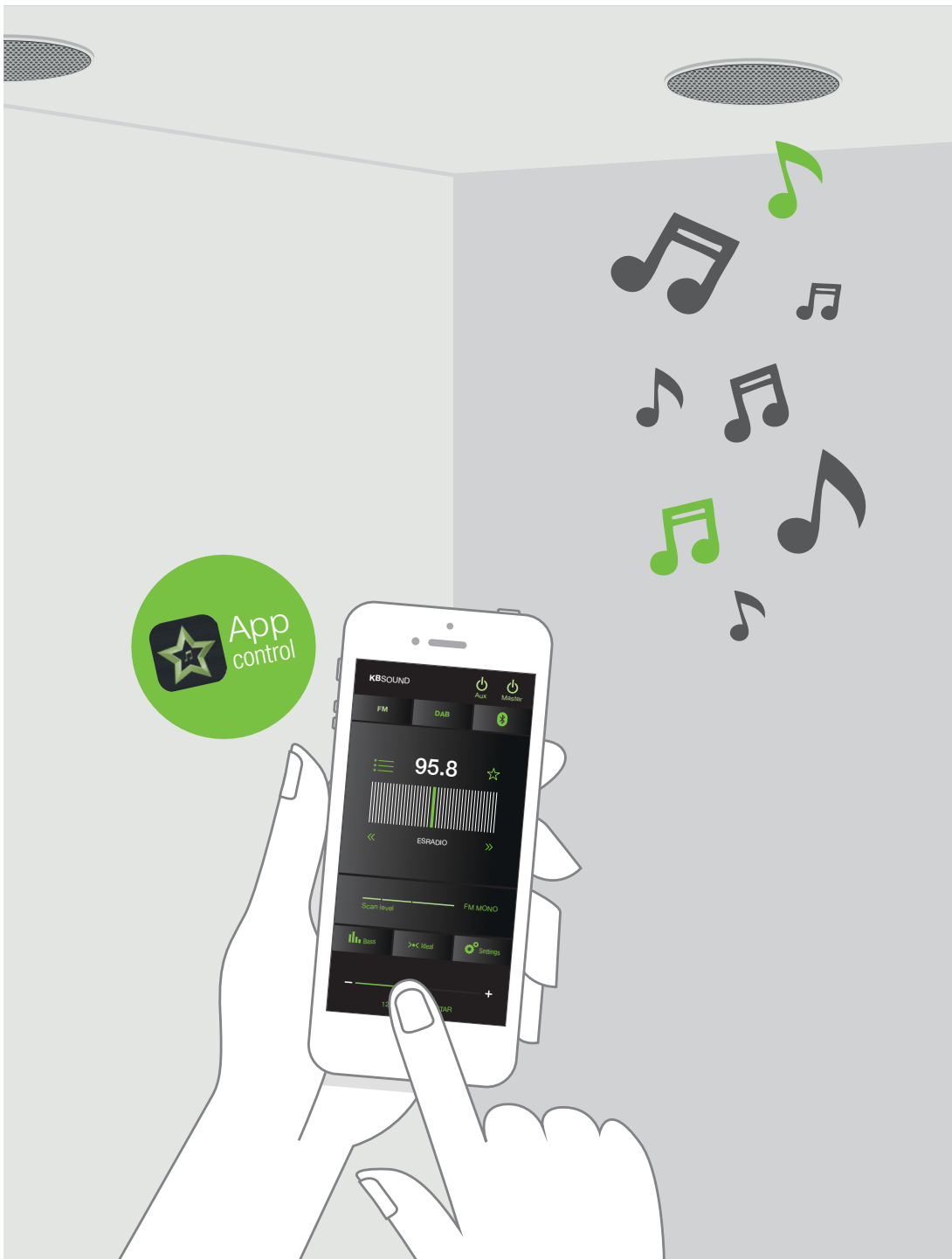
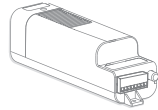


# KBSOUND® STAR



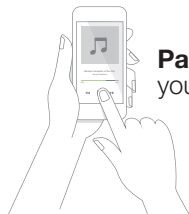
# KBSOUND<sup>®</sup> STAR



**Install** easily



**Download**  
free App



**Pair & Play**  
your music

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.

**FCC Caution:**

Changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

**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 or more 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."

**RSS-Gen & RSS-210 statement:**

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

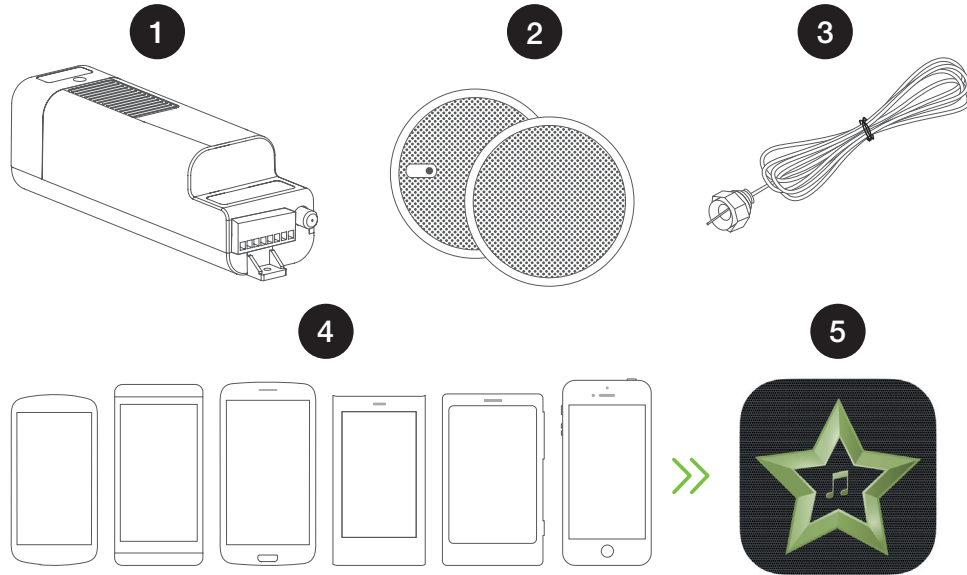
**RSS-102 Statement:**

This equipment complies with Industry Canada radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme à l'exposition aux rayonnements Industry Canada limites établies pour un environnement non contrôlé.

|                                                 |           |                                                       |           |
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# 1. Components & Features



1 Bluetooth Audio Receiver+FM Radio+DAB (MASTER)

2 Speakers

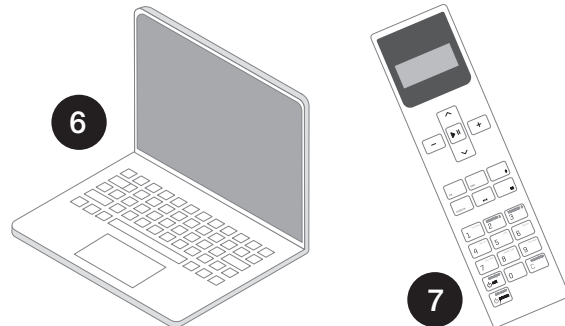
3 FM/DAB Antenna

4 iOS/Android devices

5 KBSOUND STAR App

6 External Bluetooth devices (Computer, Amazon Alexa devices, etc.)

7 Remote Control Accessory (If purchased as an accessory)



The MASTER (1) is an electronic module installed in the ceiling that allows you to enjoy three music channels: Bluetooth audio streaming, FM Radio and DAB Radio.

The device (4) is any smartphone or tablet based on iOS or ANDROID with Bluetooth Low Energy (BLE) and the following Bluetooth profiles: A2DP, AVRCP (for sending audio).

The KBSOUND STAR App (5) is the App for managing the MASTER (1). It can be downloaded from Apple App Store (for iOS devices) or Google Play Store (for ANDROID devices). The KBSOUND STAR App is compatible with iOS 10.0 and higher and ANDROID 4.4 and higher.

The external device (6) is any Bluetooth device (A2DP, AVRCP profiles) from which you wish to stream Audio.

See also chapter 12 for management when using the Remote Control Accessory if purchase separately.

**Warning:** *The KBSOUND STAR App runs on different releases from different operating systems, using different devices from different brands. As a result, its functioning may present some differences between devices.*

# 2. KBSOUND STAR App Installation



2.1 iOS DEVICES



Tap the Apple App Store on the iOS device to download the KBSOUND STAR App.

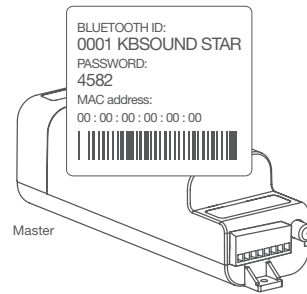
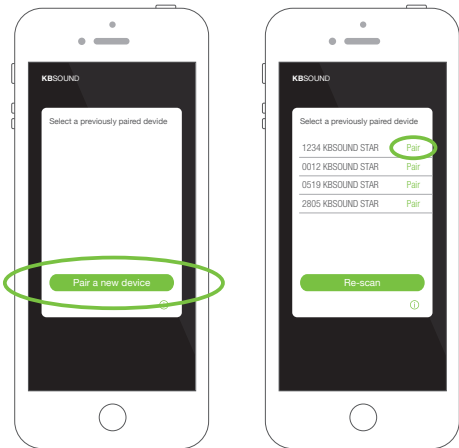
2.2 ANDROID DEVICES



Tap the Google Play Store on the ANDROID device to download the KBSOUND STAR App.

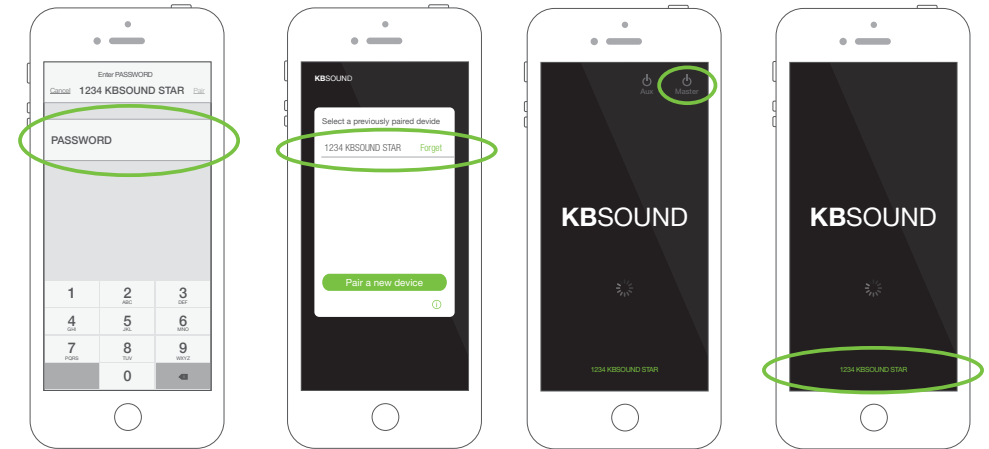
## 3. Bluetooth Low Energy Connection (BLE)

1. The first time the App is launched the list of devices is empty. Tap the “Pair a new device” button to search the available MASTERS within range.
2. All the MASTERS within range will appear in the screen. Select the MASTER with which you wish to connect.
3. The first time the device is going to be paired with the MASTER, the KBSOUND STAR Bluetooth ID and password will be the factory default. This data can be found on the label of the MASTER. Each MASTER has a UNIQUE KBSOUND STAR Bluetooth ID and password, please check that you have a copy of the label provided on the “Quick reference guide”.



**Note:** KBSOUND STAR Bluetooth ID and password can be changed by the user (see chapter 8).  
For recovering factory default (see chapter 10.3).

4. Introduce the password
5. Now the device has been added to the list of paired devices. Tap on the KBSOUND STAR identification to connect.
6. Tap the MASTER (🔌) button to switch ON/OFF the system.
7. For adding new devices, press the name of the MASTER at the bottom of the screen and follow the same process from the beginning.



**Note:** only one Bluetooth device can be connected to a MASTER at any time. If a second Bluetooth device wants to connect to the same MASTER, disconnect the first one closing the App and then connect the second one. Be aware that the first App is not running in the background.

To clear the pairing between the device and the MASTER. Take care that to pair again, you will need the password, so before clearing the pairing, take note of the password.

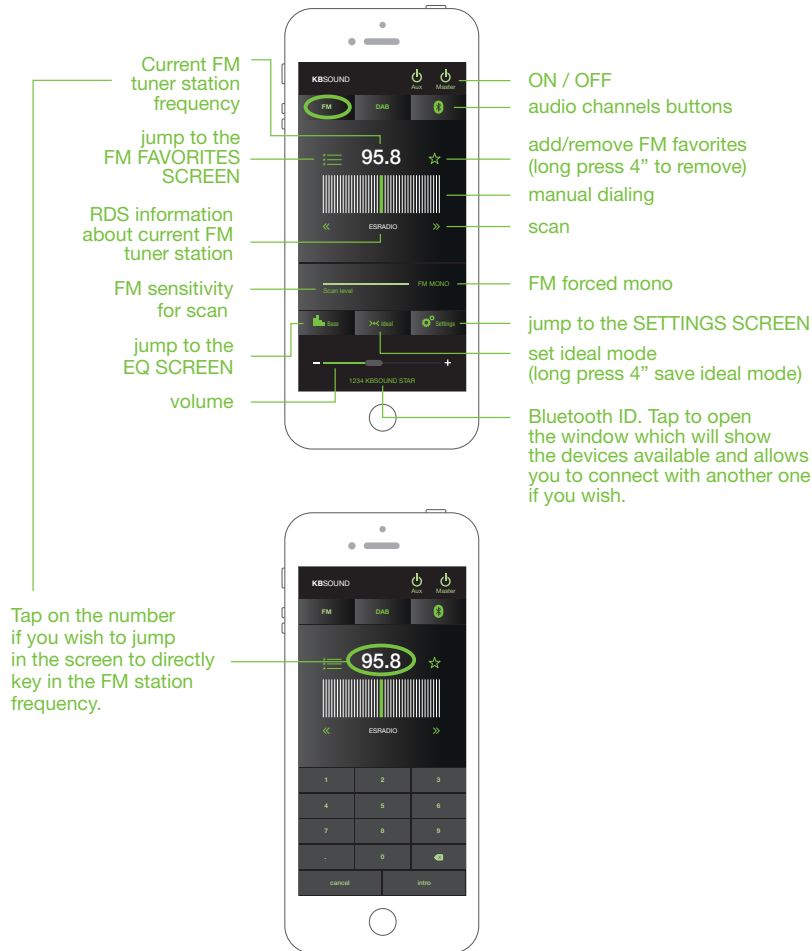
**Warning:** some ANDROID's, after clearing the pairing, do not clear all of their internal data and to pair again will require resetting the MASTER to factory default (see chapter 10.3), which means that all the devices paired will be deleted and they will have to be paired again.  
Tested with:

GOOGLE NEXUS 5 / ANDROID 5.0.1  
SAMSUNG GALAXY ALPHA / ANDROID 4.4.4

To disconnect the App from the MASTER close the App. Be sure that the App is permanently closed and it is not operating in background. The way to close the App can be different for each device, although the process can be similar. See the device user manual to see how to do it.

## 4. Listen FM

Turn on the MASTER and select the FM audio channel.



## 5. Listen DAB

Turn on the MASTER and select the DAB audio channel.



The App in each Bluetooth device (iOS/Android) allows you to store its own list of FM favorites and its own list of DAB favorites. These lists are managed only by the App in each device, never using the Remote Control Accessory.

However, the MASTER unit can store a (unique) list of 10 FM memories and a (unique) list of 10 DAB memories, if they are managed by the Remote Control Accessory. (See chapter 12).

## 6. Listen Bluetooth Audio Streaming

If you wish to stream music select the Bluetooth audio channel.

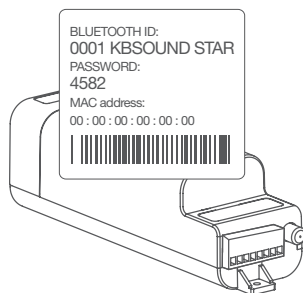


- No BT audio device connected (A2DP)
- BT audio device connected (A2DP)
- (flashing) Waiting for pairing and connecting with BT audio device (A2DP)
- BT audio device streaming (A2DP)

flashing to indicate that the BT AUDIO DEVICE must be connected by Bluetooth with the MASTER

Connect the Bluetooth device for streaming (smartphone, computer, amazon alexa device, ...) to the MASTER.

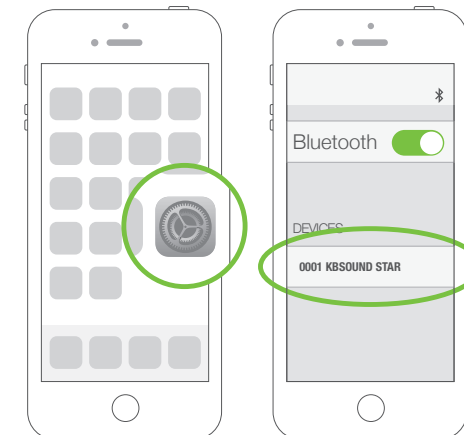
The first time the device is going to be paired with the MASTER, the KBSOUND STAR Bluetooth ID and password will be the factory default. This data can be found on the label of the MASTER.



### 6.1 BLUETOOTH AUDIO PAIRING AND CONNECTION

#### 6.1.1 iOS DEVICES

1. Be sure that the KBSOUND STAR App is closed, not running in the background (see chapter 14.15 FAQ's).
2. Open iOS Bluetooth Settings Menu.
3. Select the KBSOUND STAR Bluetooth ID (e.g. 0001 KBSOUND STAR).
4. Introduce the password (e.g. 4582). Needed only when pairing, not in future connections.
5. Check that the MASTER (e.g. 0001 KBSOUND STAR) is correctly connected.



ON / OFF

disconnect BT Audio device (A2DP)

name of the device which is connected

information about the current streaming

## 6.1.2 ANDROID DEVICES

1. Be sure that the KBSOUND STAR App is closed, not running in the background (see chapter 14.15 FAQ's).
2. Open ANDROID Bluetooth Settings Menu.
3. Select the KBSOUND STAR Bluetooth ID (e.g. 0001 KBSOUND STAR).
4. Introduce the password (e.g. 4582). Needed only when pairing, not in future connections.
5. Check that the MASTER (e.g. 0001 KBSOUND STAR) is correctly connected.

if KBSOUND STAR App is running in background, close it.



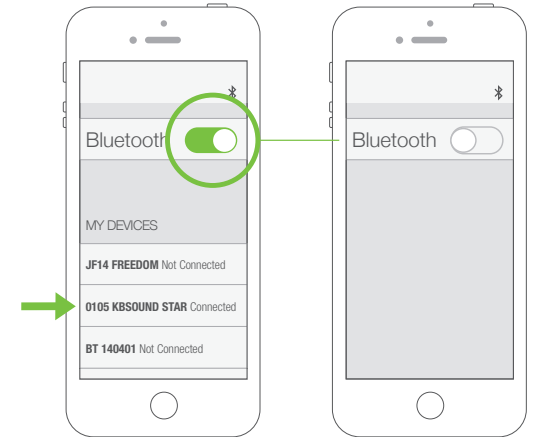
**Note:** the above process is just an example (GOOGLE NEXUS 5 / ANDROID 5.0.1) since different devices have different configurations for different brands, models and versions.

## 6.2 BLUETOOTH AUDIO DISCONNECTION

### 6.2.1. iOS DEVICES

**There are two options:**

1. Open the iOS Bluetooth settings Menu and disconnect Bluetooth. (Total Bluetooth disconnection is advisable, although some iOS models/versions permit individual disconnections).



2. In the App, tap the "disconnect icon" in the "Bluetooth Audio Streaming" screen.





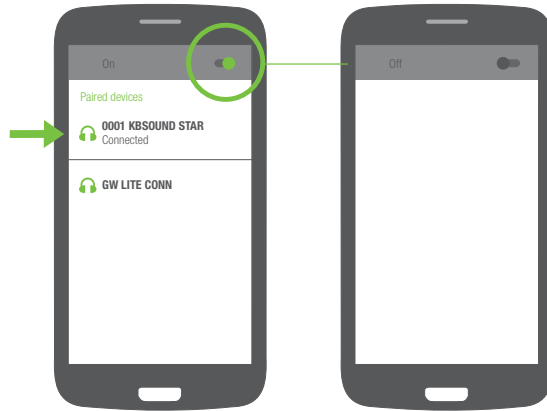
### 6.2.2. ANDROID DEVICES

There are two options:

1. Open the ANDROID Bluetooth Settings Menu and disconnect Bluetooth. (Total Bluetooth disconnection is advisable, although some iOS models/versions permit individual disconnections).

*Note: the following process is just an example (GOOGLE NEXUS 5 / ANDROID 5.0.1) since different devices have different configurations for different brands, models and versions.*

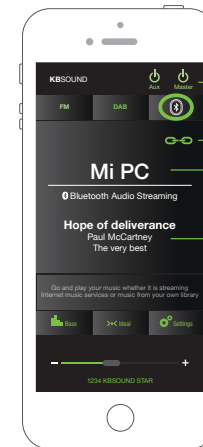
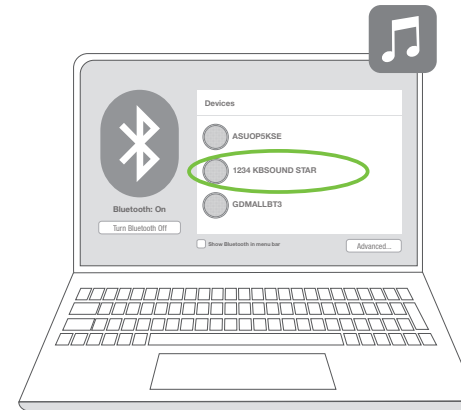
2. In the App, tap the “disconnect BT icon” in the “Bluetooth Audio Streaming” screen.



### 6.3. OTHER BLUETOOTH DEVICES

#### 6.3.1. COMPUTER

If you wish to stream music **from a computer**, go to the computer Control Panel - Bluetooth options and connect with the MASTER (XXXX KBSOUND STAR)



- ON / OFF
- disconnect BT Audio device (A2DP)
- name of the device which is connected
- information about the current streaming

**6.3.2 AMAZON ALEXA DEVICES**

If you wish to stream music **from any** Amazon Alexa device setup the Bluetooth connection with the KBSOUND STAR and say "Alexa, connect with the speaker".

**Note:** To connect the Amazon Alexa device with the MASTER by Bluetooth, the password of the MASTER must be set to 0000

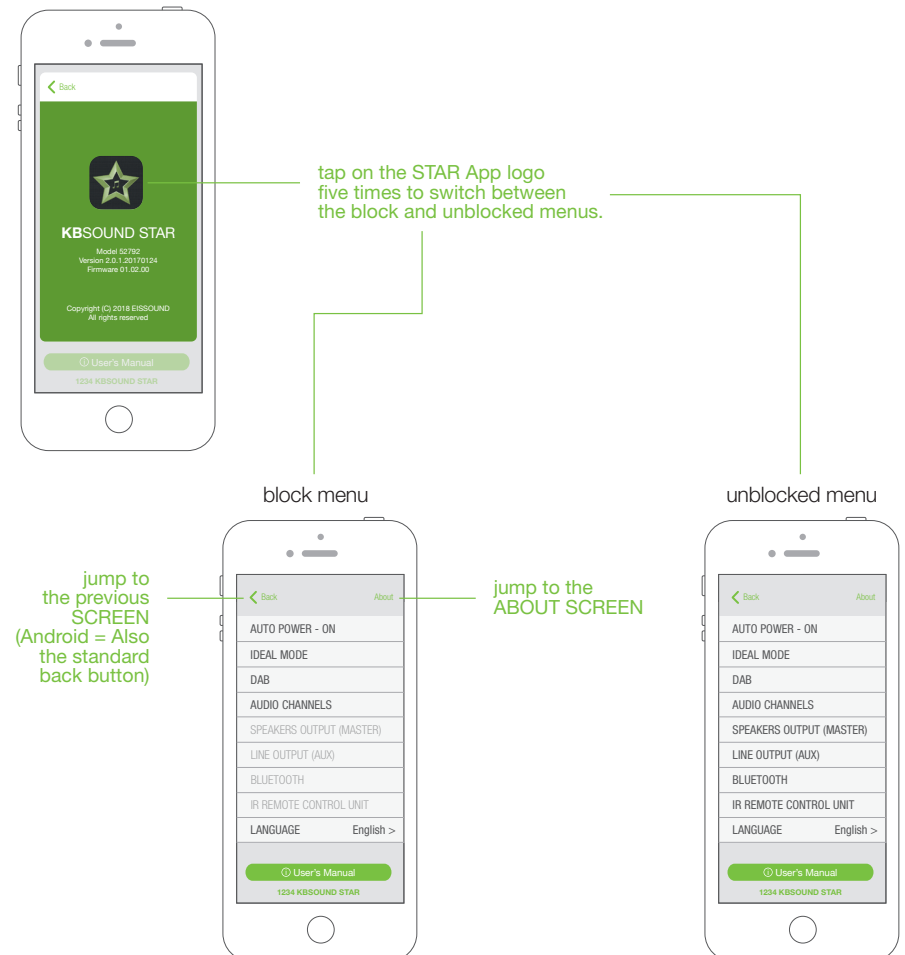


To change the source of the Bluetooth streaming at any time, disconnect the Bluetooth device (A2DP) pressing the disconnect icon in the App screen, and connect a new one following the same process.

# 7. Settings

Certain features of the Settings screen such as: Speaker output (master), Line output (Aux), Bluetooth and Remote Control Accessory can be blocked using the "About" screen. This block will avoid undesired changes in the settings.

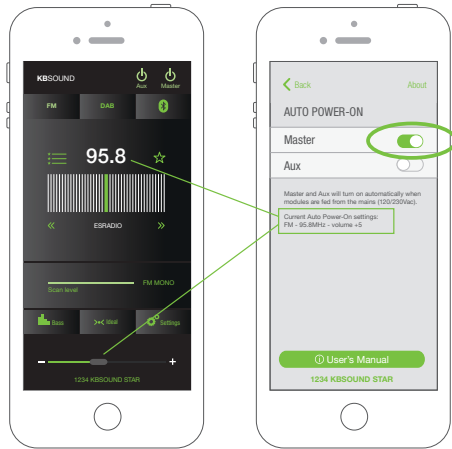
Go to the "About" screen and tap on the STAR App logo five times to switch between the block and unblocked menus.



### 7.1 AUTO POWER ON

The AUTO POWER-ON mode is the status (ON/OFF) and audio settings (audio channel and volume) of the MASTER and/or AUX units when they are powered from the mains 230/120V. Factory default is OFF.

To personalize the start-up mode use the AUTO POWER-ON function:



1. choose the desired audio channel (FM, DAB, Bluetooth) and volume for start-up.

2. activate the settings option in the AUTO POWER-ON screen. When you switch ON the MASTER and/or AUX button the audio settings will be updated to the new ones.

If the AUTO POWER-ON is disabled, when the MASTER is powered from the mains, it will start in OFF mode (no audio).

If the AUTO POWER-ON is enabled, when the MASTER is powered from the mains, it will start in ON mode with the audio settings previously defined.

The AUTO POWER-ON settings is a characteristic of the MASTER. It is unique, although it can be enabled or disabled by every App in every device and by the Remote Control Accessory.

The active audio settings will always be the last defined either by the App or the Remote Control Accessory.

**Note:** The Auto AUTO POWER-ON setup as MASTER=OFF, AUX=ON will work only while the MASTER is powered from the mains.

### 7.2 IDEAL MODE

#### 1. Using the App to save the Ideal Mode on the user's device

Each user can use the App to set their own ideal mode in their device for choosing the audio channel (FM, DAB, Bluetooth), volume and equalization.

To save the Ideal mode in each device:

Choose the desired audio channel (FM, DAB, Bluetooth), volume and equalization.

Press the Save Ideal mode button in the Ideal mode screen. After pressing the button the audio settings will be updated to the new ones.

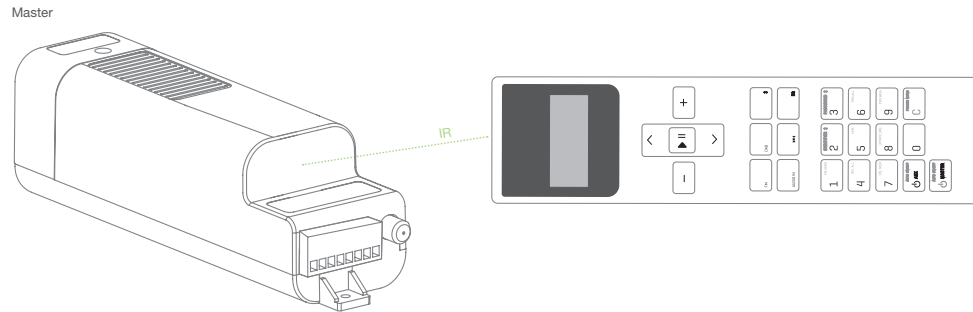


These settings are particular to each user's device only.

**2. Using the Remote Control Accessory to save the Ideal Mode in the MASTER, if purchased separately.**

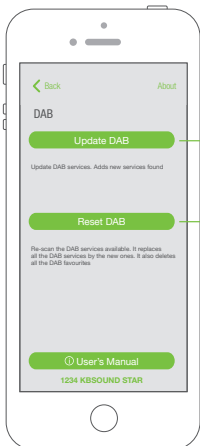
The Ideal Mode for Audio channel (FM,DAB, Bluetooth), volume and equalization can be stored in the MASTER with the Remote Control Accessory.

Only the Remote Control can be use to store this information in the MASTER never the App.



**7.3 DAB**

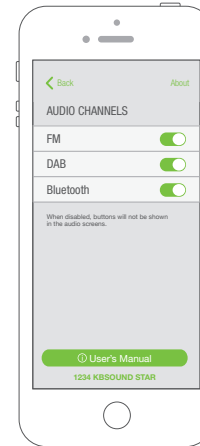
Selecting the DAB settings button you will be able to update and reset the DAB services.



update DAB in the MASTER unit

reset DAB in the MASTER unit

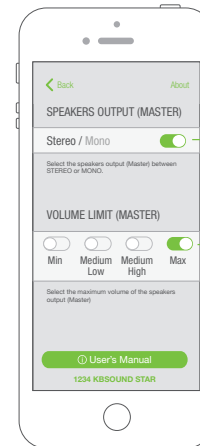
**7.4 AUDIO CHANNELS**



When any of the audio channels are not in use they can be disabled and the button will not appear in the audio screen.

Take note that this selection overrides all audio channels available in other KBSOUND STAR units managed by other device.

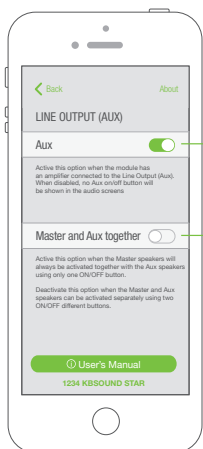
**7.5 SPEAKER OUTPUT (MASTER)**



select the MASTER speaker output to MONO or STEREO

limit the maximum volume for the speaker output

### 7.6 LINE OUTPUT (AUX)



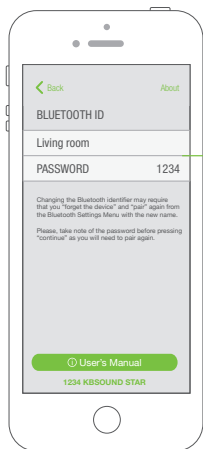
aux button enabled or disabled in the audio screen



enable this option when the user wants to turn on and off the Master and Aux jointly using only one button on the audio screen.

**Note:** The volume of both MASTER and AUX is controlled through the App volume bar. MASTER and AUX can have different sound levels if the volume limitation switches in the AUX have been previously regulated. (see chapter 11). Please note that the Bluetooth device only communicates with the MASTER, so the range must be measured between the location of the user and the MASTER. It can never be related to the location of the speakers nor the Auxiliary amplifiers.

### 7.7 BLUETOOTH

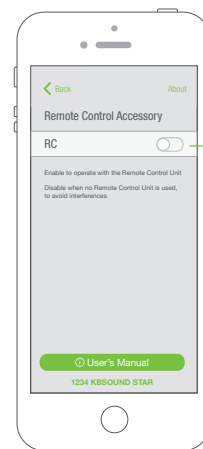


MASTER ID and password for the Bluetooth connection

Changing the Bluetooth ID requires that you “forget the device” and “pair” again from the Bluetooth Settings Menu with the new name.

Please take note of the password before pressing “continue” as you will need it to pair again. (See chapter 8)

### 7.8 REMOTE CONTROL ACCESSORY



The Remote Control Accessory can operate simultaneously with the App. To enable this option you need to activate the Remote Control Accessory.

enable/disable the Remote Control Accessory

See chapter 12 for more information when operating with the Remote Control Accessory.

### 7.9 LANGUAGES



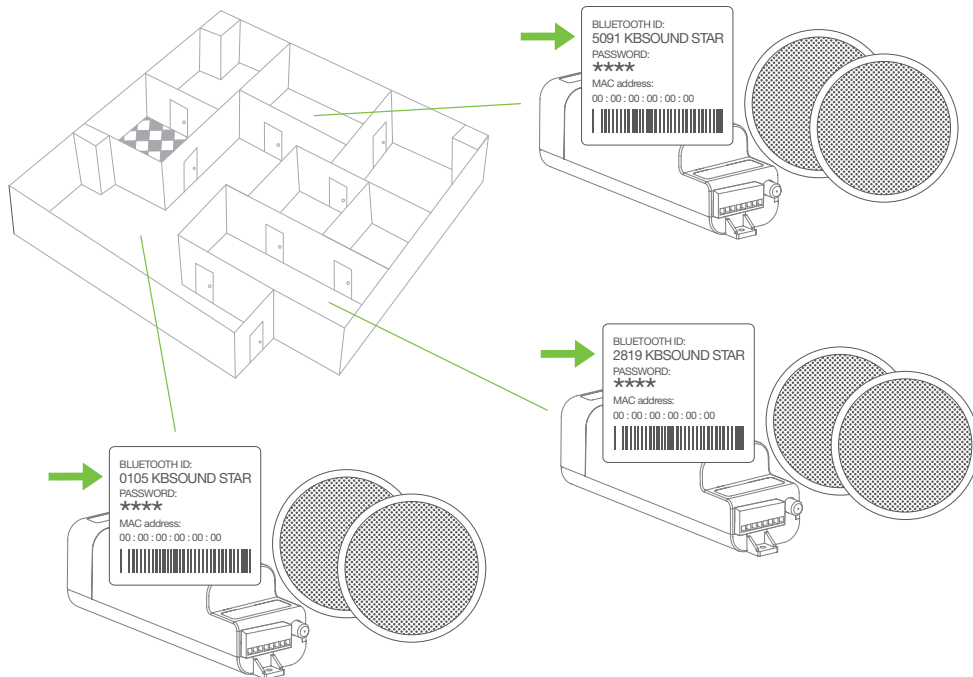
Select the App language desired.

## 8. Multiroom: Bluetooth ID

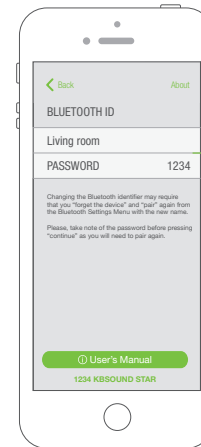
Many MASTERS can be installed in the same home/building. Each one will have a unique KBSOUND STAR Bluetooth ID and password.

The default factory Bluetooth ID for each MASTER is XXXX KBSOUND STAR where XXXX is a number between 0000 and 9999. The default password for each MASTER is a 4-digit number between 0000 and 9999 (different from the KBSOUND STAR Bluetooth ID). This data can be found on the label of the MASTER and the label provided with the “Quick reference guide”.

When more than one MASTER is installed in the same home/building, it is convenient to rename the KBSOUND STAR Bluetooth ID making daily operation more friendly.



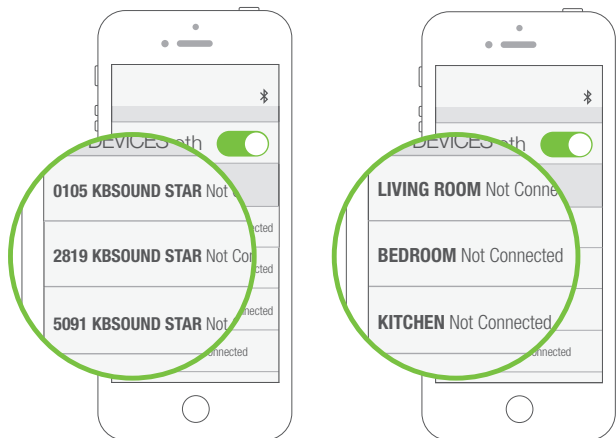
To personalize the KBSOUND STAR Bluetooth ID and password open the Settings and go to the Bluetooth ID screen and edit the ID and/or the password.



MASTER ID  
and password  
for the Bluetooth  
connection

The ID must be a name containing only letters and numbers. Other symbols are not allowed. It is important to use a name which has a meaning in order to facilitate the identification of each MASTER. (advice: use names like KITCHEN, LIVING ROOM, BEDROOM, etc.)

**Warning:** if the Bluetooth ID and/or password have been forgotten, reset to factory default (see chapter 10.3).



**Note for ANDROID:** in some ANDROID models/versions it is possible to personalize the Bluetooth ID in the ANDROID Bluetooth settings menu. However the KBSOUND STAR App cannot update the KBSOUND STAR Bluetooth ID when it has been personalized in that way. For this reason, if the KBSOUND STAR Bluetooth ID is changed from the ANDROID Bluetooth Settings Menu, take care to use the same name used in the App to avoid confusion.

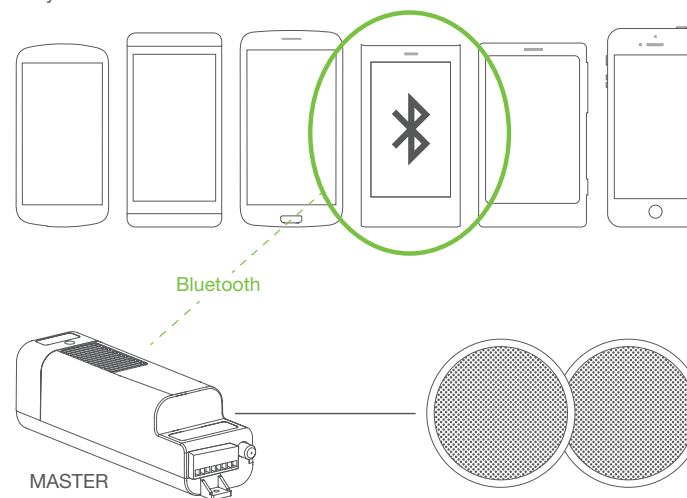
**Note:** When the KBSOUND STAR Bluetooth ID has been changed, updating the iOS/ ANDROID Bluetooth Settings Menu of some models/versions may require you to disconnect and connect, while other models/versions need to be un-paired and paired again.

**Warning for ANDROID:** take care that some ANDROID models/versions require a factory reset when un-paired and paired again. Remember that for un-pairing and pairing again, it is necessary to know the password.

## 9. Multi-User

Many users can be paired. However, only one can be connected. While one user is connected a second user cannot connect with the same MASTER until the first user disconnects his device. (See chapters 3.1 for Bluetooth Low Energy Connection and chapters 6.1.1 and 6.1.2 for Bluetooth Audio Streaming)

Many devices paired  
Only one connected



## 10. Operating Mode

### 10.1 VOLUME

When FM/DAB is selected as the music source only the App volume bar will manage the FM/DAB volume.

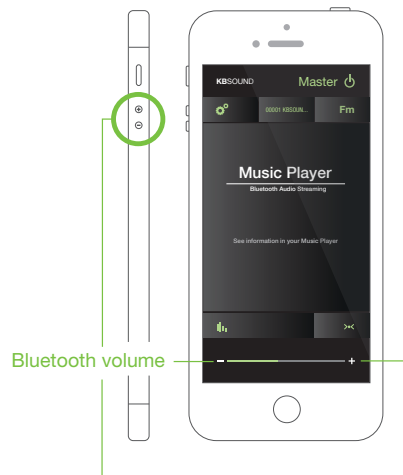


FM volume

When Bluetooth streaming audio is selected as the audio channel you may select either the device volume buttons, the KBSOUND STAR App volume bar or the volume bar of the selected streaming audio source (Music Player, Tune In Radio, Spotify, ...).

If the Bluetooth audio streaming source is a different device (another smartphone, Computer, Amazon Alexa devices, etc ...) the volume is controlled from the device connected.

**Note:** Take care that the sound level depends on the device, the track, etc. Different devices (iOS, ANDROID, Alexa, computers, etc.) perform in different ways. Is advisable to set the volume at 60-80% in the Bluetooth device and then manage the volume by the App volume bar.



Bluetooth volume

### 10.2 NOTIFICATIONS AND PHONE CALLS WHILE OPERATING

When the device receives a phone call while a Bluetooth A2DP (audio streaming) is connected with the MASTER, the ring tone will be heard in the smartphone. The phone call will be managed only from the smartphone and never through the speakers.

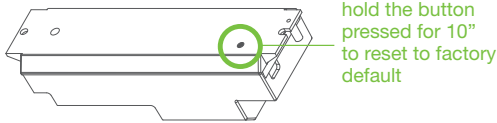
When the device receives a notification (email, sms, WhatsApp, ...) while a Bluetooth device A2DP (audio streaming) is connected with the MASTER, the smartphone sends this sound to the Bluetooth audio streaming. If Bluetooth audio streaming is selected in the MASTER as audio source, the notifications will be heard through the speakers. However if the MASTER is OFF or FM is selected as audio source, the notification will not be heard through the speakers.

**Warning:** take note that notifications depend on iOS/ANDROID Notification Settings Menu and also may depend on each particular App Settings (for example Whatsapp Settings).

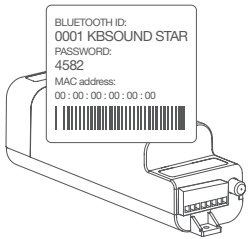


### 10.3 RESET TO FACTORY DEFAULT

1. Close the KBSOUND STAR App. (important: not in background).
2. Turn OFF the Bluetooth within the iOS/ANDROID Bluetooth Settings Menu.
3. Reset the MASTER.



**Warning:** resetting the MASTER with factory default will clear all the settings and all the pairings with the different devices. The KBSOUND STAR Bluetooth ID and password can be found on the label on the MASTER.



4. Turn ON the Bluetooth within the iOS/ANDROID Bluetooth Settings Menu.
5. Pair and connect (see chapter 3).

## 11. Auxiliary Amplifier Option

The MASTER module has a line output (AUX) where amplifiers can be connected.

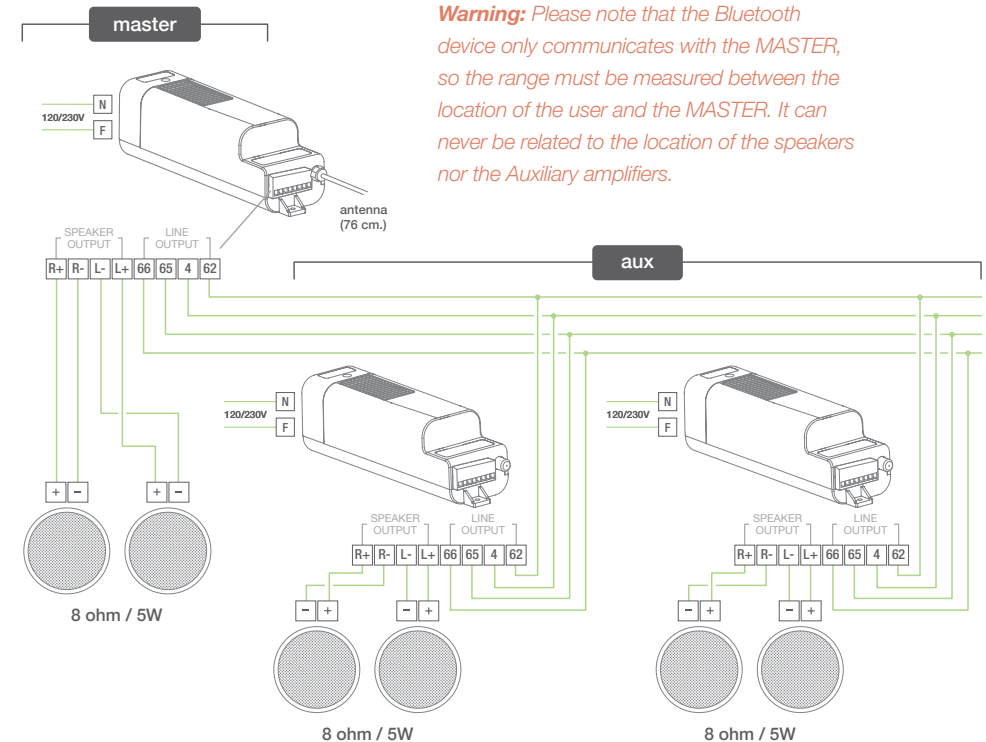
It is necessary to use the Auxiliary Amplifier (ref. 13204) to expand the system to a maximum of 4 amplifiers. AUXILIARY and MASTER can be turned ON jointly or separately using the settings menu (see chapter 7.6).

The volume of both MASTER and AUXILIARY is controlled simultaneously through the App volume bar.



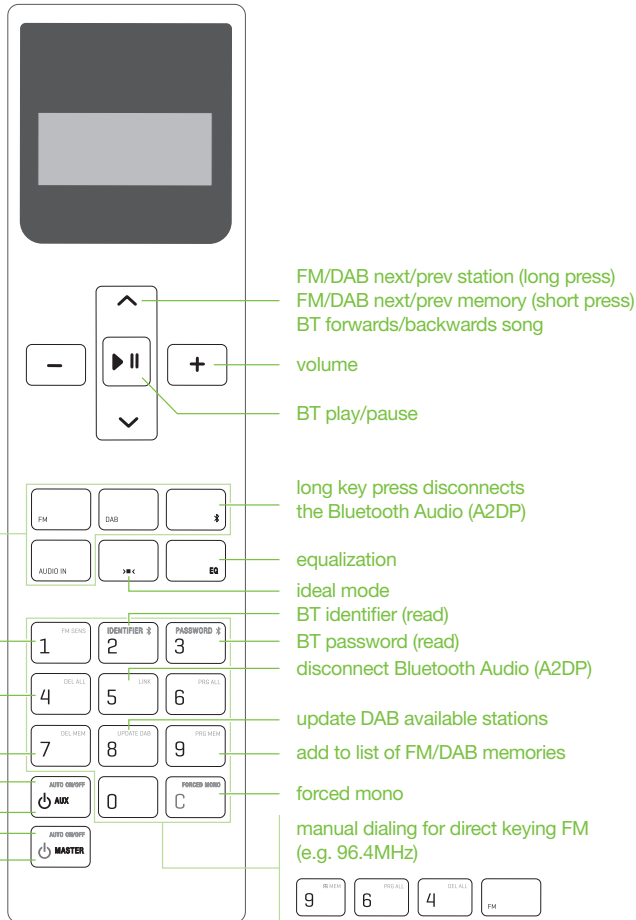
If necessary you can regulate the sound output level of the amplifiers by setting the volume limitation switches at the time of installation.

**Warning:** Please note that the Bluetooth device only communicates with the MASTER, so the range must be measured between the location of the user and the MASTER. It can never be related to the location of the speakers nor the Auxiliary amplifiers.



## 12. Remote Control Accessory

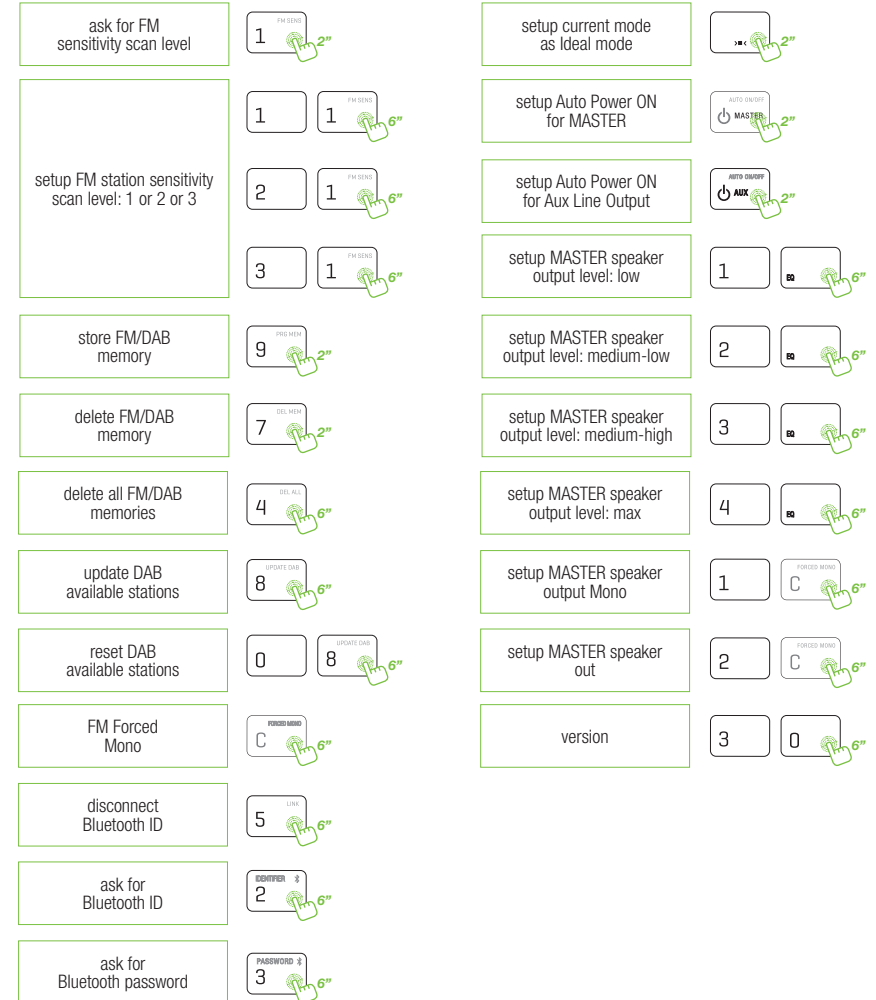
Our KBSOUND STAR Audio System can also be controlled using our Remote Control Accessory if purchased separately. **(Not included in this kit)**

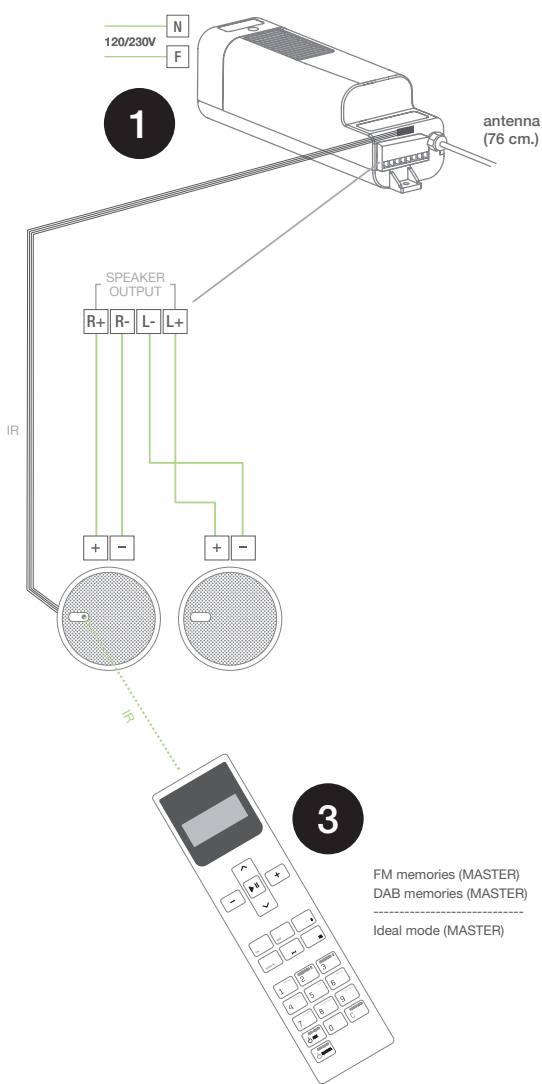


direct access to an FM memory (1-10)



manual dialing for direct keying DAB service (e.g. the service number 46 in the list)





- 1 MASTER
- 2 AUX
- 3 REMOTE CONTROL ACCESSORY

## 13. Technical Specifications

### 13.1 MASTER

| 52791                          | MIN  | NORMAL                                                 | MAX    |      | COMMENTS                     |
|--------------------------------|------|--------------------------------------------------------|--------|------|------------------------------|
| Measurements                   |      | 200x53x56                                              |        | mm   |                              |
| Voltage                        | 85   |                                                        | 264    | Vac  | 50/60Hz, terminal F,N        |
| Frequency                      | 47   |                                                        | 63     | Hz   | 50/60Hz, terminal F,N        |
| Consumption demand             |      | 10                                                     | 60     | W    | terminals F,N (ref.52391/92) |
| Amplified output signal        |      |                                                        | 2,5    | W    | terminals L,R over 16ohm     |
|                                |      |                                                        | 5      | W    | terminals L,R over 8ohm      |
|                                |      |                                                        | 10     | W    | terminals L,R over 4ohm      |
| Passband                       | 20   |                                                        | 20.000 | Hz   |                              |
| Aux.amplifier switch on signal |      | 12                                                     | 14     | Vdc  | terminals 62, 4              |
|                                |      |                                                        | 220    | mA   |                              |
| Aux. amplifier output signal   | 0    |                                                        | 3,5    | Vrms | terminals 65, 66             |
| Distortion                     |      | 0,3                                                    |        | %    |                              |
| Crosstalk                      | -68  | -85                                                    |        | dB   |                              |
| FM Frequency range             | 87,5 |                                                        | 108.0  | MHz  |                              |
| DAB frequency range            | 174  |                                                        | 240    | MHz  |                              |
| FM antenna impedance           |      | 75                                                     |        | ohms | RF connector                 |
| DAB antenna impedance          |      | 50                                                     |        | ohms | RF connector                 |
| Antenna sensitivity            |      | 1,7                                                    | 3,5    | uV   |                              |
| FM tuner distortion            |      | 0,1                                                    | 0,5    | %    |                              |
| Bluetooth spec.                |      | Class2 BT4.2 dual mode<br>BLE<br>A2DP 1.3<br>AVRCP 1.6 |        |      |                              |
| Wireless transceiver           |      | 2,4                                                    |        | GHz  | ISM Band                     |
| Tx power                       |      | 2                                                      |        | dBm  |                              |
| RF antenna                     |      | internal                                               |        |      |                              |
| Bluetooth range                |      |                                                        | 10     | m    |                              |

**13.2 AMPLIFIER**

| 13204               | MIN | NORMAL    | MAX    |      | COMMENTS              |
|---------------------|-----|-----------|--------|------|-----------------------|
| Measurements        |     | 200x53x56 |        | mm   |                       |
| Voltage             | 85  |           | 264    | Vac  | 50/60Hz, terminal F,N |
| Frequency           | 47  |           | 63     | Hz   | 50/60Hz, terminal F,N |
| Consumption demand  |     | 10        | 60     | W    | terminals F,N         |
| Output signal       |     |           | 2,5    | W    | terminals L,R (16ohm) |
|                     |     |           | 5      | W    | terminals L,R (8ohm)  |
|                     |     |           | 10     | W    | terminals L,R (4ohm)  |
| Passband            | 20  |           | 20.000 | Hz   |                       |
| Auto-power-on level | 10  |           | 20     | Vdc  | terminals 62, 4       |
| Input Signal        | 0   |           | 3,5    | Vrms | terminals 65, 66      |
| Distortion          |     | 0,3       |        | %    |                       |
| Crosstalk           | 68  | 85        |        | dB   |                       |

**14. FAQ's****14.1 EQUALIZATION AUDIO MODE**

The equalization audio mode is stored in the MASTER. As a result, the equalization is the last one set by the most recent user.

**14.2 BLUETOOTH NAME AND PASSWORD**

We have included in the "Quick Reference Guide" a copy of the label on the MASTER with the KBSOUND STAR Bluetooth ID and password.

**14.3 FM/DAB RECEPTION**

This product has been designed and tested to provide reasonable protection against harmful interference in residential installation.

Improving the FM/DAB reception: extend the aerial antenna wire and adjust the angle for best reception. Be sure to locate it as far as possible from any sources of electrical noise such as halogen or led lamps, HVAC, fluorescent bulbs, etc.

**14.4 RDS INFORMATION RECEPTION**

The App is prepared to receive RDS information and show it alongside the frequency.

However, some FM stations do not send any RDS information. Also, if the FM reception is poor, although sound can be heard, RDS information may not be well received. In these cases, no RDS information is shown. To improve it, be sure that the FM station is sending an FM signal and use an FM antenna.

**14.5 RECEIVE A CALL WHEN LISTENING FM/DAB**

Take note that the FM/DAB is not paused when the device receives a call.

#### 14.6 POOR BLUETOOTH SIGNAL

Frequent cuts in Bluetooth signal can be originated by obstacles between the device and the MASTER.

To avoid these issues, distance the MASTER from another RF source such as other Bluetooth or Wi-fi equipment. Take care that the Bluetooth connection management is done by the device Operating System as the MASTER has no control over this process.

#### 14.7 BLUETOOTH PAIRING FAILURES

When an incorrect password is introduced and the correct password is immediately reintroduced, sometimes the device will not connect. To fix it, close the App and introduce the correct password again. If still does not work, close the App, reset the MASTER and introduce the correct password again.

In some Androids it may be necessary to enter the password twice, one for BLE and another for the Bluetooth settings system (A2DP). In that case it is preferable to enter the password first in the Bluetooth settings menu, and second in the App. Please take care that the password is the same for both screens.

Sometimes the initialization of the App is incorrect and the warning "Unable to connect with the device" or "Unable to pair" is shown. In those cases:

- Close the App (important: do not send it to background, see 14.15 FAQ's)
- Be sure that the MASTER is not connected to any other Bluetooth device
- Be sure that the Bluetooth device is in range with the MASTER and the MASTER is correctly powered (this can be checked with the Remote Control Accessory, if available)
- Re-open the App

If it still does not work, power off, wait some seconds and power on the MASTER again.

#### 14.8 ISSUES WHEN CONNECTING BLUETOOTH

Sometimes a Bluetooth device previously paired can request the password again to reconnect with the MASTER. This is originated by the Operating System inside the device and the MASTER has no control over this. Re-entering the password will allow you to continue managing the device correctly.

#### 14.9 BLUETOOTH CONNECTION FAILURES

When the App initiates you may find that it freezes in a "loading" status. In addition, the App may lose its connection with the MASTER and cease to function. Please note that the Bluetooth connection is managed by the Operating System (iOS or ANDROID) in the device and the MASTER has no control over this process. Furthermore, the device is managing many processes at the same time (phone, wi-fi, Bluetooth and internal processes) and they can interfere with each other.

Should this occur:

- Close the App (important: Do not send it to background, see 14.15 FAQ's)
- Be sure that the MASTER is not connected to any other Bluetooth device
- Be sure that the Bluetooth device is in range with the MASTER and the MASTER is correctly powered (this can be checked with the Remote Control Accessory, if available)
- Re-open the App

If the problem persists continue with the following steps:

- Forget the Bluetooth device in the App
- Forget the Bluetooth device in the device Bluetooth settings menu
- Close the App (important: Do not send it to background, See 14.15 FAQ's)
- Re-open the App
- Pair again

#### 14.10 BLUETOOTH AUDIO STREAMING (A2DP) DISCONNECTION

Some ANDROID models/versions disconnect Bluetooth partially. As the disconnection is incomplete, some malfunctioning can occur because the device is connected with different profiles from different devices. For fixing this issue, turn OFF the Bluetooth in the device, turn ON and connect again with the MASTER. If the issue is not fixed, reset to factory default (see chapter 10.3).

Sometimes a similar issue can be presented with iOS devices, when the Bluetooth audio streaming (A2DP profile) is forced to be re-directed to a different device from KBSOUND using the AIRPLAY option. To fix this issue, turn OFF the Bluetooth, turn ON and connect again with the MASTER. If the issue is not fixed, reset to factory default (see chapter 10.3).

#### 14.11 BLUETOOTH AUDIO STREAMING (A2DP) RE-CONNECTION

When the device has lost the Bluetooth range the re-connection is automatic if it is recovered before 60". If it is out of range for more than 60", then the re-connection has to be done manually (see chapter 6).

When an iOS device has been disconnected manually by the user (see chapter 6.1.1), re-connecting again must be done manually.

Some ANDROID models/versions have an automatic re-connection as part of their internal operating mode. Sometimes it can be enabled and disabled in the ANDROID Bluetooth Settings Menu. There are also many "gadgets" for ANDROID which control these features and different versions/models can work in different ways.

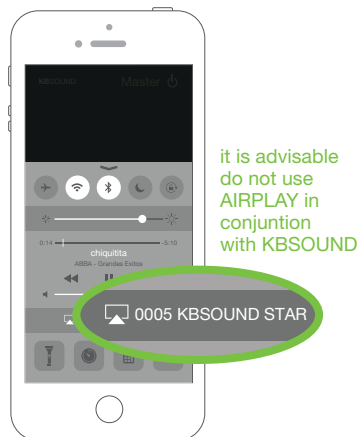
#### 14.12 MULTI-MASTER CONNECTION RELATED TO BLUETOOTH AUDIO STREAMING PROFILES (A2DP)

KBSOUND STAR App manages the Bluetooth Low Energy (BLE), AVRCP, A2DP Bluetooth profiles. AVRCP and A2DP profiles are related with Bluetooth streaming audio, while BLE profile is related to remote control operation.

ANDROID devices only permit to be connected with one MASTER by A2DP (audio). When a second MASTER is going to be connected by A2DP (audio), automatically disconnect the first one.

iOS devices can be connected simultaneously with more than one MASTER by A2DP (audio). However, the KBSOUND STAR App will receive audio just from one (the first one with which it was connected). It is advisable to be connected by A2DP (audio) with just one MASTER at any time, since it is the only one that can be operated.

iOS devices can manage the A2DP Bluetooth profile between several devices using AIRPLAY re-direction. In these cases close and reopen the App.



#### 14.13 BLUETOOTH AUDIO STREAMING FROM APPS PLAYING IN BACKGROUND

When Bluetooth streaming audio is selected as an audio source, any App sending Bluetooth audio streaming can be used as an audio source: Music Player, Spotify, TuneIn Radio, YouTube, ...

In this way each user can play the music using his favorite player and is not limited to the KBSOUND STAR App.

Take note that some Apps pause the audio when they are in the background and only play audio when they are in the foreground (for example YouTube in iOS).

#### 14.14 WHAT TO DO WHEN PASSWORD IS FORGOTTEN

To pair a new Bluetooth device it is necessary to know the KBSOUND STAR Bluetooth ID and the password (see chapter 3).

Both data can be personalized (see chapter 8). If they have been changed from the factory default and you lose them, the way to recover this information is to connect another device that has been previously paired. Then open the Bluetooth ID Screen (see chapter 7.7) and take note of the ID and password.

If you are using the Remote Control Accessory you can also check the ID and password (See chapter 12).

If there is no possibility to know the KBSOUND STAR Bluetooth ID and password, reset the MASTER to factory default (see chapter 10.3) and check the information on the label on the MASTER.

### 14.15 iOS AND ANDROID MULTITASKING

It is very important to distinguish between App's operating in the background and the App's in the foreground.

Multitasking allows Apps to perform certain tasks in the background while you are using other Apps. The App in the foreground is the active App that user can see in the screen. Simultaneously, other Apps can be operating in background.

When you press the device HOME button, the App is sent to the background.

Take note that an App operating in the background consumes data and battery.



To close the App means that the App is permanently closed and it is not operating in background. Closing the App can be different for each device, although the process can be similar. Check their user manuals.



### 14.16 WHAT TO DO IF THE KBSOUND STAR APP IS NOT WORKING

If the App has connection issues, do the following:

- Close the App (important: Do not send it to the background, see 14.15 FAQ's)
- Turn OFF the Bluetooth in the IOS/ANDROID Bluetooth Settings Menu
- Turn ON the Bluetooth in the IOS/ANDROID Bluetooth Settings Menu
- Be sure that the MASTER is not connected to any other Bluetooth device
- Be sure that the Bluetooth device is in range with the MASTER and the MASTER is correctly powered (this can be checked with the Remote Control Accessory, if available)
- Re-open the App
- If the Bluetooth device was previously paired, forget it in the list of previously paired devices and eliminate it from the device Bluetooth settings menu
- Pair and connect again (see chapter 3)

If still not working properly

- Reset the MASTER to factory default (see chapter 10.3)
- Power off the MASTER, wait some seconds and power on the MASTER
- Repeat the process

### 14.17 BLUETOOTH CONNECTION INTERRUPTED

When the App (BLE) and the Bluetooth audio streaming (A2DP) are in different devices, some of them sometimes interrupt the Bluetooth communication.

In that case do the following:

- Close the App (important: Do not send it to the background, see 14.15 FAQ's)
- Disable Bluetooth in both devices (BLE and A2DP)
- Wait 1 minute until the BLE in the MASTER has recovered
- Connect the Bluetooth audio source in the device which is going to send the streaming (A2DP)
- After A2DP connection, open the App (BLE)
- Select Bluetooth audio channel

If it still does not work, it may be necessary to reset the MASTER and power off and power on the Bluetooth device.

#### 14.18. CHANGE OF BLUETOOTH ID PERSONALIZATION NOT UPDATED IN THE APP SCREEN

If the Bluetooth ID on the device is changed and the ID is not updated to reflect the change in this (or any other) device, close and re-launch the App.

If still not updated, forget the KBSOUND STAR and pair it again (remember to take note of the password).

#### 14.19 BLUETOOTH AUDIO STREAMING INFORMATION

The Bluetooth audio streaming information (device, song, artist and album) depends on the device (smartphone, tablet, computer, etc.) and the player which is playing the streaming. Some devices and/or players send the information delayed or do not send complete information. Take note that in those cases the information can be delayed or even void.

#### CENTRAL

Polígono Malpica Calle F Oeste  
Grupo de Naves Gregorio Quejido, 87-88  
50016 Zaragoza (SPAIN)  
Tel.: 34 976 46 55 50  
Fax: 34 976 46 55 59  
comercial@eissound.com

[www.eissound.com](http://www.eissound.com)



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