

# **Stream TV Soundbar**

January 27, 2022

Version 2.1

## Table of Contents

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<b>1</b>	<b>Getting started</b>	<b>4</b>
1.1	Inside the Box	5
1.2	Interface and Button instruction	6
1.2.1	Top Button	6
1.2.2	I/O Port	7
1.2.3	Side Button	8
1.2.4	System LED	8
1.3	Stream TV Voice Remote instruction	9
1.3.1	Install and replace the remote control batteries	9
1.3.2	Stream TV Voice Remote information	10
1.3.3	Stream TV Voice Remote LED Operations	10
1.3.4	Stream TV Voice Remote Setup features	11
<b>2</b>	<b>Install your Stream TV Soundbar</b>	<b>12</b>
2.1	Position the Stream TV Soundbar device	12
2.2	Set up the Device	12
<b>3</b>	<b>Boot up sequence</b>	<b>14</b>
3.1	Set Up Using Your Stream TV Voice Remote Control	14
<b>4</b>	<b>Pair Stream TV Voice Remote</b>	<b>16</b>
4.1	Pairing the Stream TV Voice Remote during initial set up	16
4.2	Manually pairing from Bluetooth button	16
4.3	Manually Pairing in Stream TV Soundbar Home screen	17
4.4	How do I use my smartphones as a remote for Stream TV Soundbar	18
4.4.1	Use Google Home app to connect Stream TV Soundbar	18
4.4.2	Use Google TV app to connect Stream TV Soundbar	21
<b>5</b>	<b>Manually Add a Wi-Fi Network</b>	<b>25</b>
<b>6</b>	<b>Other devices connect to your Stream TV Soundbar</b>	<b>26</b>
6.1	HDMI input function setup	26
<b>7</b>	<b>HDMI ARC</b>	<b>28</b>
7.1	What is the Audio Return Channel (ARC) feature?	28

7.2	Connect your Stream TV Soundbar to HDMI ARC	28
<b>8</b>	<b>Audio from your Bluetooth device</b>	<b>29</b>
8.1	Use smartphone pairing to Stream TV Soundbar	29
8.2	Use Bluetooth headset pairing to Stream TV Soundbar	31
<b>9</b>	<b>Software Update</b>	<b>34</b>
<b>10</b>	<b>Troubleshooting</b>	<b>35</b>
<b>11</b>	<b>Return Policy</b>	<b>39</b>
<b>12</b>	<b>Important Safety Information.</b>	<b>39</b>
12.1	Federal Communication Commission Interference Statement	40
12.2	UL Statement:	41
12.3	Open source statement	42
12.4	California USA only (Applicable for networking models only)	42

## 1 Getting started

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Thank you for purchasing a Verizon Stream TV Soundbar. Your Stream TV Soundbar 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, its installation or its operation, please contact your retailer or custom installer, or visit Stream TV Soundbar support URL: [support.verizon.com/streamtvsoundbar](https://support.verizon.com/streamtvsoundbar).

1.1 Inside the Box

- Stream TV Soundbar



- Accessories

Remote Control



Power adapter



Power cord



HDMI cable

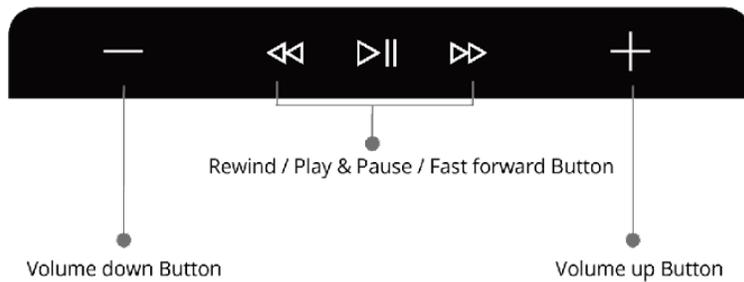


Cable clips \*3



## 1.2 Interface and Button instruction

### 1.2.1 Top Button



#### 1) Volume Down Button

A button that you press to adjust the volume down

#### 2) Rewind Button

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

#### 3) Play/Pause Button

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

#### 4) Fast Forward Button

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

#### 5) Volume Up Button

A button that you press to adjust the volume up

## 1.2.2 I/O Port

### Rear Side



- |                |                       |
|----------------|-----------------------|
| ① Reset Button | ⑤ HDMI OUT            |
| ② LAN          | ⑥ HDMI IN 1/HDMI IN 2 |
| ③ USB 2.0      |                       |
| ④ POWER        |                       |

#### 1) Reset Button

- A full restore to factory state and erases all user settings data
- Use a pin (not included in the box) to hold Reset button for 10 seconds

#### 2) LAN

Connect to a router by Ethernet wire

#### 3) USB 2.0

Reserved for future use

#### 4) Power

Connect to power adapter

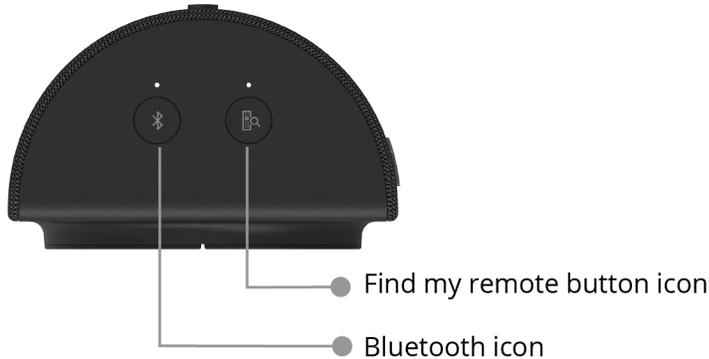
#### 5) HDMI OUT

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

#### 6) HDMI IN 1 / HDMI IN 2

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

### 1.2.3 Side Button



#### 1) Bluetooth icon

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

#### 2) Find my remote button icon

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

### 1.2.4 System LED

Status	Detail	Indication	LED Location
No power	Not connected to power	Off	
Boot-up	Connected to power	Soft Blink White	Front LED
Not connected to display	no HDMI connectivity	Solid Red	Front LED
Not paired to remote control (app/device)	Remote unpaired	Solid Red	Front LED
Bluetooth Pairing (remote/device)	Press Bluetooth button	Hard Blink Blue	Bluetooth button + Front LED
Not connected to internet	no WiFi/LAN connection	Solid Yellow	Front LED
Accepting remote/button commands	User clicks buttons on the remote or the buttons on the device.	Blink White	Front LED
Regular usage (All connections complete)	Device setup complete	50% dim Solid White	Front LED
GOTA update	During Firmware update	Solid White	Front LED
Factory reset	Press reset button for 10 seconds	Hard Blink Yellow	Front LED

Find My Remote	Press Find My Remote button	Hard Blink Green	Find My Remote button + Front LED
Standby mode	Press power button, Stream TV Soundbar in standby mode	Solid Red	Front LED
Standby mode press play button	Stream TV Soundbar in standby mode, press any front key	50% dim Solid White	Front LED
Standby mode press Bluetooth button	Stream TV Soundbar in standby mode, press Bluetooth button, the screen will display pairing screen then pair the Stream TV Voice Remote	Hard Blink Blue	Bluetooth button + Front LED

### 1.3 Stream TV Voice Remote instruction

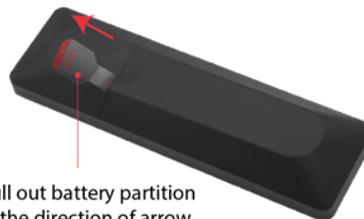
#### 1.3.1 Install and replace the remote control batteries

- 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<sup>+</sup>

**Caution**

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

1.3.2 Stream TV Voice Remote information

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



1.3.3 Stream TV Voice Remote LED Operations

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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 Detection (LVD) warning	Red	5 short blinks
Setup Confirmation	Green	Lit on for 1 second
Setup failure	Red	Lit on for 1 second

### 1.3.4 Stream TV Voice Remote Setup features

All Setup features are meant to change the settings of the Stream TV Voice Remote. Each feature is triggered by special combo keys. 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 Simple Setup (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

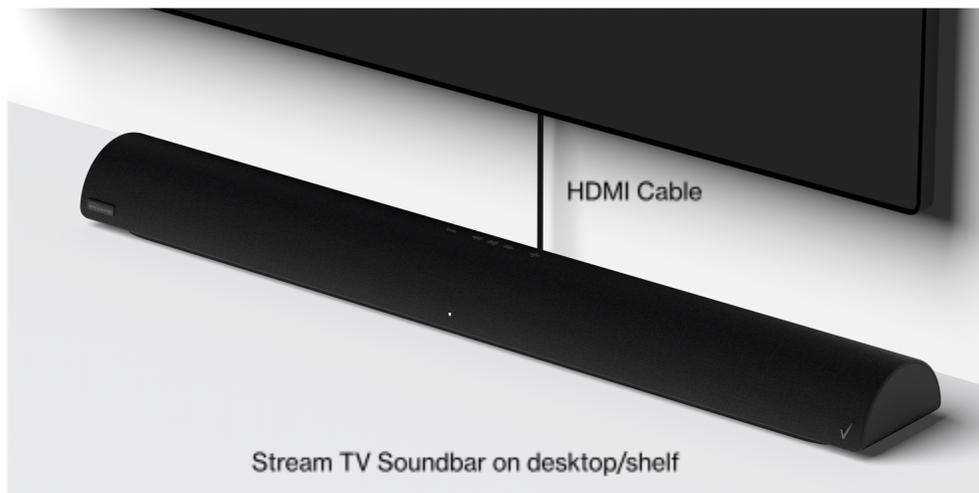
## 2 Install your Stream TV Soundbar

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### 2.1 Position the Stream TV Soundbar device

- 1) Place the Stream TV Soundbar in a location.

