

Skystream Pro User Manual



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Tutorial Videos

We have created many tutorial videos to get you set up and to learn how to use your SkyStream Pro to its full potential. Please visit [www.youtube.com/ user/skystreamtechnology](http://www.youtube.com/user/skystreamtechnology) or just search for SkyStreamX and find our Youtube Channel.

Initial Setup

Press the OK button on your remote control once to pair the remote to the box.

Choose your language

You can set up your SkyStream Pro with an Android Phone or Tablet. If you choose to set up the device like that, please follow the onscreen instructions.

Or you can just enter your Google account / Gmail account information on the later in the setup process.

Find your Wi-Fi network and click on it

Enter your Wi-Fi password. It is very important that you include any capital letters, symbols or numbers exactly. This password is case sensitive and will not work unless entered exactly correct!

Here is where you will sign into your Google or Gmail account. You can use your Phone, Computer or just enter the login information using the remote control. If you choose to set it up with a computer or Android phone please follow the onscreen prompts.

SKYSTREAM

Enter your Google account or Gmail email address.

If you do not already have a Google or Gmail account, press the back button on the remote to remove the onscreen keyboard and click on Create Account. Follow the prompts and create the account.

This account is just so you are able to download applications from the Google Play store, but is required to set up the device.

Click on Accept

Click yes for Location

You can click on Yes or No to help improve Android TV. We normally click no.

Go through the tutorial on Google Assistant. Just remember that you need to press the microphone button on the airmouse remote when you want to use Google Assistant.

Choose a name for your SkyStream Device. It really does not matter what you name it.

Press the right button to walk through the tutorial

The device is now set up. Please wait while it customizes the home screen.

Please allow the device a few minutes to be loading apps onto the home screen.

SKYSTREAM

Settings

Sound

- System Sounds - Always leave System Sounds ON.
- Surround Sound – Always Leave this Auto. This will allow the device to play surround sound for video files that are in surround sound.

Apps

- This setting section will allow you to view the apps that are installed on your device.
- You can click on an app for more information on the app and some options you can do to the app. The options are listed below. DO NOT MESS WITH THESE SETTINGS IF YOU DO NOT KNOW WHAT YOU ARE DOING.
- **Open** – This will open the selected app.
- **Uninstall** – This will permanently delete the application and any data that may have been saved.
- **Clear Data** – This will delete any data saved in an app. This will make it like the app was just installed. All user data will be deleted.
- **Clear Cache** – This will delete data that the app has acquired through use. This can have adverse effects on certain apps. You can do this to the Media Center if you wish.
- **Clear Defaults** – Some apps will ask what other program you want to use to perform a certain function. An example is if you

are downloading something through an app, it may ask you what browser you want to use. Whatever you choose will become the default. This option will allow you to delete the default and be able to use a different default program the next time you are asked.

- **Notifications** – You can toggle notifications on or off for specific apps. If you log into any social media apps on the device and are getting notification sounds you can turn them off using this option.

Screen Saver

This section gives you the option to change the settings for the screen saver. The default screen saver is a clock. It activates after 1 hour of inactivity.

Storage & Reset

This section will give you the ability to see how much data is stored on your device. You can also do a factory reset in this section. (DO NOT DO A FACTORY RESET WITHOUT FIRST SPEAKING TO OUR TECH SUPPORT TEAM. YOU WILL LOSE ALL OF YOUR APPS AND DATA!!!)

Internal Shared Storage – Click on this will show you how much data and where that data is stored on your device.

Factory Reset - DO NOT DO A FACTORY RESET WITHOUT FIRST SPEAKING TO OUR TECH SUPPORT TEAM. YOU WILL LOSE ALL OF YOUR APPS AND DATA!!!)

About

This section will give you information about your SkyStream Pro. You can also restart the device from this section.

Date & Time

Automatic date & time – (Recommended) Turn this setting on will use your internet connections date and time for the device. Turning this option off will allow you to manually enter your date and time.

Set time zone – This section will allow you to set the time based on your specific time zone. The device is set to the US Eastern Time Zone by default.

Use 24-hour format – This section will allow you to toggle between 12 hour time (AM/PM) to 24 hour time / military time on your home screen.

Language

This section will allow you to change the language that the device shows. Please note that most app will show the language they were built in.

Keyboard

The device only comes with one Keyboard option. There is no reason to play with anything in this section.

Search

This section is mainly for Phones. No reason to change anything in this section.

Accessibility

This section will give you the ability to turn on Captions. However many apps and videos do not support this feature. We have no control over what apps support this feature.

