

Stream TV Soundbar Pro

January 27th, 2022

Version 2.1

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1 Getting started

Thank you for purchasing a Verizon Stream TV Soundbar Pro. Your Stream TV Soundbar Pro is designed to bring an extraordinary sound experience to your home entertainment system.

Our product advantage is to combine the functionality of an Android streaming TV and a soundbar to deliver a best-in-class video viewing experience.

Please take a few minutes to review this manual to familiarize yourself with your device and follow the setup instructions to help you set up and get started.

CONTACT US:

If you have any questions about Stream TV Soundbar Pro, its installation or its operation, please contact your retailer or custom installer, or visit support.verizon.com/streamtvsoundbar.

1.1 Inside the box



Stream TV Soundbar Pro



Remote Control



Batteries
(The remote control is using two AAA alkaline batteries)



Power Cord



HDMI Cable



T5*30mm
Screw x2



Holding Hook
x2



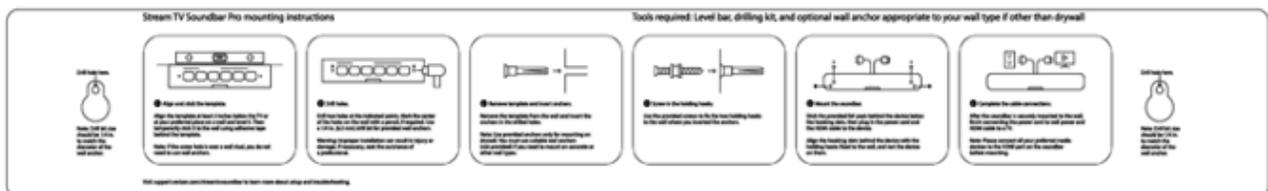
Anchors
x2



Feld Pads
x2



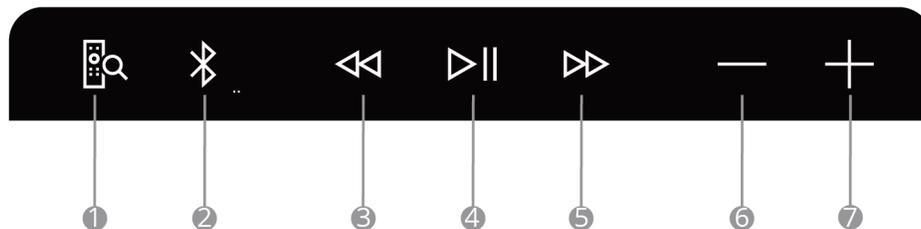
Cable Clips
x3



Wall Mounting Template

1.2 Interface and Buttons

1.2.1 Front Panel



1) Find My Remote Button:

Press the find my remote button, and a sound plays on the remote to help you locate it

2) Bluetooth Button:

Press the Bluetooth button to get re-paired if the remote control lost pairing

3) Rewind Button:

A button that you press to go back to an earlier part of a film/movie

4) Play/Pause Button:

A button that you press to temporarily play/stop the playing of a film/movie

5) Fast Forward Button:

A button that you press to jump ahead to the end or a later part of a film/movie

6) Volume Down Button:

A button that you press to adjust the volume down

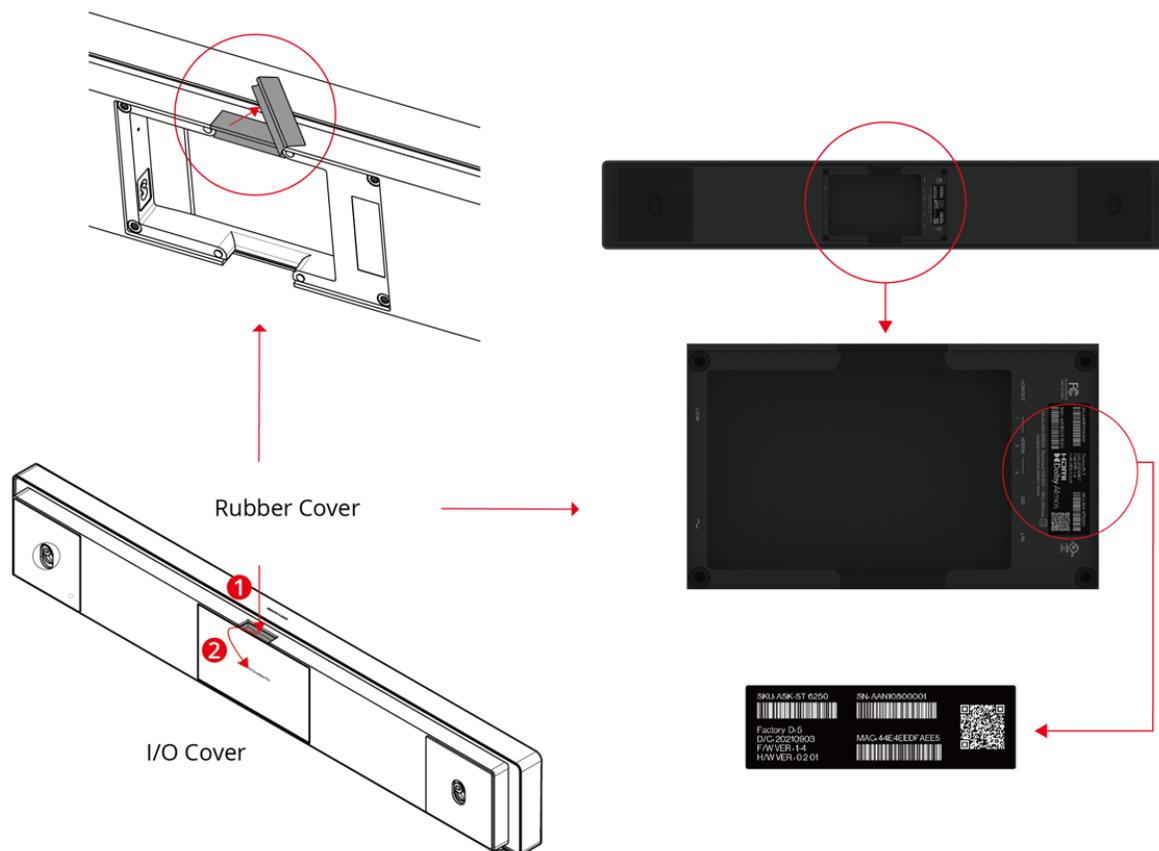
7) Volume Up Button:

A button that you press to adjust the volume up

1.2.2 Rear Panel

The steps to remove I/O cover:

- 1) The direction of the rubber cover (only one) is pressed down and turn outward
- 2) Remove the I/O cover to find all the cable port and label

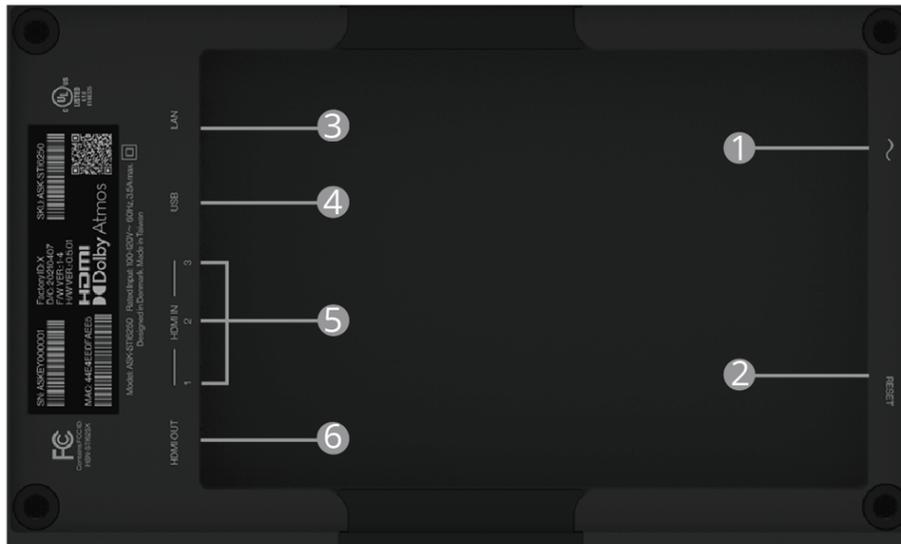


Caution

- ※ Danger of the Stream TV Soundbar Pro slipping out of your hand if you are lifting the Stream TV Soundbar Pro holding only the rubber cover

1.2.3 I/O Port

This section includes an overview of the connectors available on your Stream TV Soundbar Pro



1) Power:

Connect to power cord

2) Reset Button:

1. A full restore to factory state and erase all user setting data
2. Use a pin (not included in the box) to press and hold Reset button for 10 seconds

3) LAN:

Connect to a router by Ethernet wire

4) USB 2.0:

Reserved for future use

5) HDMI IN 1 / HDMI IN 2 / HDMI IN 3

Connect to HDMI out port on the other device, you can the other device's content through the Stream TV Soundbar Pro

