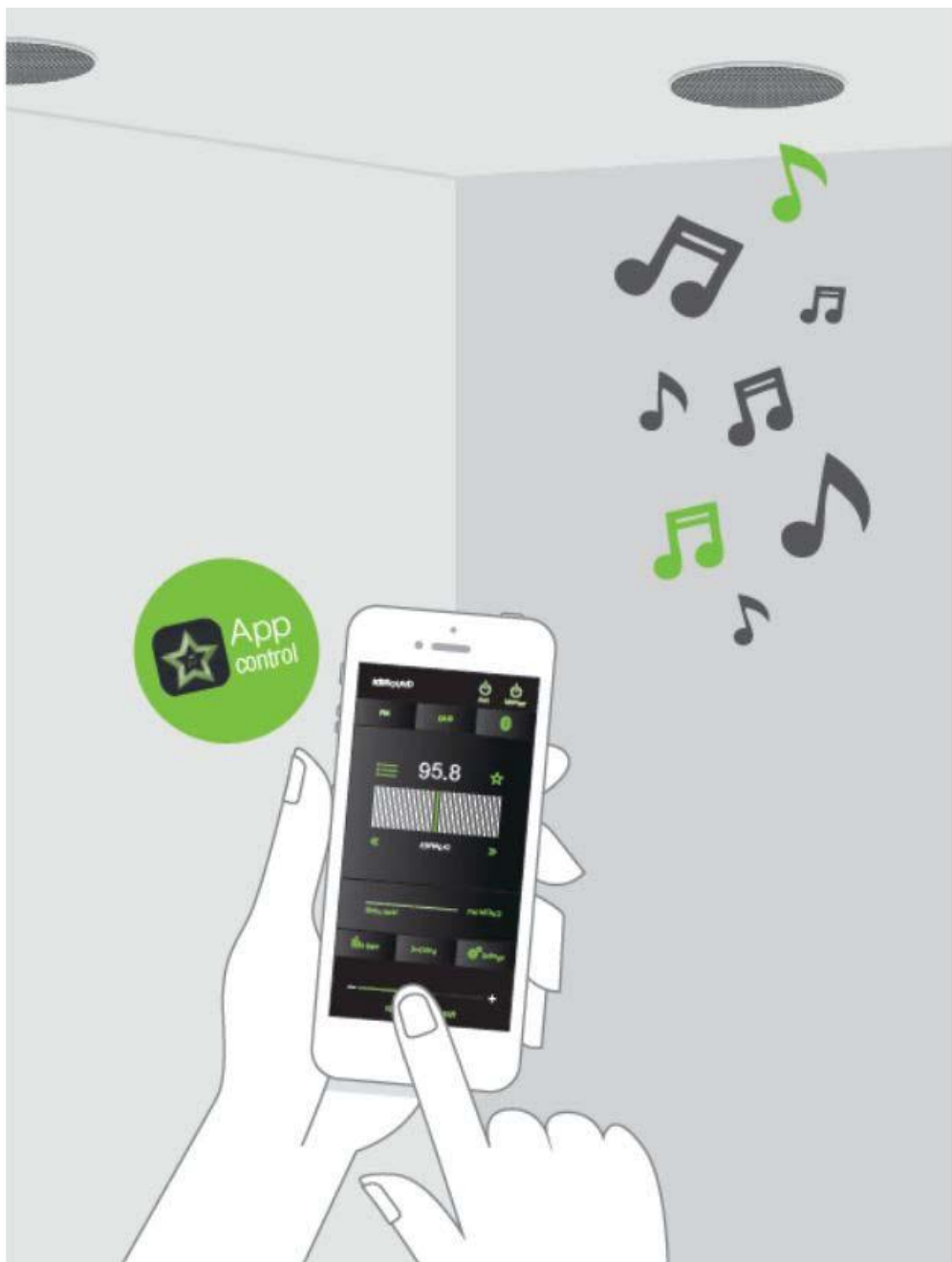


# FAQ's



KBSOUND®  
**STAR**

## 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.

## 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.

## 3. 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.

## 4. 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.

## 5. 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.

## 6. RECEIVE A CALL WHEN LISTENING FM/DAB

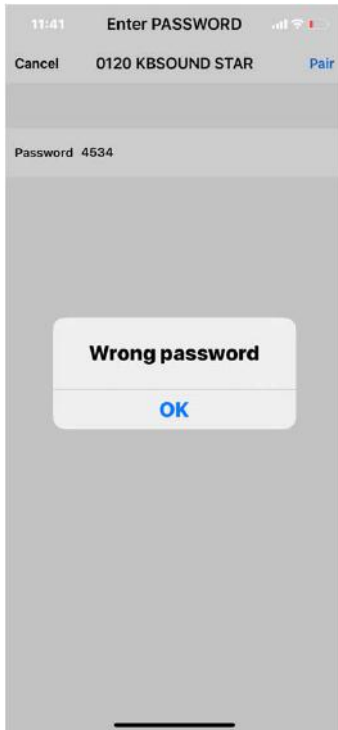
Take note that the FM/DAB is not paused when the device receives a phone call.

## 7. APP PAIRING FAILURES

a). When an incorrect password is introduced and the correct password is immediately reintroduced, sometimes the App will not connect.

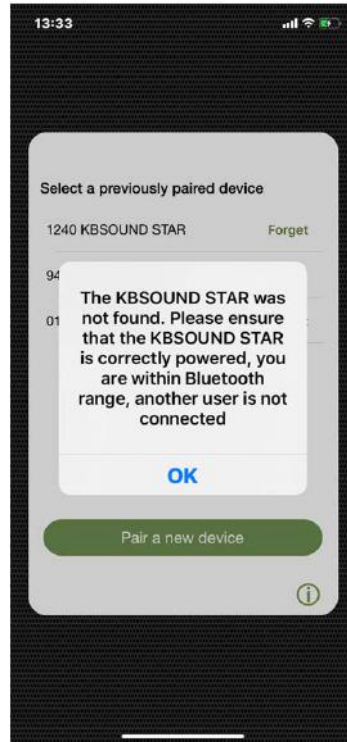
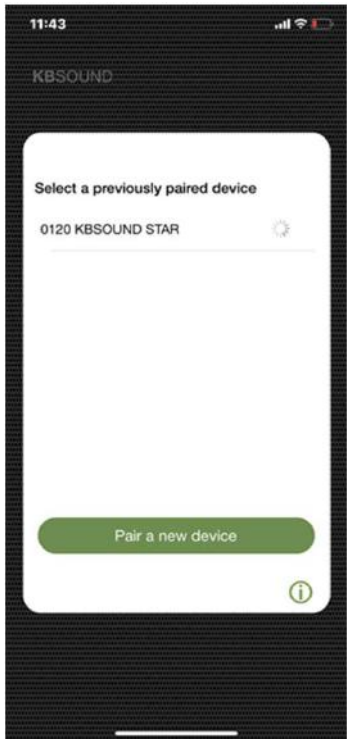
b). Sometimes the initialization of the App is incorrect and the warning:

***“Unable to connect with the device” or “Unable to pair”*** is shown.



c). When the App initiates you may find that it freezes in a “loading” status. In addition, the App may lose its connection with the STAR MASTER and cease to function.

Please note that the Bluetooth connection (BLE) 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.



In these cases:

- Close the App (important: do not send it to background). 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 device user manuals.
- 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.

If the problem persists continue with the following steps:

- Forget the Bluetooth device in the device Bluetooth settings menu.
- Close the App (important: Do not send it to background) and wait 2 minutes.
- Pair again the Bluetooth device in the Bluetooth setting menu.
- Re-open the App and pair again.

