ACVSTICA AUDIO TROUBLESHOOTING GUIDE

DEVICE DOES NOT CONNECT TO LOCAL WIFI
(OR APP DOES NOT LINK DEVICE TO LOCAL WIFI)

This procedure makes use of the "4STREAM" app. Download on your smartphone or tablet to continue using the following links.

Android devices with Google Play:
https://play.google.com/store/apps/details?id=com.wifiaudio.Stream&pcampaignid=web_share
Apple AppStore:
https://apps.apple.com/us/app/4stream/id1446722739

Please note the app will require several permissions, including geolocation as well as Bluetooth and possibly others. You'll need to grant these, at least temporarily.

The app is used for setting up your home Wi-Fi network, as well as streaming services like Pandora, Tidal, iHeartRadio, TuneIn Radio, Deezer, Qobuz, Amazon Music, BBC Radio among others.

Spotify as well as Apple Airplay however, do not require setting up through the 4STREAM app. If using Airplay or Spotify, both console and phone or tablet must be connected to the same Wi-Fi network. Uninstalling the app afterward configuring WiFi settings is perfectly acceptable.

If setting up your console, radio or speaker from the **4STREAM** app doesn't work after turning your console off and on again, try connecting via its internal Wi-Fi transmitter using the following instructions:

1. Turn your Acvstica Audio device off. This may be different in consoles, radios or speakers. If your device is equipped with a battery, make sure the battery is off as well. Leave it off for 60 seconds before turning it back on. The status LED, if present, will start blinking rapidly. This means the amplifier is in its bootup sequence. Once it starts blinking slowly, it'll attempt to connect to its preset WiFi network, if it can't find it, it'll go into setup mode and broadcast its own WiFi network.

2. Go to your phone's WiFi / network settings and wait for the Setup Network to come up.
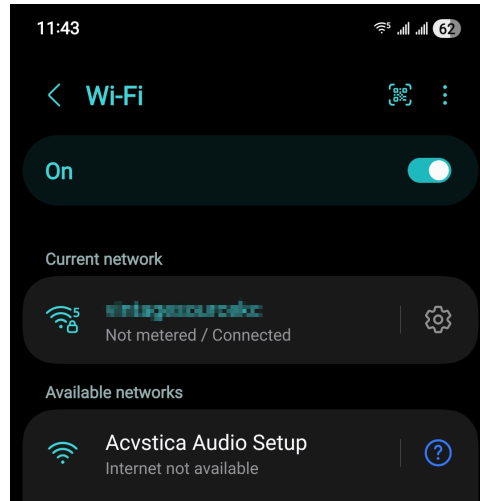
3. Connect to the setup network ("*Acvstica Audio Setup*" in the example above).

4. **Do not leave this page yet**. Some phones will let you know when there's no internet access on the network you're trying to connect to and will disconnect from it automatically. After a few seconds, you'll see a notification pop-up. Tap this notification and select "*Yes*" to stay connected to this network.

> *Failing to stay in this page for the notification will result in your phone connecting to your local network instead of staying connected to the setup network. To go back and try again, it'll be necessary to "forget" the setup network before trying again.*

5. Go back to your phone's home screen and make sure you've closed the **4STREAM** app. Note that simply exiting the app is not enough. You must swipe it away from your phone's multitasking view (i.e. "force close").

6. Reopen the **4STREAM** app.

7. After a brief "*Searching for your device*", if you've managed to stay connected to your console's Setup WiFi network, it should show up as the only device available.


