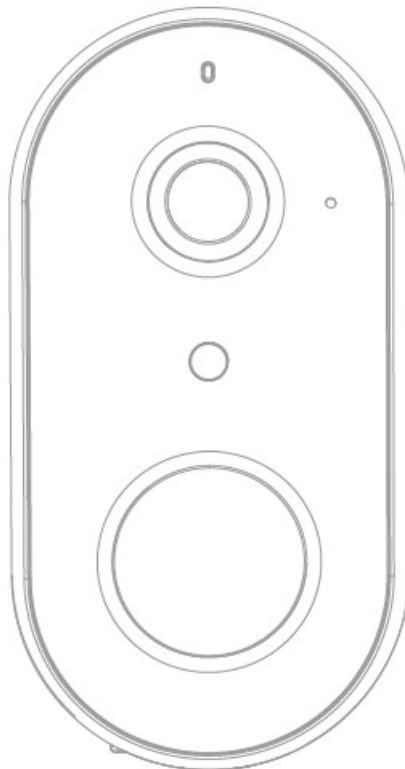




mirabella genio Snap 8S Wifi Camera User Guide

[Home](#) » [Mirabella genio](#) » mirabella genio Snap 8S Wifi Camera User Guide 


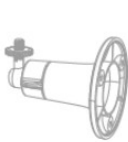


Quick Start Guide
FULL HD Battery Wi-Fi Outdoor Camera



Model: Snap 8S
KEYCODE: 43061044
v.2.0.0 26/03/2021

Welcome, Thank you for choosing our smart camera, getting started is easy

What's included

			
Snap 8S	Bracket	screw set	charging Cable

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Contents

1 Product Details

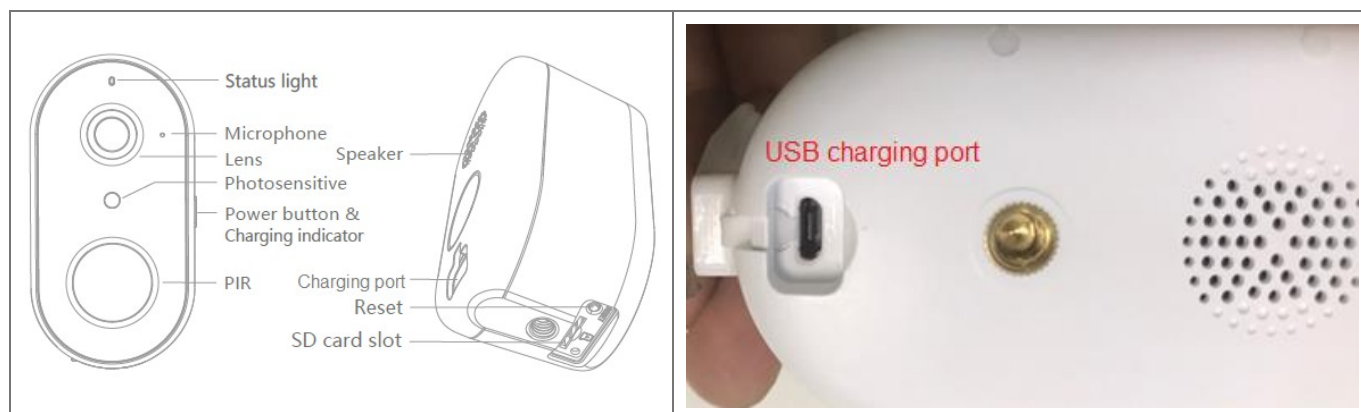
2 Install the APP and register Account

3 FAQ:

4 Documents / Resources

5 Related Posts

Product Details



Note: battery can be recharged with the supplied USB cable and standard 5V 1A mobile phone USB adaptor (not included)

1. Connection Preparation

It is important that your phone is connected to the 2.4Ghz Wi-Fi and not to the 5GHz network. To verify your mobile device is set to a 2.4Ghz Wi-Fi network, navigate to the Settings menu and click on Wi-Fi. In this menu you will see all the detectable networks in your area. Locate the SSID (the name of your network) and ensure that the Wi-Fi SSID does not end with a 5G / 5GHz.