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



#### 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
- ◆ To place the Stream TV Soundbar in a location that will not block the TV.

### 2.2 Set up the Device

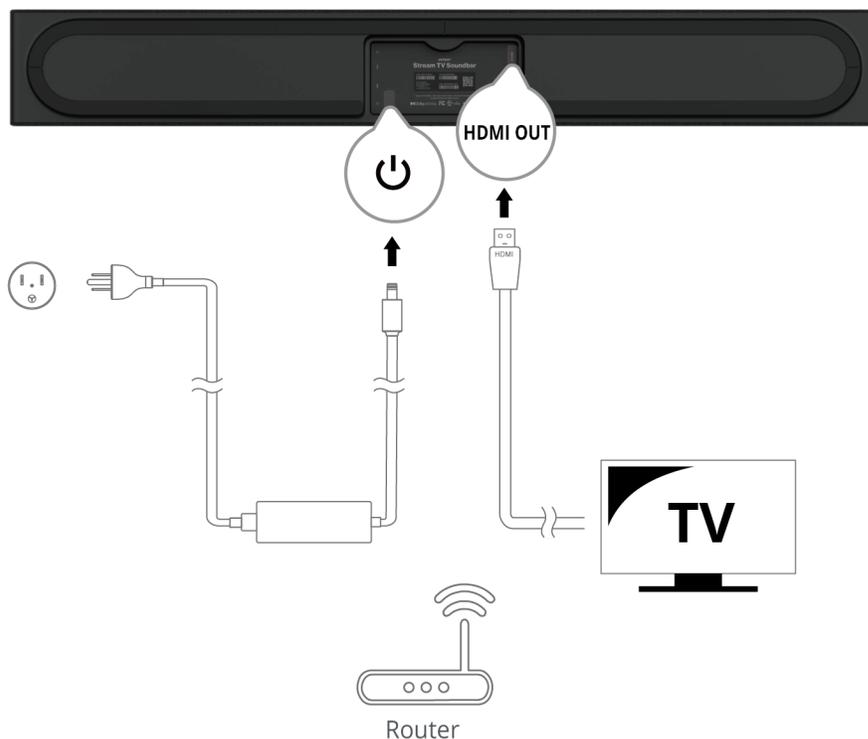
Before you start, confirm you have:

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

**Setup Steps :**

- 1) Connect the HDMI cable from your Stream TV Soundbar HDMI out port to your TV HDMI ARC port. (If your TV does not support ARC function, please connect the HDMI cable from your Stream TV Soundbar HDMI out port to any available TV HDMI port)
- 2) Connect the power cord from your Stream TV Soundbar to an electrical outlet.
- 3) Turn on your TV and begin to pair your Stream TV Soundbar with Stream TV Voice Remote.
- 4) Press and hold the Remote “Play\Pause” and “O” buttons simultaneously for 6 seconds to pair your Stream TV Soundbar Voice Remote. (please refer to the chapter 4)

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



### 3 Boot up sequence

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#### 3.1 Set Up Using Your Stream TV Voice Remote Control

- 1) Press and hold the Remote “Play\Pause” and “O” 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 at the Side button for 1 seconds.
- 4) If pairing completes, you can see “Your Stream TV Remote has paired successfully” on the screen.
- 5) If prompted on your screen that “A remote control software update is available”, select **OK**. Firmware update may take a few minutes. After updating, you will be prompted that 'Your remote control software is up to date'. Select **OK**.
- 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 press and hold the Mute Key setting up your Stream TV Voice Remote. If the configuration is not completed, press the 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 are already connected 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**).

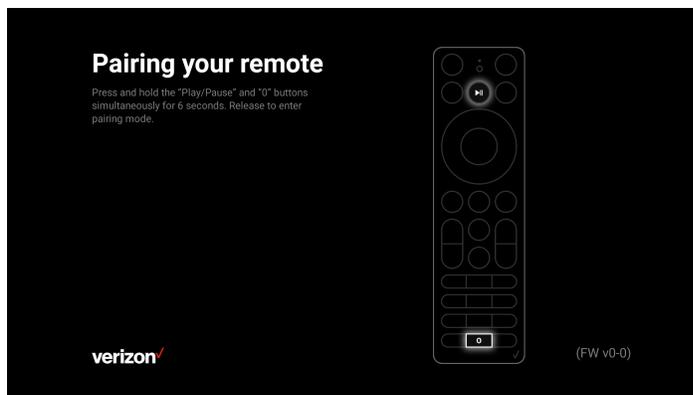
- Use your remote.
  - a. Enter your Google account email address or phone number then select the **Enter icon**.
  - b. Enter your Google account password then select the **Enter icon**.
- 19) From the 'Terms of Service' screen, select **Accept**.
- 20) From the 'Google Services' screen, select **Accept**.
- 21) 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**).
- 22) From the 'Search across all your TV apps' screen, select **Allow**.
- 23) From the 'Get personal results' screen, select '**Turn on**' or '**No Thanks**'.
- 24) From the 'Get the most out of your Google Assistant' screen, select '**Yes**' or '**No**'.
- 25) 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.
- 26) Start the google instruction screen, press **OK** from the 'Your Stream TV Soundbar is powered by androidtv' 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**.
- 27) After the video 'Welcome to Stream TV' you can enter the Home launcher.

## 4 Pair Stream TV Voice Remote

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### 4.1 Pairing the Stream TV Voice Remote during initial set up

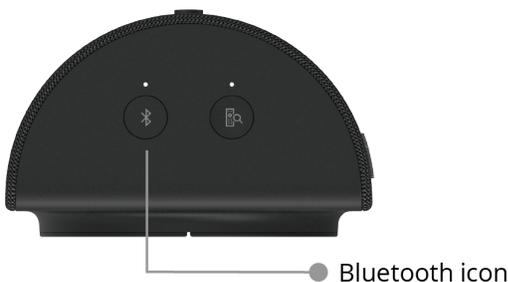
- 1) Press and hold the Remote “Play\Pause” and “0” buttons simultaneously for 6 seconds.
- 2) Release the buttons to enter pairing mode.
- 3) If the 'pairing your remote' screen doesn't display, place the Stream TV Soundbar in Bluetooth® discovery mode with the existing voice remote or the remote control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



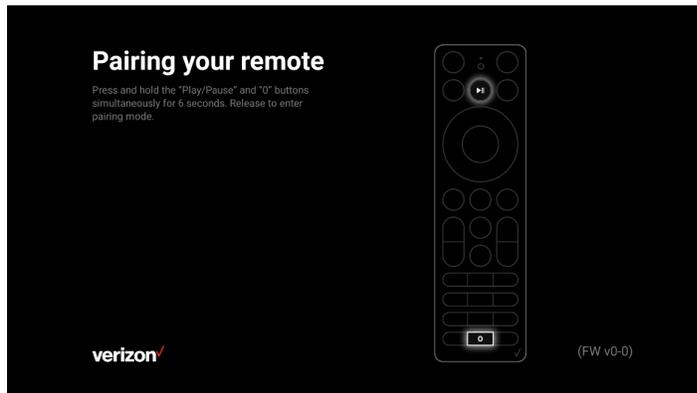
### 4.2 Manually pairing from Bluetooth button

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

- 1) Press and hold the Bluetooth icon in the side button for 1 seconds.



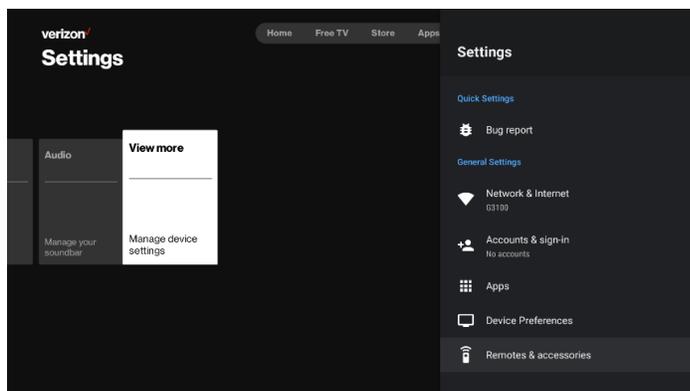
- 2) Press and hold the “Play\Pause” and “0” buttons on remote control simultaneously for 6 seconds.



