

The logo for Xumo features the word "xumo" in a bold, lowercase sans-serif font. The letter "x" is stylized with a pink upper-left triangle and a teal lower-left triangle. Below "xumo" is the text "STREAM BOX" in a clean, uppercase, sans-serif font.

**xumo**  
STREAM BOX

USER MANUAL

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Images throughout this document are for illustrative purposes only and may differ from the actual device.

# Important Safety Information



## **Warning: Risk of Injury to Person or Property**

Your Xumo Stream Box XiOne (“Device”) has been manufactured and tested with your safety in mind. The triangle symbol with the exclamation point is used and intended to alert you to the important safety information contained in this manual.

Please read the safety information, warnings, and user instructions carefully before installing or using your Device. Follow and heed all warnings and instructions. Failure to follow the safety warnings, precautions and instructions could result in serious injury to persons from electric shock and/or property damage from potential fire hazards.

Connect your Device only as instructed in this Manual. The operating temperature for your Device is 32-104 degrees. Do not operate your Device outside of this temperature range.

To avoid possible damage to the internal hard drive, do not pick up or move your Device while it is connected to the power supply. If you want to move your Device, stop any streaming activity, turn off your Device, and wait at least 60 seconds before disconnecting it. You should handle your Device with care so as not to create any internal or component damage.

If your Device or power supply appears to be damaged, do not use it or stop using it immediately. If it is safe to do so, turn off the Device and disconnect it from the electrical socket. Contact us at [www.xumo.com/support](http://www.xumo.com/support). Do not perform any service on your Device yourself. Doing so will invalidate the limited warranty.

Keep this manual and these safety instructions for future reference.



## **Caution: Risk of Electric Shock**

The triangle symbol with the lightning flash is used and intended to alert you to the risks of electrical shock to persons and for property damage or injury from fire hazards. Please be advised that there are uninsulated wires and therefore potentially dangerous voltages within your Device’s power supply that may present a risk of electric shock to persons.

To avoid the risk of electric shock or fire, do not remove the cover of your Device. Do not insert metal or flammable objects into the Device.

To ensure correct operation of your Device, and to avoid the risks of electric shock or fire, use only the power supply unit provided with your Device. If you use an unapproved alternative, you will invalidate the limited warranty.

Do not let your power supply cord bend sharply or be otherwise damaged. Damaged wires and/or conductors in the power supply cord can arc and lead to fires.

Never connect your power supply to a socket that has come loose or is damaged as there may be a risk of electrical shock or fire.

Connecting the power supply cord to the electrical socket incorrectly may present a risk of electric shock or fire.

Do not overload electrical outlines, extension cords, or other power outlets as this may present a risk of electric shock or fire.

# Important Safety Instructions

## A. Power Supply

1. Follow all instructions before connecting the power supply to the Device.
2. Ensure that your power supply cord is plugged into a properly wired electrical outlet. If the outlet is not properly wired, sparking, arcing and/or fire or electrical shock may occur.
3. Avoid damage to the power supply cord. Protect the power supply cord from being walked on, pinched, kinked, twisted, or bent.
4. Keep the power supply cord away from heat sources such as a radiator or heater to prevent the insulation from becoming damaged or melted.
5. Always unplug the power supply cord by holding the plug. Do not unplug the Device by pulling on the cord.

## B. Device Placement

1. Install the Device and the power supply source indoors.
2. Place your Device on a hard and smooth surface.
3. Do not place your Device on soft furnishings, carpet, delicate surfaces including antique or veneered wood or other temperature sensitive surfaces to avoid damage to the surface.
4. Keep your Device and power supply away from extreme heat sources.
5. Do not place your Device near open flames, including candles.
6. Keep your Device and power supply away from damp areas and sources of water.
7. Do not put anything filled with liquid on top of the Device (such as a vase with flowers). If liquid does enter the Device, unplug it immediately from the main outlet taking all necessary precautions to avoid getting an electric shock and contact us at [www.xumo.com/support](http://www.xumo.com/support).

## C. Ventilation

1. Keep your Device well-ventilated.
2. Confirm that the ventilation openings are not blocked.
3. Maintain a minimum distance of 2 inches on all sides of your Device for sufficient ventilation.
4. Do not place the Device in a confined or enclosed space or stack other electronic equipment on top of the Device or below it.
5. Do not cover the ventilation openings with items such as books, tablecloths, curtains, or other fabrics.

## D. Cleaning

1. Always unplug your Device from the electrical socket before cleaning.
2. Dust and clean the Device only with a soft, dry cloth.
3. Do not use cleaning fluids or solvents.