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



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

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.

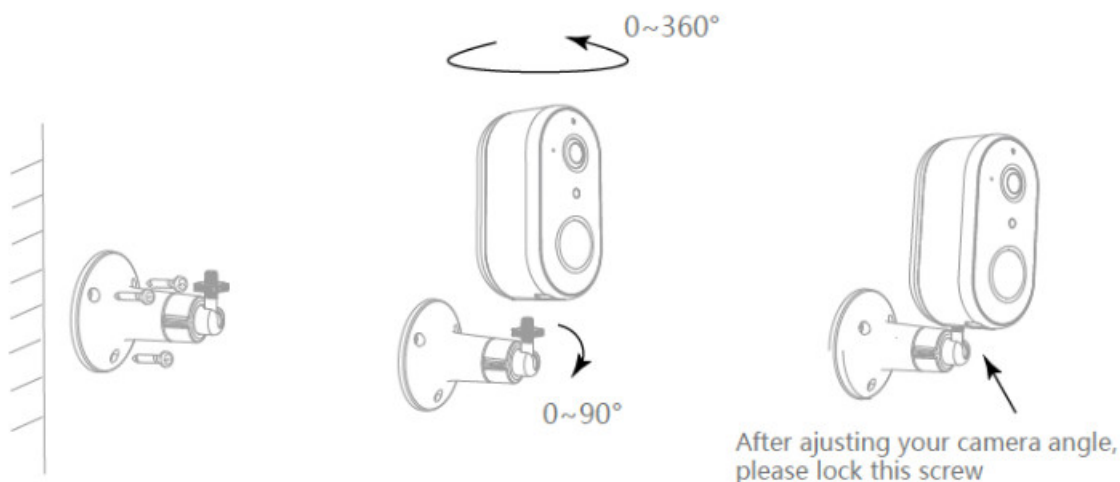
1. Insert the Micro SD card

(Please note that the camera will work without an SD card, but it will not be able to record any footage.)

Remove the rubber cap to expose the SD card slot, insert the Micro SD card gently into the SD card slot. Please pay attention to the direction of the Micro SD card. Do not force it inside, once inserted, refit the rubber cap. Micro SD card size needs >8GB, Support up to Max of 128Gb, FAT32 format only, The camera doesn't support NTFS file system.



2. Camera Installation



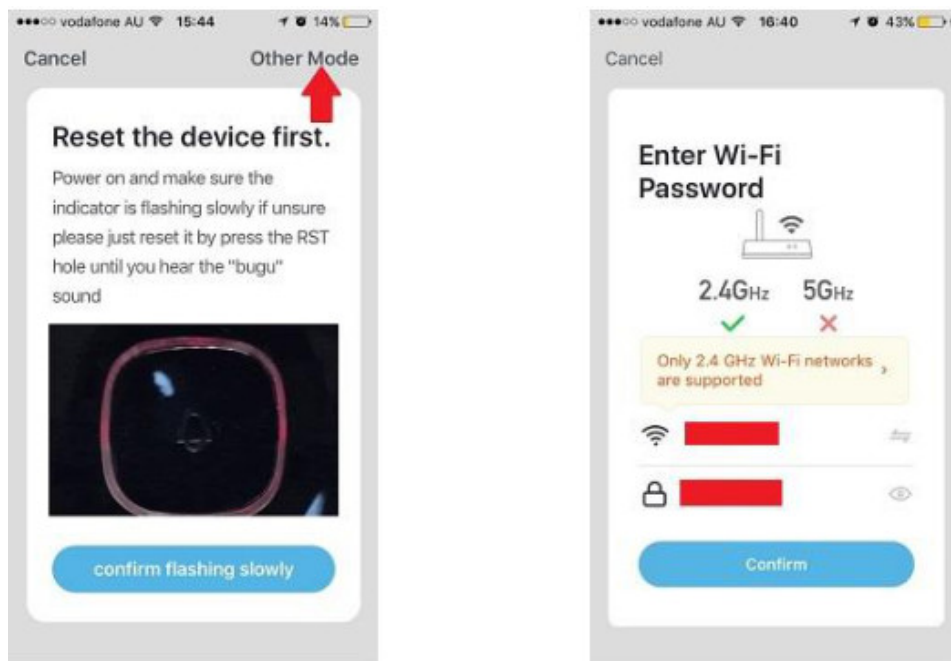
1. Fix the bracket on the wall
2. Install the camera in the bracket and lock it with the screw