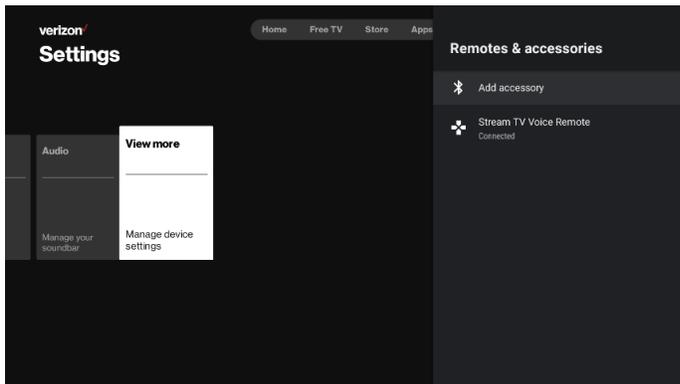
- 3) Release the buttons to enter pairing mode.
- 4) If the 'pairing your remote' screen doesn't display, place the Stream TV in Bluetooth® discovery mode with the existing voice remote or the remote control app.

#### 4.3 Manually Pairing in Stream TV Soundbar Home screen

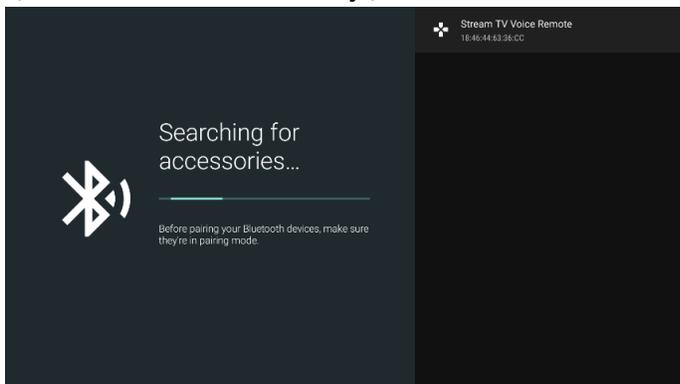
- 1) From the Stream TV Home screen, select the Settings menu  → Utilize 5-way navigation pad on the remote to highlight and the center (OK) button to select.
- 2) Select Remote & Accessories.



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



- 4) Press and hold the “Play\Pause” and “O” buttons simultaneously for 6 seconds



- 5) CONNECT Verizon remote.

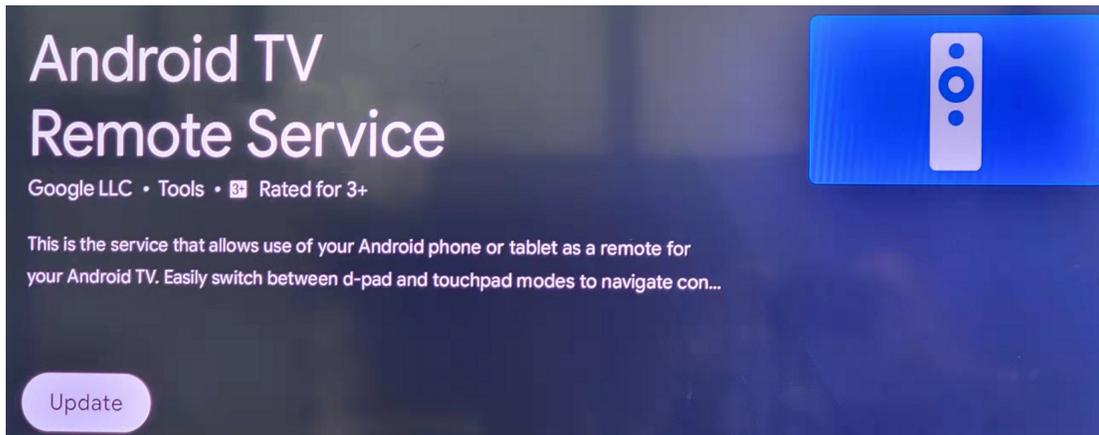
#### 4.4 How do I use my smartphones as a remote for Stream TV Soundbar

##### 4.4.1 Use Google Home app to connect Stream TV Soundbar

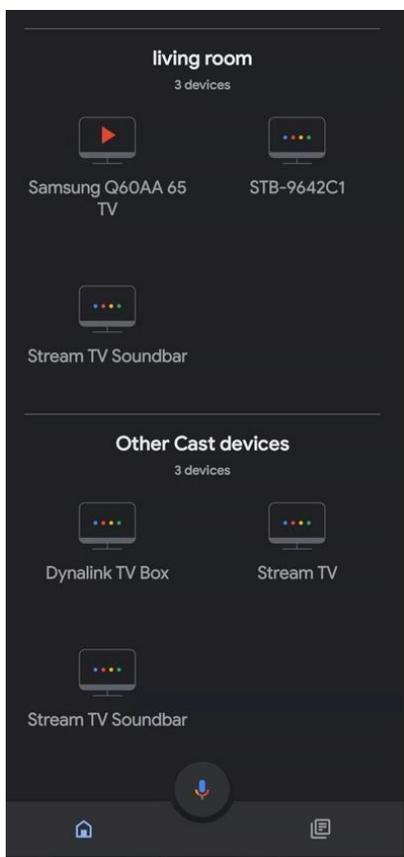
To use your smartphone as a remote for Stream TV Soundbar, you will need to download the Google Home app  in the Google Play™ Store. ( iOS phone (not yet available))

Once you have downloaded the Google Home app, please follow the steps below:

- 1) Open the “Google Play Store” app -> search for “google remote” -> then you will see the app “**Android TV Remote Service**” on the Soundbar, then select this app and **manually update** this app on the Stream TV Soundbar first.

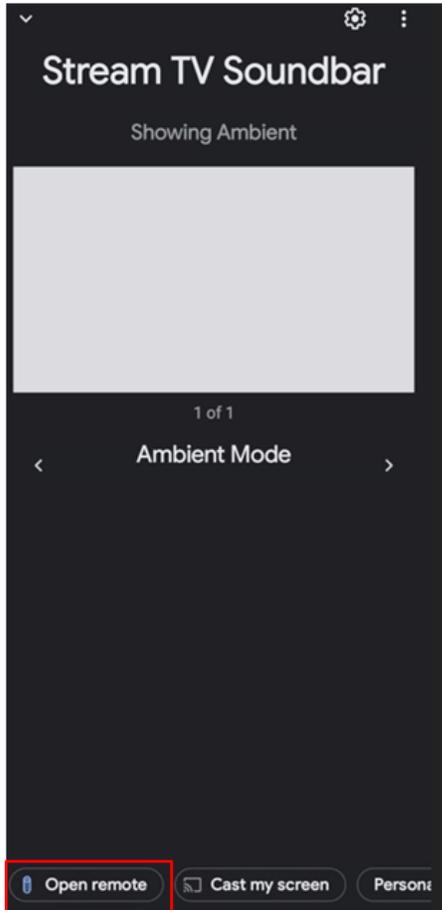


- 2) Make sure your Stream TV Soundbar is connected to the same internet network as your device.
- 3) Open the Google Home app  on your device and search for your Stream TV Soundbar name.



- 4) Tap the name of your Stream TV Soundbar.

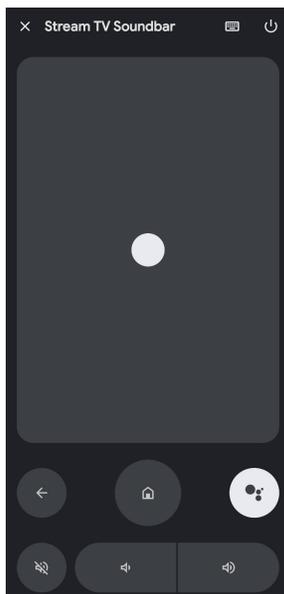
- 5) After connection, you will be on the Google Home app screen on your smartphone. You should see the **“Open remote”** option on the left bottom, and then tap it.



- 6) Enter the code displayed on your TV into the designated field on your device then tap **PAIR**.



- 7) After pairing, the remote UI will appear as below. If necessary, tap the **Home icon**  to return the Stream TV Soundbar to the home page.