## E. Children and Pets

1. Keep the Device, the power supply cord, and the remote control out of reach of children and pets.
2. Do not place your Device on an unstable or uneven surface. Your Device could fall and cause injury to a child or adult or damage your Device.

## E. Batteries

1. The batteries used in your remote control must be kept dry and not exposed to excessive heat, including the sun, a heat producing appliance or other similar sources.
2. Replace the batteries supplied only with equivalent type AAA batteries as described later.

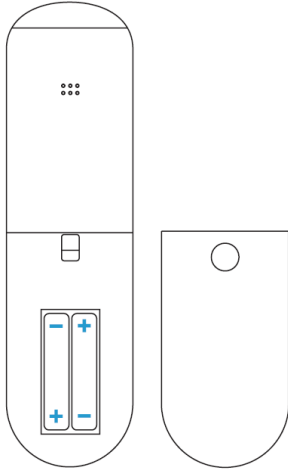
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# Welcome to your Xumo Stream Box!

## **All You Can Stream™**

Xumo Stream Box is a streaming device that plugs into any TV, so you can access all your streaming services. All the apps are ready to watch without downloading, so it's simple and fast to watch your favorites. Search easily for shows across apps just using your voice. With the My List feature, you can save your favorites across your apps in one place, and even create different lists for your family members. Plus enjoy 300+ free channels with Xumo Play, our streaming service. Experience All You Can Stream™ with the Xumo Stream Box.



## Setting up your remote

Before you can use your remote, you'll need to insert the batteries. To do that:

1. Push the battery cover down and slide it off the remote
2. Insert the 2 included AAA batteries, making sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment
3. Slide the battery cover back onto the remote

### **Be careful when handling batteries!**

- Remove the batteries from your remote if you don't plan on using it for a while
- Don't mix old and new batteries
- Don't mix alkaline, standard (carbon-zinc), or rechargeable (NiCad or NiMH) batteries
- Properly dispose of old batteries in a designated area – don't throw them into a fire or in the garbage
- If the batteries leak, be sure to clean the battery compartment and wash any skin that might have come in contact with battery chemicals
- Contact your TV manufacturer and stop using your remote immediately if it gets warm or hot during use

## Pairing your remote

Before using your remote, you'll need to pair it with your device.

### Pairing your remote to your Xumo Stream Box

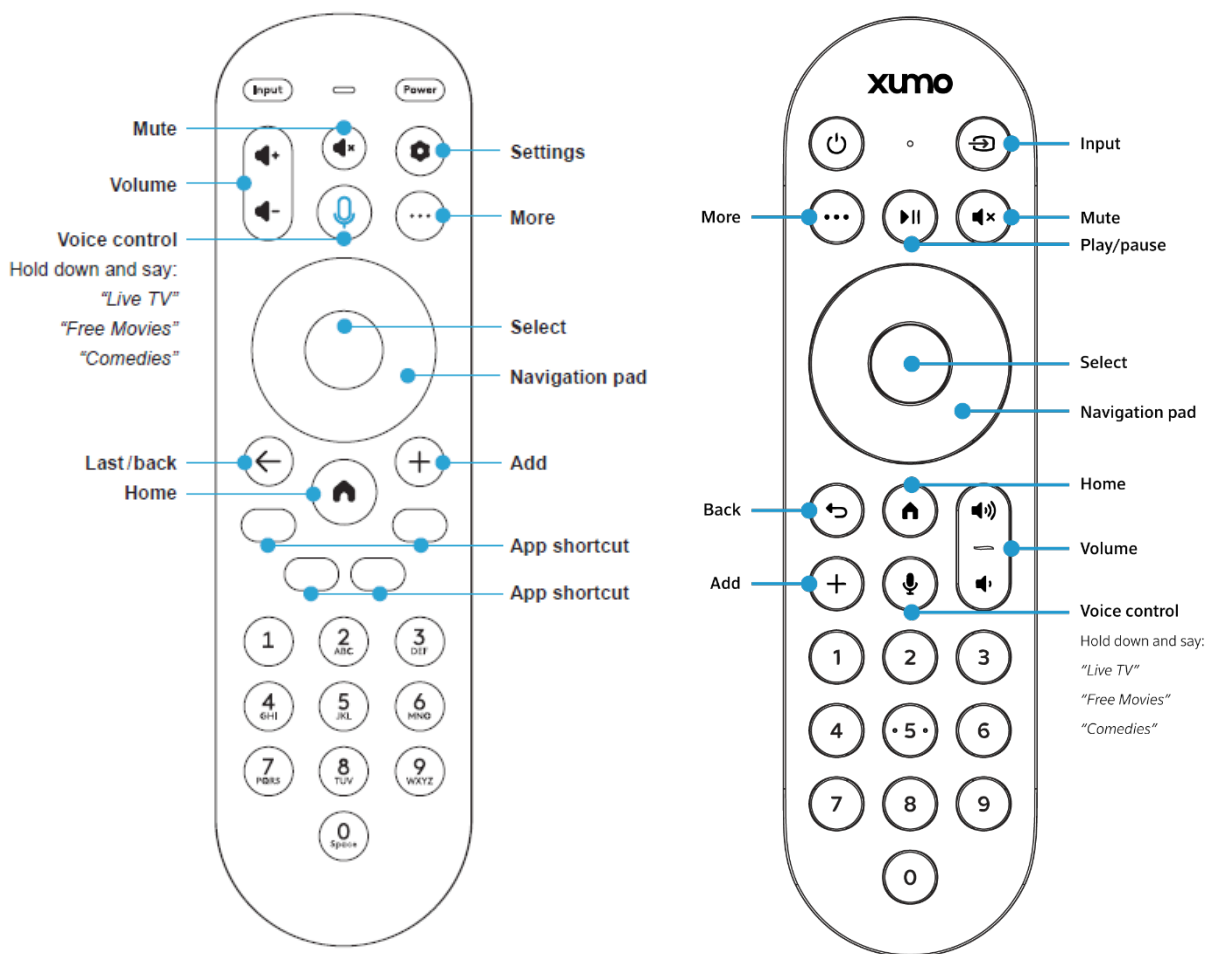
If you put batteries into your remote within 15 minutes of plugging in your TV for the first time, your remote will automatically pair to your TV.