3. Pairing the camera using Mirabella Genio App

1. Press the power button and wait for the indicator light to start blinking RED slowly, (1 blink every 2 seconds) if it fails to blink, simply remove the rubber cap, to expose the SD card slot and reset button, Press and hold the reset button until you hear the “bugu” sound, camera is now ready to pair
2. Check your mobile phone is connected to 2.4Ghz Wi-Fi network , Wi-Fi name should not end with -5G
3. Open the Mirabella Genio APP, tap on +, then choose **Security & Sensor** and select your camera from the list



4. Double check and ensure that the LED indicator light is still blinking red and blinking slowly, tap confirm blinking slowly and enter your 2.4GHz Wi-Fi name and password



5. Tap continue and the QR code will appear on phone screen, place this QR code in front of the camera at approximate 15-20cm, until your hear a sound, the indicator light will now change from red to blue. Please wait for indicator light became solid blue, then tap the beeped/indicator switch button

Use Camera to Scan Q...

Tap Next. The mobile phone displays a QR code. Use the camera to scan to the QR code 15 cm to 20 cm away from the mobile phone.



Continue



example of how to scan QR code QR code is the code on your phone screen, not the barcode on the camera box

6. Camera is now successfully added into your APP. **Please refer to the FAQ section for troubleshooting if this method does not connect.**

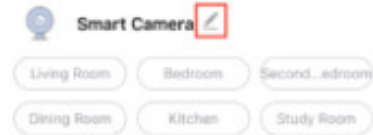
Connecting

Make sure your router, mobile, and device are as close as possible



- ✓ Device found
- ✓ Register device to the smart cloud
- ✓ Initializing device

Device added successfully



Completed

Q. LED indicator is not blinking slowly as per APP screen

A. Power off the camera, wait for 20 sec, then reinsert the battery. Use the reset pin and depress the reset hole until you hear a sound, then release the reset pin, wait for another 30-40 sec until the light starts to blink red slowly (1 blink every two seconds).

Q. Camera doesn't scan the QR code

A. Please ensure camera is in the pairing mode, indicator light is blinking red slowly as per APP screen, if you are unsure, please simply reset it

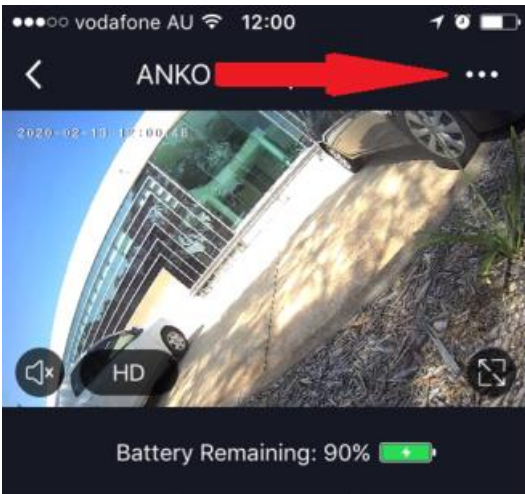




Q. After scanning the QR code, indicator light doesn't turn into solid blue






A. This is an indication of communication error with router, if you are using IOS 14, please ensure local network setting permission is turned on for Genio APP