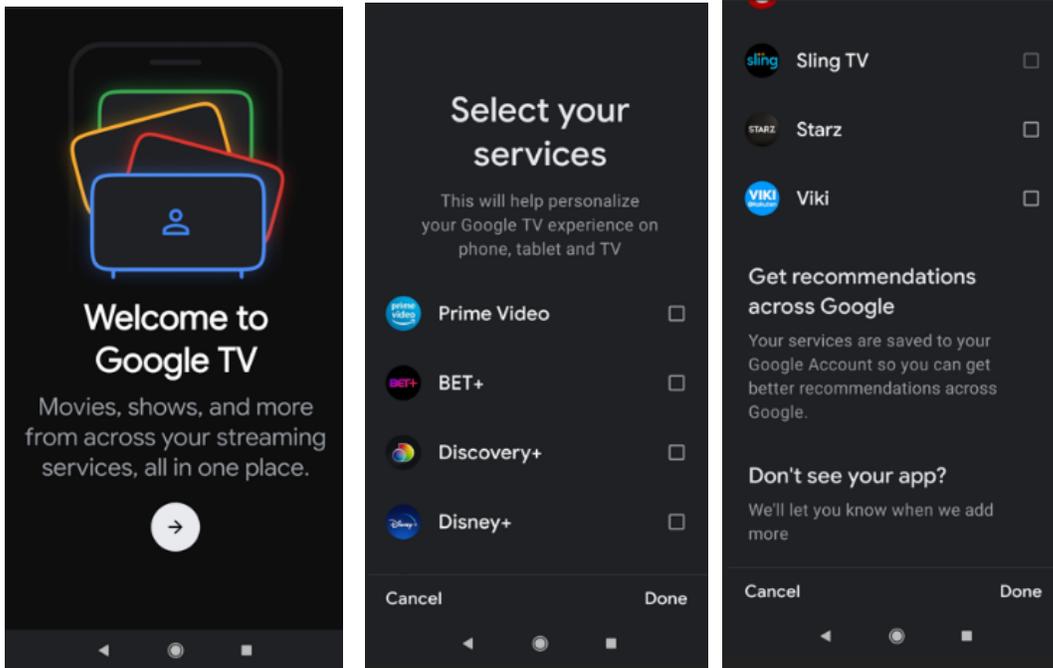
#### 4.4.2 Use Google TV app to connect Stream TV Soundbar

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

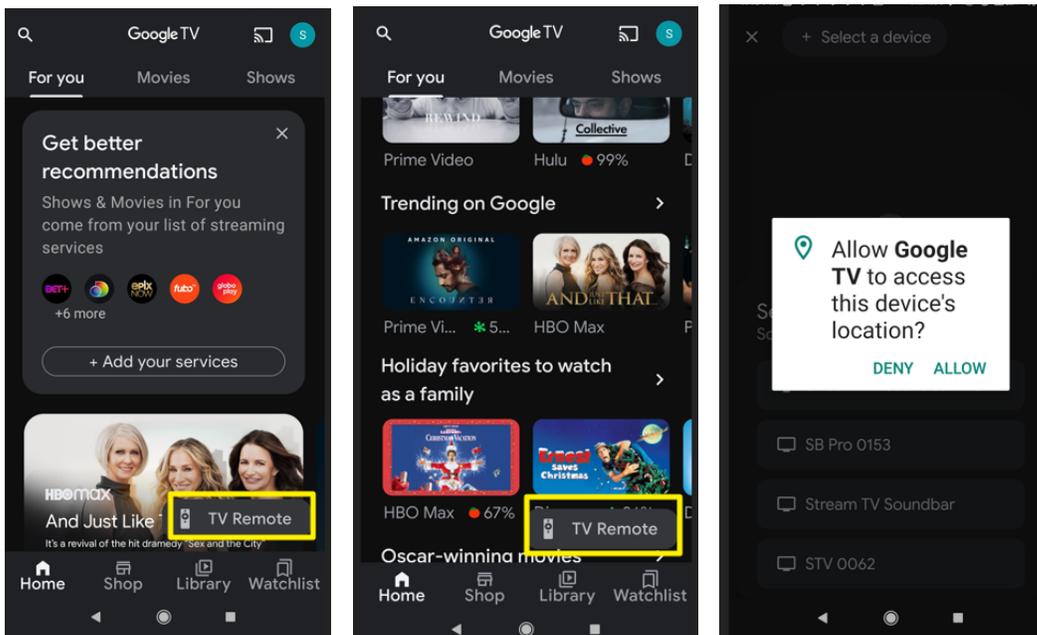
Once you have downloaded the Google TV app, please follow the steps below:

- 1) Make sure your Stream TV Soundbar is connected to the same internet network as your device.

- 2) Open the Google TV app  on your device and log in the Google account.
- 3) You will be prompted for a subscription.

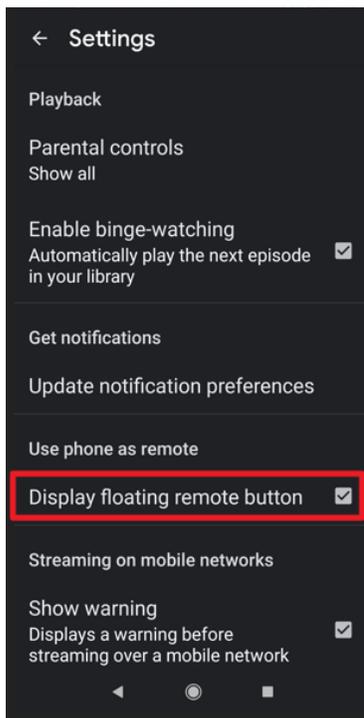


- 4) Tap the **“TV Remote”** on the lower right hand corner in the Google TV UI.

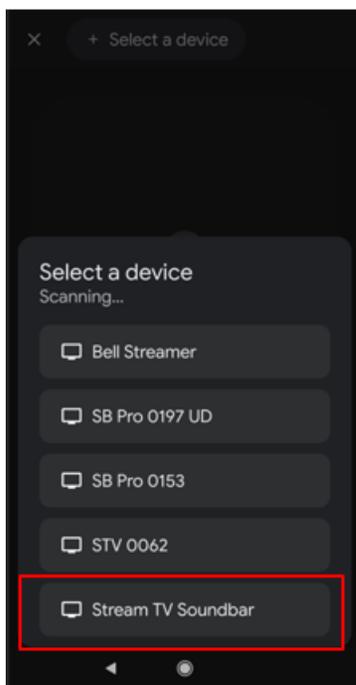


- 5) Tap the Google TV settings. **“Display floating remote button”** should already be checked.

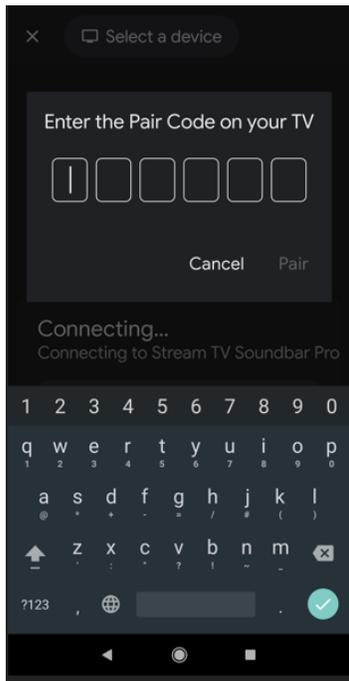
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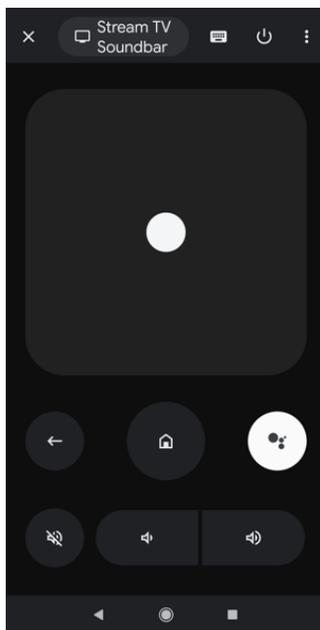
6) Select the **“Stream TV Soundbar”** device name.



7) Enter the code displayed on your TV into the designated field on your device, and then tap **PAIR**.

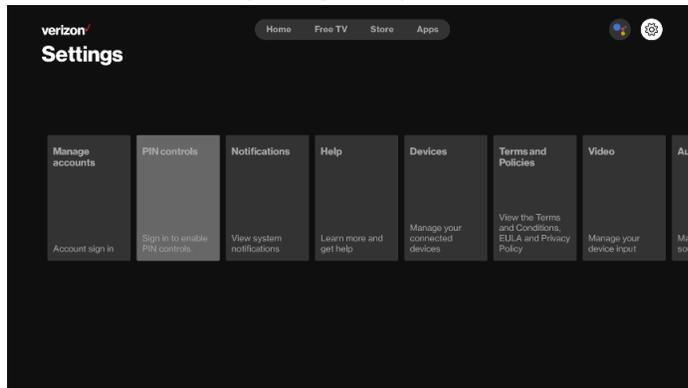


- 8) After pairing, the remote UI will appear as below. If necessary, tap the **Home icon**  to return the Stream TV Soundbar to the home page.