## Resetting your remote

Resetting your remote could also help resolve most issues.

1. Hold the ← and + buttons on your remote until the LED at the top of the remote turns GREEN
2. Press 9, then 8, then 1
3. Wait for the LED at the top of the remote to flash RED to finish resetting your remote

## Using your remote



*Images throughout this document are for illustrative purposes only and may differ from the actual device.*

Your remote's buttons are outlined above. To learn more about what your remote can do, see the guide below.



**Input:** Change your TV's input so that you can use connected devices like media players, gaming systems, and sound systems

**Power:** Turn your Xumo Stream Box on and off

**Volume:** Make your TV louder or softer

**Voice control:** Search across your apps and control your device with just your voice – just press and hold the button, say a command, then release it

**Mute:** Turn your TV sound on and off

**Settings:** Press once to open the Settings menu, or press twice to access your accessibility shortcut

**More:** See more options like program descriptions depending on which screen you're on

**Navigation pad:** Select up, down, left, and right.

**Select:** Confirm your selection

**Last/back:** Return to the previous screen

**Add:** Add the TV show or movie you've selected to My List

**Home:** Return to the home screen

**App shortcuts:** Launch the labeled app when your Xumo Stream Box is connected to the Internet

## Turning your Xumo Stream Box on or off

To turn your device on, connect the power cord to the back of the device, then plug the power cord into a power outlet. Once the TV is plugged in, press **Power** on your remote.

To turn off your Xumo Stream Box, press **Power** on your remote.

# Setting up your Xumo Stream Box

When you first turn on your Xumo Stream Box, you'll get step-by-step instructions on how to set it up. These instructions include how to connect your device to the Internet and more.

To use your Xumo Stream Box, you must connect your device to the Internet. You will need the following:

- WiFi network name (SSID) and password **OR** an Ethernet cord (not included)

Then you will connect the HDMI cable to your Xumo Stream Box and TV, then plug the power supply into an electrical outlet. You can turn on your TV and select the correct HDMI source using INPUT or SOURCE on your TV or TV remote. Then, follow the onscreen instructions to pair your remote and activate your Xumo Stream Box.

Once you're done setting up your TV, you'll be directed to the home screen.

## Connecting your Xumo Stream Box to the Internet

Connecting your Xumo Stream Box to the Internet gives you access to all the things that make your Xumo Stream Box smart, including apps, voice controls, and more. When you first turn on your device, you'll be prompted to connect your device to the Internet.