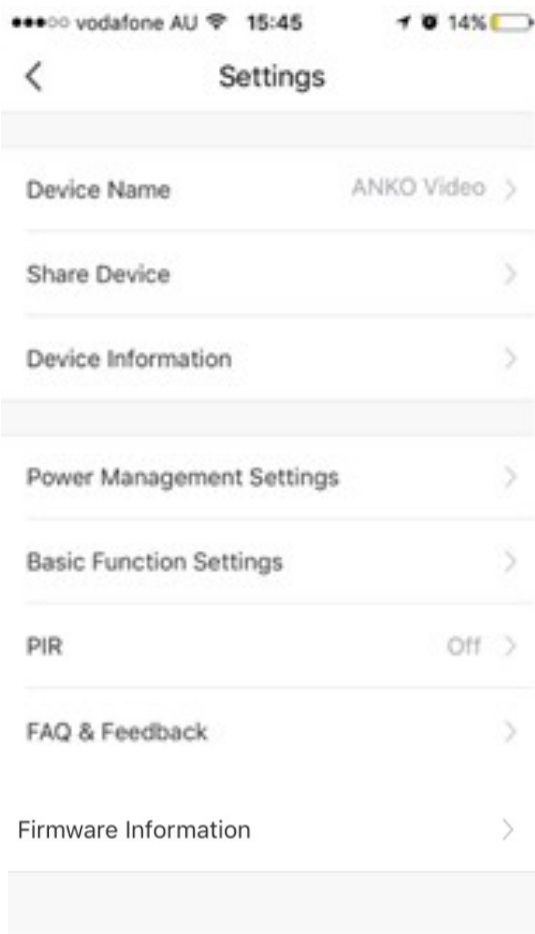
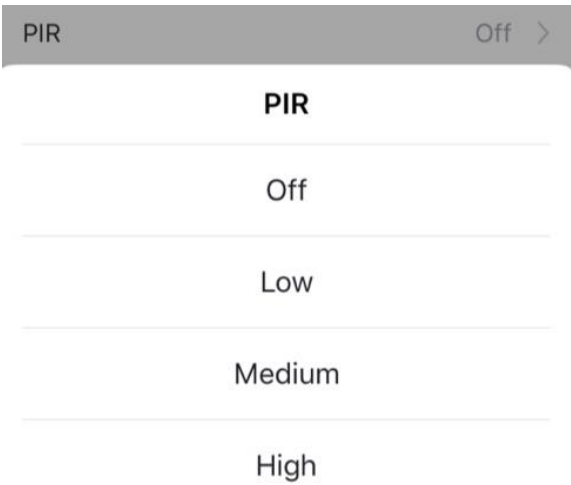
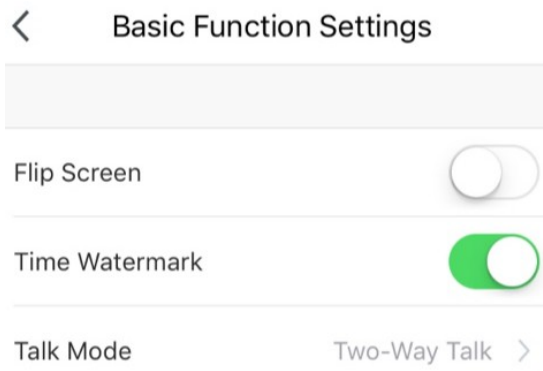
Q. I am using Telstra NBN, I disabled the 5Ghz and I still cannot get it to pair?

A. Please follow the Guest Network pairing instructions at <https://mirabellagenio.net.au/faqs>

Camera usage Tips (user interface may change with APP updates) Tap on the pencil icon or ... icon you can access the camera's Settings page

	<div>  <p>Record Tap on and speak to your visitor (Two way talk must enable on basic function settings)</p> </div> <div>  <p>Record Record live footage into your phone's internal storage</p> </div> <div>  <p>Take Photo Take screenshots of current live footage</p> </div> <div>  <p>Playback Access the footage recorded on the Micro SD card</p> </div>
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	To turn sound on/ off
	To change video quality , high definition or standard definition
	To access to camera's settings page
	To switch to full screen view mode
	<p>Wi-Fi signal, if signal is less than 60% you should consider changing the location or boost the Wi-Fi Signal using Wi-Fi extender →</p> <p>Commented [b4]: Left line of sheet is not straight</p>