Droid Settings – This is another section of Settings that Android has developed in addition to the standard settings. We will go over the features within Droid Settings below.

Display

Screen Resolution – The SkyStream Pro will automatically detect the best resolution for your TV. There is no reason to change anything in this section. Doing so may make the unit unable to display on your TV and will require a factory reset.

Screen Position – This section will allow you to zoom in or out to make the display of the unit fit your TV. After finding the right amount of zoom that fits your TV, press the back button on your remote to lock in the setting.

HDR to SDR & SDR to HDR – These settings will be automatically set properly by the device for your TV. There is no reason to change any settings in either of these sections.

HDMI CEC – This section has controls for CEC controls. If you are not familiar with HDMI CEC please do not change any settings in this section. You can research CEC controls and your TV's CEC functionality if you would like to. But the average user will have no use for this option.

Playback Settings – Leave this section alone.

Sound

Digital Sounds – This section will allow you to modify your sound output.

PCM – PCM is the default setting. This option is for when the box is connected directly to the TV with an HDMI cable for video and sound.

HDMI - This option enables the sound to be sent through an HDMI cable to a Surround Sound System. This is also known as HDMI Pass-through.

Upgrade Bluetooth Remote – Leave this setting alone.

More Settings – More settings is just another screen for the settings that have already been covered in this manual.

Add Accessory – This section will allow you to pair Bluetooth devices with your unit. When you click on it, it will automatically start

looking for nearby Bluetooth devices. MAKE SURE any device you are trying to pair is in pair mode. Please consult the user manual of the device you are trying to pair for instructions on putting that device into pair mode.

Location – The SkyStream Pro does not have a built in GPS sensor. However, you can click on Location Status and turn on the Use Wi-Fi to estimate location button. Some apps that require location will be able to use this form of location, but some apps require a GPS sensor in order to work. If an app you are using requires a GPS sensor you will need to contact the apps developer for support.

Security & Restrictions

Unknown Sources – This is set to on by default. This setting will allow you to install applications from app stores outside of the Google Play store. SkyStream holds no liability for any app that YOU install.

Verify Apps - This is set to on by default. This setting will give you a warning pop up when you try to install any app from outside of the Google Play store. SkyStream holds no liability for any app that YOU install.

Add Account

This section gives you a shortcut to some apps that require a login such as a Google account. You can also remove an account once you have logged in. This section does not really ever need to be used as most applications will prompt you to login when it is necessary.

How to put the Pro to Sleep or Power Off

Power Off – Press power button. The unit will power down completely.

Device Customization & Other Streaming Apps

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/

Group 2 (Secondary Group) -

www.facebook.com/groups/awesomestreamingbox/

Wi-Fi Trouble Shooting Guide

Enter the correct name for your wireless network

Selecting the wrong wireless network name will cause your wireless network connection to fail. If you are not certain that your SkyStream device is connected to the correct network Read Below.

When connecting your SkyStream device to your home wireless network, you will need to select the name of the wireless network. The SkyStream device scans all available networks and presents a list that is ordered by the strength of the wireless signal.

The wireless network name, sometimes called the SSID, is either the default name that was set by your ISP or router manufacturer, or the name you chose when you set up your wireless network.


How to find your wireless network name

- Check to see which network your computer or mobile device is connected to. The SkyStream device will connect to the same network.
- If you cannot remember the name of your wireless network, go to the support sites for your internet service provider or router manufacturer. Also, sometimes the default name is listed on the bottom of the router.

How to get your wireless password

- Enter the same wireless password that you use to connect your computer or mobile device to your home network.
- If you have forgotten the password, go the support sites for your internet service provider or router manufacturer. They will be able to suggest the specific methods for their products to recover the password or reset it. Sometimes the default password is listed on the bottom of the router.

Tips for entering passwords

- Passwords are case sensitive – Click the  on the on-screen keyboard to enter a capital letter.
- You must enter the password exactly as it was set. This includes and Capital letters, Symbols or Numbers.

Enter the password correctly

If you believe you know your wireless password, but it is not working, try re-entering it. It is easy to make a mistake entering your password, and remember that network passwords are case sensitive.

1. **Check to see that your router is working properly.** Using your computer or mobile device, connect to your home network and try accessing the internet by launching a public website like www.google.com. If you can connect to the internet from

another device, your router is successfully providing internet access and you can move to the next step. If you are unable to connect to the internet, try restarting your router (Tips below) before contacting your ISP.