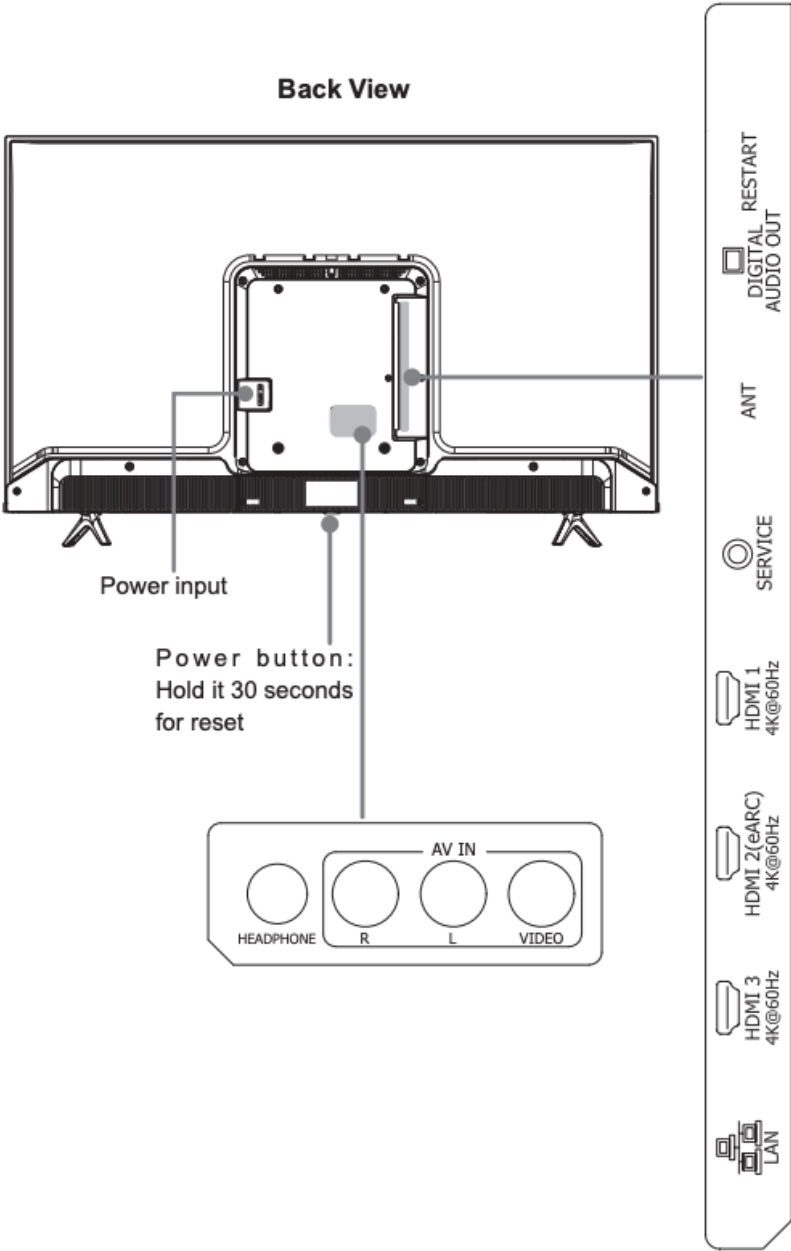
### Connecting to a WiFi network

1. Go to **Settings > Network > Connect to a WiFi network** on your TV
2. If you have a WPS modem or router, click **Connect using WPS** and follow the on-screen instructions
3. If you don't have a WPS modem or router, choose your WiFi network from the list of available networks
4. If you don't see your WiFi network name or if it's hidden (SSID), click **Connect to a private network** and enter your network name
5. Enter your WiFi password

### Connecting to a network using an Ethernet cord



1. Go to **Settings > Network > Connect using Ethernet** on your TV
2. Plug one end of your Ethernet cord into your TV's **LAN** port
3. Plug the other end of your Ethernet cord into your modem or router's **LAN** port

# Connecting your Xumo Stream Box to your TV



*Images throughout this document are for illustrative purposes only and may differ from the actual device.*

## Navigating your home screen


When you first turn on your Xumo Stream Box, you'll get step-by-step instructions on how to set it up. Once you're done, you'll be directed to the home screen. You can also return to the home screen at any time by pressing the home button  on your remote. If your TV is connected to the Internet, you can also go home by pressing and holding the voice control button  on your remote and saying, "Home screen" or "Home."

### Navigating your home screen when your TV is online

When your TV is connected to the internet, your home screen gives you access to:

- **Home Screen Top Row:** Your recently watched titles and recently used inputs
- **Popular apps:** Fan-favorite apps like Netflix, YouTube, Disney+, Peacock, Hulu, and Prime Video
- **Movies and TV:** Grouped titles so you can see what's trending, the hottest movies by genre, and more
- **TV Guide:** For your primary video service, whether Xumo Play or another provider, the TV Guide shows the currently playing and upcoming shows across your provider's channels.
- **Inputs:** Recently used inputs such as other HDMI devices

# Using Settings

Customize your preferences in **Settings**. To view and change your settings, press the settings button on your remote, or go to the home screen and select the settings icon. If your Xumo Stream Box is connected to the Internet, you can also press and hold the voice control button  on your remote and say “Settings.”