 <p>Settings</p> <p>Device Name ANKO Video ></p> <p>Share Device ></p> <p>Device Information ></p> <p>Power Management Settings ></p> <p>Basic Function Settings ></p> <p>PIR Off ></p> <p>FAQ & Feedback ></p> <p>Firmware Information ></p> <p>Remove Device</p>	<p>Device Name: You can customize the camera name here</p> <p>Share Device, If you wish to share or remove this camera with other genio APP user</p> <p>Device information: Detail information for this camera, owner information, Virtual ID, IP address etc</p> <p>Power Management Settings: Set the battery reminder percentage</p> <p>Basic Function Settings: Please ensure Talk Mode is set as Two Way Talk,</p> <p>PIR: Motion detection On/off and detection sensitivity level setting, have it off will save your battery life.</p> <p>Memory Card Settings: This will only appear when 8GB -128GB Micro SD card is inserted</p> <p>Firmware information: When new firmware is released for this camera you will see this notification icon.</p> <p>Remove Device: Remove the device from current account so you can re-pair it again or pair under different account</p>
 <p>PIR Off ></p> <p>PIR</p> <p>Off</p> <p>Low</p> <p>Medium</p> <p>High</p>	 <p>Basic Function Settings</p> <p>Flip Screen</p> <p>Time Watermark</p> <p>Talk Mode Two-Way Talk ></p>

We recommend use Scandisk, Verbatim, Kingston , Samsung Class 10 high speed micro SD card for best performance.

Remember the performance of Wi-Fi camera is relies heavily on the performance of your router, If you are using Telstra NBN or a dual-band router, you must disable the 5GHz Wi-Fi in order to make a successful connection and

for best overall performance, **as MOST smart products in Australia only work on the 2.4Ghz signal.**

FAQ:

How to connect camera to another router?

Go the camera' settings page, look for "remove device" Remove it and reset the camera and pair it again through the app.

Poor performance, take long time to load the live footage?

Please check the Wi-Fi signal, if it is less than 60%, you will need consider changing the camera location or purchase a Wi-Fi extender to boost the signal.

Camera went offline and doesn't reconnect back online by itself?

Go the camera' settings page, look for "remove device" Remove it and reset the camera and pair it again through the app.

Followed the pairing process but still receive the error Cannot find Device?

- Manually disable the 5Ghz Wi-Fi signal on the router setting
- Ensure that the 2.4Ghz Wi-Fi signal is on.
- Ensure the indicator light is blinking RED slowly as per APP screen (1 blink per 2 seconds)
- Please check you have entered the correct 2.4Ghz Wi-Fi SSID and password

I am using Telstra NBN, I disabled the 5Ghz and I still cannot get it to pair?

Please follow the Guest Network paring instructions on <https://mirabellagenio.net.au/faqs>

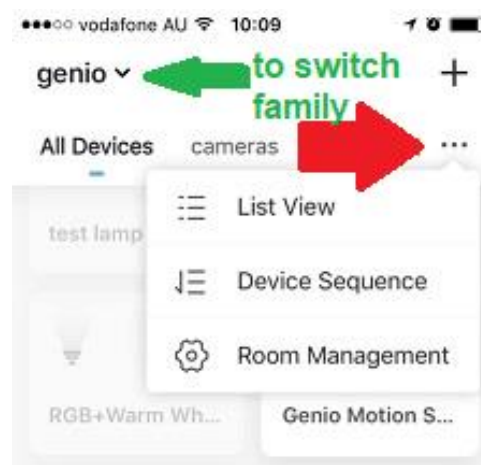
If you have done all of the above, ensuring that the 5Ghz is disabled and the light changed from blinking red to blinking blue, but failed to become a solid blue, then your modem could be incompatible with smart device.

How to turn on or turn off movement notification?

1. On the Genio APP home screen, Tap on Me -> Settings -> Push Notification -> turn on/off Enable notifications
2. On the iphone, Settings -> Notifications -> turn on/off Allow Notification