8) HDMI OUT

Connect to HDMI ARC port (or HDMI IN if ARC port is not available) on the TV

1.2.4 System LED

Status	Detail	Indication	Location
No power	Not connected to power	Off	
Boot-up	Connected to power	Soft Blink White	Play Button
Not connected to display	no HDMI connectivity	Solid Red	Play Button
Not paired to remote control (app/device)	Remote unpaired	Solid Red	Find My Remote button
Bluetooth Pairing (remote/device)	Press Bluetooth button	Hard Blink Blue	Bluetooth button
Not connected to internet	no WiFi/LAN connection	Solid Yellow	Play button
Accepting remote commands	User clicks buttons on the remote or the buttons on the device.	Blink White (only one time)	Play button
Regular usage (All connections complete)	Device setup complete	50% dim Solid White	Play button
GOTA update	During Firmware update	Fast Blink White	Play button
Factory reset	Press reset button for 2~5 seconds	Fast Blink Yellow	Play button
Find my remote	Press Find My Remote button	Hard Blink Green	Find My Remote button
Standby mode	Press power button, SB in standby mode	50% dim Solid White	Play button
Standby mode press play button	SB in standby mode, press any front key	Solid White	Play/Bluetooth (Find My Remote) button
Standby mode press BT button	SB in standby mode, press Bluetooth button, the screen will display pairing screen then pair the remote	Solid White	Play/Bluetooth button

1.3 Stream TV Voice Remote instruction

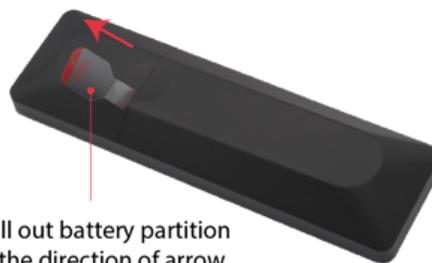
1.3.1 Install and replace the Stream TV Voice Remote batteries

- 1) Pull out battery partition at the direction of arrow before using the remote
- 2) Open the battery compartment, and remove the old batteries if necessary
- 3) Place two new AAA batteries into the battery compartment with the correct polarity (+/-)
- 4) Slide the back cover into position.



Batteries

(The remote control is using two AAA alkaline batteries)



pull out battery partition at the direction of arrow

Stream TV Voice Remote ↵

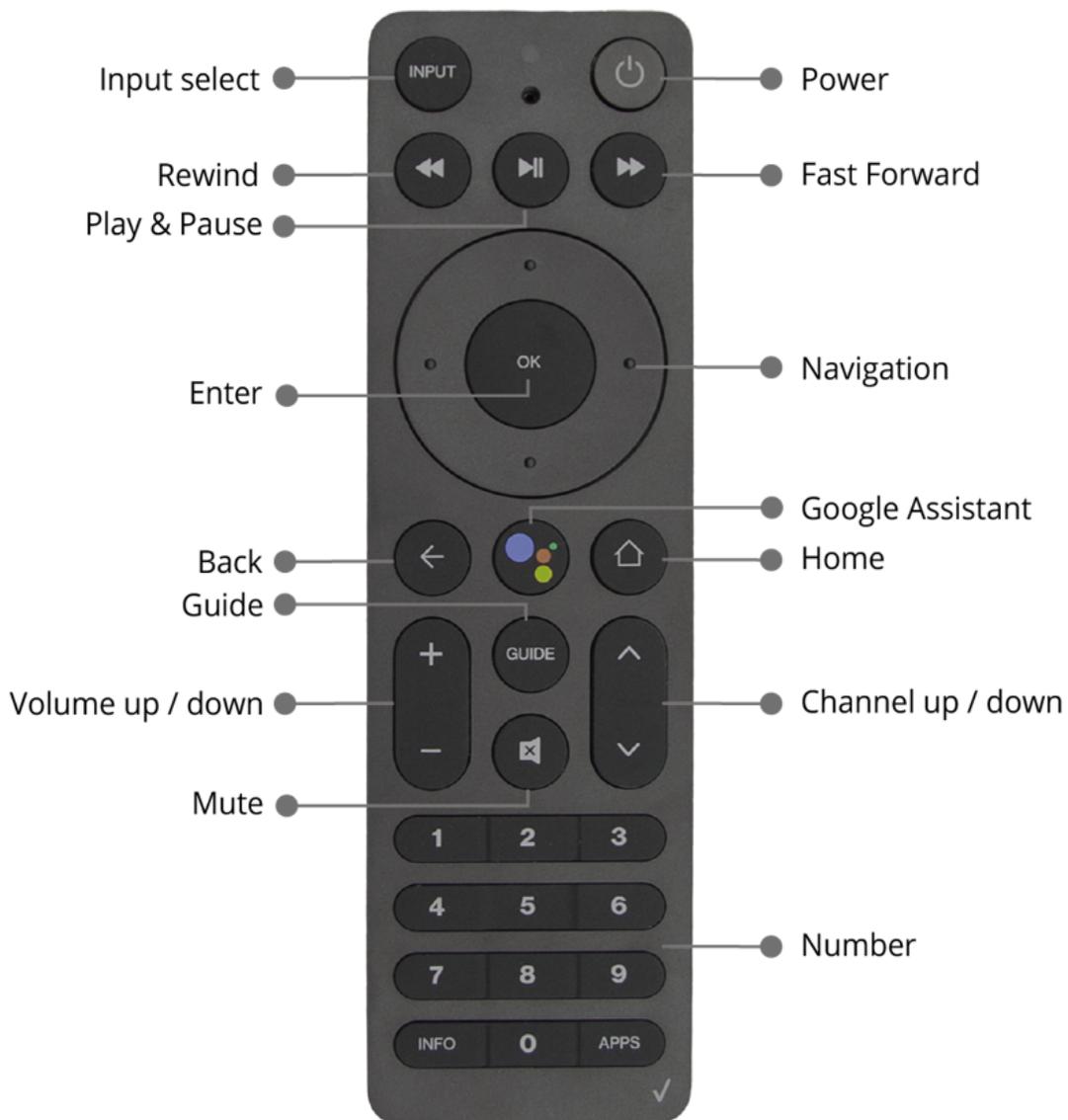


Caution

※ Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type

1.3.2 Function mapping of Stream TV Voice Remote

Item	Description
Format	Bluetooth (BT) + Infrared (IR) supported
Simple setup (SSU)	YES
Find My Remote	YES



1.3.3 RCU LED operations

LED behaves as below under different scenarios

Setup Action	LED	Timing
Boot up	Green	Lit up for 2 seconds.
Pairing	Blue	Short blinks.
Pairing Success	Blue	Lit up for 1 second.
Pairing Failure	Red	Lit up for 1 second.
Voice	Orange (Red + Green)	Lit on till the button is released and/or voice transmission is active.
OTA	Green	Long Blink
FindMe	Blue	Lit on for 5 seconds
Low Voltage warning	Red	5 short blinks
Setup Confirmation	Green	Lit on for 1 second
Setup failure	Red	Lit on for 1 second

1.3.4 RCU Setup features

An overview of the Setup features and the corresponding key-press is shown in the table below.

Notation: < > normal key-press, << >> hold these keys for 3 seconds.

Setup Feature	Combo Keys
Start Pairing	<< Play/Pause + Digit 0 >>
Clear Pairing Table	<< OK + Digit 0 >>
Factory Reset	<< OK + Home >>
Clear SSU data	<< Home + Up >>
Google Bug report	< OK+ Back >
TV Keys Shift	<< Back + Up >>
Pairing Status Indication	<< Back + Mute >>
Battery level indication	<< Back + APPS >>

Note

- ※ Set up mode are only allowed to enter when battery is not low voltage (LVD) status
- ※ Only Bluetooth pairing or factory reset or simple setup (SSU) will need to set up via combo key

2 Install your Stream TV Soundbar Pro

2.1 Position of the device

You can choose to place your Stream TV Soundbar Pro unit below the center of your TV or mount it on the wall



Soundbar on desktop / shelf



Wall mount

1) Placing your Stream TV Soundbar Pro on a TV stand

Position the Stream TV Soundbar Pro in front of your TV on a flat surface.