See the guide below for more information on each setting.

## Picture and sound

Adjust your picture and sound preferences, including:

- **Picture settings:** Configure your picture resolution settings using preset modes.
- **Sound settings:** Adjust your preferred audio language (where available), to any of English, Italian, German, French, Spanish, Irish, Scots, Welsh, Punjabi, Hindi, Urdu, Portuguese, Chinese, Arabic, Bengali, Russian. Adjust your digital sound output for external audio devices, and setup an audio delay, if you are experiencing sync issues.

## Network

See whether your device is online or offline, and set a device location to help organize multiple devices. If your device is online, you can find your network details under network. If it's offline, you can connect to a Wi-Fi network or connect to your network using an Ethernet cord. If you need help, refer to the **Connecting your TV to the Internet** section.

## Accessibility

Change your accessibility preferences, including:

- **Audio Description (AD/SAP):** Narrate TV programs and movies with audio descriptions of key visual elements.
- **Beep on audio description:** Hear a beep if the channel you are on is showing an audio described program.
- **Closed captions:** See a visual display of the audio portion of video programming.
- **Customized caption style:** Adjust the font style, size, color, opacity, and background color of closed captions.
- **Highlight programs:** Highlight programs in the TV guide which have closed captions and/or audio description.
- **High contrast:** Make text easier to read.
- **Voice guidance:** Supported content on screen, such as menus, will be described audibly.

## Connected Devices

Connect your remote to your device.

## Parental

Set parental controls to restrict purchases on your device and block access to selected apps.

- **PINs:** Set up your parental control PIN and purchase PIN, and turn it on or off.

## Privacy

Manage privacy preferences, including:

- **Recent history:** Show what you've recently watched across apps and channels.
- **Allow app data to improve my experience:** Choose which apps can share what you watch and purchase within the app with Xumo devices. You can start or stop sharing your watch history at any time.
- **Personalized recommendations:** Get suggestions of programs you're likely to enjoy based on what you watched and your interactions with Xumo devices.
- **Sale/Share/Personalized ad preferences:** See personalized ads on your Xumo devices; and allow third-party apps to use data shared by your Xumo devices for personalized ads.
- **Learn more about privacy:** read the privacy policy at [xumo.com/privacy](https://xumo.com/privacy).

## Start up and Standby

- **Network standby mode:** Quick network resume.
- **Overnight power saving:** Put your Xumo Stream Box in standby mode at night to save energy.
- **Sleep timer:** Set a timer for your TV to turn off.
- **Default to Live TV:** Automatically play live TV when your device is switched on.
- **HDMI control:** When selected, your box will be able to power on a compatible TV and tune it to the correct HDMI input.

## Viewing Preferences

- **TV Provider:** This is your current live TV provider. This setting will default to the built-in Xumo Play app, unless you have a video subscription from another content provider.
- **Apps ordering:** Choose whether you'd like your apps on your home screen to be personalized for you.

## System Management

Includes all device information, including:

- **System info:**
  - Serial number of your device
  - Entertainment OS version number
  - Hardware model number
  - Remote control firmware version
  - Network MAC addresses
  - UI and platform version numbers
- **Region & language:**
  - Time zone: Select your device's time zone
  - System language: Set your device's language to English (U.S.) or Spanish.
- **Resets & updates:**
  - Factory Reset: Resets your device back to its original factory state.
  - Refresh apps: Updates existing apps on your device and adds any newly available apps.
  - Locally stored data: Deletes third-party data from your device, including app logins.



# Appendix

## Common issues and solutions

For the latest information on common issues and solutions, visit [xumo.com/support](https://xumo.com/support).

## Xumo terms of use

For the terms of use, visit [xumo.com/terms](https://xumo.com/terms).

For the privacy policy, visit [xumo.com/privacy](https://xumo.com/privacy)

## Warranty

For warranty information, visit [xumo.com/warranty](https://xumo.com/warranty)

## Accessibility

For accessibility information, visit [xumo.com/accessibility](https://xumo.com/accessibility)

## Open Source Software

For open source notices, visit [xumo.com/opensource/notice](https://xumo.com/opensource/notice)

## Safety Instructions

**WARNING:** Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.

## FCC Statement

The Xumo Stream Box, XiOne (FCC ID: P27-XIONESCM2) 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.

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

**NOTE:** 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.

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### FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

For customer support: [xumo.com/support](http://xumo.com/support)