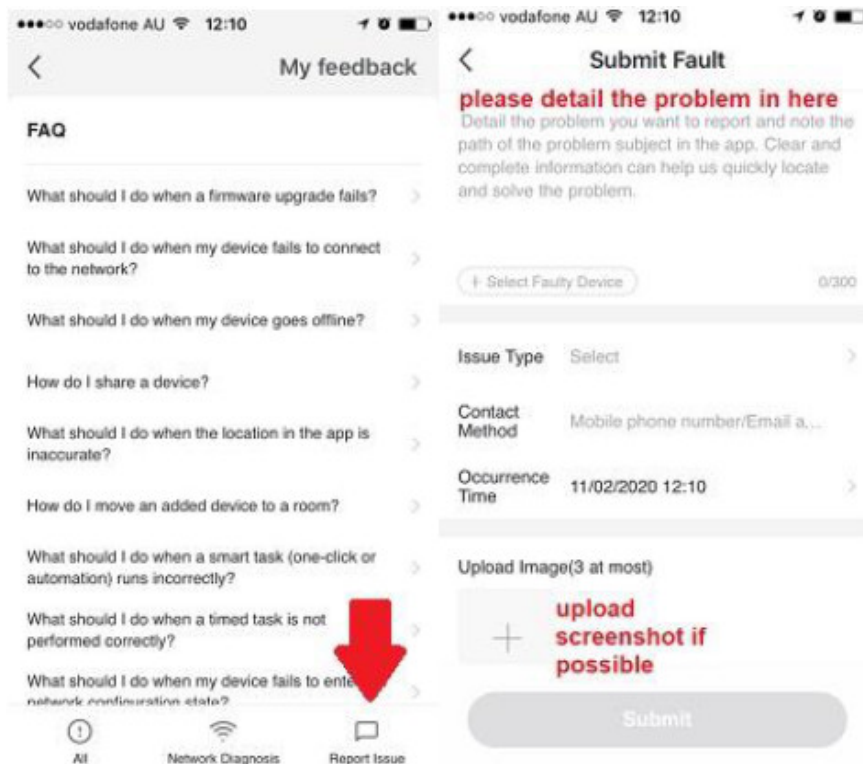
For multiple camera setup, change camera view or arrange device set up sequences and manage rooms?

On the genio APP home screen, tap on ... on the top right corner, to access these options , tap on V to switch below rooms



Need more help or need further technical assistant from Mirabella engineer?

On the genio APP home screen, tap on, Me, -> FAQ & Feedback -> Report issue Fill the fault information or suggest for the APP/product, then submit



Remember the performance of Wi-Fi camera is relies heavily on the performance of your router, If you are using Telstra NBN or a dual-band router, you must disable the 5GHz Wi-Fi in order to make a **successful connection** and for best overall performance, as **MOST smart products in Australia only work on the 2.4Ghz signal.**



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MIRABELLA INTERNATIONAL PTY LTD
1 MIRABELLA DRIVE, TULLMARINE, VIC, AUSTRALIA 3043
TOLL FREE: 1800 636 528, www.mirabellagenio.com.au

WARNING: Li-ion battery handling notice Always read the instruction manual and any warnings on the device before using a lithium-ion battery. Rechargeable lithium-ion batteries can explode, release flames, and/or cause burns if disassembled, punctured, cut, crushed, short-circuited, incinerated, recharged incorrectly, or exposed to water, fire, or high temperatures.

1. Use the battery charger and AC adapter specified for use with the lithium-ion battery.
2. Do not force the lithium ion battery into a battery charger or device if it does not fit.
3. Do not throw lithium-ion batteries into a fire or heat source also lead to overheating, explosion or fire.
4. Do not connect the positive and negative terminals of the lithium-ion battery with a metal object.
5. Do not throw lithium-ion batteries, drop them from high places, or otherwise subject them to strong impacts
6. Do not put a lithium-ion battery in a microwave oven, pressure container, or other such devices.
7. Do not place combustible materials on top of or over a lithium-ion battery when charging or discharging.

8. Do not disassemble or modify a lithium-ion battery.
9. When the electric device is not being used for an extended period of time, remove the lithium-ion batteries from the device and store them in a dry place.
10. Keep devices that contain batteries and batteries themselves out of reach of children. Mishandling of lithium-ion batteries is dangerous.
11. Lithium-ion batteries have finite life spans. If the batteries require constant recharging, replace them with new ones.
12. If battery leaks or gives off an unusual odour, immediately remove it and place it away from any naked flame.
13. Never dispose of a lithium-ion battery in your regular trash or recycling bin, contact your local council for recycling options

Documents / Resources

	mirabella genio Snap 8S Wifi Camera [pdf] User Guide Snap 8S, Wifi Camera, Snap 8S Wifi Camera, Camera
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