2) Installing the Wall Mount

1. The Stream TV Soundbar Pro has a wall hook hole to hang it on a wall. When hanging it on a wall, position it in a flat, vertical position.
2. To ensure the safety, make sure you read all the safety information before you mount the Stream TV Soundbar Pro main unit on the wall.
3. Be sure to place the Stream TV Soundbar Pro in a location that will not block the TV

Note

- ※ Because it is difficult to make a connection after installing this unit, you should connect the cables before installation.
- ※ You might be organizing the cable with cable clips

2.2 Wall mounting information

1) Preparation components:



Stream TV Soundbar Pro



T5*30mm
Screw x2



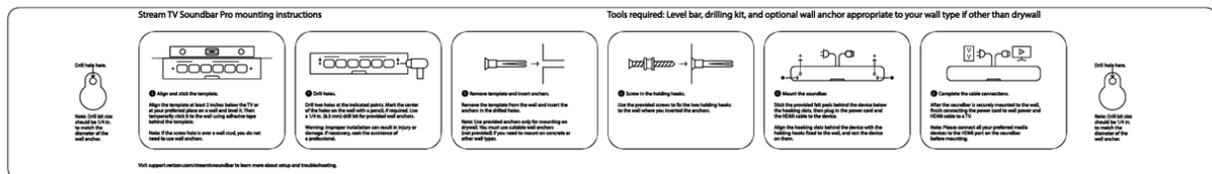
Anchors
x2



Felt Pads
x2



Holding Hook
x2



Wall Mounting Template

Note

※ To detach the unit, perform it in reverse order

Caution

- ※ Do not install this unit upside down. It can damage the parts of this unit or be the cause of personal injury.
- ※ Secure the unit firmly to the wall so that it does not fall off. If the units fall off, it may result in an injury or damage to the product.
- ※ When the units are installed on a wall, please make sure that a child does not pull any of connecting cables, as it may cause it to fall

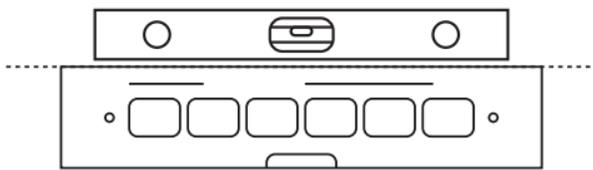
2) Wall mounting information:

The device can be mounted onto a flat surface such as a wall. It is suggested that the device not be mounted higher than 2 meters above the floor.

- **Align and stick the template**

Align the template at least 2 inches below the TV or at your preferred place on a wall and level it. Then, temporarily stick it to the wall using adhesive tape behind the template.

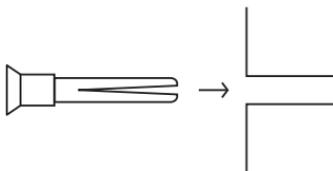
Note: If the screw hole is over a wall stud, you do not need to use wall anchors.



- **Drill holes**

Drill two holes at the indicated points. Mark the center of the holes on the wall with a pencil, and if required, use a 1/4 in. (6.3mm) drill bit for provided wall anchors.

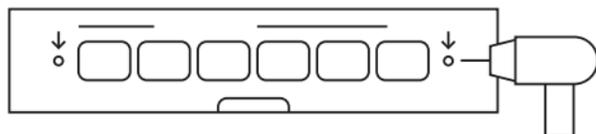
Warning: Improper installation can result in injury or damage. If necessary, seek the assistance of a professional.



- **Remove template and insert anchors**

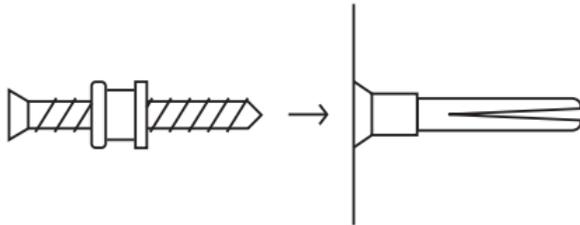
Remove the template from the wall and insert the anchors in the drilled holes.

Note: Use provided anchors only for mounting on drywall. You must use suitable wall anchors (not provided) if you need to mount on concrete or other wall type



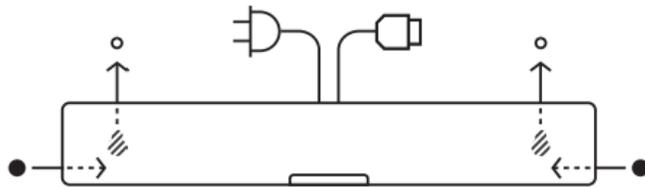
- **Screw in the holding hook**

Use the provided screws to fix the two holding hooks to the wall where you inserted the anchors



- **Mount the Stream TV Soundbar Pro**

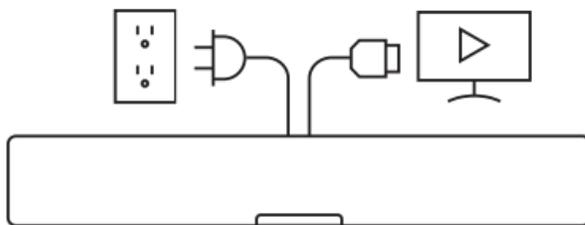
Stick the provided felt pads behind the device below the hooking slots, then plug in the power cord and the HDMI cable to the devices. Align the hooking slots behind the device with the holding hooks fixed to the wall, and rest the device on them



- **Complete the cable connections**

After the Stream TV Soundbar Pro is securely mounted to the wall, finish connecting the power cord to wall power and HDMI cable to a TV

Note: Please connect all your preferred media devices to the HDMI ports on the Stream TV Soundbar Pro before mounting



2.3 Set up the device

Before you start, confirm you have:

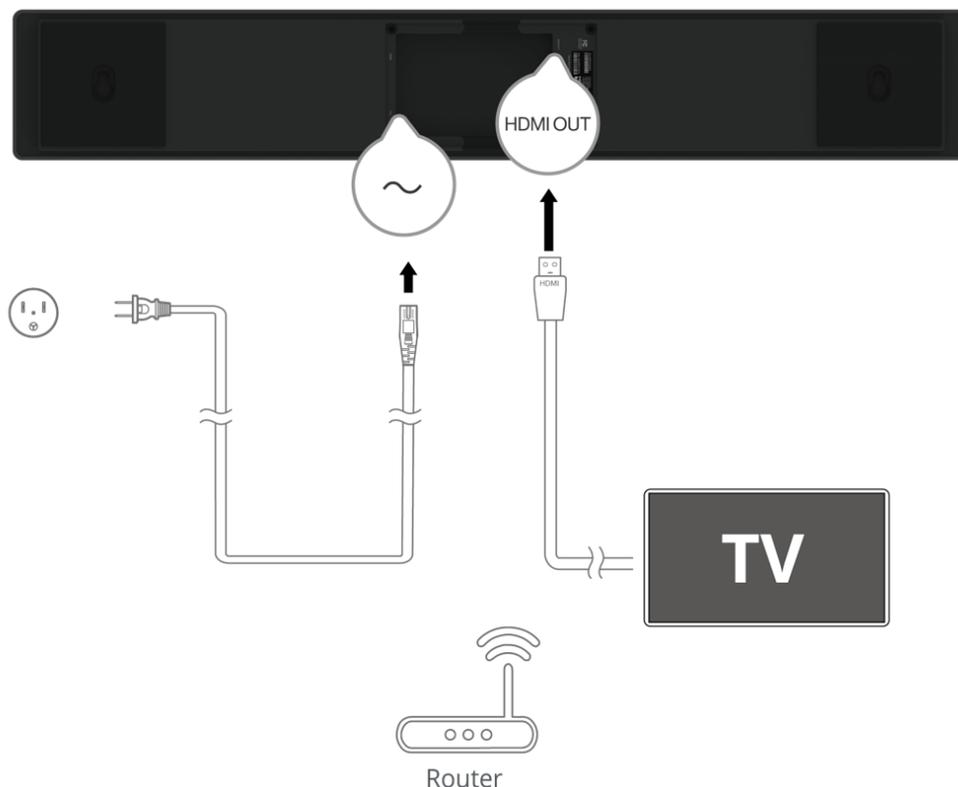
- A Wi-Fi or Ethernet internet connection.
- A Google account.
→ If you don't have a Google account, you could **SKIP** this step

Setup steps:

- 1) Connect the HDMI cable from Stream TV Soundbar Pro HDMI out port to your TV HDMI in port.

Note: If the TV supports ARC function, please connect the HDMI cable from your Stream TV Soundbar Pro HDMI out port to the TV HDMI in port (ARC)
- 2) Connect the power cord from your Stream TV Soundbar Pro to an electrical outlet.
- 3) Turn on your TV and begin to pair your Stream TV Soundbar Pro with Stream TV Voice Remote
- 4) Press and hold the remote “Play/Pause” and “0” buttons simultaneously for 6 seconds to pair your Stream TV Voice Remote. (please refer to the chapter 3)

Note: HDMI output resolution is 3840x2160 60Hz (FCC certification remarks)



2.3.1 Set up using your Stream TV Voice Remote Control

- 1) Press and hold the Remote “Play/Pause” and “0” buttons simultaneously for 6 seconds.
- 2) Release the buttons to enter pairing mode.
- 3) If the 'pairing your remote' screen doesn't display, please press and hold the Bluetooth icon on the touch panel button for 1 second.
- 4) If pairing completes, you can see “Your Stream TV Remote has paired successfully” on the screen.
- 5) If prompted, select **OK** from the 'A remote control software update is available' screen. Firmware update may take a few minutes. If prompted, select **OK** from the 'Your remote control software is up to date' screen.
- 6) Enter to program your remote key to control your TV, select **Begin**.
- 7) Please select your TV brand, if you do not want to choose your TV brand, press back icon ← .
- 8) In the Simple Setup (SSU) setting, if the Stream TV Voice Remote cannot support auto-pairing with the TV, you will need to manually pair with the Stream TV Voice Remote by Infrared (IR). To do so, press and hold the Mute Key when setting up your Stream TV Voice Remote. If the configuration is not completed, press back icon ← .
- 9) From the ‘Congratulations’ screen, select **It works!**
- 10) If there is an Ethernet network available, the screen displays ‘You’re connected using Ethernet’, select **Continue**. If you don’t want to use Ethernet, please select **Change network**.
- 11) Select your Wi-Fi network. (If you are already connected to the Internet via Ethernet, you can skip this step.)
- 12) Enter the Wi-Fi password and then select the **✓**. (If you already connect to the Internet via Ethernet, you can skip this step.)
- 13) If necessary, wait for your Stream TV to install system updates. This takes a few minutes and your device will restart multiple times.
- 14) Sign in to your Verizon account.
- 15) Terms and Conditions, select **Accept all**.
- 16) Name your device, pick a name or select a custom option to define your device name.
- 17) Get more from your Stream TV with Google, select **Continue**.
- 18) From the ‘Make the most of your TV’ screen, select **Sign In**. (If you don't have a Google account, please select **Skip**).

