I003972 Genio 4M Wi-Fi LED Pixel Neon Light

WARNING:

- LED NEON LIGHT CAN BE USED INDOOR OR OUTDOOR UNDER THE SHADE ONLY
- ADAPTOR/ TRANSFORMER AND Wi-Fi CONTROLLER MUST REMAIN INDOOR AT ALL TIMES

TO ENSURE THE SAFE AND SATISFACTORY OPERATION OF THIS SET PLEASE READ THESE INSTRUCTIONS CAREFULLY AND RETAIN IT FOR FUTURE REFERENCE

FOR ANY QUESTIONS OR TROUBLESHOOTING PLEASE VISIT www.mirabellagenio.com.au

We recommend that the set be tested prior to being set up in the desired location

SAFETY INFORMATION:

• Remove set from the packaging before connecting to the power supply.

• Before using or re-using the set, inspect the set carefully

• Use only with the adaptor/transformer supplied

• Do not connect the set electrically to another set from a different manufacturer

• Ensure that the cable is completely uncoiled whilst set is in use. Failure to do so may cause overheating

• Avoid damage to wire insulation (cable), as this could cause a short-circuit and damage the transformer

• Do not use any set which has been: cut, damaged, or has frayed wire insulation, loose connections or exposed wires

Note: When connecting, please ensure the arrows are aligned with one another, otherwise it will NOT light up

Neon light cannot be cut and join like the LED strip light.

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 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 or check our website;s FAQ for some common router settings.

**Install the APP and register Account**

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

EZ method – when the light is fast blinking (2 blinks per second)

1. Connect the neon light to the adaptor then switch on the power, wait a few seconds, neon light will be blinking fast
2. If it did not automatically start to blink fast when first powered on, **press and hold** the pairing button on the Wi-Fi controller until the light starts to blink rapidly (2 blinks per second)


3. Open Mirabella Genio APP, tap on **+,   add Manually** then choose **genio strip light** from the list
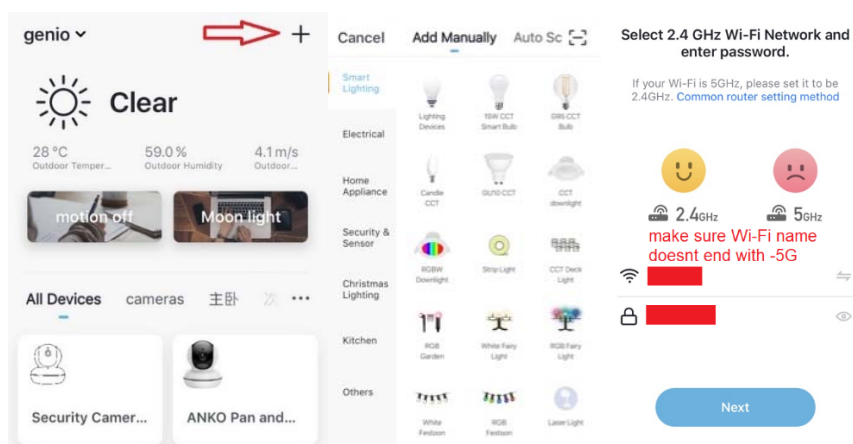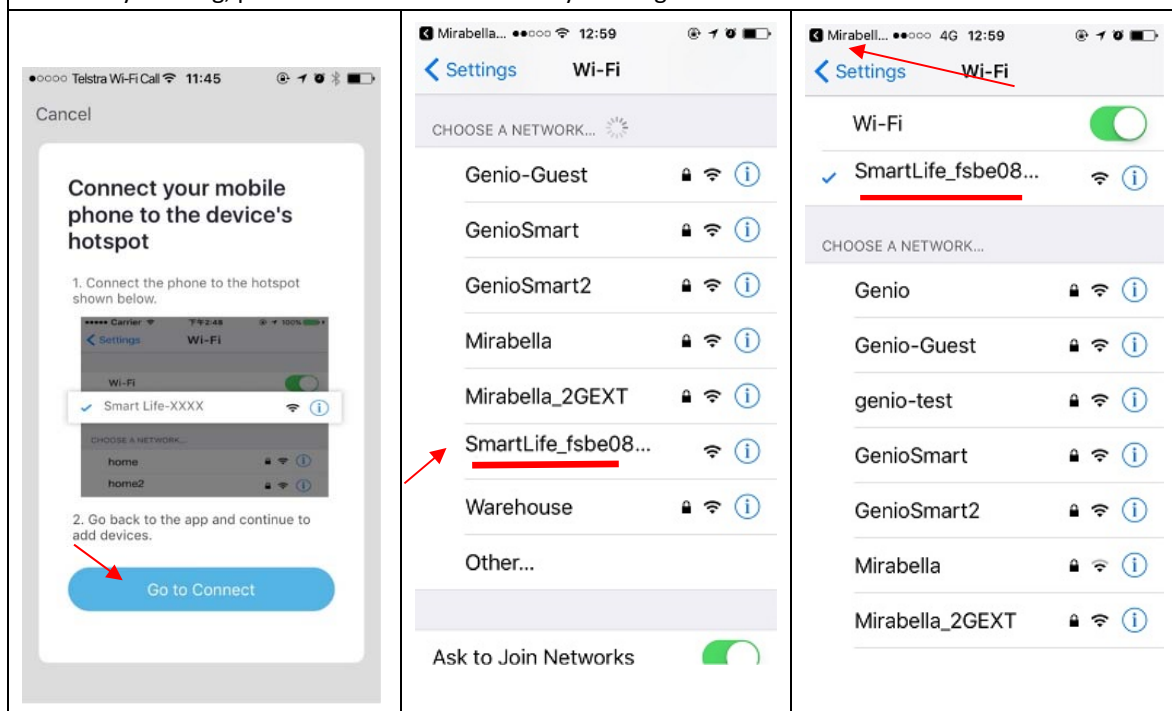

