

Skystream TWO User Manual



Table of Contents

- **Connecting to the Internet - 3**
- **Setting Date and Time (Important) - 3**
- **Home Screen Apps - 4-5**
- **How to add and remove apps from the bottom row - 5**
- **Settings - 6-11**
- **Unit On & Off / Sleep Settings - 12**
- **Media Center Troubleshooting – 13-15**
- **Wi-Fi Troubleshooting – 16-19**

Connecting to the Internet

Wi-Fi - Go to Settings -> Network -> Wi-Fi -> Wi-Fi should be turned on by default, Wait a few moments for the device to find your Wi-Fi network. If the Wi-Fi is turned off click on Wi-Fi to turn it on. Click on YOUR network and enter YOUR password (Wi-Fi passwords are case sensitive!).

LAN/Ethernet - Connect your own LAN/Ethernet cable (Not included) to the box from your router, go to Settings -> Network -> Scroll down to Ethernet and make sure it is connected.

Setting Date and Time (Very Important)

Setting the correct date and time – IMPORTANT DO NOT SKIP THIS STEP!

Go to Settings -> Date & Time -> Click on Automatic Date and Time -> Click on Use Network Provided Time. Use the Back button on the remote to exit to the Home screen.

Home Screen Apps

Chrome – This app is the default web browser.

Fast – This is a speed test app so you can see how much internet speed is actually getting to the device. We recommend 10 Mbps or faster.

Media Center – This is the default Media Player. (Do not forget to run the Media Center Updater app to install all of the content providing applications.)

Netflix – This is the official Netflix app. (Subscription Required)

Google Play – This is the unit's app store (Free Google Account required). This is where you can download a huge amount of Android apps and games.

Amazon Instant Video – This is the official Amazon Instant Video App (Amazon Prime Subscription Required).

Quick Support – This application is used by our support team if we need to log into your device to provide a fix or update something. This app will

not do anything on its own. A customer support representative will give you instructions on how to open this app if necessary.

Media Center Updater – This application is where you will install all of the content providing applications to the Media Center. This is also where you will go to update the Media Center when we push out updates.

Sling TV – Sling TV is a live TV application that requires a paid subscription to use. You can visit Sling.com for more information on their different packages.

YouTube – YouTube is a video streaming application owned by Google. There is an endless amount of content in this application.

All Apps (Home Screen Section)

Clicking on All Apps will bring you to a screen that will show you all of the apps that are installed on the SkyStream TWO.

How to add and remove apps from the bottom row of apps on the unit's home screen.

Click on the plus sign on the right side of the row or apps. A fold will open from the bottom of the screen that shows two rows of apps. You can click down to see the other apps that are installed.

To remove an app find the app that you want to remove. It will have a green check mark. Click on the app to remove the check mark. Press the back button and the app will be removed.

To add an app find the app you want to add. Click on the app and make sure the green check mark appears. Press the back button and the app will be added.

Note – You can only have 10 apps shown on the bottom row of apps. If you try to add more than 10 you will get a pop up telling that there is no space for the app.

Settings

Sound

- System Sounds - Always leave System Sounds ON.
- Surround Sound – Always Leave this ON. 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. **DO NOT EVER DO THIS FOR THE MEDIA CENTER!!!**
- **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 TWO. 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.

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 TWO 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.

SPDIF RAW – This option enables the sound to be sent through an Optical Audio cable to a Sound Bar or Surround Sound System. This is also known as SPDIF Pass-through.

HDMI RAW - 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 bluetoothremote – 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 TWO 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 TWO to Sleep or Power Off

Airmouse Remote

Sleep – Press the cursor button to make sure the cursor is off. Tap the red power button once. The unit will go into sleep mode.

Power Off – Press and hold the red power button. A pop up will appear asking if you want to Power Off or Restart. Highlight Power Off and press the OK button. The unit will power down completely.

Stock Remote

Sleep - Tap the power button once. The unit will go into sleep mode.

Power Off – Press and hold the red power button. A pop up will appear asking if you want to Power Off or Restart. Highlight Power Off and press the OK button. The unit will power down completely.

