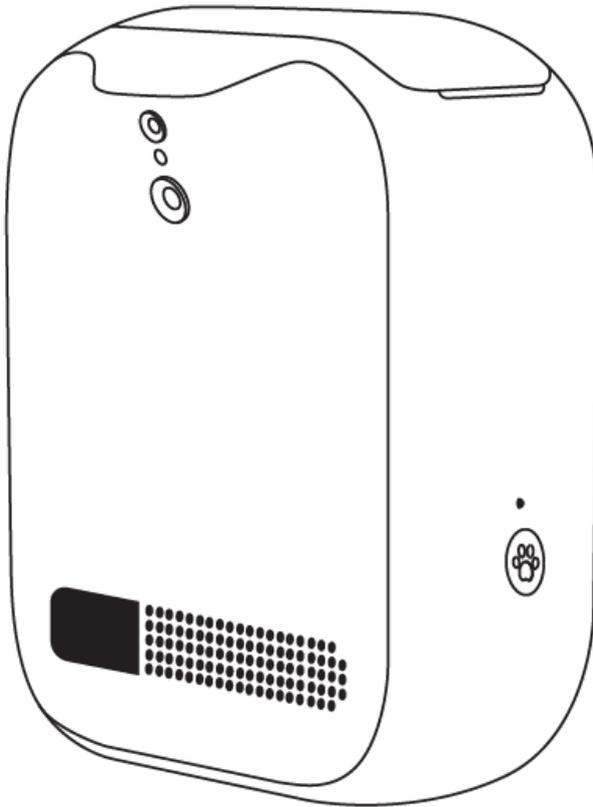
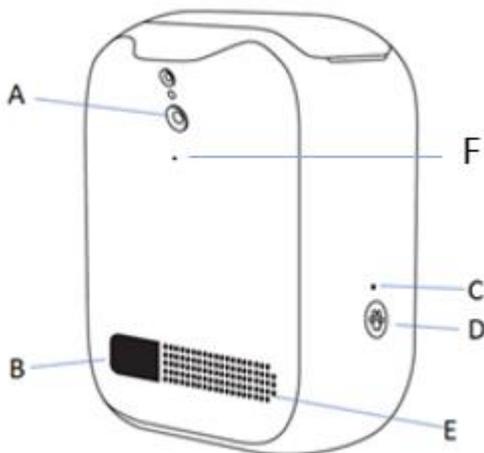


Quick Start Guide

I005006 Mirabella Genio Treat Dispenser



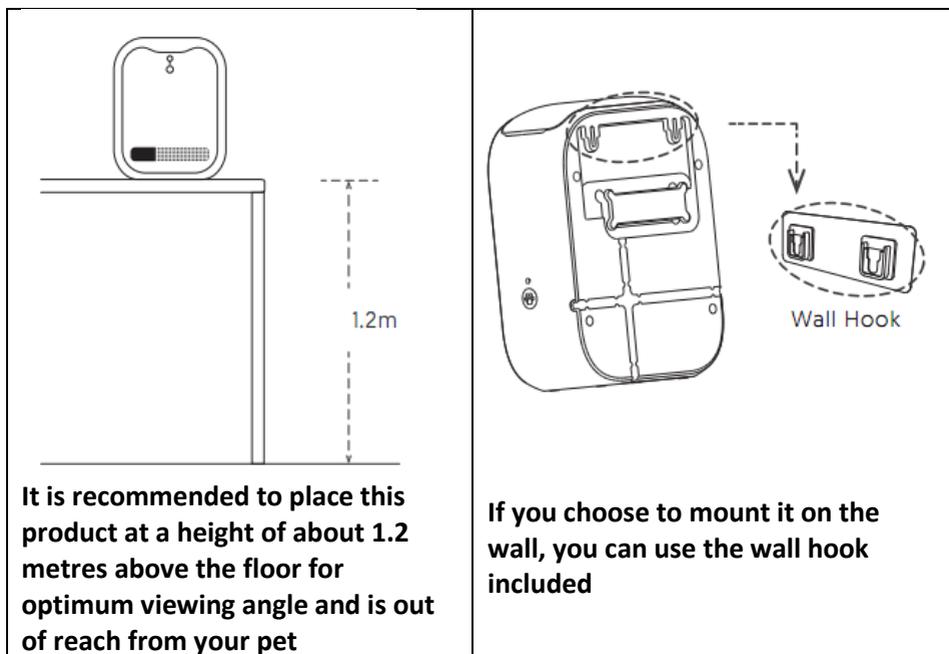
Product Details



- A. Camera
- B. Treat Dispensing port
- C. Indicator Light
- D. Feed / Wi-Fi Paring Button
- E. Speaker
- F. Microphone hole

