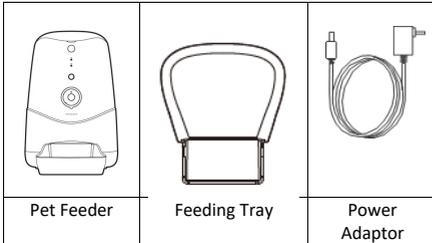


# Quick Start Guide

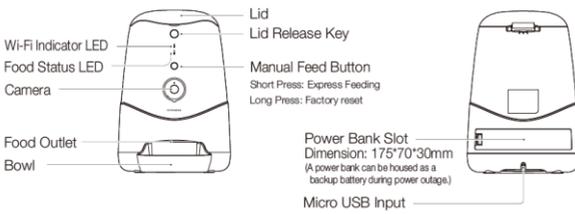
Genio Wi-Fi Pet feeder with HD camera



What's included;



Product Details



## 1. 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 Genio app icon will be displayed after installed successfully



Launch the app from your smartphone and click the Sign Up button. Follow the on-screen instructions.

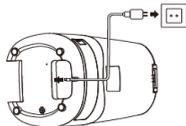
### **Safety & Warnings, please read before using the pet feeder**

- Only suitable for indoor use.
- Do not drop anything other than dry pet food into the food hopper. Failure to do so may cause malfunction.
- It is recommended the pet feeder be placed in a corner or up against a wall.
- Please shield or organise the power cord well to prevent your pet from biting the cable which can cause electric shock.
- Do not disassemble or modify the device yourself.
- This feeder is only suitable for **dry food** and is not suitable for **wet food**.
- This feeder is suitable for cats or small to medium-size dogs.
- The pet food's shape and density will cause some deviations from the food hopper's capacity and the feeding unit's quantity.
- After each fill-up of the hopper, the portions may be different for the initial feeding. It is recommended to calibrate the feeder manually. (Click the manual feeding button until food is dispensed).

## 2. Pet Feeder Installation

### ① Power on the feeder

Unbox and connect the Micro USB cable to the power input port at the bottom of the feeder, then connect A/C adapter to a wall outlet.



### ② Bowl mounting

Slide the bowl into the feeder's outlet.



### ④ Fill hopper with food

Pour food into the hopper and fill it.



### ③ Lid releasing

Press the release key to lift up the lid.



### ⑤ Close the lid

Press down to close the lid



### ⑥ Manual feeding

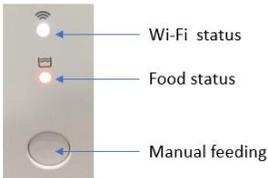
Short press the manual feeding button to feed instantly.  
(Default quantity is one portion, customizable through App.)



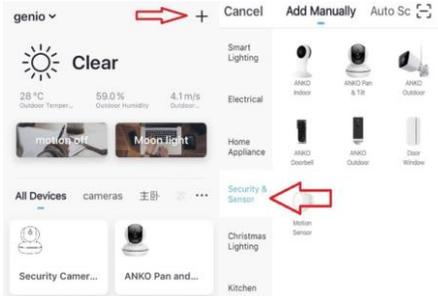
### 3. Pairing the smart device using Mirabella Genio App

1. Remove the pet feeder from the box, connect the adaptor to the pet feeder and plug adaptor into your wall socket.
2. Wait for the Wi-Fi status LED light start blinking slowly along with a **start up sound (like windows start up sound). This can take a few minutes**

If the Wi-Fi status LED did not blink when the pet feeder was turned on, press and hold the manual feeding button until you hear the reset /start up sound and the Wi-Fi status light begins to blink.



3. Launch Mirabella Genio APP, tap on +, then choose **Security & Sensor**, select **Genio Pet Feeder**



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4. Follow the in app prompts carefully to complete the network pairing process. (default **QR code method**)

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If your pet feeder having difficulty scanning the QR code or getting time out error, an alternative process is by using **AP mode method**.

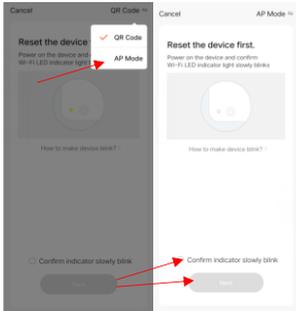
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Press and hold the manual feeding button until the Wi-Fi status light begins to blink to reset the device.