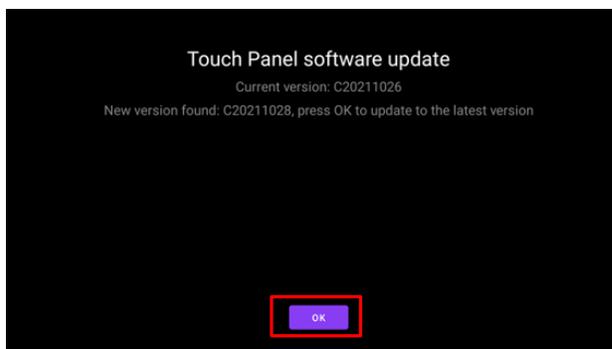
- Use your remote.
 - a. Enter your Google account email address or phone number then select the **Enter icon**.
 - b. Enter your Google account password then select the **Enter icon**.

From the 'Terms of Service' screen, select **Accept**.

- 19) From the 'Google Services' screen, select **Accept**.
- 20) From the 'Google Assistant' screen, select **Continue**. (If you don't sign in with a Google account, please select **Use Assistant without sign in** or **Skip**).
- 21) From the 'Search across all your TV apps' screen, select **Allow**.
- 22) From the 'Get personal results' screen, select '**Turn on**' or '**No Thanks**'.
- 23) From the 'Get the most out of your Google Assistant' screen, select '**Yes**' or '**No**'.
- 24) From the 'Install additional apps' screen, select (checkmark) any desired apps then select **Continue**.

Choose 'Install all of the following apps' to select all the apps in the Recommended list.

- 25) Start the google instruction screen, press **OK** from the 'Your Stream TV Soundbar Pro is powered by android TV's screen, then press **OK** on the next screen 'Get apps from Google Play', and then press **OK** on the next screen 'Talk to the Google Assistant', the last screen Cast to your TV' also press **OK**.
- 26) '**Touch Panel Software update**' screen will pop up if there is new touch panel software update needed. Press '**OK**' to proceed, and then the system will auto reboot for 5 seconds before getting into Launcher.

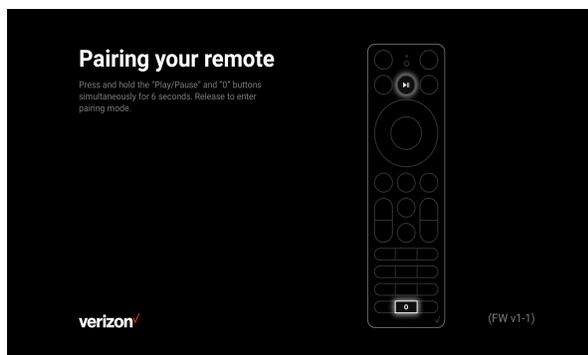


- 27) After the video 'Welcome to Stream TV' you can enter the Home launcher

3 Pair with Stream TV Voice Remote

3.1 Pairing the Stream TV Voice Remote during initial set up

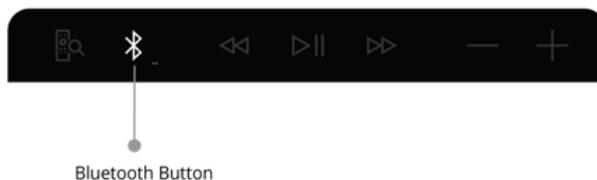
- 1) Press and hold the Remote “Play\Pause” and “0” buttons simultaneously for 6 seconds.
- 2) Release the buttons to enter pairing mode.
- 3) If the 'pairing your remote' screen doesn't display, place the Stream TV Soundbar Pro in Bluetooth® discovery mode with the existing voice remote or the remote control app.



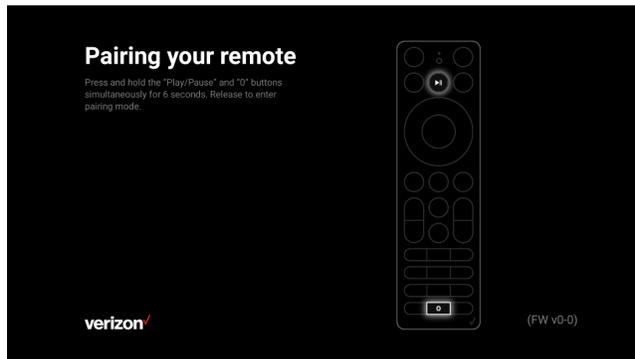
3.2 Manually pairing RCU from Bluetooth button

When you press the Bluetooth button, the Stream TV Voice Remote pairing screen will pop-up. Please follow the below steps:

- 1) Press and hold the Bluetooth button on the Touch panel for 1 seconds.



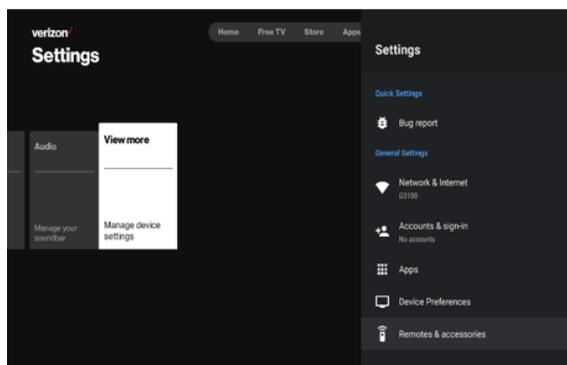
- 2) Press and hold the “Play/Pause” and “0” buttons on remote control simultaneously for 6 seconds.



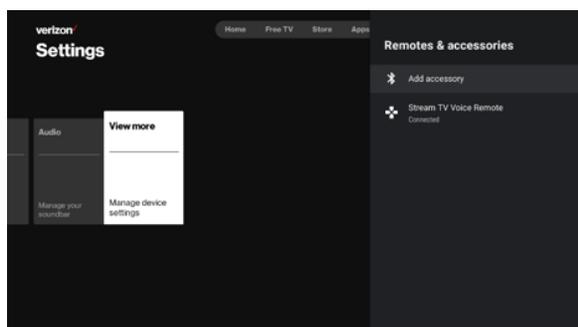
- 3) Release the buttons to enter pairing mode.
- 4) If the 'pairing your remote' screen doesn't display, place the Stream TV in Bluetooth® discovery mode with the existing voice remote or the remote control app.

3.3 Manually pairing RCU from Home screen

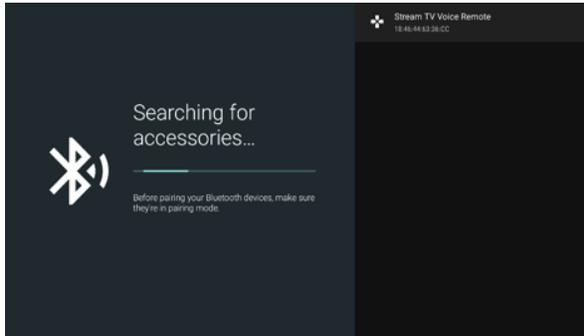
- 1) From the Stream TV Soundbar Pro Home screen, select the Settings menu  → Utilize 5-way navigation pad on the remote to highlight and the center (OK) button to select.
- 2) Select Remote & Accessories.



- 3) Select Add accessory. → The device is visible to nearby devices while the 'Searching for accessories' screen is open.