***It is recommended to use pet treats sized between 0.5cm - 1.5cm only**

Installation



It is recommended to place this product at a height of about 1.2 metres above the floor for optimum viewing angle and is out of reach from your pet

If you choose to mount it on the wall, you can use the wall hook included

1. Install the APP and register an 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 Treat Dispenser

- 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.
- 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 treat dispenser is only suitable for **dry food** and is not suitable for **wet food**.
- The pet foods shape and density will cause some deviations from the food hoppers capacity and the feeding unit's quantity. (Size of the treat should be between 0.5cm – 1.5cm)
- Do not use wet food, sticky pet snacks or pet snacks that are too large, which may cause damage to the internal part of this device

2. Pairing Treat Dispenser using Mirabella Genio App

Remove the Treat Dispenser from the box, connect the adaptor to the pet treat dispenser and plug adaptor into your wall socket.

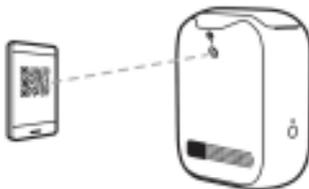
Power on the dispenser, wait 30 seconds until you hear the audio notification, “Device is ready to be connected” and the white indicator light is blinking, if you do not hear any notification, press and hold the feed/ wifi pairing button for at least 5 seconds, until you hear the notification “ device is ready to be connected” and white indicating light is slowly blinking . (1 blink every 2 seconds)

Launch the Mirabella Genio APP, tap on +, **add device** then choose **Pet Care**, select **Genio Treat dispenser**

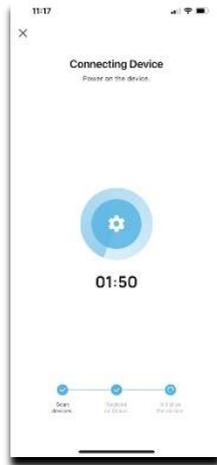


Confirm that the LED indicator light is blinking slowly, tap “confirm Indicator light Is blinking slowly”, then tap “next” and enter your home network 2.4GHz Wi-Fi name and password.

Tap next and the QR code will appear on your phone screen, place this QR code in front of the camera at an approximate distance of 15-20cm, hold it steady in front of the camera until you hear a confirmation beeping sound, the white indicator light will then change to fast blinking.



Tap on “Beeped Indicator switched” It will then start to connect your device.
(refer to the image below).

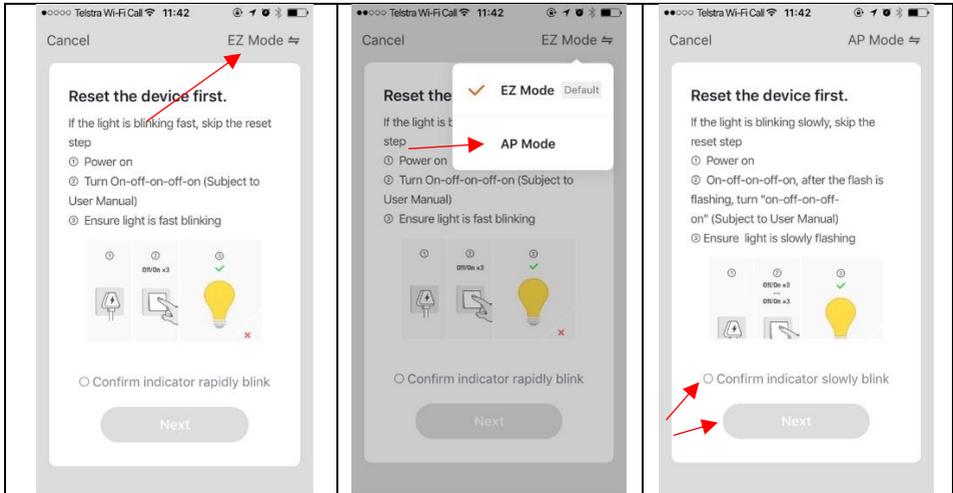


Once the countdown ends, the Treat Dispenser has now successfully been paired to your APP. You will hear that “ Device connection successful” indicator light remind solid white light.