2. **Improve the wireless signal strength.** If your password is correct and other devices can access the router, but your SkyStream device is still failing to connect to your wireless network, the most likely problem is the strength of the wireless signal. The wireless signal gets weaker the farther your SkyStream device is from your router, and with more obstacles (like walls and cabinets) between your router and your SkyStream device.
- If you can move them closer, the signal will get stronger.
 - If you can move them so there are fewer objects and walls between them, the signal will get stronger
 - Perhaps you can try moving the Skystream device closer temporarily, so as to verify that the signal strength is the problem.
 - Try re-orienting the router's antennas
 - Try moving either your router or the Skystream device. Sometimes just a few inches or feet can make a difference.
 - Try moving your router and Skystream device higher up.
 - If your router or the Skystream device is in a cabinet, take it out.
 - If the TV is between the Skystream device and the router, try moving the Skystream device so that the TV is not blocking the wireless signal.

If the wireless signal is still not strong enough, here are additional options:

- Purchase a new wireless router that provides a stronger signal, or has more reliable software. Routers do vary considerably in their quality – so read the online reviews.
- There are more advanced home network options, such as range extenders, “mesh network” routers, or powerline extenders which can increase wireless coverage within your house.
- Is Ethernet an option? The Skystream Pro has an Ethernet port on the back of the device. A hardwired connection will almost always provide faster more reliable internet speeds. Or Ethernet might be a temporary solution to verify that the wireless connection is your real problem.
- Move the Skystream Pro to a different TV that is closer to your wireless router

3. Restart your SkyStream device and your router.

- Unplug the SkyStream device from the power source, wait a few moments, and then plug it back in.
- To restart your router, check the instructions from your ISP or router vendor. In some cases, you can simply unplug it and plug it back in, and in other cases it may require pressing a reset button on the device.
- **Note:** It will take a few minutes before both devices have restarted.

SkyStream Pro Remote

The remote is connected to the SkyStream Pro via Bluetooth. It is already paired to the device and will work as soon as you insert two AAA batteries into the battery compartment and press the OK Button once.

Power Button

Turns the unit on and off

Mute Button

Mutes and Unmutes the sound. You can mute your TV and also mute your TV box. They will both have the same effect, but if you forget to unmute one or the other, you will not have sound.

Home Button

The Home button will bring you back to your Android TV Boxes home screen from anywhere in any app. This can save time from backing out of apps. Just press the home button and you are ready to jump into another app.

Cursor Lock Button

Activates or disables the remotes cursor. When activated you can move the remote control to move the on screen cursor. So let's say you just wanted to use the directional pad to navigate within a certain app, you would press this button once to lock the cursor. If you want to turn the cursor back on, simply press the button again.

Back Button

The Back Button works just like the back button on your phone. Want to jump back one spot in an app, just click it once. Want to back out of an app with break neck speed? Press the back button multiple times.

Direction Pad and OK Button

You can use the direction pad to navigate through the home screen and apps. Pressing OK button will click on apps or items within apps.

V- & V+ = Volume Buttons

These are pretty self-explanatory, but we thought we would include them to bring up a point. When using an Android TV Box you now have to different volumes that work in tandem. Your TV will have its own volume level and so will your SkyStream Pro. So if the volume output is low, you can turn up the volume either on your TV or TV Box. We recommend setting your TV volume first and then adjusting with your airmouse as this will be the remote that you will be using the most.

Microphone Button

The SkyStream Remote has a built in microphone and has voice capabilities for the SkyStream Pro. In the same way you can talk to your Android phone, you can do the same thing with our Android TV Boxes. Simply click on the Google icon at the top left of the home screen, press the voice button on the remote and tell Google what

you want. The options are pretty endless. Have fun and play around with it.

Apps Button

This button will bring you to the apps section where you can open any app that you have installed. This button makes it easy to switch from app to app quickly.

Netflix Button

This button will open Netflix.

Google Play Button

This button will open the Google Play store. This is where you can download new apps. If an app that you want to install is not in the Google Play store, you will be able to find it by searching in the APKPure application that is preinstalled on your SkyStream Pro.

Youtube Button

This button will open the Youtube application.

Disclaimers

IMPORTANT – Skystream does not condone using any applications to facilitate watching pirated copy written material. The Skystream Pro was designed to allow the user to stream legal content through official applications that may require a subscription.

Skystream does not provide any support or direction in finding pirated content through any applications.

The SkyStream Pro does not provide any type of bypass or hacks that allow you to use subscription based applications for free. If an application requires a subscription to use the application you will need to get a legitimate subscription in order to use that application.

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