Searching for your device
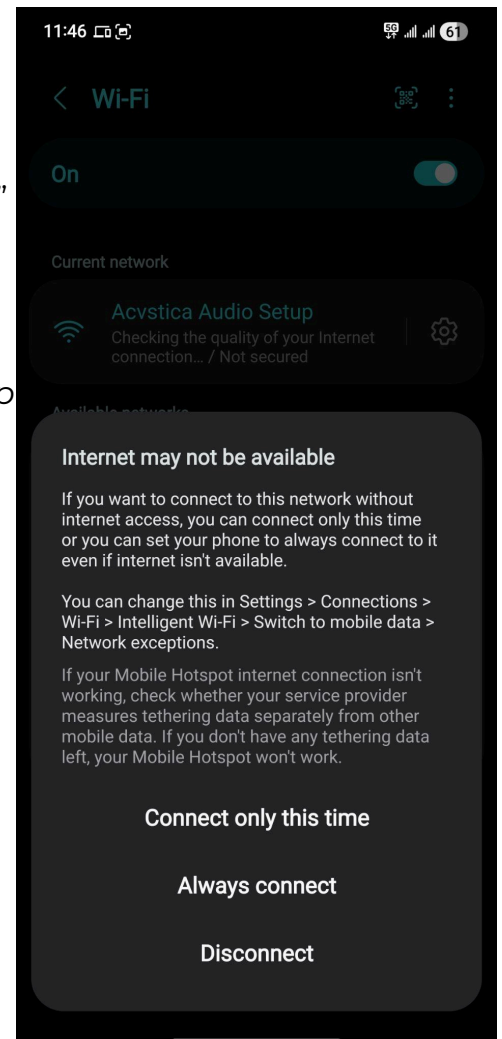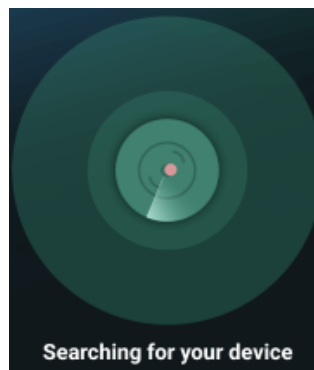
8. If the steps before have been followed correctly, you should be connected to your speaker through its internal Wi-Fi network. The app will show the devices on this network. Make sure the volume is set at least a quarter of the way, so you can hear the prompts.

9. Tap on the "+" sign on the top right side of the screen to add this current device to your home network.
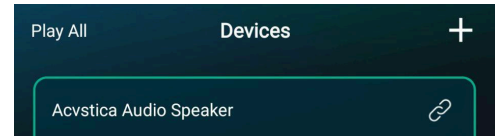
10. After a few seconds of searching you'll be shown the network names that your console has been able to find.
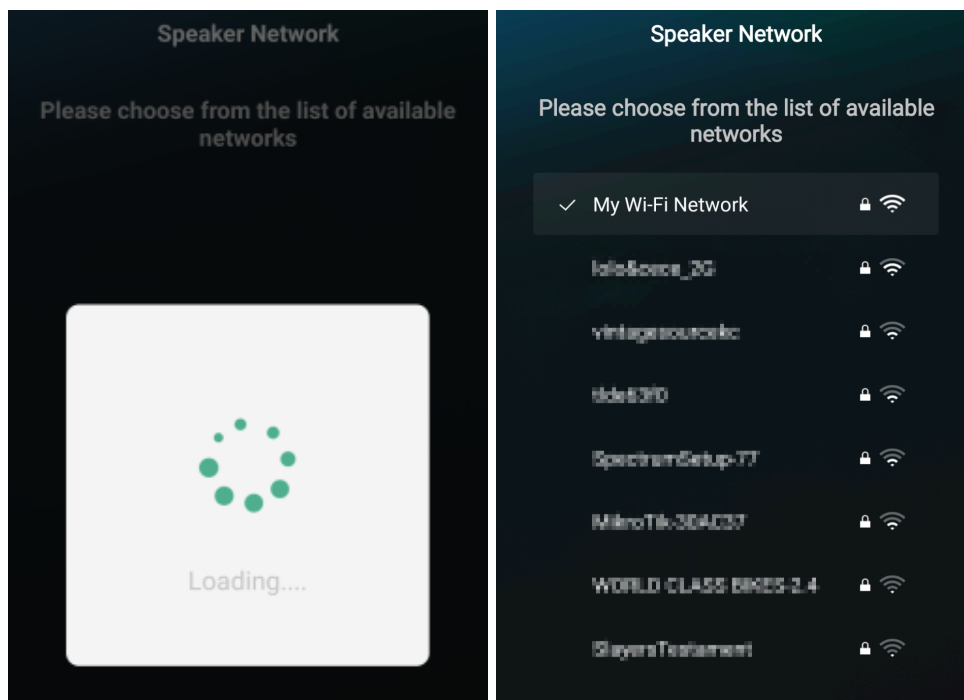
11. Select your home network and hit "*Continue*".