Media Center Troubleshooting

How to stop a link that is working for a long time

The X button on the Airmouse Remote can be used to stop a link if it is stuck “working.” Please note that while this normally works, there are times when it will not work and you will have to wait until the link connects or fails to connect.

How to get the status bar to disappear faster while watching a video

Airmouse Remote – To get rid of the status bar that appears when you first start a stream, simply press the cursor lock button and then the back button. This will make the status bar go away.

Stock Remote – Simply press the back button once.

I get a black screen when I open the Media Center

This can happen if you do not close the Media Center properly by clicking on the power icon at the bottom left of the screen and letting the program close on its own. To fix the black screen, press the home button on your remote, click on settings, click on apps, scroll over down to Media Center and click on it. **DO NOT CLICK ON CLEAR DATA!!!** Doing this will delete all of your applications, favorites, accounts and anything else you have set up in the program. Click on clear cache. Then click on force stop. Now press the home button your remote and open up the program again. It will do a first run and then will open to the home screen.

My Media Center screen is small and on the left of my TV

You accidentally hit the \ key on your remote or keyboard. You are in what is called Windowed Mode. To get back to the full screen mode, simply press the \ back button once and you will be in full screen mode.

I have no sound in the Media Center

1. Make sure your volume is turned up on your TV or sound system.
2. Press the volume up button your Skystream remote, Airmouse or Keyboard.
3. If neither of those work, try pressing the mute button on your remote.
4. If none of those worked press the F8 on your keyboard. This is the mute button in the Media Center.

The audio is ahead or behind of the video

This can happen on certain links. Honestly the best way to remedy this is to exit that stream and choose a different one.

But you can adjust the Audio Offset and try to make the audio and video sync up better.

Airmouse Remote or Keyboard – Press the A button. You will see an audio offset pop up at the top of the screen. Press the left or right buttons to move the audio forward or backwards. Give the stream a second to adjust before adjusting again.

Stock Remote – Press the Select button on the remote to bring up the status bar. Press the right button to move the selected button to the speaker / sound icon and click on it. A large pop up will appear. Click down to Audio Offset and click on it. Now a smaller pop will appear. Press the left or right buttons to move the audio forward or backwards. Give the stream a second to adjust before adjusting again.

Links that ask you to Pair

Certain link sources will ask you to pair in order to be able to view their stream. The easiest way to not have to pair to watch a link source is to simply choose another link.

However if you want to pair and watch that particular stream it is actually pretty easy. Use another device such as a phone, tablet or computer. Type in the website address that is listed on your TV screen and click enter. The website will have a button somewhere that says pair device. Click that button and your stream should begin playing on your TV. Please note that the pairing on most websites is normally only good for 4 hours.

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 (Sold at www.skystreamx.com) which can increase wireless coverage within your house.
- Is Ethernet an option? The Skystream TWO 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 TWO 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.

Disclaimers

IMPORTANT – The Media Center is the only media center that we support on the SkyStream TWO. We do not support any other Media Center applications as they may not work. Please do not install other Media Center programs to replace the Media Center!

IMPORTANT – You MUST run the Updater App prior to using the Media Center application. Please refer to the Quick Start Guide for instructions on how to run the Updater App.

IMPORTANT – All of the settings in the Media Center have been optimized for your SkyStream TWO. Please do not modify any settings within the Media Center.

IMPORTANT – All of the applications within the Media Center app are developed and maintained by third party developers that have no affiliation with SkyStream. Certain applications can go down from time to time. SkyStream has no control over these applications and cannot fix them. Most applications are fixed quickly by the developer, but as we have no affiliation with any developers we have no way to provide timelines for fixes. If an application is not working, use a different application in that section of the Media Center and check the non-working application every other day to see if the developer has fixed it yet.

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



www.skystreamx.com

www.facebook.com/skystreamx

888-963-9105

© 2017 SkyStream Technologies, LLC. All rights reserved. SkyStream Technologies or products developed by SkyStream Technologies does not promote, suggest the facilitation of, or actively enable the infringement of or unauthorized access to digital media or other protected content. SkyStream, the SkyStream Logo, SkyStreamTV, “Now This is Streaming” and “Stream TV and Watch Movies Online” are trademarks and/or registered trademarks of SkyStream Technologies, LLC in the United States.