- 4) Press and hold “Play/Pause” and “0” buttons simultaneously for 6 seconds to connect voice remote



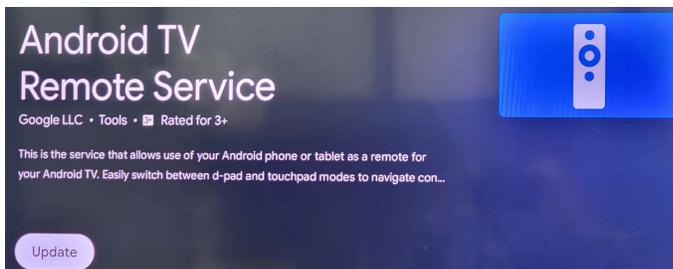
3.4 How do I use my smartphones as a remote for Stream TV Soundbar Pro

3.4.1 To use “Google Home” app to connect the Stream TV Soundbar Pro

To use your smartphone as a remote for the Stream TV Soundbar Pro, you will need to download a **Google Home** app in the Google Play™ Store. (Note: iOS phone not yet available)

For example: Download the Android TV Remote Controls app (if available) in the Google Play™ Store. Once you have downloaded the Google Home App, please follow the steps below:

- 1) Open the “**Google Play Store**” app → to search for “**Google Remote**” to find the “**Android TV Remote Service**” app → to select and manually update this app on your Stream TV Soundbar Pro.



- 2) Make sure your Stream TV Soundbar Pro is connected to the same internet network as your smartphone.
- 3) Open the **Google Home** app on your smartphone to search the name of your Stream TV Soundbar Pro.
- 4) Tap the name of your Stream TV Soundbar Pro
- 5) After connection, you will find the “Open remote” option on the left bottom of your smartphone

- 6) Enter the code displayed on your TV into the designated field on your smart phone, then tap **“PAIR”** to use
- 7) If necessary, tap the Home icon to return the Stream TV Soundbar Pro to the home page.

3.4.2 To use “Google TV” app to connect the Stream TV Soundbar Pro

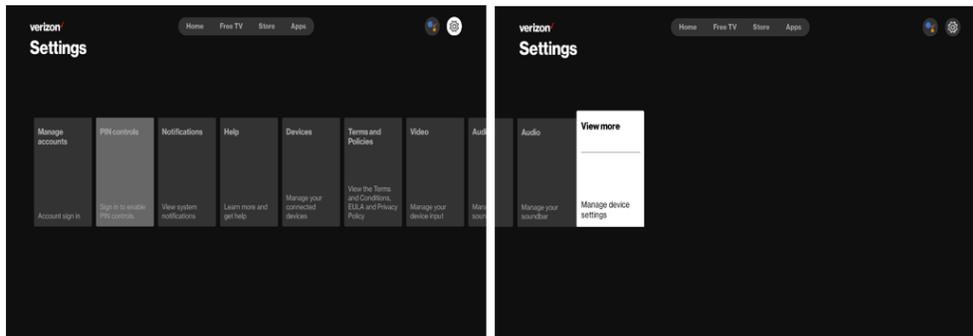
To use your smartphone as a remote for the Stream TV Soundbar Pro, you will need to download the **Google TV** app in the Google Play™ Store. (Note: iOS phone not yet available)

Once you have downloaded the “Google TV” app, please follow the steps below:

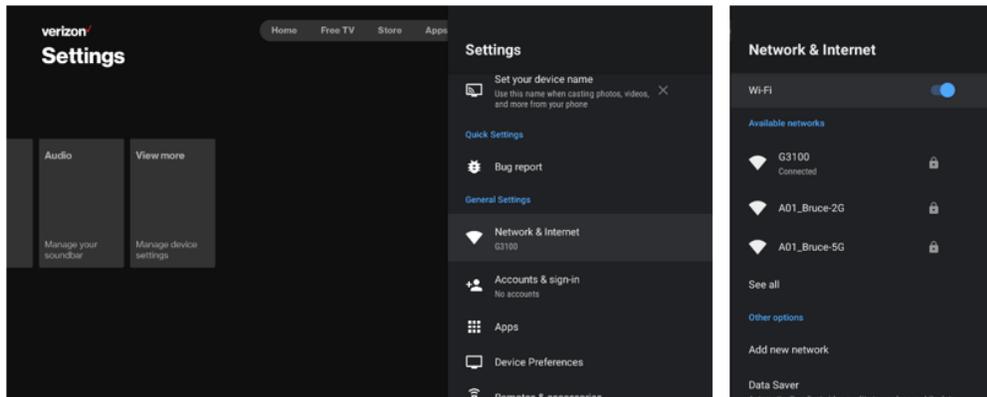
- 1) Make sure your Stream TV Soundbar Pro is connected to the same internet network as your smartphone.
- 2) Open the Google TV app on your smartphone and log into the Google account.
- 3) You will be prompted for a subscription.

4 Manually Add a Wi-Fi Network

- 1) From the Stream TV Soundbar Pro Home screen, select the Settings menu → Utilize 5-way navigation pad on the remote to highlight and the center (OK) button to select.
- 2) Select View more



- 3) Select Network & Internet .
- 4) From the 'Available networks' section, select the preferred Wi-Fi network. → If the preferred network is not listed, it can be added manually.



- 5) If presented, enter the appropriate password, and then select connect to get connected successfully

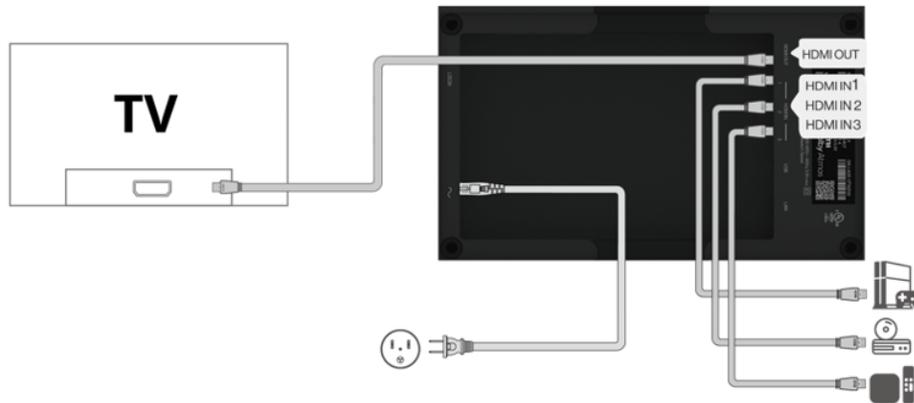


5 Other device connects to your Stream TV Soundbar Pro

5.1 Using an HDMI cable

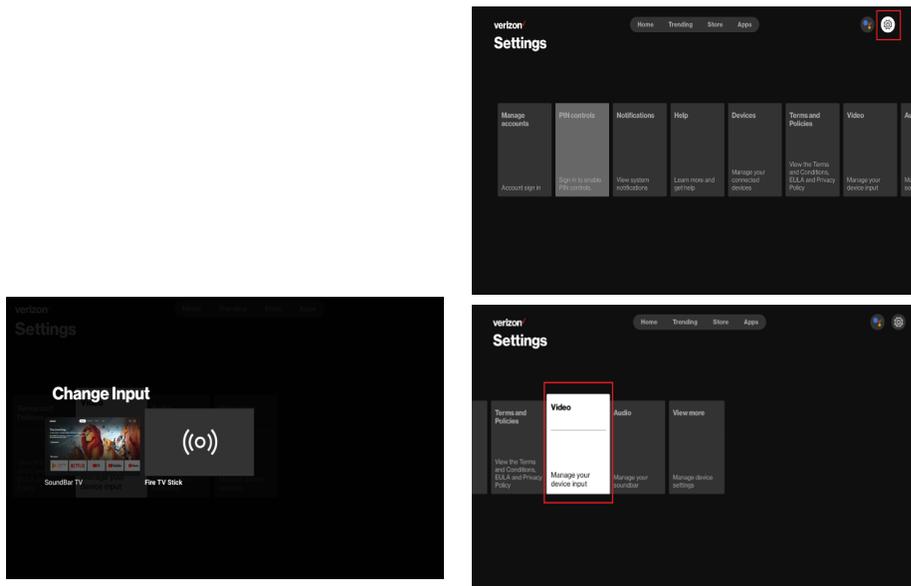
Before you start, confirm you have:

- 1) Connected the HDMI cable from the device HDMI out port to the Stream TV Soundbar Pro HDMI 1, HDMI 2 or HDMI 3 input.
- 2) Then, use the HDMI cable from the Stream TV Soundbar Pro HDMI out port to TV HDMI IN port.



Setup steps for use of the Stream TV Soundbar Pro input function:

- 1) Go to Change Input page by following path:
Move to Settings Videos Change Input. (You also can press Input button on RCU)
- 2) Select the attached device which you've inserted. (i.e. Fire TV Stick)



6 HDMI ARC

6.1 What is the Audio Return Channel (ARC) feature?

The ARC function enables an HDMI capable TV to send the audio stream to HDMI OUT of the Stream TV Soundbar Pro. To use this function:

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- 1) Your television must support the updated HDMI features (HDMI-CEC) /ARC (Audio Return Channel) to fully enjoy the live broadcasting channel with an audio system through an HDMI cable.
- 2) You must use the HDMI cable (Type A, High Speed HDMI™ cable with Ethernet).
- 3) You must connect the HDMI OUT on the unit with HDMI IN of the TV that supports ARC function using an HDMI cable.
- 4) You can connect only one Stream TV Soundbar Pro to TV compatible with ARC.

