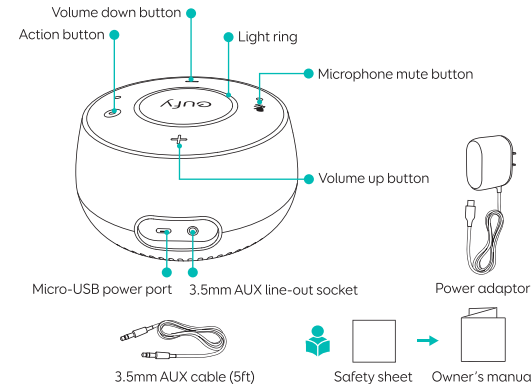




## At a Glance



### Action button:

- Press to start/stop voice control;
- Press and hold for 5 seconds to reset the Wi-Fi connection.
- When Eufy Genie is not connected to a network, press to hear system status.

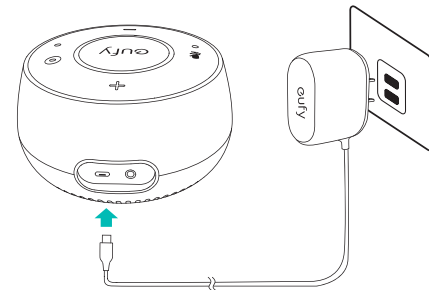
### Microphone mute button:

- Press to mute or unmute microphone.

### Action button + Microphone mute button:

- Press both buttons simultaneously and hold for 5 seconds to restore Eufy Genie to factory settings.

## Connecting to Power Supply

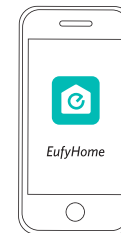


Use the adaptor to connect Eufy Genie to a power outlet.  
➤ Eufy Genie will automatically turn on when plugged in.

## Downloading the EufyHome App

### What you need:

- A Wi-Fi router supporting the 2.4 GHz and 802.11 b/g/n bands; the 5 GHz band is not supported.
- A smartphone or tablet connected to a Wi-Fi network.
- A smartphone or tablet running iOS 8.0 (or above) or Android 4.3 (or above).



Download the EufyHome app from the App Store (iOS devices) or Google Play (Android devices).

## Connecting to a Wi-Fi Network

- 1 In the EufyHome app, tap the “+” icon on the top right to add “Eufy Genie” to your EufyHome account.
- 2 Follow the prompt to change your Wi-Fi network to “eufy Genie-XXXX”.
- 3 Return to the EufyHome app. Follow the on-screen instructions to complete Wi-Fi configuration.
- 4 Sign in with your Amazon account to use Alexa voice control. If you do not have an Amazon account, create a new account.  
➤ Now you can control Eufy Genie with your voice.

- To access more features provided by the Alexa service, download the Amazon Alexa app.
- The instructions in this manual are for your reference only. The app will be updated from time to time. Always follow the instructions in the app to complete Wi-Fi setup.



Find compatible Eufy smart home products at  
[www.eufylife.com](http://www.eufylife.com)

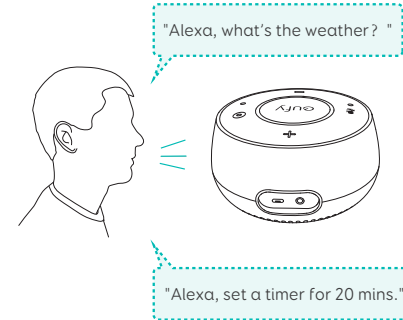



Product Model: T1240  
51005000623

## Talking to Eufy Genie

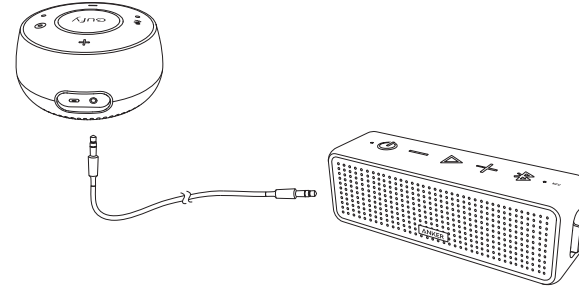
Say the wake word "Alexa" first and then your request.

- Eufy Genie will respond instantly.
- To learn more commands to ask Alexa, see the "Things to Try" instructions printed on the package.




 You can use Eufy Genie to play music, answer questions, report the news/weather, control smart devices, and access more features.

## Connecting to an External Speaker



You can connect Eufy Genie to an external speaker with the supplied AUX cable.

 For best performance, make sure the external speaker is placed as far away from Eufy Genie as possible.

## Troubleshooting

### 1. Eufy Genie cannot connect to your Wi-Fi network.

- Make sure Eufy Genie is connecting to a 2.4GHz Wi-Fi network.
- Make sure the Wi-Fi network name or the password you entered is correct. If it is incorrect, please try again.
- Check whether there are any internet connection problems. If the Wi-Fi signal is too weak, reset your Wi-Fi router and try again.
- If there are too many devices connected to your wireless router at once, disconnect a few devices and try again.
- Press and hold the Action button for 5 seconds to reset the Wi-Fi connection.
- If you still cannot connect to your Wi-Fi network, restore Eufy Genie to factory settings.

### 2. Eufy Genie has lost Wi-Fi connection.

- Make sure the Wi-Fi network signal is strong. If the Wi-Fi signal is too weak, reset your wireless router and try again.
- If you still have this problem, unplug the adaptor, then plug in the adaptor to restart Eufy Genie.

### 3. Eufy Genie does not respond to Alexa voice commands.

- Make sure you have successfully logged in to your Amazon account with Eufy Genie.
- Check whether Eufy Genie has lost connection to the Internet.

- Check whether you use the proper commands when talking to Alexa. You should say the wake word "Alexa" first when making your request.
- Check whether the background noise is excessively loud. Please try again once the room is more quiet.
- Repeat your question. Speak naturally and clearly to Alexa in English.
- Make sure Eufy Genie is at least eight inches away from walls or other objects that may cause interference (such as microwave ovens).

### 4. When using services provided by third parties (such as listening to music, controlling smart devices, etc.), a voice prompt will ask you to log in to its account and get authorization from the third party. What should you do?

- Download and open the Alexa app, and then log in to your Amazon account. Find "Skills" from the menu, search for your desired skill, and then follow the on-screen instructions to enable the skill.



The Spotify Software is subject to third party licenses found here:  
[www.spotify.com/connect/third-party-licenses](https://www.spotify.com/connect/third-party-licenses).

## Customer Service

-  12-Month Limited Warranty
-  Lifetime Technical Support
-  [support@eufylife.com](mailto:support@eufylife.com)
-  +1 (800) 988 7973 (US) Mon-Fri 9:00 - 17:00 (PT)  
+44 (0) 1604 936200 (UK) Mon-Fri 6:00 - 11:00 (GMT)  
+49 (0) 69 9579 7960 (DE) Mon-Fri 6:00 - 11:00  
+81 03 4455 7823 (日本) 月 - 金 9:00 - 17:00  
+86 400 0550 036 (中国) 周一至周五 9:00 - 17:30
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