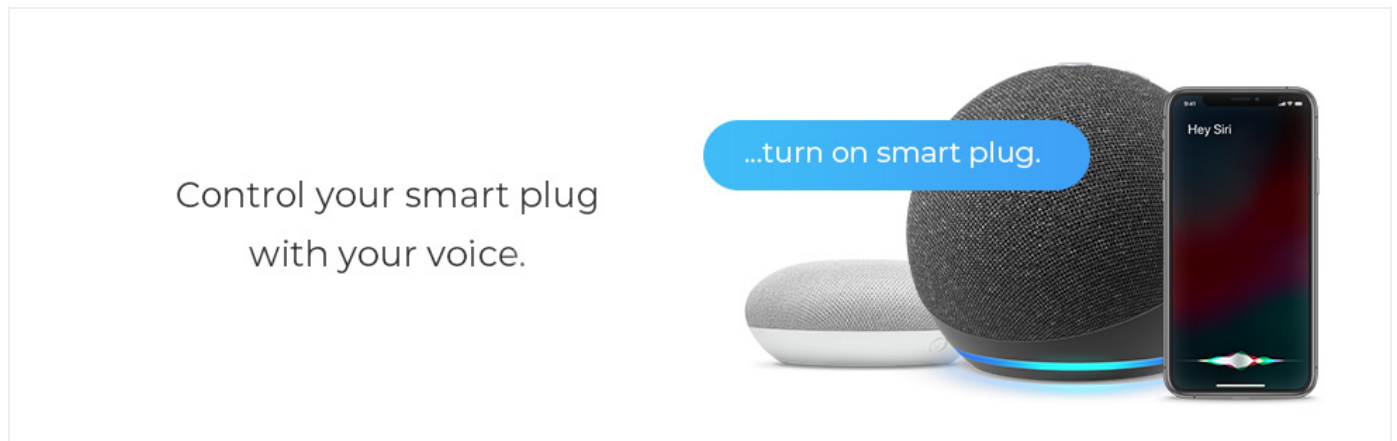- **Siri:** Utilize Siri Shortcuts to control your devices with custom voice commands.

Image 3.3: Various smart speakers and a smartphone illustrating the voice control capabilities of the smart plug.

3.4 Setting the Scene

Create custom "Scenes" within the GLOBE SUITE App to control multiple devices with a single command or based on specific conditions:

- **Trigger Scenes:** Activate a group of devices with one tap in the app. For example, a "Movie Night" scene could dim lights and turn on entertainment systems.
- **Automatic Scenes:** Set conditions for devices to activate automatically. For instance, "Turn ON Lamp 1 when it is {Sunset}" uses environmental data to trigger actions.

4. MAINTENANCE

The Globe Electric Smart Plug requires minimal maintenance. Follow these guidelines to ensure optimal performance and longevity:

- **Cleaning:** Disconnect the smart plug from the power outlet before cleaning. Use a dry, soft cloth to wipe the exterior. Do not use liquid cleaners or abrasive materials.
- **Environment:** Ensure the smart plug is used in a dry indoor environment, away from water, excessive humidity, and extreme temperatures.
- **Firmware Updates:** Periodically check the GLOBE SUITE App for available firmware updates for your smart plug. Updates can improve performance, add features, and enhance security.

5. TROUBLESHOOTING

If you encounter issues with your Globe Electric Smart Plug, refer to the following common solutions:

- **Device Not Connecting to Wi-Fi:**

- Ensure your smartphone is connected to a 2.4 GHz Wi-Fi network during setup.
- Verify that your Wi-Fi network name (SSID) and password are correct.
- Move the smart plug closer to your Wi-Fi router to improve signal strength.
- Reset the smart plug to pairing mode (refer to the Quick Start Guide for specific steps) and attempt to connect again.

- **Device Unresponsive in App:**

  - Check your internet connection.
  - Ensure the smart plug is powered on and its indicator light is active.
  - Restart the GLOBE SUITE App.
  - Unplug the smart plug from the wall outlet for 10 seconds, then plug it back in.

- **Schedules Not Activating:**

  - Verify that the schedules are correctly configured and enabled in the GLOBE SUITE App.
  - Ensure the smart plug has a stable Wi-Fi connection.
  - Check the time zone settings in the app and on your smartphone.

- **Voice Control Not Working:**

  - Confirm that your GLOBE SUITE account is correctly linked to your voice assistant (Alexa, Google Assistant).
  - Ensure the device names in the voice assistant app match those in the GLOBE SUITE App.
  - Check if your voice assistant device is online and functioning correctly.

6. SPECIFICATIONS

Model Number	50020
Brand	GLOBE
Connector Type	Plug in
Number of Wires	3
Plug Format	Type A
Amperage	15 Amps
Wattage	1875 watts
Voltage	125 Volts
Item Weight	5.6 ounces
Product Dimensions	1.57 x 5.12 x 2.36 inches
Material	Plastic
Color	White
Mounting Type	Plug In Mount
UPC	058219500200

7. WARRANTY

The Globe Electric 50020 Collection Smart Plug comes with a **1-year manufacturer's limited warranty**. For details regarding warranty claims and coverage, please refer to the official Globe Electric website or contact customer support.

8. SUPPORT

For additional assistance, frequently asked questions, or to access online how-to videos, please visit the official Globe Electric support resources. The GLOBE SUITE App also provides in-app support and guides.

- **Online Resources:** Check the Globe Electric website for comprehensive support documentation and video tutorials.
- **Customer Service:** Contact Globe Electric customer service for personalized assistance.

Related Documents - 50020

	Globe 50279 Smart Wi-fi Universal Remote Quick Start Guide Quick start guide for the Globe Smart Wi-fi Universal Remote (Model 50279). Learn how to connect your device using the Globe Suite app, set up voice assistants like Google Assistant and Amazon Alexa, and understand dual-band Wi-Fi networks. Features step-by-step instructions and helpful tips.
	Globe Smart Switch User Guide User guide for the Globe Smart Switch, detailing installation, setup via the Globe Suite™ app, features like remote control, scheduling, and voice assistant integration. Learn how to enhance your home with smart lighting control.
	Globe Streamwatch Xtreme Prepaid User Manual and Setup Guide Comprehensive user manual for the Globe Streamwatch Xtreme Prepaid device. Learn how to connect to the internet, stream content on your TV, access apps via Google Play, and find troubleshooting solutions. Includes setup guides and device information.
	Globe Running Boards Assembly Guide for Haul LT Bicycle Step-by-step instructions and safety information for assembling Globe Running Boards onto your Globe Haul LT bicycle, including parts lists, torque specifications, and weight limits.
	Globe SMART FLOOR LAMP User Manual and Setup Guide Comprehensive guide for the Globe SMART FLOOR LAMP, including safety instructions, features, specifications, assembly, and connecting to the Globe Suite app and voice assistants like Google Home and Amazon Alexa.

Comprehensive guide for installing, operating, and troubleshooting the Globe Motion Activated Security Light. Features include specifications, safety precautions, step-by-step installation instructions, and maintenance tips.