6.2 Connect your Stream TV Soundbar Pro to HDMI ARC

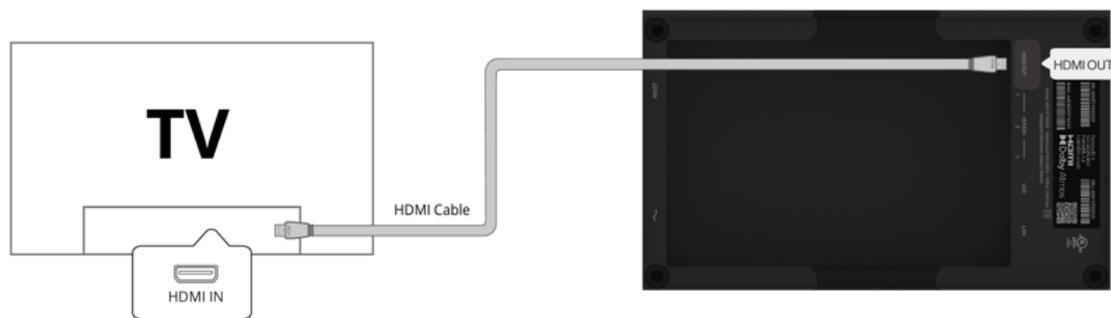
You need to connect your device to the TV's HDMI ARC port to enjoy the TV audio from the Stream TV Soundbar Pro.

Before you start, confirm you have:

- 1) A TV that supports the HDMI-CEC and ARC function and that the TV is turned on.
- 2) An HDMI cable that is HDMI association approved

Setup steps:

- 1) Connect the HDMI cable to the HDMI (ARC) in port of the TV
- 2) Connect the HDMI cable to the HDMI out port of your Stream TV Soundbar Pro
- 3) Turn on your Stream TV Soundbar Pro
- 4) The TV sound will be played from your Stream TV Soundbar Pro



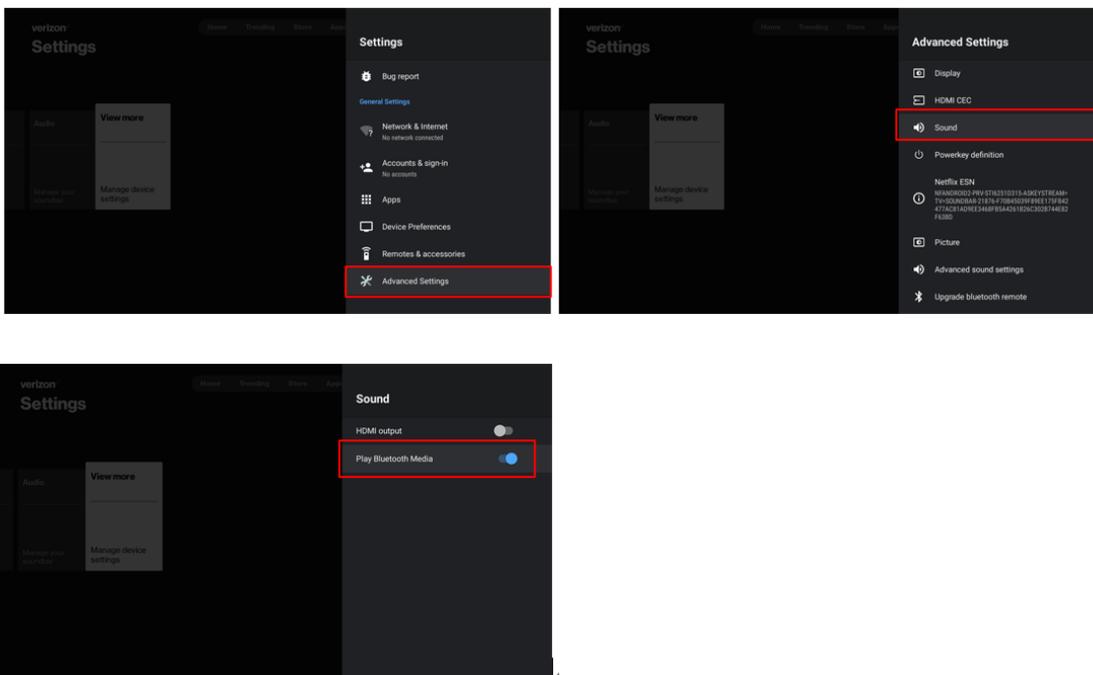
7 Audio from your Bluetooth device

7.1 Using smartphone pairing with Stream TV Soundbar Pro

If you want to use your Stream TV Soundbar Pro as a Bluetooth speaker, please check that your Stream TV Soundbar Pro is on slink mode and follow the steps outlined below via smartphone.

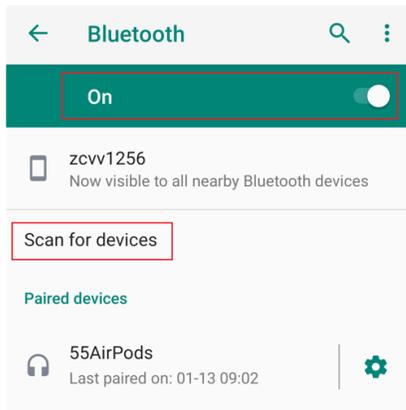
Note: Slink mode means that your smartphone sends audio to the Stream TV Soundbar Pro by Bluetooth.

Settings > View more> Advanced Settings > Sound > Play Bluetooth Media enable (default is enabled)

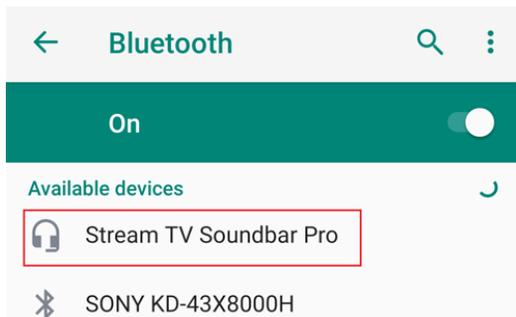


Setup Step:

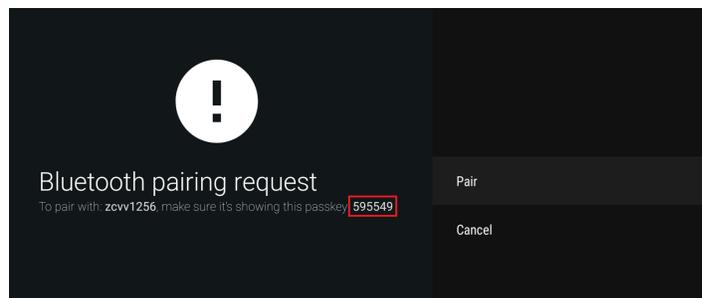
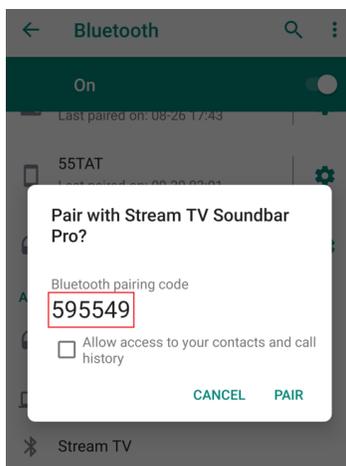
- 1) The smartphone turns on the Bluetooth in settings, and selects “scan for devices”.



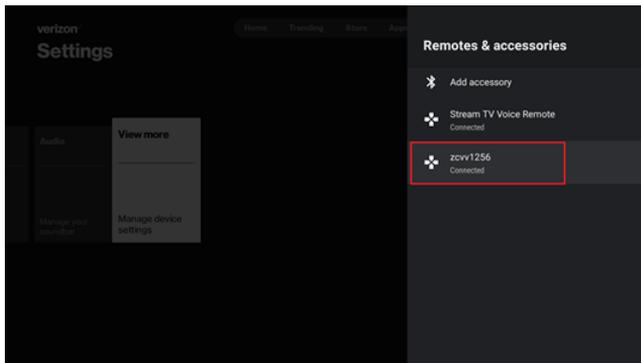
2) Check Available devices, and select your 'Stream TV Soundbar Pro



3) Check the smartphone pairing code is the same as the pop-up screen on Stream TV Soundbar Pro



- 4) Press 'Pair' on both the pop-up screen of the smartphone and Stream TV Soundbar Pro
- 5) Then go to settings > Remotes & accessories, and check your smartphone is connected.



- 6) Play music or video with your smartphone, and the sound will come out your Stream TV Soundbar Pro.