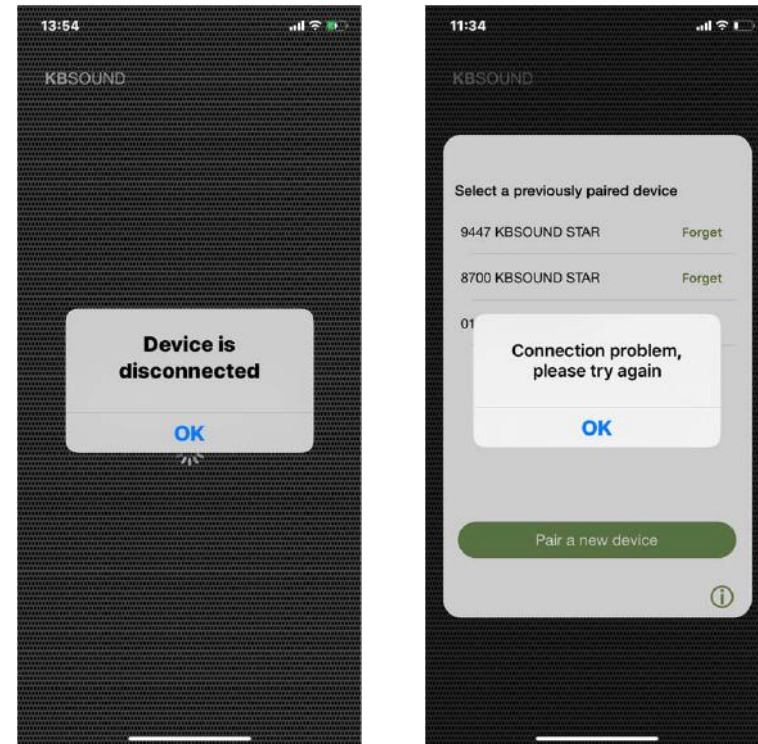


In Android, if no device is discovered when pressing the re-scan button in the “Pair a New Device” screen, be sure that the Location service is enabled in the smartphone settings menu. BLE connection requires Location service enabled.

## 8. APP CONNECTION FAILURES

If the App has connection issues, the messages “Device is disconnected” or “Connection problem, please try again” appear on the screen. Press OK and select again the KBSOUND STAR with which you want to connect. If it does not reconnect then perform the following steps:

- Close the App (important: Do not send it to the background).
- Turn OFF the Bluetooth in the IOS/ANDROID Bluetooth Settings Menu. Wait 2 minutes.
- 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 *user manual chapter 4*).



If keeps disconnecting:

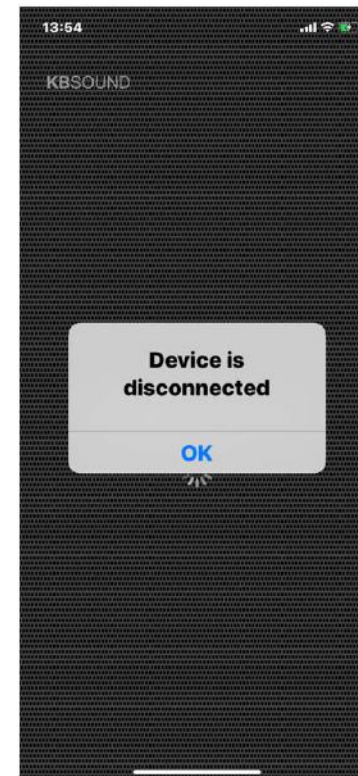
- Reset the MASTER to factory default (See *user manual chapter 14.3*).
- Power off the MASTER, wait some seconds and power on again.
- Repeat the pairing process.

## 9. APP CONNECTION INTERRUPTED

When the App (BLE) and the Bluetooth audio streaming (A2DP) are in different devices, one of them sometimes can interrupt the App communication although, the Bluetooth Audio streaming keeps playing.

In that case do the following:

- Close the App. (Important: do not send it to the background).
- Turn OFF the Bluetooth in the iOS/Android Bluetooth settings menu.
- Turn OFF the Bluetooth in the external device (audio source). Wait 2 minutes.
- 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 iOS/Android device is in range with the MASTER and the MASTER is correctly powered (this can be checked with the Remote Control Accessory if available).
- Turn ON and connect the Bluetooth in the external device (audio source) which is going to send the streaming (A2DP).
- Open the App (BLE) and select Bluetooth audio channel.



If keeps disconnecting:

- Reset the MASTER to factory default (See *chapter 14.3*)
- Power OFF the MASTER, wait some seconds and power ON again
- Repeat the pairing process

## 10. ISSUES WHEN CONNECTING BLUETOOTH

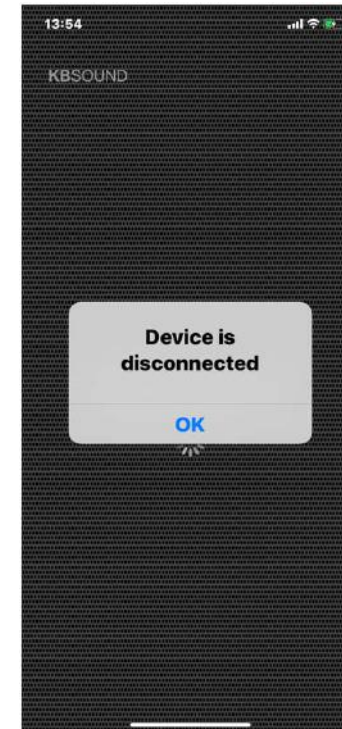
Sometimes a Bluetooth device previously paired can request the password again to reconnect with the MASTER. This is originated by the Operating System inside the device and the MASTER has no control over this. Re-entering the password will allow you to continue managing the device correctly.