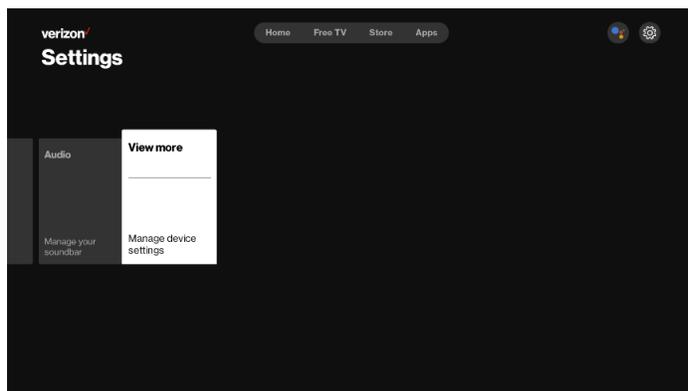


## 5 Manually Add a Wi-Fi Network

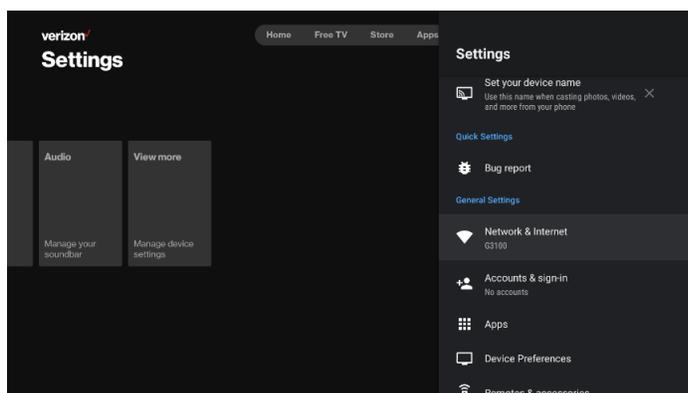
- From the Stream TV Soundbar Home screen, select the Settings menu
  - Utilize 5-way navigation pad on the remote to highlight and the center (OK) button to select.



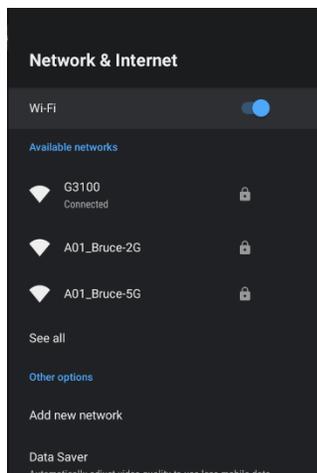
- Select View more



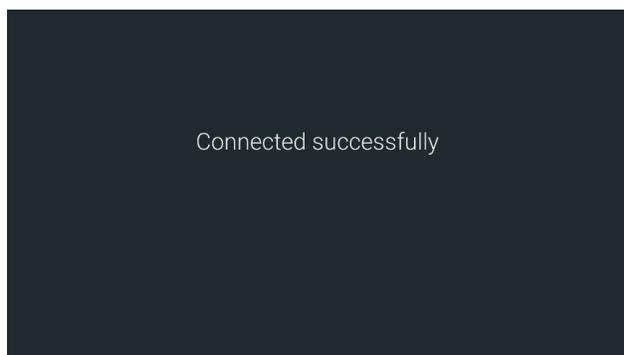
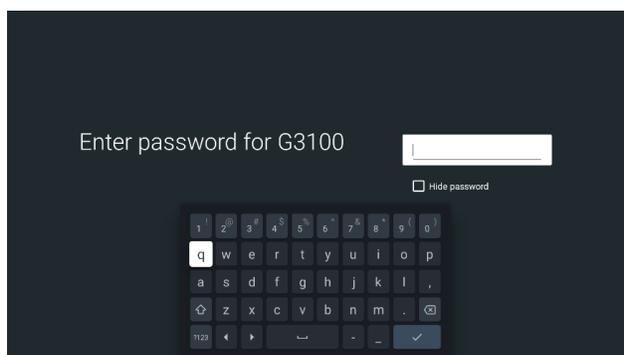
- Select Network & Internet .



- 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 then select CONNECT.



## 6 Other devices connect to your Stream TV Soundbar

This section describes how to use other devices connected to the Stream TV Soundbar to display content on the TV.

### 6.1 HDMI input function setup

Before you start, confirm you have:

1. The HDMI cable from the device HDMI out port connected to the Stream TV Soundbar HDMI IN 1 or HDMI IN 2 port
2. The HDMI cable provided with the Stream TV Soundbar connecting the HDMI out port to TV HDMI IN port.

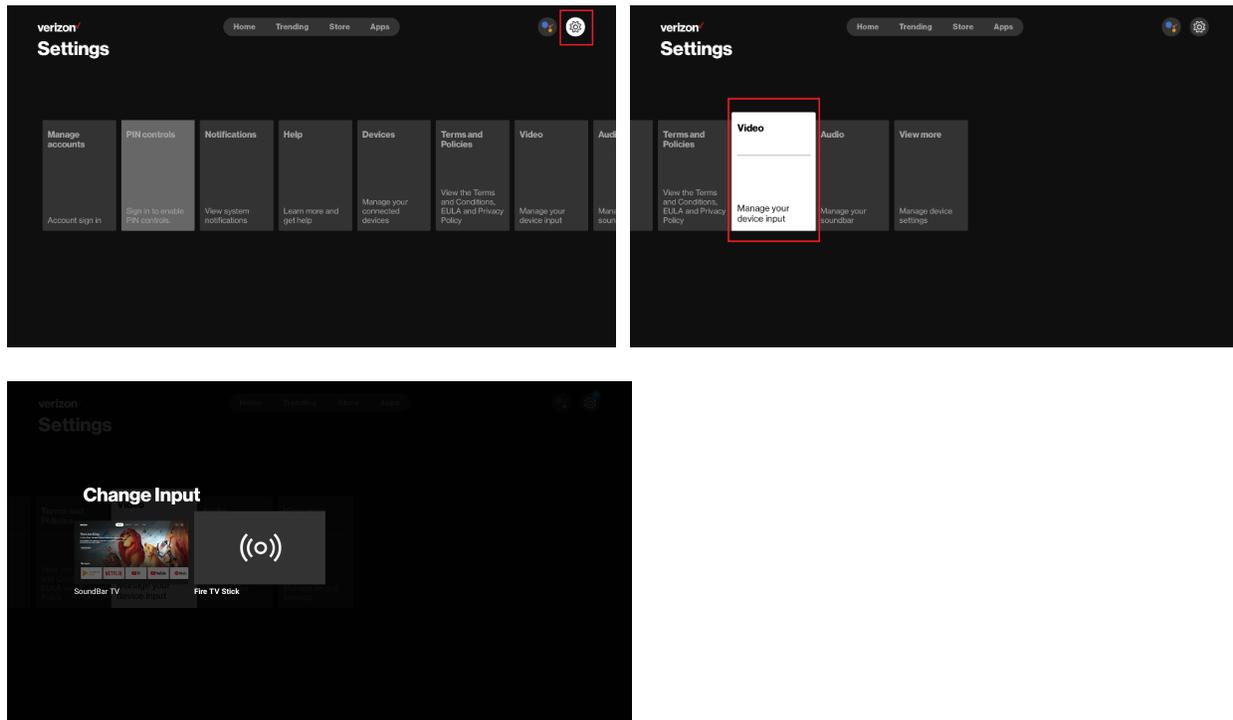


Setup steps for use of the Stream TV Soundbar input function:

- 1) Go to Change Input page by following path:

Move to Settings Videos Change Input. (You also can press Input button on Stream TV Voice Remote)

- 2) Select the attached device which you've inserted. (i.e. Fire TV Stick)



## 7 HDMI ARC

### 7.1 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.

To use this function:

- 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 to TV compatible with ARC.

### 7.2 Connect your Stream TV Soundbar to HDMI ARC

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

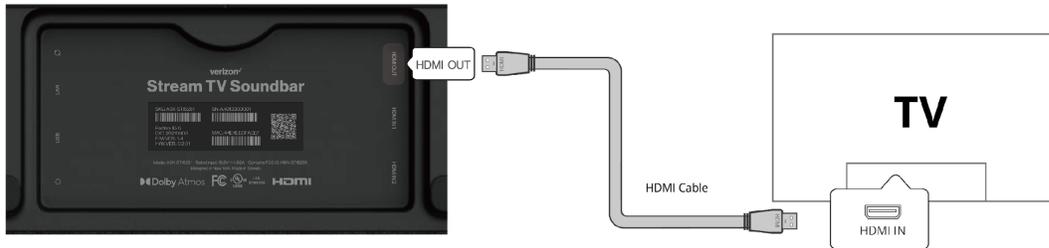
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Before you start, confirm you have:

1. A TV that supports the HDMI-CEC and ARC function and that the HDMI-CEC and ARC are set to On.
2. An HDMI cable by an HDMI approved association.