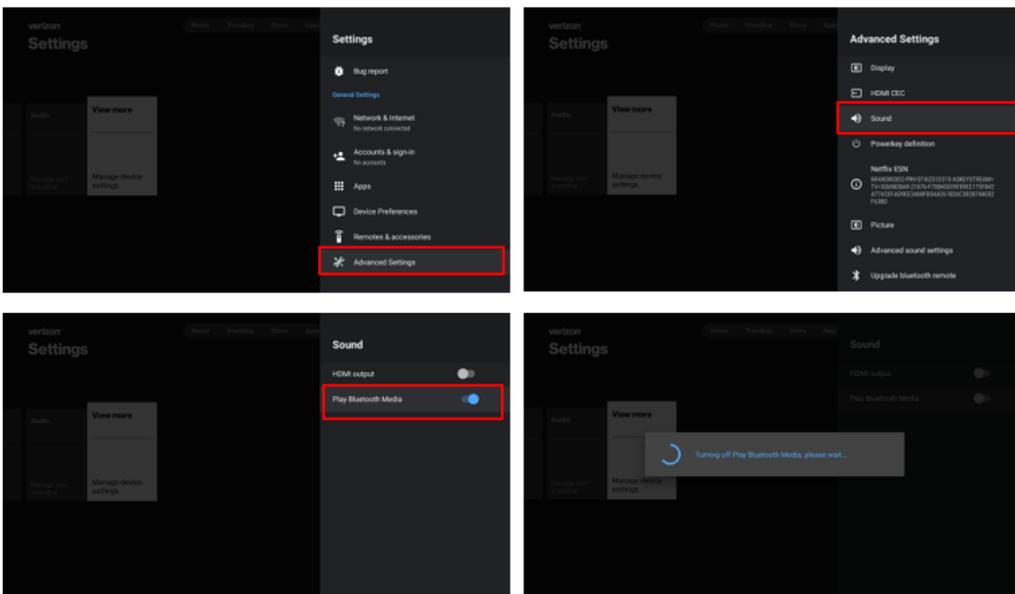
7.2 Use Bluetooth headset pairing to Stream TV Soundbar Pro

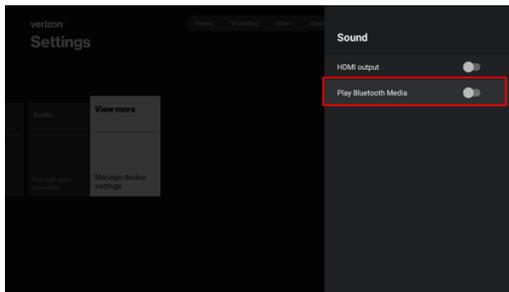
If you want to use your Bluetooth headset to pair with your Stream TV Soundbar Pro, please make sure you are on source mode and follow the steps as below.

Note: Source mode means that your headset can hear audio from the Stream TV Soundbar Pro by Bluetooth.

Settings > View more> Advanced Settings > Sound > Play Bluetooth Media **disable** (default is enabled).

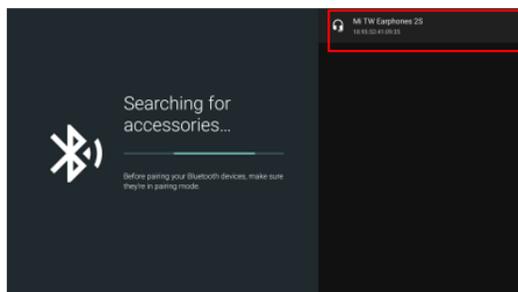
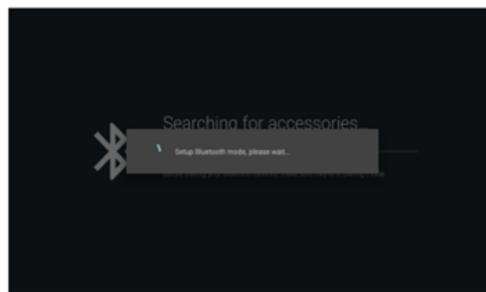
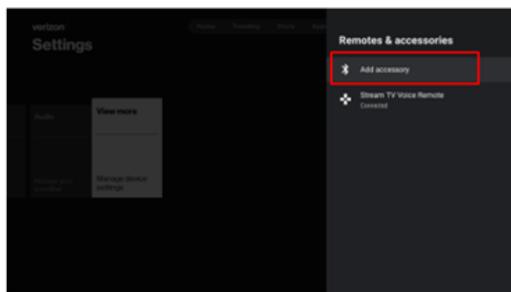
Note: If you want to turn back on the Bluetooth playing for the Smartphone, after finishing streaming via the headset, you need to go back to Settings > View more> Advanced Settings > Sound > Play Bluetooth Media **enable**.



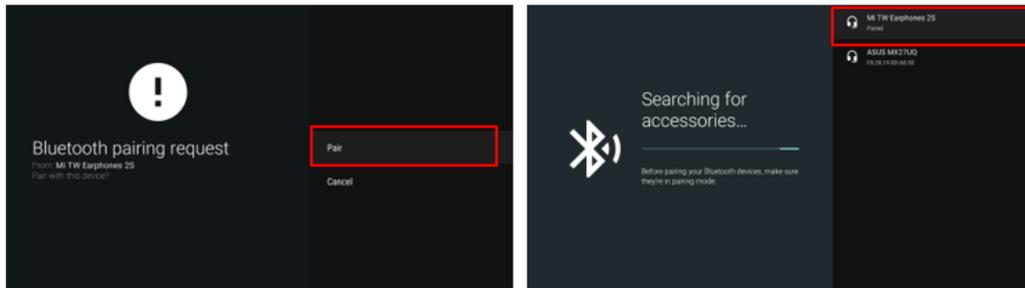


Setup Step:

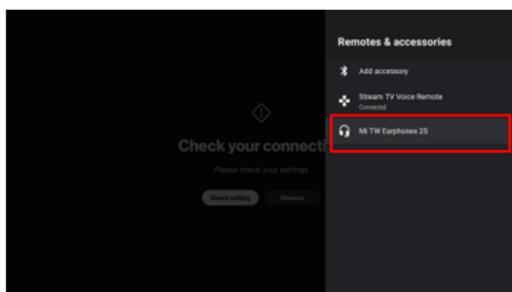
- 1) Let your Bluetooth headset enter the pairing mode, and Stream TV Soundbar Pro go to settings > Remotes & accessories > Add accessory search your Bluetooth headset name.
- 2) It will take a few minutes to setup Bluetooth mode, please select Add accessory again after setup complete.



- 3) Press 'Pair' on the pop-up screen of the Stream TV Soundbar Pro, and then the Bluetooth headset will be paired.



- 4) Back to settings > Remotes & accessories, and check your Bluetooth headset is connected.



- 5) After the pairing of the Bluetooth headset and the Stream TV Soundbar Pro is completed, then play music or video with your Stream TV Soundbar Pro and the sound will come out from your Bluetooth headset.

8 Software Update

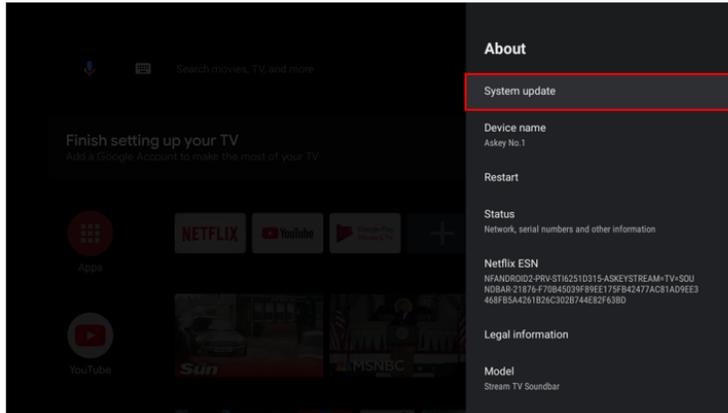
- What are OTA Updates?

OTA (Over-The-Air) updates are designed to upgrade the underlying operating system, the read-only apps installed on the system partition, and/or time zone rules; these updates do not affect applications installed by the user from Google Play.

- How does the user manually pull OTA updates?

If you need to upgrade to the latest firmware, you can do it manually.

Settings → **View more** → **Device Preferences** → **About** → **System update**



- What are the storage space requirements for OTA updates?

The limited OTA updates require an increase of 2GB in flash, and Stream TV Soundbar Pro comes with 12GB (deduct space required by the system already). **PLEASE** do make sure you keep at least **2GB** or **more** for the OTA process of avoiding the OTA failure.

- What should I do if the internal space is not enough for doing OTA?
 - 1) If the storage space is less than 2GB, please try to uninstall some applications for OTA update.
 - 2) Before updating, please check internal space by going to => **Settings** → **Device Preferences** → **Storage** → **Internal shared storage**.

