xumo STREAM BOX

For Business

# 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 for Business ES1 or 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 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 lighting 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 **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.

### F. 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 for Business

The easy way to deliver entertainment to your customers. Xumo Stream Box for Business is a plug-and-play streaming device with live TV, streamlined navigation and effortless voice search — all designed with small businesses in mind.

Instantly jump into live TV, including sports and news, without any hassle. Our modern experience cuts out the unnecessary menus and puts the content your customers are looking for front and center. Discover what's on by browsing the built-in live TV guide or skip the clicks and use your voice to find the channel you want.

Set a go-to channel to start playing at startup to get into your regulars' favorite programming even faster. Whatever your customers are looking for, Xumo Stream Box for Business brings the power of entertainment to your small business.

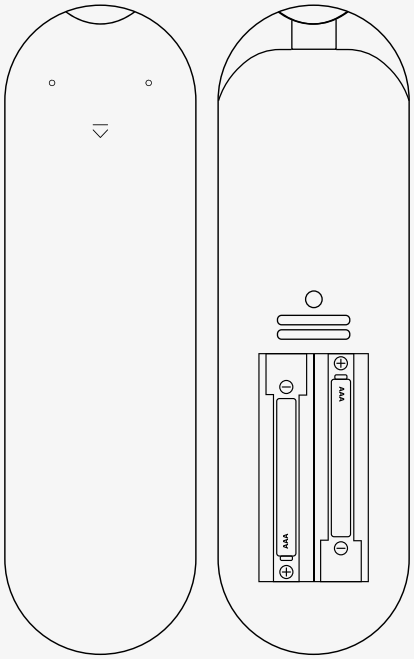
*Images throughout this document are for illustrative purposes only and may differ from the actual device.*

## Setting up your remote

**To use your remote, remove the plastic tab.**

To replace your remote's batteries:

1. Push the battery cover down and slide it off the remote.
2. Insert the 2 included AAA batteries, matching 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!

- 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.
- Remove the batteries from your remote if you don't plan on using it for a while.
- Stop using your remote immediately if it gets warm or hot during use.

## Pairing your remote

To get started, you'll need to pair your voice remote with your Xumo Stream Box for Business.

### Pairing your remote to Xumo Stream Box for Business

Your remote will pair automatically to your Xumo Stream Box for Business if batteries are inserted within 15 minutes of plugging in your device for the first time. If this doesn't work, your Xumo Stream Box for Business will prompt you to pair your remote.

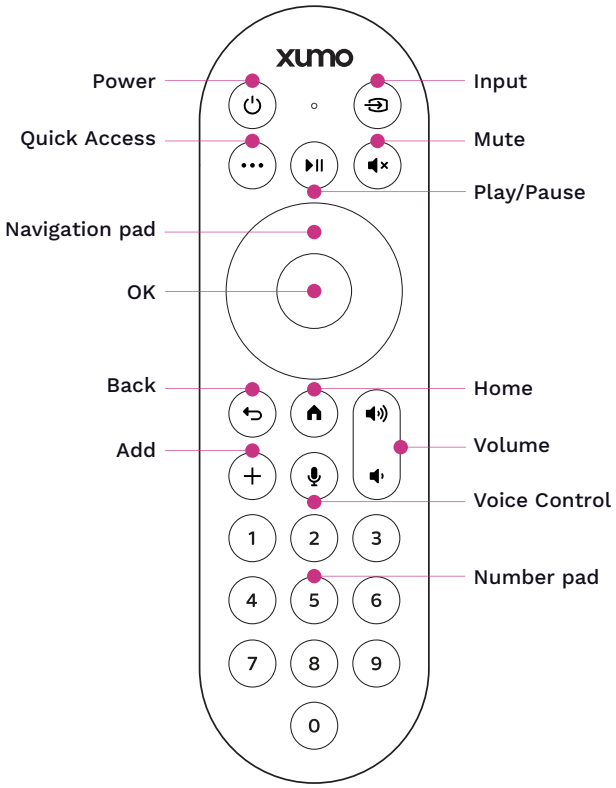
### Resetting your remote

Resetting your remote could also help resolve most issues.

1. Hold the ⊕ and ↩ buttons on your remote until you hear a beep.
2. Press 9, then 8, then 1 in order. You will hear two beeps.
3. Press and hold the 🎙 button or hold 1 and 3 to re-pair.