4. Entre your 2.4Ghz Wi-Fi name and password, (make sure Wi-Fi name doesn't end with -5G)
   Follow the APP instruction carefully to complete the network pairing process.

   if the fast-blinking method (EZ method, mentioned above) doesn't work, please try the slow blinking (AP method) below.
   While the strip light is rapidly blinking, press and hold the pairing button on the Wi-Fi controller again and then wait for the light to start blinking slowly (1 blink per every 2 seconds)

1. open up the Mirabella genio APP, tap on **+** , **add Manually** then choose **genio strip light** from the list

   Entre your 2.4Ghz Wi-Fi name and password, (make sure the Wi-Fi name doesn't end with -5G)

   then in **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
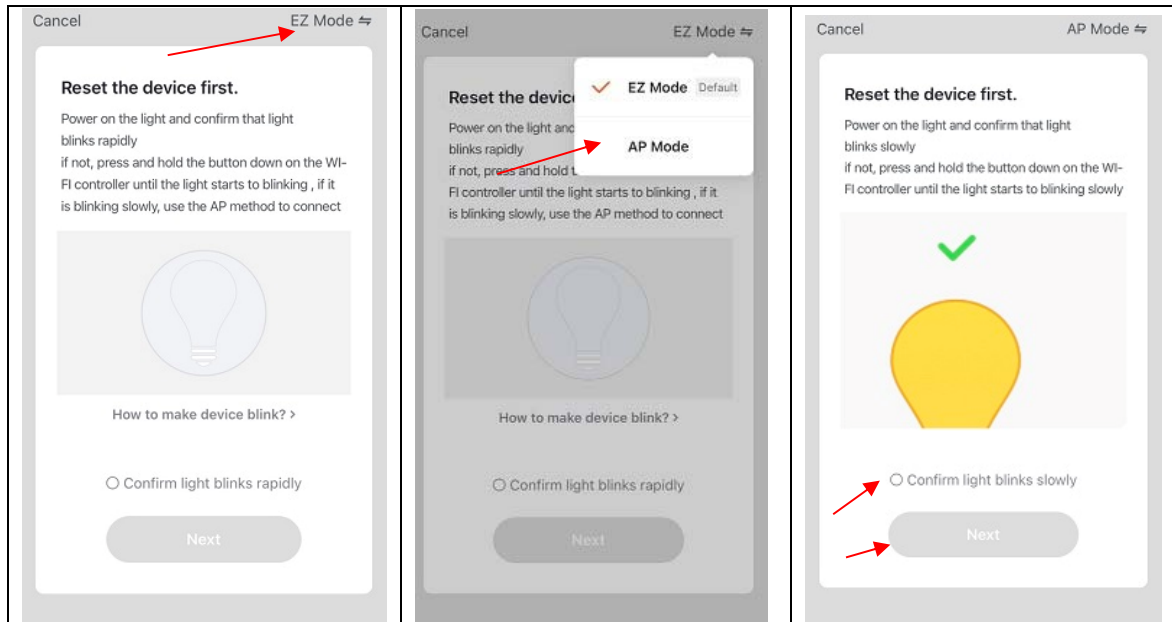
Note: If you fail to see Wi-Fi name beginning with the word SmartLife_XXXX, then mean the device is not slowly blinking, please reset and make it slowly blinking

2 . After connected to SmartLife_XXXX, return back to Mirabella Genio, APP will commence adding device

	Please pay attention to this screen to determent the cause of the time-out error	please check our online FAQ page and ensure
••○○○ Telstra Wi-Fi Call 11:45 Cancel Adding device... Ensure that the Wi-Fi signal is g... Q 3% Scan devices. — Register on Cloud. — Initialize the device.	If the light never stops blinking, there could be an issue with your phone setting, if you are using IOS 14, please ensure local network permission is turned on for Genio APP if light stopped blinking, but unable to progress to "register on cloud" it indicates a communication error with your router to our cloud service, please check your router setting	1. You enter the correct 2.4Ghz Wi-Fi name and password 2.Wi-Fi controller is in a location with good Wi-Fi coverage, try move it closer to the router for the pairing process 3. 5Ghz Wi-Fi signal is turned off on the router (5Ghz can be turn on after the device is connected)

If you don't have Wi-Fi at home or cannot pair it but still want to use it , simply wait for the light to stopped blinking, then you can short press the pairing button to change different modes without the need of genio APP.

Should the transformer, supply plug or supply flexible cord get damaged, do not attempt to repair.
TO BE REPAIRED BY AN AUTHORIZED PERSON ONLY
THIS IS AN AUSTRALIAN STANDARDS REQUIREMENT IN THE INTEREST OF YOUR SAFETY·

FAQ:
Q. I have internet/power outage and the device went offline and doesn't reconnect back online by itself?
A. Go the strip light co' settings page (pencil icon), look for "remove device" Remove it and reset the device and pair it again through the app.

Q. how do I control two or more neon lights at the same time?
A. Go the device' settings page (pencil icon), look for the "create group" option,

If you are using Telstra/Optus NBN and you still having issue with pairing when use AP method, please call our tech support line or check our online FAQ pages on how to disable the 5Ghz WiFi on the router setting
www.mirabellagenio.com.au/faqs