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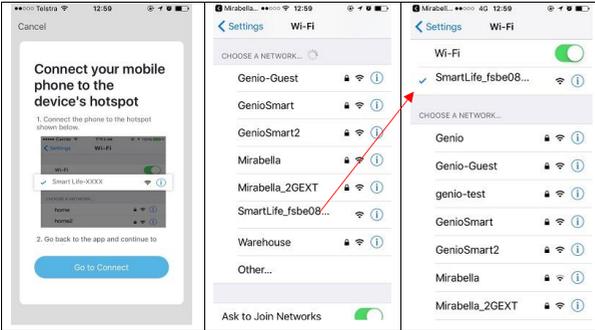
In the **Reset the device first.** screen, tapping on **QR Code** -> Select "**AP Mode**", then hit "**Next**", then **Go to connect**.

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Note: If you fail to see Wi-Fi name beginning with the word SmartLife\_XXXX, then mean the device is not ready to pair, please reset it again.

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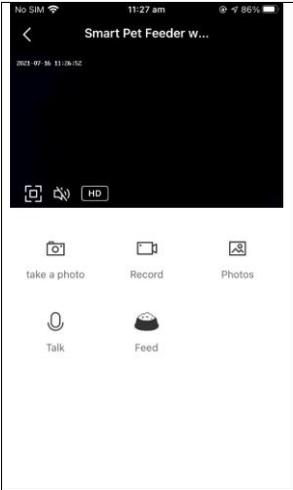


After connected to SmartLife\_XXXX, return back to Genio app and follow the in app instruction to complete the network pairing process.

	<p><b>Please pay attention to the screen to determine the cause of time-out error</b></p> <p>If the indicator light never stops blinking, please check your phone setting, if you are using iPhone IOS 14, please make sure <b>Local Network permission</b> is turned on</p> <p>if light does stop blinking, but unable progress to <b>“register on cloud”</b> it indicates communication error with your router to our cloud service (need to check router setting)</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. move the pet feeder closer to the router to get better Wi-Fi signal</li> <li>3. Manually disable 5Ghz Wi-Fi signal on the router. You can turn it back after device is paired</li> <li>4. please make sure Local Network permission is turned on for Genio APP</li> </ol>
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**Pet Feeder usage Tips (The interface may change subject to software updates)**

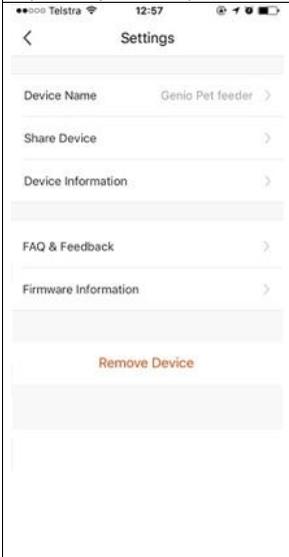
	<p> <b>take a photo</b> to take a photo and save it to phone's camera roll</p> <p> <b>Talk</b> press and talk to your pet</p> <p> <b>Record</b> record live footage into your phone's internal storage set a schedule to feed your pet</p> <p> <b>Feed</b> tap feed button to release food from the food hopper</p>
<p> turn on/off the sound</p> <p> change video quality, high definition HD or Standard definition SD access to pet feeder's settings page</p> <p> switch to full screen view mode</p>	

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Tap on the pencil icon you can access the pet feeder's **Settings** page;

	<p><b>Device Name:</b> you can change the name of your pet feeder</p> <p><b>Share Device:</b> sharing this pet feeder with other Genio end user</p> <p><b>Device information:</b> detail information for this pet feeder, owner information, Virtual ID, IP address, wifi signal etc</p> <p><b>FAQ &amp; Feedback:</b> read FAQ or sending improvement suggestion or product issue via online feedback system</p> <p><b>Firmware information:</b> when new firmware is released for this pet feeder you will see a notification icon next to it.</p> <p><b>Remove Device:</b> remove the device from current account so you can repair it again or pair under different account</p>
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## FAQ:

### **Food Status indicator light:**

#### **What does it mean when it is blinking red?**

You have less than 20% food left in the hopper, ensure to refill

#### **What does it mean when it is solid red?**

The pet feeder is out of food, please refill immediately

#### **How to connect pet feeder to another router?**

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

#### **Poor performance, taking long time to load the live footage?**

Please check the Wi-Fi signal, if it is less than 65%, you will need to consider changing the pet feeders location or improving your modem/router

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

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

#### **Followed the pairing process, went to 100% and received error 'Cannot find Device'?**

1. Disable the 5GHz network or create a Guest 2.4GHz account in your router settings. Contact your service provider for further details
2. Ensure Wi-Fi LED indicator light is blinking slowly
3. Ensure phone is on the 2.4GHz Wi-Fi network and not 4G mobile data or 5GHz

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