9 Troubleshooting

Symptoms	Cause & Solution
Stream TV Voice Remote	<p>1) What should I do if my Stream TV Voice Remote cannot connect to the Stream TV Soundbar Pro?</p> <ul style="list-style-type: none"> • Make sure the Stream TV Voice Remote to Stream TV Soundbar Pro distance is close enough (<50cm) when pairing • To check the battery voltage and replace with the new battery and re-pairing again if still not work <p>2) How do I upgrade my Stream TV Voice Remote software manually?</p> <ul style="list-style-type: none"> • Settings → View More → Advanced settings → Upgrade Bluetooth remote <p>3) How do I sync my Stream TV Voice Remote to control the volume on my TV or audio receiver?</p> <ul style="list-style-type: none"> • Settings → Advanced settings → Configure Stream TV Voice Remote → Begin <p>※ Depending on your current remote firmware, you may first be prompted to update your current version.</p> <p>4) How do I use the Find My Remote feature?</p> <ul style="list-style-type: none"> • If you cannot remember where the Stream TV Voice Remote you lost, just press  Find my remote button on the left side on touch, a sound plays on the remote to help you locate it. <div data-bbox="630 1430 1360 1522" style="text-align: center;">  </div> <p>Find my remote Button</p> <p>5) How do I use the Stream TV Voice Remote to power off the Stream TV Soundbar Pro?</p> <ul style="list-style-type: none"> • Press the power key and hold 3-4 seconds, then screen will pop up to let you select the power off, then the led will go off.

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<p>HDMI ARC</p>	<p>1) If you cannot hear sound from the Stream TV Soundbar Pro?</p> <ul style="list-style-type: none"> • Reboot your Stream TV Soundbar Pro 4. To check that everything is well connected 5. Using the Stream TV Voice Remote to turn it off, plug it in again after a few seconds, and then press on the power button again to turn it on. • Check HDMI ARC Port <ul style="list-style-type: none"> - Make sure that your HDMI cable is inserted into the HDMI OUT that is labeled on the back of the I/O area. <p>Note: If your HDMI cable is inserted into the TV ARC port, the TV audio will output from the Stream TV Soundbar Pro, if not correct, the sound will output from the TV.</p> <ul style="list-style-type: none"> • Check HDMI Cables <ul style="list-style-type: none"> - If the cable is physically good, then try to connect it to other ports. - If you fail to establish a connection even after connecting it to another port, try to connect it to other HDMI devices and if it doesn't work, then that is caused by damaged wires. - You should try to replace new cables to connect • Try Removing Other HDMI Connections <ul style="list-style-type: none"> - To turn off both your TV and Stream TV Soundbar Pro. - To disconnect all the devices that are connected to the TV through HDMI. This prevents other HDMI CEC devices from causing any issue. Reconnect only the HDMI wire between the TV and Stream TV Soundbar Pro then turn them on. <p>2) If you hear two different sounds from the TV and Stream TV Soundbar Pro?</p> <ul style="list-style-type: none"> • It means that the HDMI cable is not inserted into the TV HDMI ARC port, and both your TV and your Stream TV Soundbar Pro are playing music or a movie at the same time. <ul style="list-style-type: none"> - Make sure your Stream TV Soundbar Pro is in standby mode, so you will only hear the sound from the TV, and vice versa.
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<p>HDMI connection</p>	<p>1) The TV will show a black screen when the Stream TV Soundbar Pro is waking up from standby mode?</p> <ul style="list-style-type: none"> • When pressing the power key of Stream TV Voice Remote to wake up the Stream TV Soundbar Pro, some TV models will display a black screen, which means that the TV does not detect the wake-up of Stream TV Soundbar Pro. - You can press the Home key on the Stream TV Voice Remote, and then the Stream TV Soundbar Pro home Launcher will be displayed. <p>2) Can't switch back to the Stream TV Soundbar Pro Home Screen</p> <ul style="list-style-type: none"> • On some TV models, where one or more players are connected to Stream TV Soundbar Pro, switching back from TV using TV's remote only displays the connected player's UI. - You need to use Stream TV Voice Remote to change the input to Stream TV Soundbar Pro UI. <p>3) Stream TV Soundbar Pro does not detect the external device connected to the Stream TV Soundbar Pro</p> <ul style="list-style-type: none"> • In some rare cases, connected devices to the Stream TV Soundbar Pro can't be detected properly due to high default refresh rate. - You may need to connect the device to the TV, change its default resolution/refresh rate to 4K 60Hz. Then reconnect the device to Stream TV Soundbar Pro. <p>4) Stream TV Soundbar Pro unresponsive</p> <ul style="list-style-type: none"> • Unplug and re-insert the HDMI cable from Stream TV Soundbar Pro's HDMI out port. • Do the same on the TV side, re-plug the HDMI in port. • Try a different TV HDMI in port. • If the problem persists, please verify the HDMI cable is OK or try a different HDMI cable. • After changing the HDMI cable, reconnect again on Stream TV Soundbar Pro HDMI out port and TV in port. • To make sure the HDMI cable is connected to the TV's HDMI ARC port and Stream TV Soundbar Pro's HDMI out port
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<p>Lost audio in ARC mode</p>	<p>When the Stream TV Soundbar Pro is properly set up with the TV via TV's HDMI ARC port, the audio is played through Stream TV Soundbar Pro.</p> <ul style="list-style-type: none"> • Pressing the Home button on the Stream TV Voice Remote (One Touch Play), TV should switch it's input to Stream TV Soundbar Pro's UI. However, on some TV models, OTP does not work properly. <ul style="list-style-type: none"> - You need to use the TV's remote control to manually switch TV's input to Stream TV Soundbar Pro.
<p>Power on/off</p>	<p>Stream TV Soundbar Pro does not power off after pressing the power key?</p> <ul style="list-style-type: none"> • If you press the power key of Stream TV Voice Remote, the TV screen appears black on the screen, but the Stream TV Soundbar Pro turns to the standby and LED does not turn off. <ul style="list-style-type: none"> - If you want to turn off the Stream TV Soundbar Pro, you need to press and hold the Power for 3-4 seconds, then follow the on-screen dialogs to power off the Stream TV Soundbar Pro, the system will power off, and the LED will go off.
<p>OTA update failure</p>	<p>What to do if there is a failure with an OTA update?</p> <ul style="list-style-type: none"> • To make sure there is enough space on the Stream TV Soundbar Pro storage • To make sure you are connected to a stable internet connection before processing the OTA update • If the system can not upgrade to a new software version successfully, the system will roll back to the original software version after several retries (up to 6 times). If after 5 minutes, the system does not boot up, the user may manually unplug the power of the device, and reboot the device, for up to 6 times to roll back to original software.

10 Return Policy

You may return any Equipment or Other Devices you purchased from us for any reason within thirty (30) days of purchase. Defective Equipment may be returned within one (1) year of Equipment purchase or activation, whichever is earlier. You must contact us to return any defective Equipment. If you return Equipment, we may replace it with a new or refurbished item, or we may refund payment for purchased Equipment.

Go to [Verizon.com/returnpolicy](https://www.verizon.com/returnpolicy) for more detail

11 Important Safety Information.

	<p>NOTICE: To prevent fire and electric shock, do not expose this device to rain or moisture. In order to avoid any possible risk of electric shock, never attempt to open the unit. In case of the unit breaking down, repair of the unit should be carried out by qualified technicians. No part of this unit should be repaired by users.</p>
CAUTION!	

WARNING!

- Presence of live parts inside the device! Do not open.
- Risk of electric shock! No part should be repaired by users.
- Place the device on a flat, firm and stable surface. Do not put it on a carpet or rug.
- Place the device in a well-ventilated location to prevent accumulation of internal heat.
- Protect the device from high temperatures, humidity, water and dust.
- Do not place any objects that might damage your device near it (e.g. liquid filled objects or candles).
- For wall mounting, the TV box must not be mounted higher than 2 meters

	AT	BE	BG	CH	CY	CZ	DE	DK
	EE	EL	ES	FI	FR	HR	HU	IE
	IS	IT	LI	LT	LU	LV	MT	NL
	NO	PL	PT	RO	SE	SI	SK	UK

Android TV is a trademark of Google LLC.

11.1 FCC compliance statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference or (2) This device must accept any interference received, including interference that may cause undesired operation.

Class B FCC statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

Proprietary & Confidential Statement: This document and the information disclosed within, including the document structure and contents, are confidential and the proprietary property of Verizon and are protected by patent, copyright and other proprietary rights. Any disclosure to a third party in whole or in part in any manner is expressly prohibited without the prior written permission of Verizon.

FCC Radiation Exposure statement:

The product complies with the FCC portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual. Further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Caution:

- Risk of explosion if the battery is replaced by an incorrect type.
- Replacement of a battery with an incorrect type that can defeat a safeguard.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

1.1 Open source statement

Verizon uses and contributes to open source. For information about the open source used in the software included in this product as well as other Verizon software visit [verizon.com/opensource](https://www.verizon.com/opensource)

1.2 California USA only (Applicable for networking models only)

This Perchlorate warning applies only to primary CR (Manganese Dioxide) Lithium coin cells in the product sold or distributed ONLY in California USA “Perchlorate Material - special handling may apply, See www.dtsc.ca.gov/hazardouswaste/perchlorate.”

WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov.