

# SKYSTREAM PRO

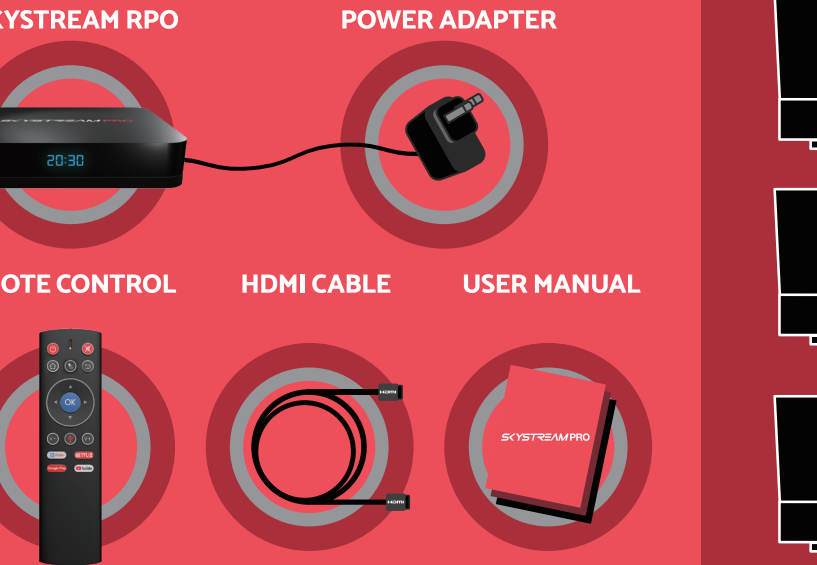
## Android TV Streaming Media Player



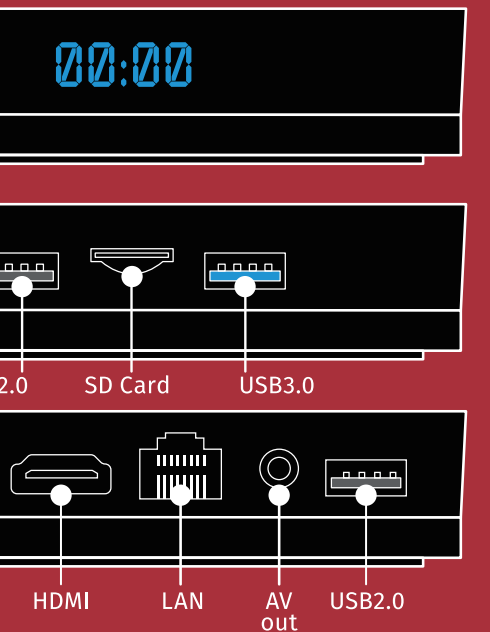
## QUICK START GUIDE

You must read this to set up your device properly!

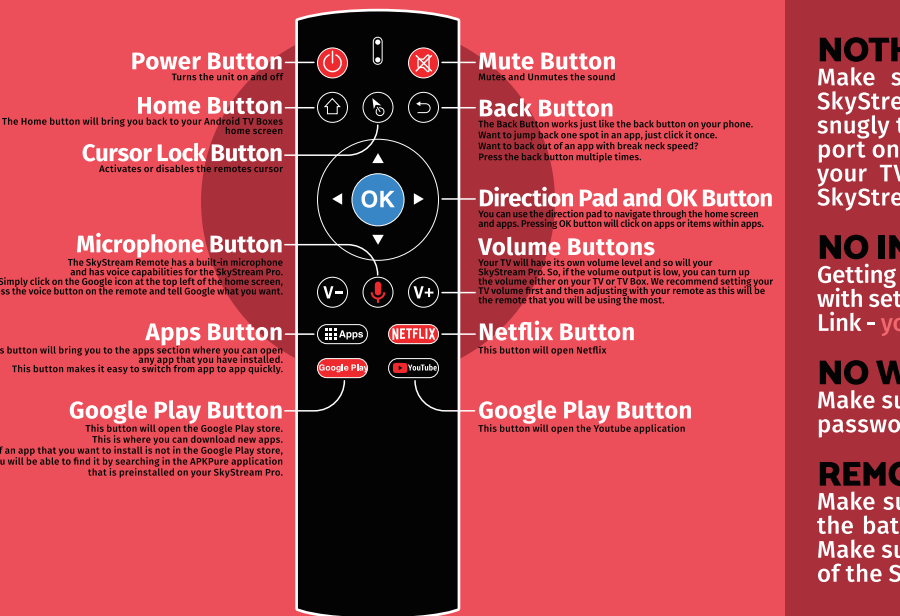
### 1 PACKAGE CONTENTS



### 2 PORT LAYOUT



### 3 REMOTE CONTROL



### 4 TROUBLESHOOTING GUIDE

#### NOTHING ON SCREEN

Make sure the power supply is plugged into the SkyStream PRO. Make sure HDMI cable is plugged in snugly to the SkyStream PRO HDMI port and the HDMI port on your TV. Press the INPUT or SOURCE button on your TV's remote to find the correct input for the SkyStream PRO.

#### NO INTERNET CONNECTION

Getting Set Up - Please visit our YouTube page for help with setup and customization videos. Link - [youtube.com/user/skystreamtechnology](https://www.youtube.com/user/skystreamtechnology)

#### NO WI-FI CONNECTION

Make sure to choose your Wi-Fi network and enter the password exactly. Passwords are Case Sensitive.

#### REMOTE DOES NOT WORK

Make sure you have inserted the 2 AAA batteries into the battery compartment on the back of the remote. Make sure the remote has a line of sight with the front of the SkyStream PRO.

### 5 CUSTOMER SERVICE

For customer support on your SkyStream PRO please email us at [info@skystreamx.com](mailto:info@skystreamx.com) or call us at 1-888-963-9105

Also, please be sure to visit our Facebook Page and YouTube Channel for more information.

[fb.com/skystreamx](https://www.facebook.com/skystreamx)  
[youtube.com/c/skystreamx](https://www.youtube.com/c/skystreamx)

[WWW.SKYSTREAMX.COM](http://www.skystreamx.com)

### 6 DEVICE SETUP

#### 1 CONNECTING TO YOUR TV - HDMI

Please connect the SkyStream Pro to your TV using the included HDMI cord. Connect the other end of the HDMI cable to the HDMI port on the SkyStream Pro. Be sure to change your TV to the correct Source for the HDMI port chosen using the Source or Input button on your TV remote.

#### 2 CONNECTING POWER

Using the power supply that came with your SkyStream Pro, Plug the Pro pronged end into your houses power socket. Connect the other end of the power supply into the Pro's power input (Labeled DC)

#### 3 LET THE PRO BOOT AND LOAD TO THE REMOTE PAIRING SCREEN

After plugging in your SkyStream Pro, you will see a blue LED clock light on the front of your unit indicating that your SkyStream PRO is on. Allow your SkyStream PRO to boot to the Remote Pairing screen.

#### 4 REMOTE PAIRING

Make sure the remote control is close to the box and has batteries inserted into it. Press the OK button once to pair the remote. The remote will pair automatically.

#### 5 CHOOSE YOUR PREFERRED LANGUAGE.

### 6 DEVICE SETUP

#### 6 IF YOU HAVE AN ANDROID PHONE

Click on CONTINUE to finish setting up your device. If you do NOT have an Android Phone click on SKIP.

#### 7 ANDROID PHONE SET UP

Follow the on screen prompts exactly.

#### 8 NO ANDROID PHONE SET UP

Choose your Wi-Fi Network. Enter your password EXACTLY! Wi-Fi passwords are case sensitive. So, make sure you enter capital letters and symbols exactly. When complete, click on the green arrow on the on screen keyboard.

#### 9 SIGNING INTO GOOGLE

You can use your Android phone or computer to do this. If you choose this method follow the on screen prompts. To sign into Google using the remote you will need to enter your Gmail email address and password manually.

#### 10 FOLLOW THE REST OF THE ON SCREEN PROMPTS

until you reach the home screen.

### 8 DEVICE CUSTOMIZATION & OTHER STREAMING APPS

Phone Support for the SkyStream Pro for free for 30 days! After 30 days in order to access phone support you need to purchase our Extended Care plan. Email and Chat support is Free. It is highly suggested that you join our customer run Facebook support group!!!

This group is full of veteran streamers that can steer you in the right direction of any customization and apps that you may want to use or have used in the past. MAKE SURE you answer all 3 questions when joining the group or you will not be accepted. This is to reduce spam and is strictly enforced.

#### GROUP 1 (MAIN GROUP)

[www.facebook.com/groups/beststreamingbox/](https://www.facebook.com/groups/beststreamingbox/)

#### GROUP 2 (SECONDARY GROUP)

[www.facebook.com/groups/awesomestreamingbox/](https://www.facebook.com/groups/awesomestreamingbox/)

### 9 FREQUENTLY ASKED QUESTIONS

**CAN I DOWNLOAD OTHER APPLICATIONS AND GAMES?**  
Yes, you can download apps or games from the Google Play Store or from the APKPure application that comes preinstalled on your SkyStream PRO.

**HOW CAN I CHECK MY INTERNET SPEED ON THE SKYSTREAM PRO?**  
In the App Drawer, we have preinstalled a speed test application - please click on this to run a speed test. We recommend 10 Mbps or higher for an optimal streaming experience. If you are getting less than 10 Mbps we would recommend getting faster internet speeds from your provider, moving the SkyStream closer to your Wi-Fi router or using an Ethernet cable to connect your SkyStream to your router. For more information on internet speeds and Wi-Fi trouble shooting please refer to the user manual.

**WHO SHOULD I CALL TO GET SUPPORT?**  
Email or Call SkyStream - [info@skystreamx.com](mailto:info@skystreamx.com) or call us at 1-888-963-9105 30 day Free Phone Support. SkyStream is the only company that can provide support on the SkyStream PRO - Amazon or Ebay cannot provide support - if you are experiencing any issues, call or email SkyStream directly.

**WHERE ELSE CAN I FIND INFORMATION ON USING MY SKYSTREAM PRO?**  
We have lots of informative videos on our YouTube channel. Search for SkyStream on YouTube and click on our channel. You can visit the support section of our website. You can visit our blog.