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.
3. Turn on your Stream TV Soundbar.
4. The TV sound will be played from your Stream TV Soundbar.



## 8 Audio from your Bluetooth device

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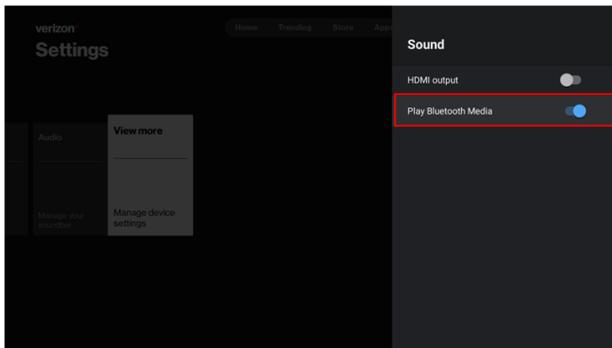
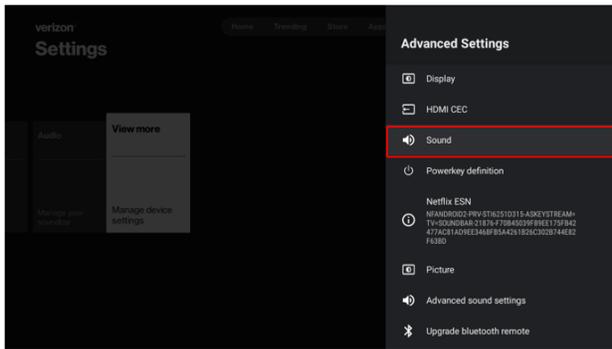
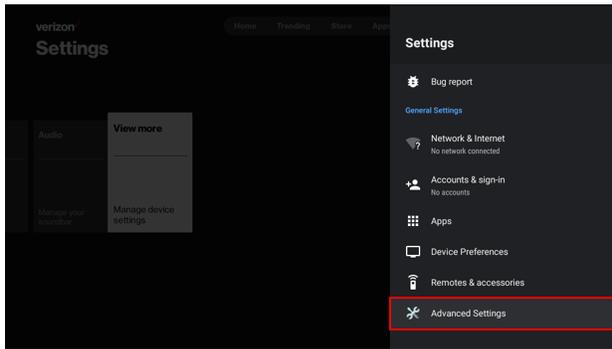
### 8.1 Use smartphone pairing to Stream TV Soundbar

If you want to use your Stream TV Soundbar as a Bluetooth speaker, you can follow the steps below via smartphone.

Before you start: Check your Stream TV Soundbar is on slink mode.

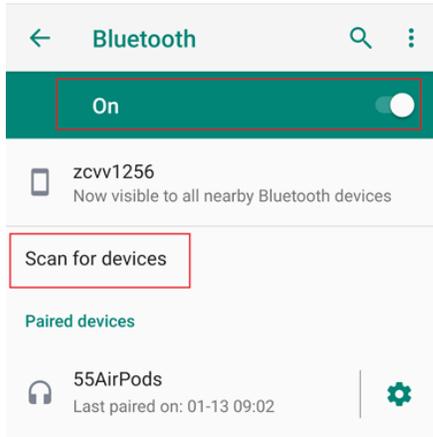
\*Note : Slink mode means that your smartphone sends audio to the Stream TV Soundbar by Bluetooth.

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

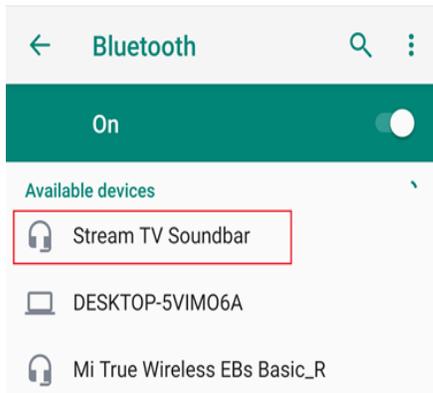


Setup Step:

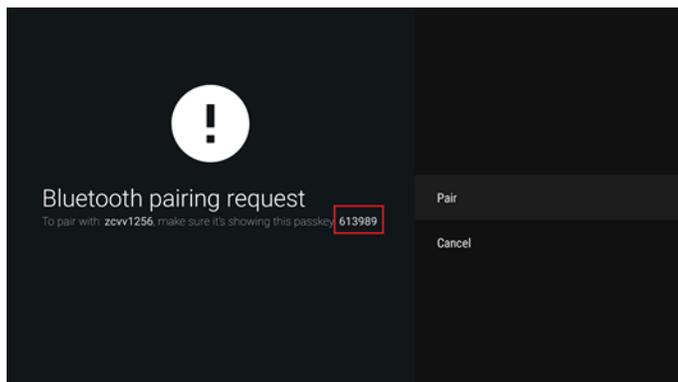
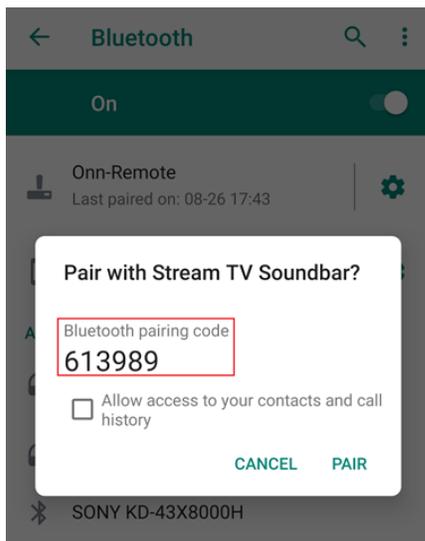
- 1) The smartphone turns on the Bluetooth in settings, and selects “scan for devices”.



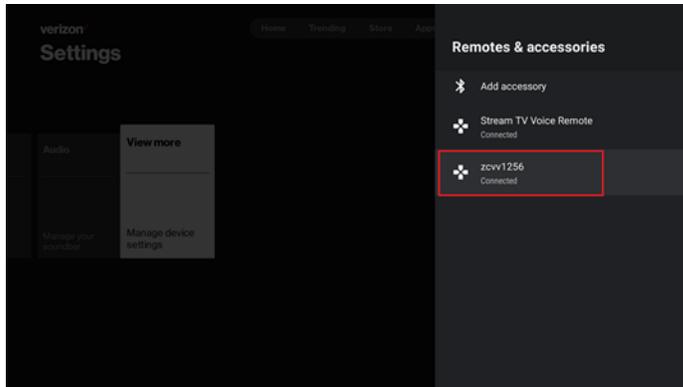
2) Check Available devices, and select your 'Stream TV Soundbar'.



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



- 4) Press 'Pair' on both the pop-up screen of the smartphone and Stream TV Soundbar.
- 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 be output from your Stream TV Soundbar.