## 11. 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 user manual chapter 14.3*).

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 user manual chapter 14.3*).



## 12. 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 user manual chapter 9).

When an iOS device has been disconnected manually by the user (see user manual chapter 10), 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.

## 13. 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.





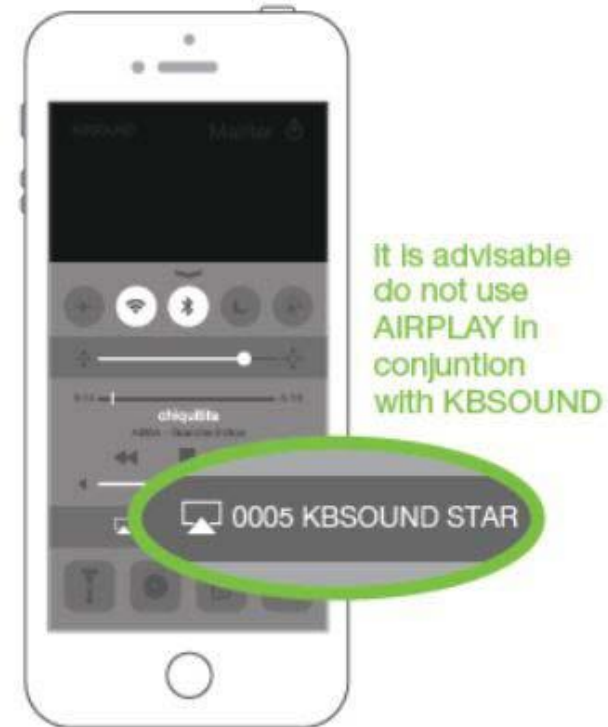
#### 14. MULTI-MASTER CONNECTION RELATED TO BLUETOOTH AUDIO STREAMING (A2DP PROFILES)

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, means the STAR App.

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.



## 15. 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 favourite player.

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).

## 16. WHAT TO DO WHEN PASSWORD IS LOST OR FORGOTTEN

If the user has lost or forgotten the password, there are 3 ways to recover it:

- a). If available use the IR Remote Control unit, press key number 3 (See user manual chapter 16).
- b). Look for the label provided in the “Quick reference guide” or access to the label on the electronic module (see user manual chapter 4). Note that the ID and password in this label are the factory default. If user has changed and forgotten them it is necessary to reset the unit to the factory default. (See user manual chapter 14.3).

c). If ID and password have not been edited by the user (they are the factory default), there is another way to recover ID and password, using an Android device:

- Download any app that scans the Bluetooth devices in range: Bluetooth MAC Address Finder, Bluetooth Scanner, BLE Scanner, Blue Scan, Light Blue, although there are many others (note that there are no similar apps in IOS because Apple does not allow to access the MAC in the devices).
- Open the app and look for the XXXX KBSOUND STAR that you want to know the password. Note that the XXXX KBSOUND STAR is the factory default ID. If the user has edited this ID, it is necessary to reset to the factory default settings (see user manual chapter 14.3).
- Take note of the MAC address of the KBSOUND STAR: this is a set of 12 letters and numbers (for example: 8C:DE:52:AD:BB:84).
- Contact with EISSOUND Tech department. We will calculate and tell you the default password for your STAR Master.

## 17. 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).

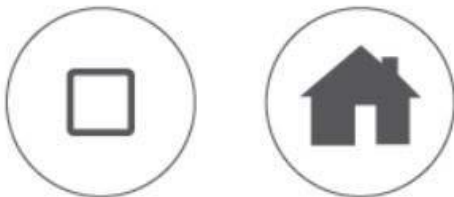
## 18. iOS AND ANDROID MULTITASKING

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 device user manuals.



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