   If your WiFi name (or SSID) is hidden, you may select "*Other Network*" at the bottom of the screen and manually input your home's SSID and WEP, WAP or WAP2 password. Keep in mind our devices only support 2.4Ghz wireless networks.
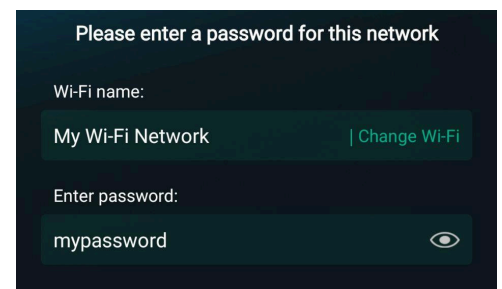
12. Enter the selected network's password and hit "*Continue*".

13. After a few seconds, you may notice your phone is no longer connected to the speaker's Wi-Fi Setup network. At this point, your speaker will be attempting to connect to the Wi-Fi network selected on step number 10.
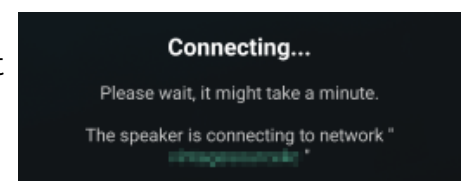
Your phone should automatically connect back to your home network and refresh the page to show your console is now connected to your network. If that doesn't happen, feel free to exit the app. Close it by swiping it away from your phone's multitasking view, reconnect to your home WiFi network and reopen the **4STREAM** app.

a. If instead of a check mark and the message "*Connected to Network*" you're met with a message asking to "Change Wi-Fi", this simply means your phone did not automatically connect to the network you just set your **Acvstica Audio** product to.
   i. Go into your phone's Wi-Fi networks settings page and connect to the same Wi-Fi network you set your **Acvstica Audio** device to.
   ii. Close the "**4Stream**" app.
   iii. Reopen the "**4Stream**" app.
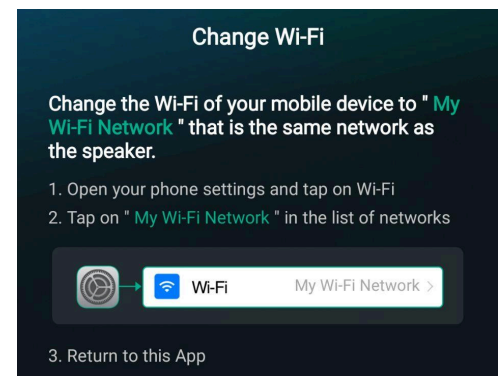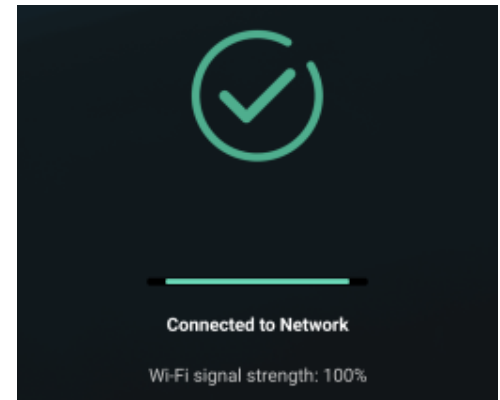
14. Upon hitting "*Continue*", or reopening the **4STREAM** app, you'll see the list of compatible devices linked on your network. If you see your console there, you're done!