## 8.2 Use Bluetooth headset pairing to Stream TV Soundbar

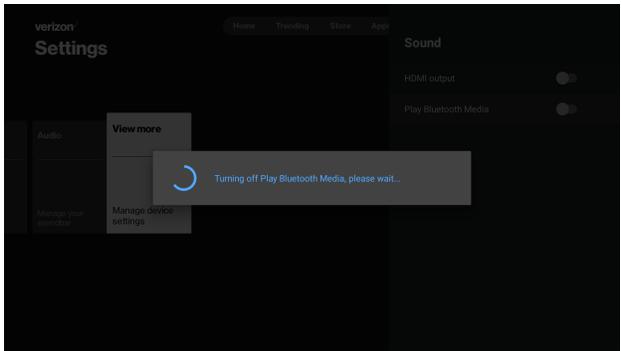
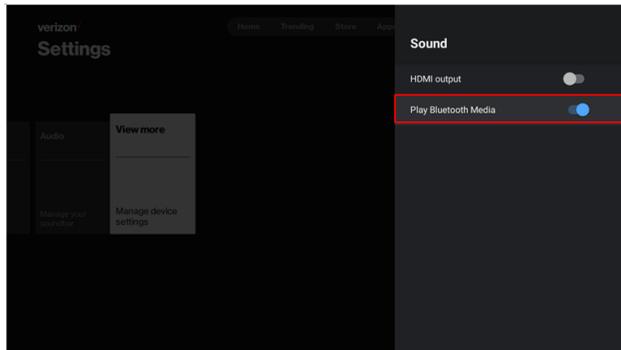
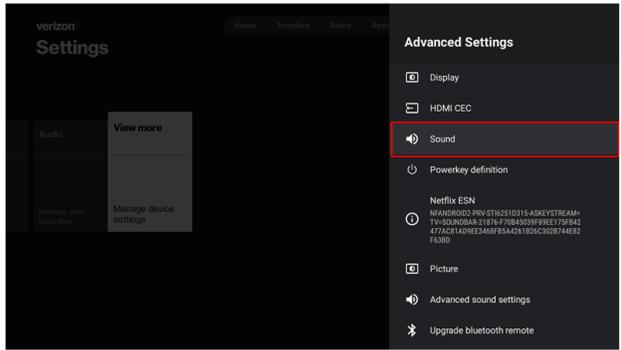
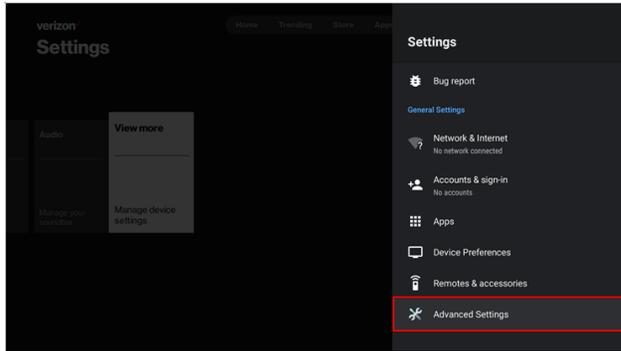
If you want to use your Bluetooth headset to pair with your Stream TV Soundbar, you can follow the steps as below.

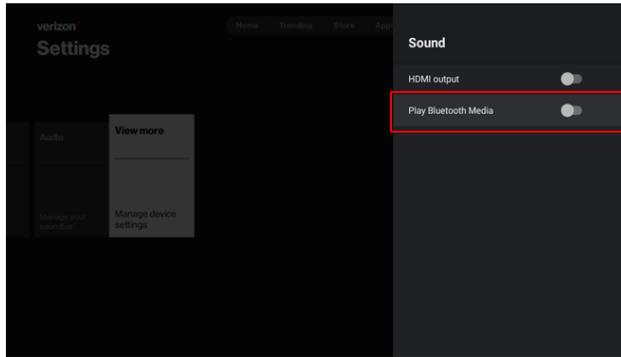
Before you start: Check your Stream TV Soundbar is on source mode.

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

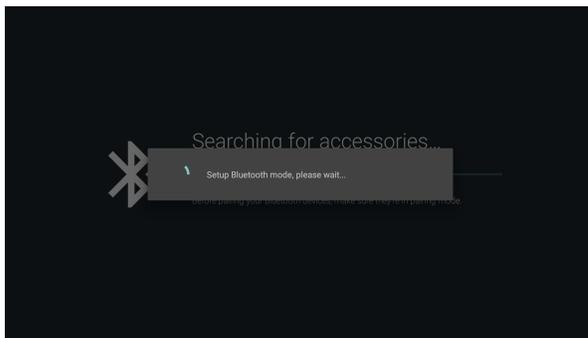
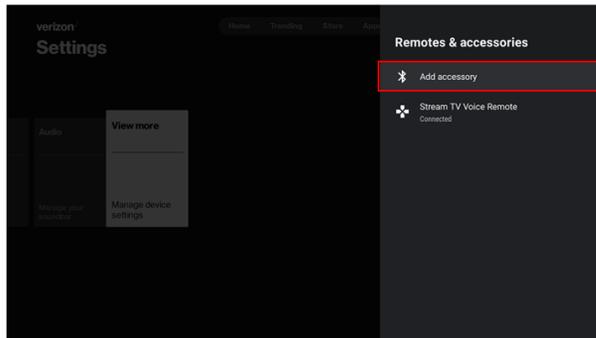
Settings > View more> Advanced Settings > Sound > Play Bluetooth Media **disable** (default is enabled).

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**.

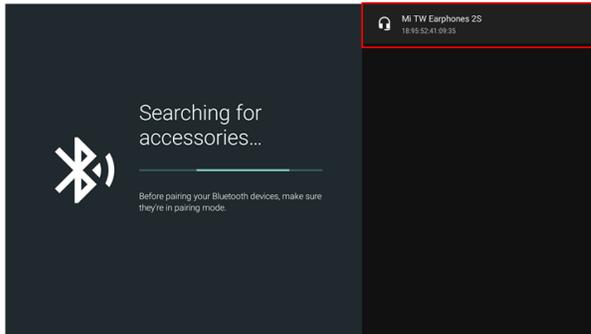


**Setup Step:**

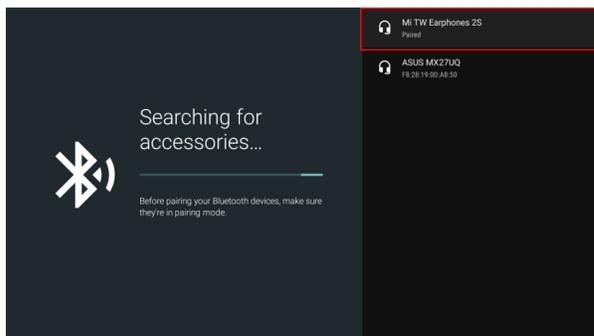
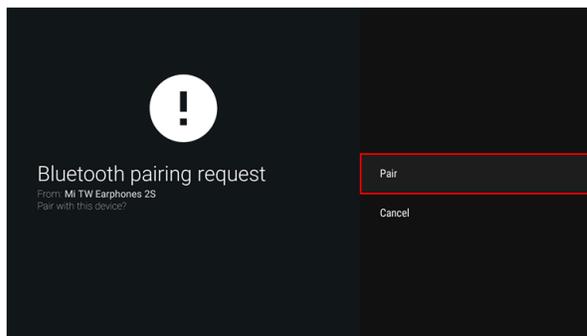
- 1) Let your Bluetooth headset enter the pairing mode. On your Stream TV Soundbar, go to settings > Remotes & accessories > Add accessory. Then search for your Bluetooth headset name.



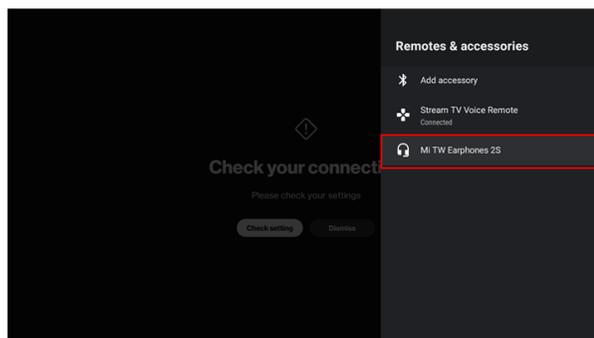
- 2) It will take a few minutes to set up Bluetooth mode, please select Add accessory again after setup complete.



- 3) Press **'Pair'** on the pop-up screen of the Stream TV Soundbar, 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 is completed, then play music or video with your Stream TV Soundbar and the sound will be coming out from your Bluetooth headset.

## 9 Software Update

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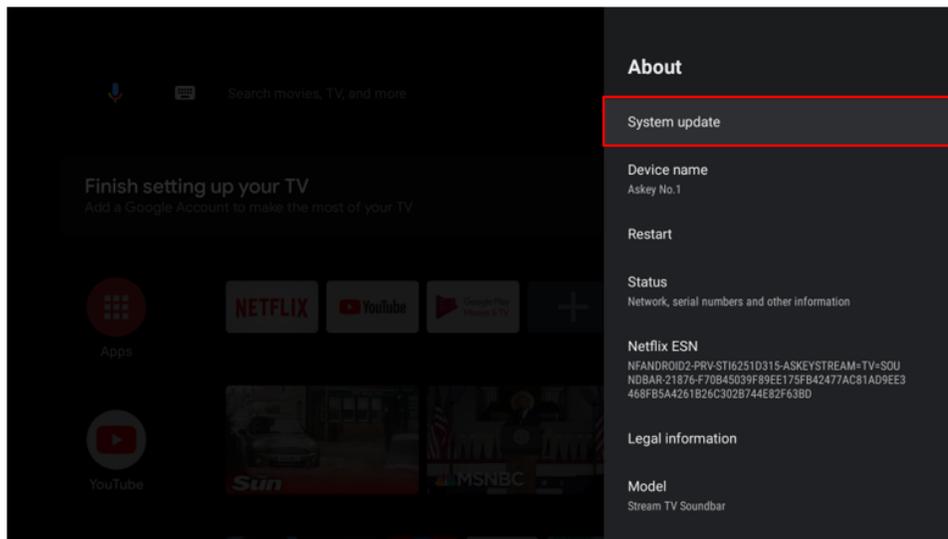
- What are OTA Updates?