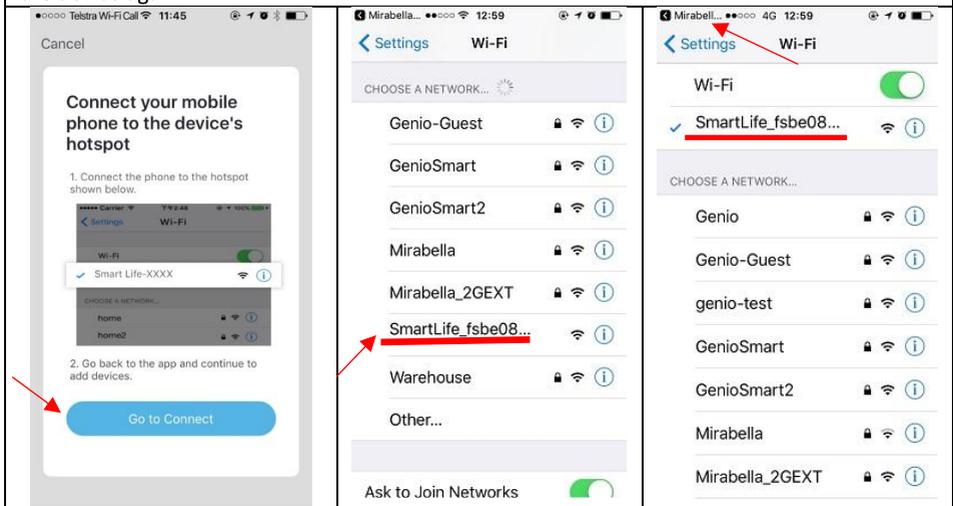
AP connection method (if QR code scan doesn't work)

if somehow the treat dispenser does not scan the QR code on your phone, please try AP connection method.

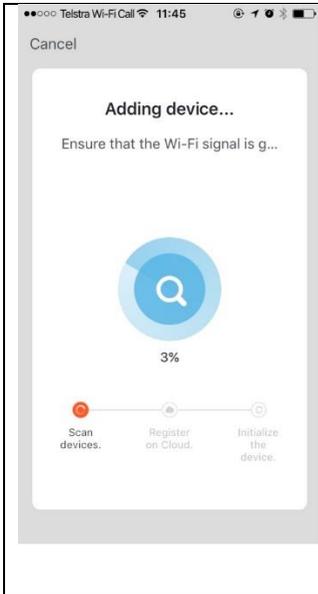
Reset the device, this time in the **Reset the device first** screen, switch from EZ mode to **AP mode**



Note: If you fail to see a Wi-Fi name beginning with the word SmartLife_XXXX, Please reset the device again



After connected to the SmartLife_XXXX, return to the Mirabella Genio app and it will then commence the 0-100% countdown process



Please pay attention to the screen to determine the cause of time-out error

If it unable progress to “register on cloud” it indicates communication error with your router to our cloud service (need to change router setting, disable the 5GHz)

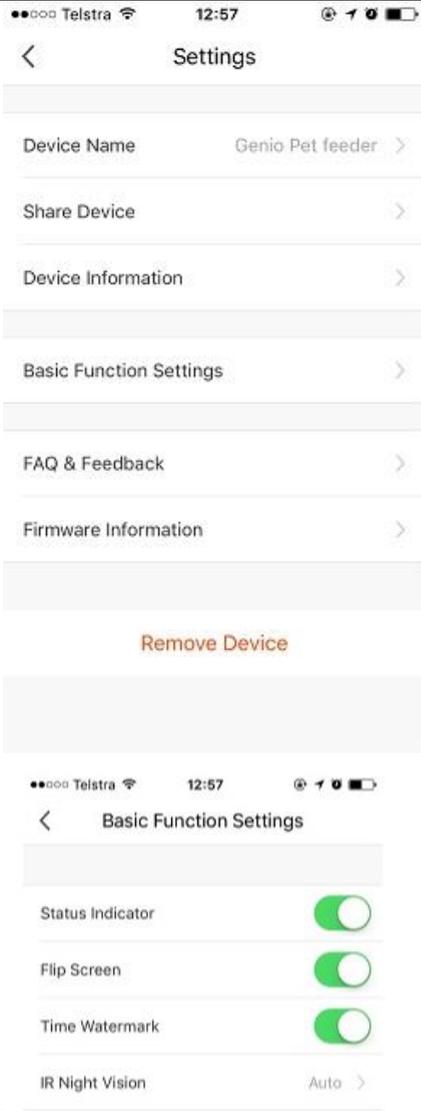
Please check and ensure

1. You enter the correct 2.4GHz Wi-Fi name and password.
2. Your device is not receiving good Wi-Fi signal, please remove it closer to the router
3. Please make sure 5GHz Wi-Fi signal is turned off on the router.
4. If you are using IOS 14, please ensure “local network” permission is turned on for Genio App

Treat Dispenser usage Tips (The interface may change subject to software updates)

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

Tap on the **pencil** icon you can access the Treat dispenser **Settings** page;