15. Your Acvstica Audio device is compatible, out-of-the-box, with Apple Airplay, Spotify Connect and is Roon Ready (through Apple Airplay, even on non-apple devices). The following streaming services are available after configuring them through the "**4Stream**" app's "*Browse*" menu in the bottom of the interface.
    - TuneIn
    - iHeartRadio
    - Tidal
    - Internet Radio Stations (from all across the globe)
    - Napster
    - Qobuz
    - Deezer
    - Amazon Music
    - Pandora
    - RadioParadise
    - BBR Radio
    - QQMusic
    - Custom ONS (Open Network Stream)
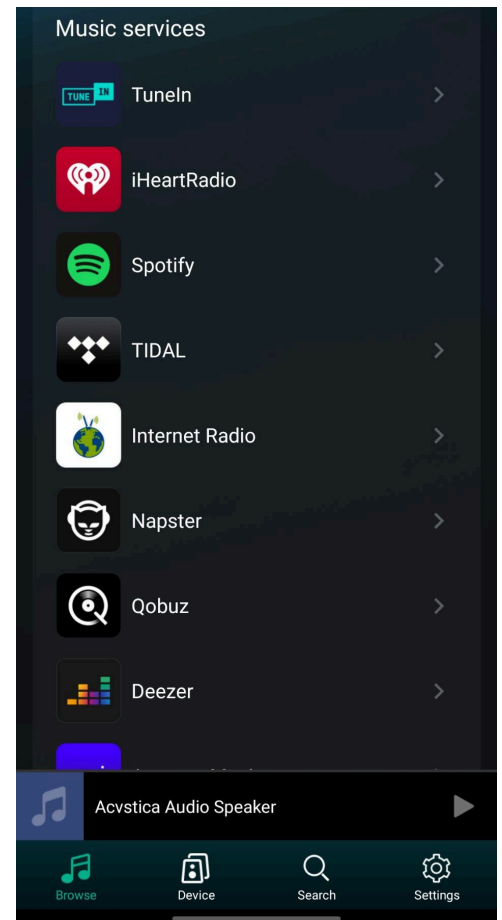
SONOS-ENABLED ACVSTICA AUDIO CONSOLES

Most problems with your Sonos add-on can be solved by resetting the Sonos Port interface to factory settings and rejoining your Sonos ecosystem.

RESETTING SONOS UNIT TO FACTORY SETTINGS

To reset your integrated Sonos Port to factory settings:

1. Turn your Acvstica Audio Console off.
2. Press and hold the Join button (often located in the back of the console, accessible through a button or a pull tab) while switching your console back on. This may require a second set of hands.
3. Continue holding the button until the Sonos Port's light, next to the Join button, flashes orange and white. You may or may not be able to see this light. If the light is not visible, consider keeping the button held (or pull tab pulled) for about 25-30 seconds.

The light will flash green when the process is complete and the product is ready to be set up again. If the light in your console is not visible, this process can take up to 2 minutes. Once the process is completed, use your Sonos app to set the newly reset Sonos Port in your console.

RECOMMENDED SONOS APP SETTINGS

Your Acvstica Audio Stereo Console is equipped with a Sonos Port device, which is not built exclusively for Acvstica Audio, its broad intent and design means it works well for a lot of devices, but to get the most out of it we've found a few recommendations. These recommendations are ever changing due to Sonos updating their app and moving things around but we recommend the following settings:
- Name your "port" something easy to remember. We suggest calling it "*Acvstica Console*", so it's always clear, from the Sonos app, what device this is.
- Set the output to a "*Fixed*" volume output of between 90 and 95%.
- Rename the "*input*" Sonos recognizes in your console to "*Turntable*".
- Set the volume output of said input to "4" or "5". It may vary but in general, if it's set too high, your turntable may introduce undesired distortion and if set too low, it may not be loud enough.
- Enable "Auto-Play", this feature is not to be trusted as we've experienced it only working about 50% of the time, but when it does (and it may become more reliable with another Sonos update; unfortunately, Acvstica Audio cannot change the way Sonos operates, we can only make suggestions) is extremely convenient. Auto-Play is intended to detect when a record is being played and switch the input, from *Sonos*, to the record player automatically.

If you're having any issues performing any of the previous steps, feel free to contact us at hello@acvstica.com