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 comes with 12GB (deduct space required by the system already). **PLEASE** make sure you keep at least **2GB or more** for the OTA process to avoid 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**.

10 Troubleshooting

Symptoms

Cause & Solution

Stream TV Voice Remote

- 1) What should I do if my Stream TV Voice Remote cannot connect to the Stream TV Soundbar?
  - Make sure the Stream TV Voice Remote to Stream TV Soundbar distance is close enough (<50cm) when pairing.
  - Check the battery voltage, replace with the new battery and try pairing again.
  - Follow the steps to re-pair Stream TV Voice Remote. (Refer to the chapter 4.3)
- 2) How do I upgrade my Stream TV Voice Remote software manually?
  - **Settings** → **View More** → **Advanced settings** → **Upgrade Bluetooth remote**
- 3) How do I sync my Stream TV Voice Remote to control the volume on my TV or audio receiver?
  - **Settings** → **Advanced settings** → **Configure Stream TV Voice Remote** → **Begin**

※ Depending on your current remote firmware, you may first be prompted to update your current version.
- 4) How do I use the Find my Remote feature to find Stream TV Voice Remote?
  - If you cannot remember where the remote you lost, just press  Find my remote button on the left side, a sound plays on the remote to help you locate it.



● Find my remote icon
- 5) How do I use the Stream Voice Remote to power off the Stream TV Soundbar?
 

You need to press the Power key and hold 3-4 seconds, then pop up the screen to let you select the **power off**, the system will power off, and the led will go off.

HDMI ARC	<p>1) If you cannot hear sound from the Stream TV Soundbar.</p> <ul style="list-style-type: none"> <li>● Reboot your Stream TV Soundbar           <ul style="list-style-type: none"> <li>- To check that everything is well connected</li> <li>- 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.</li> </ul> </li> <li>● Check HDMI ARC Port           <ul style="list-style-type: none"> <li>- Make sure that your HDMI cable is inserted into the HDMI OUT that is labeled on the back of the I/O area.</li> </ul> </li> </ul> <p>Note: If your HDMI cable is inserted into the TV ARC port, the TV audio will output from the Stream TV Soundbar. Note: If not correct, the sound will output from the TV</p> <ul style="list-style-type: none"> <li>● Check HDMI Cables           <ul style="list-style-type: none"> <li>- If the cable is physically good, then try to connect it to other ports.</li> <li>- 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.</li> <li>- You should try to use other cables to connect your Stream TV Soundbar to solve the problem.</li> </ul> </li> <li>● Try Removing Other HDMI Connections           <ul style="list-style-type: none"> <li>- Turn off both your TV and Stream TV Soundbar.</li> <li>- 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, and then turn them on.</li> </ul> </li> </ul> <p>2) If you hear two different sounds from the TV and Stream TV Soundbar:</p> <ul style="list-style-type: none"> <li>● It means that the HDMI cable is not inserted into the TV HDMI ARC port, and both your TV and your Stream TV Soundbar are playing music or a movie at the same time.           <ul style="list-style-type: none"> <li>- Make sure your Stream TV Soundbar is in standby mode, so you will only hear the sound from the TV, and vice versa.</li> </ul> </li> </ul>
HDMI Connection	<p>1) The TV will show a black screen when the Stream TV Soundbar is waking up from standby mode</p>

	<ul style="list-style-type: none"> <li>• When pressing the power key of Stream TV Voice Remote to wake up the Stream TV Soundbar, some TV models will display a black screen, which means that the TV does not detect the wake-up of Stream TV Soundbar.             <ul style="list-style-type: none"> <li>- You can press the <b>Home</b> key on the Stream TV Voice Remote, and then the Stream TV Soundbar home Launcher will be displayed.</li> </ul> </li> </ul> <p>2) Can't switch back to the Stream TV Soundbar Home Screen</p> <ul style="list-style-type: none"> <li>• On some TV models, where one or more players are connected to Stream TV Soundbar, switching back from TV using TV's remote only displays the connected player's UI.             <ul style="list-style-type: none"> <li>- You need to use Stream TV Voice Remote to change the input to Stream TV Soundbar UI.</li> </ul> </li> </ul> <p>3) Stream TV Soundbar does not detect the external device connected to Stream TV Soundbar</p> <ul style="list-style-type: none"> <li>• In some rare cases, connected devices to the Stream TV Soundbar can't be detected properly due to high default refresh rate.             <ul style="list-style-type: none"> <li>- You may need to connect the device to the TV, change its default resolution/refresh rate to 4K 60Hz. Then reconnect the device to the Stream TV Soundbar.</li> </ul> </li> </ul> <p>4) Stream TV Soundbar unresponsive</p> <p>Please check the following:</p> <ul style="list-style-type: none"> <li>• Unplug and re-insert the HDMI cable from Stream TV Soundbar's HDMI out port.</li> <li>• Do the same on the TV side, re-plug the HDMI in port.</li> <li>• Try a different TV HDMI in port.</li> <li>• If the problem persists, please verify the HDMI cable is OK or try a different HDMI cable.</li> <li>• After changing the HDMI cable, reconnect again on Stream TV Soundbar HDMI out port and TV in port.</li> <li>• Please make sure the HDMI cable is connected to the TV's HDMI ARC port and Stream TV Soundbar's HDMI out port</li> </ul>
Lose audio in ARC mode	<ul style="list-style-type: none"> <li>• When the Stream TV Soundbar is properly set up with the TV via TV's HDMI ARC port, the audio is played through Stream TV Soundbar.</li> </ul>

	<p>Pressing the Home button on the Stream TV Voice Remote (One Touch Play), TV should switch its input to Stream TV Soundbar's UI. However, on some TV models, OTP does not work properly.</p> <ul style="list-style-type: none"> <li>- If this occurs, you will need to use the TV's remote control to manually switch TV's input to Stream TV Soundbar.</li> </ul>
<p>Power on/off</p>	<p>Stream TV Soundbar does not power off after passing the power key</p> <ul style="list-style-type: none"> <li>• If you press the power key of Stream TV Voice Remote, the TV screen appears black on the screen, but the Stream TV Soundbar turns to the standby and LED does not turn off.</li> <li>- If you want to turn off the Stream TV Soundbar, 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, the system will power off, and the LED will go off.</li> <li>- Pressing the power key will put the Stream TV Soundbar into standby mode, and the LED shall turn Solid Red color, the system is not power off and it is on standby mode.</li> </ul> <p>Note. Please refer to Section 1.3.4 for LED.</p>
<p>OTA update failure</p>	<p>What happens if there's a failure with an OTA update?</p> <ul style="list-style-type: none"> <li>• Make sure there is enough space on the Stream TV Soundbar storage</li> <li>• Make sure you are connected to a stable internet connection before processing the OTA update</li> <li>• If the system can't 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.</li> </ul>

## 11 Return Policy

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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 details.

## 12 Important Safety Information.

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 <b>CAUTION!</b>	<p><b>NOTICE:</b> 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>
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### 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).

	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

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## 12.1 Federal Communication Commission Interference 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, and (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.

**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.

**12.2 UL Statement:**

This product is intended to be supplied by an UL certified power supply and is rated 19.5VDC, 4.62A. If need further assistance, please contact Verizon for further information.

The ASK-STI6251 is grounded by connection of the included power cord to an AC power outlet with proper grounding.

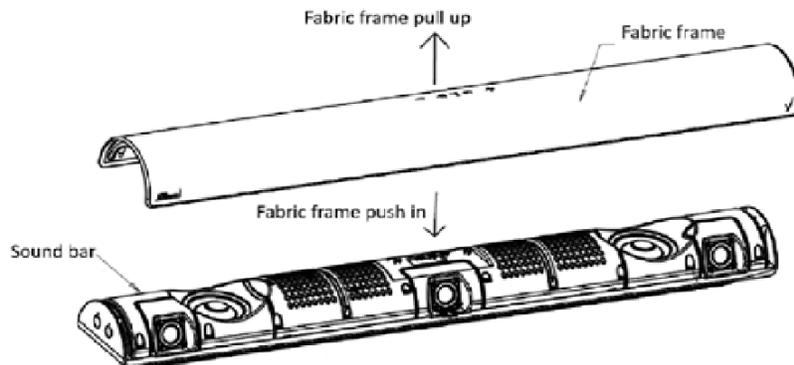
**Caution:**

- 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.

Integrity of the fire enclosure :

Disassembly –Find the gap from the edge of the fabric frame, pull up the fabric frame from Soundbar manually.

Assembly –Push in the fabric frame to Soundbar manually.



### 12.3 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)

### 12.4 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](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).”

WARNING: Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).