## 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 to use connected devices like media players, gaming systems and speakers.

**Power:** Turn your Xumo Stream Box for Business on and off.

**Volume:** Turn volume up or down when paired with your TV and speaker system, if using.

**Voice Control:** Find content and navigate your device with voice commands — just press and hold, say a command and release.

**Mute:** Silence audio when paired with your TV and speaker system, if using.

**Play/Pause:** Pause or resume content.

**Back:** Return to the previous screen.

**Add:** Add content to or remove content from My List.

**Home:** Return to the home screen or wake your device.

**Quick Access:** Access quick settings and search.

**Navigation pad:** Move up, down, left or right to navigate on-screen.

**OK:** Select an item or play/pause content.

**Number pad:** Enter channel numbers or PINs.

## Setting up your Xumo Stream Box for Business

To get started, connect the power cord to the back of your Xumo Stream Box for Business. Connect the HDMI cable from your Xumo Stream Box for Business to your TV, then plug the Xumo Stream Box for Business power supply into an electrical outlet. Your Xumo Stream Box for Business will power on automatically the first time it is plugged in.

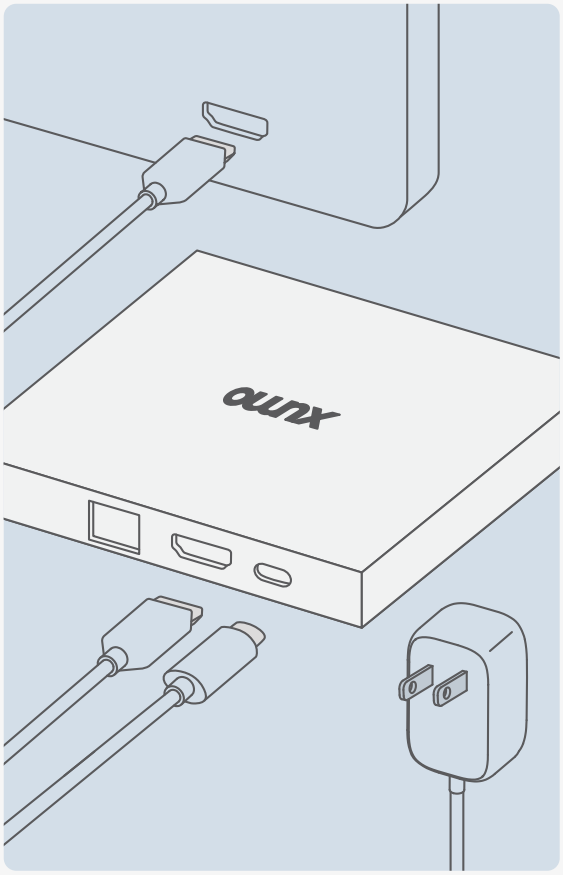
Turn on your TV, then choose the corresponding Xumo Stream Box for Business HDMI source by selecting **Input** or **Source** on your TV or TV remote.

When you first turn on your Xumo Stream Box for Business, step-by-step instructions will guide you through setup. These instructions address how to connect your device to the internet and more.

To use your Xumo Stream Box for Business, 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)

Once you've completed setup, you'll be directed to the home screen.



## Connecting your Xumo Stream Box for Business to the internet

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

### Connecting to a WiFi network

1. Go to **Settings** > **Network** > **Network Connection.**
2. Depending on your router configuration, there are three options to connect:
   - Select **WiFi using password**, then choose your WiFi network from the list of available networks and enter your password.
   - If you have a WPS modem or router, select **WiFi using WPS**, then follow the instructions on-screen.
   - If you don't see your WiFi network name or if it's a hidden network (SSID), select **WiFi using password**, then navigate to the bottom of the list of networks, select **Add another network** and follow the instructions on-screen.

### Connecting to a network using an Ethernet cord

1. Go to **Settings > Network > Network connection > Connect via Ethernet.**
2. Plug one end of your Ethernet cord into your Xumo Stream Box for Business' LAN port.
3. Plug the other end of your Ethernet cord into your modem or router's LAN port.




# Navigating your home screen

After setup, you'll be brought to the home screen. You can return to the home screen at any time by pressing the **Home** button on your remote. You can also reach the home screen with voice commands when your device is connected to the internet by pressing and holding the **Voice Control** button on your remote and saying, "Home screen" or "Home."