Share Device: sharing this Treat Dispenser with other Genio end user

Device information: detail information for this device, owner information, Virtual ID, IP address etc

Basic Function Settings: access to status indicator on/off, Flip screen, Time Watermark option

IR Night Vision: on/off or Auto

Talk Mode: please make sure it is set as two-way communication

FAQ & Feedback: read FAQ or sending improvement suggestion or product issue via online feedback system

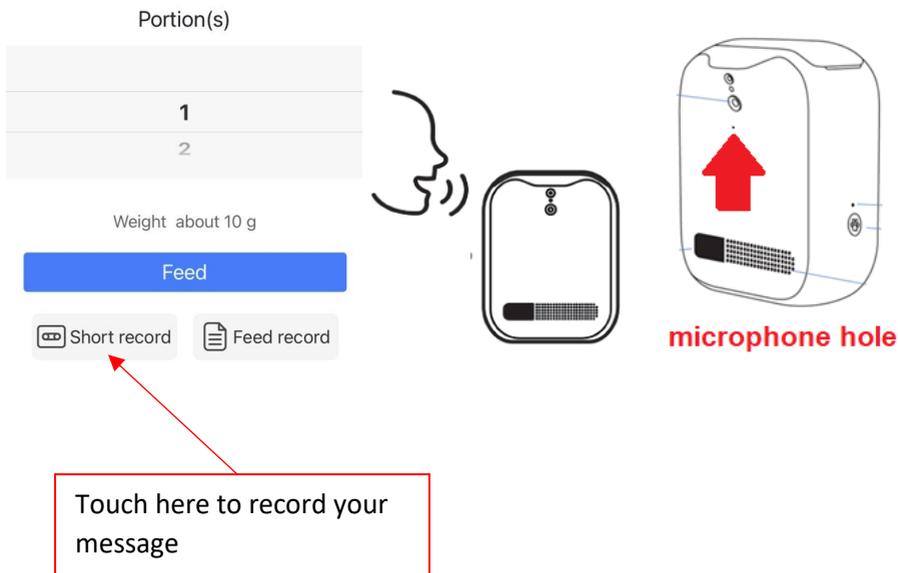
Firmware information: when new firmware is release for this device you will see a notification icon next to it.

Remove Device: remove the device from current account so you can repair it again or pair under different account

Short Record (Dispensed Food sound recording)

After pressing the “Short record” button, you can record your own 5 second voice message on the device. This recording will be played back when the treat is dispensed. Any newly recorded message will automatically overwrite the previous one.

PLEASE NOTE: The message needs to be recorded via the microphone hole on the front of the pet dispenser NOT on your mobile phone.



FAQ:

How to connect Treat Dispenser to another router?

Go to the treat dispenser settings page, look for “remove device” Remove it and reset the treat dispenser 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 treat dispenser location or improving your modem/router

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

Go to the treat dispenser settings page, look for “remove device” Remove it and reset the treat dispenser and pair it again through the app.

Followed the pairing process, went to 100% and received error ‘Cannot find Device’, “device time out “

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

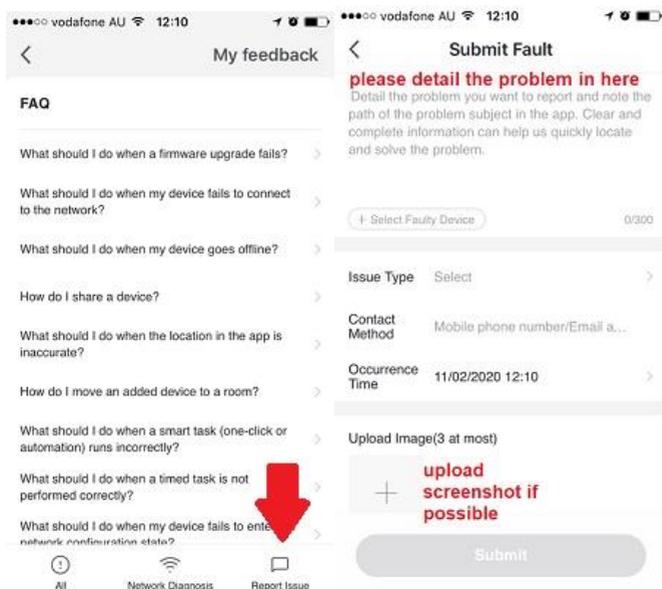
Please read our online FAQ on how to disable 5Ghz and create guest account

<https://www.mirabellagenio.com.au/faqs/>

Need further assistance from Mirabella technical support?

In the genio app home screen, tap on, **Me**, -> **FAQ & Feedback** -> **Report issue**

Fill in the fault information or suggest for the app/product, then submit



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