## Navigating your home screen when your device is online

When your device is connected to the internet, your home screen provides access to:

- **Switcher:** The top row of your home screen, with recently watched titles
- **Apps:** Apps approved for commercial use like Spectrum TV and DAZN for Business
- **Live TV:** Your live TV guide shows currently playing and upcoming programs from your primary video service
- **Currently playing:** The first tile in the first row of your home screen, featuring easy access to live content from your TV provider

## Using Settings

Customize your preferences in **Settings**. To view and change your settings, navigate to the bottom of the home screen and select the **Settings** tile. Continue reading to learn more about available settings.

### Picture and sound

Adjust a variety of picture and sound preferences, including:

- **Picture settings:** Configure your picture resolution settings up to 4K resolution 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 or Russian. Adjust your digital sound output for external audio devices and set up an audio delay if you are experiencing sync issues.

### Network

Check whether your device is online or offline, see the health status of your internet connection and set a device location to help organize locations in which the device is used. Select **Help** to learn how to improve your WiFi connection. If your device is online, you can find your network details under network. If it's offline, you can connect to a WiFi network or connect to your network using an Ethernet cord. If you need help, refer to the **Connecting your Xumo Stream Box for Business to the internet** section above.

### Accessibility

Change your accessibility preferences, including:

- **Audio description (AD/SAP):** Hear audio descriptions that describe key visual action in movies and TV shows, if available.
- **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 with closed captions and/or audio descriptions available.
- **High contrast:** Make text easier to read.
- **Voice guidance:** Hear supported content on-screen described aloud while navigating.

### Connected devices

Connect your remote to your device, TV and/or external speakers.

- **Remote:** Connect your remote to your device if not already paired. Once paired, you can also set up your remote to control your speaker system or TV's volume, power and input.
- **Bluetooth devices:** Connect up to seven Bluetooth devices, like external speakers, to your Xumo Stream Box for Business.

### 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 them on or off.

### Privacy

Manage privacy preferences, including:

- **Recent history:** Access recent watches across apps and channels.
- **Allow app data to improve my experience:** Choose which apps can share your watch history and in-app purchases with Xumo devices. You can start or stop sharing your watch history at any time.
- **Personalized recommendations:** Get suggestions for programs you're most likely to enjoy based on your watch history and activity 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 Xumo devices to deliver personalized ads.
- **Learn more about privacy:** Learn about how Xumo handles your personal information at xumo.com/privacy.

### Start up and standby

- **Auto standby:** Set how long it takes for your box to turn off after no activity.
- **Network standby mode:** Quick network resume.
- **Overnight power saving:** Put Xumo Stream Box for Business in standby mode at night to save energy.
- **Sleep timer:** Set a sleep timer to turn your device off after a specified amount of time.
- **Default to live TV:** Automatically play live TV when your device is turned on.
- **HDMI control:** When selected, your Xumo Stream Box for Business will be able to power on a compatible TV and tune it to the correct HDMI input.

**System management**

Access all device information, including:

- **Restart device:** Reboot your device, which may take a few minutes.
- **System info:**
  - Device serial number
  - Entertainment OS version
  - Hardware model number
  - Remote control firmware version
  - Network MAC addresses
  - UI and platform versions
- **Region & language:**
  - **Time zone:** Select your device's time zone.
  - **System language:** Set your device's language to English (US) or Spanish.
- **Resets & updates:**
  - **Factory reset:** Reset your device back to its original factory state.

# Appendix

### Common issues and solutions

For the latest information on common issues and troubleshooting solutions, visit xumo.com/support.

### Xumo Terms of Use

For Xumo's Terms of Use, visit xumo.com/terms.
For Xumo's Privacy Policy, visit xumo.com/privacy.

### Warranty

For warranty information, visit xumo.com/warranty.

### Accessibility

For accessibility information, visit xumo.com/accessibility.

### Open Source Software

For Open Source Notices, visit xumo.com/opensourcenotice.

### Brand Notices

For Brand Notices, visit xumo.com/brand-notices.

### 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, ES1 (FCC ID: P27-ES1A) and XiOne (FCC ID: P27-XIONESCM2) comply 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.

Comcast Corporation
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1701 JFK Blvd.
Philadelphia, PA 19103

For customer support, visit xumo.com/support.

**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.