

 **FREESTREAM**  
**FREESTREAM**  
**2BG9E-**  
**STREAMGENIE**  
**Android TV**  
**Box**



# FREESTREAM 2BG9E-STREAMGENIE Android TV Box User Guide

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**FREESTREAM 2BG9E-STREAMGENIE Android TV Box**



## Specifications

- New aluminum housing for best cooling
- Amlogic S905X3, Quad core ARM Cortex-A53 CPU up to 750MHz+(DVFS)
- ARM G31 MP2 GPU
- Powered by Android 9.0
- 2GB DDR, 16GB EMMC
- VP9-10 Profile-2 up to 4Kx2K&60fps
- H.265 HEVC MP-10@ L5.1 up to 4KX2K@60fps
- HDMI 2.0 supported
- Ethernet 10/100/1000Mbps RJ45 port and internal 2.4GHz/5.8GHz Dual Band WiFi
- Composite Audio/Video output, support all television

## Product Usage Instructions

### Power On/Off and Basic Navigation

To power on/off the device and navigate through the menus:

- Press the power button to turn on/off the device.
- Use the remote control to navigate through various options.
- Use the arrow keys for up/down/left/right operations.
- Access Kodi shortcuts and settings shortcuts for customization.

### Connection

To connect the product to your TV:

- Turn off the TV before connecting the product.
- Connect the product to the TV using HDMI cable or AV cable.

## **Setting Up Networks**

To set up networks:

- For Wi-Fi network: Connect to a Wi-Fi network and input the correct security key.
- For Ethernet network: Connect the Ethernet cable securely and ensure proper connection.

## **Troubleshooting**

If you encounter issues like no signal on TV or remote control unresponsiveness:

- Check cable connections and input source on TV for video issues.
- Ensure power supply stability and proper connection for power-related problems.
- Verify network cable connections, Wi-Fi settings, and batteries for remote control issues.

## **FAQ**

### **Problem: No signal on the TV**

Solution:

1. Check if the HDMI or AV cable is securely connected.
2. Check if you have selected the correct input source on the TV.

### **Problem: Cannot turn on your media player**

Solution:

1. Check if the power connector is completely plugged into the DC socket of your media player.
2. Check if the power supply is stable.

### **Problem: Cannot connect to network**

Solution:

1. Make sure that the network cable is securely connected and Ethernet works well.
2. Ensure that Wi-Fi network is connected and the security key for the encrypted network is correct.
3. Select the correct IP address settings.

### **Problem: Remote control does not respond**

Solution:

1. Ensure that the batteries are good.
2. Verify the distance between the remote control and the device.

## **Quickly User Guide**

### **Preface**

Thanks very much for choosing our Android TV BOX . In order to make it more convenient for you to use

proficiently, we provide you with a user guide. Please read it carefully before using and properly keep it for reference.

## Statements

- We have made every effort to provide the most current information about the product.
- We do not grant any guarantees as to the contents of the present instruction manual and disclaim contained here is an instruction intended to enable the correct usage and maintenance of the device.
- We reserve itself the right to introduce amendments, changes or translations of the user manual without prior notification thereof. For this reason, we recommend you regularly visit our website in order to obtain the latest information.








## specification

- All new aluminum housing for best cooling
- Amlogic S905X3, Quad core ARM Coretex-A53 CPU up 750MHz+(DVFS) , ARM G31 MP2 GPU. Powered by Android 9.0
- 2G DDR ,16G EMMC
- VP9-10 Profile-2 up to 4Kx2K&60fps
- H.265 HEVC MP-10@ L5.1 up to 4KX2K@60fps,
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- Composite Audio/Video output, support all television




































## Package Contents

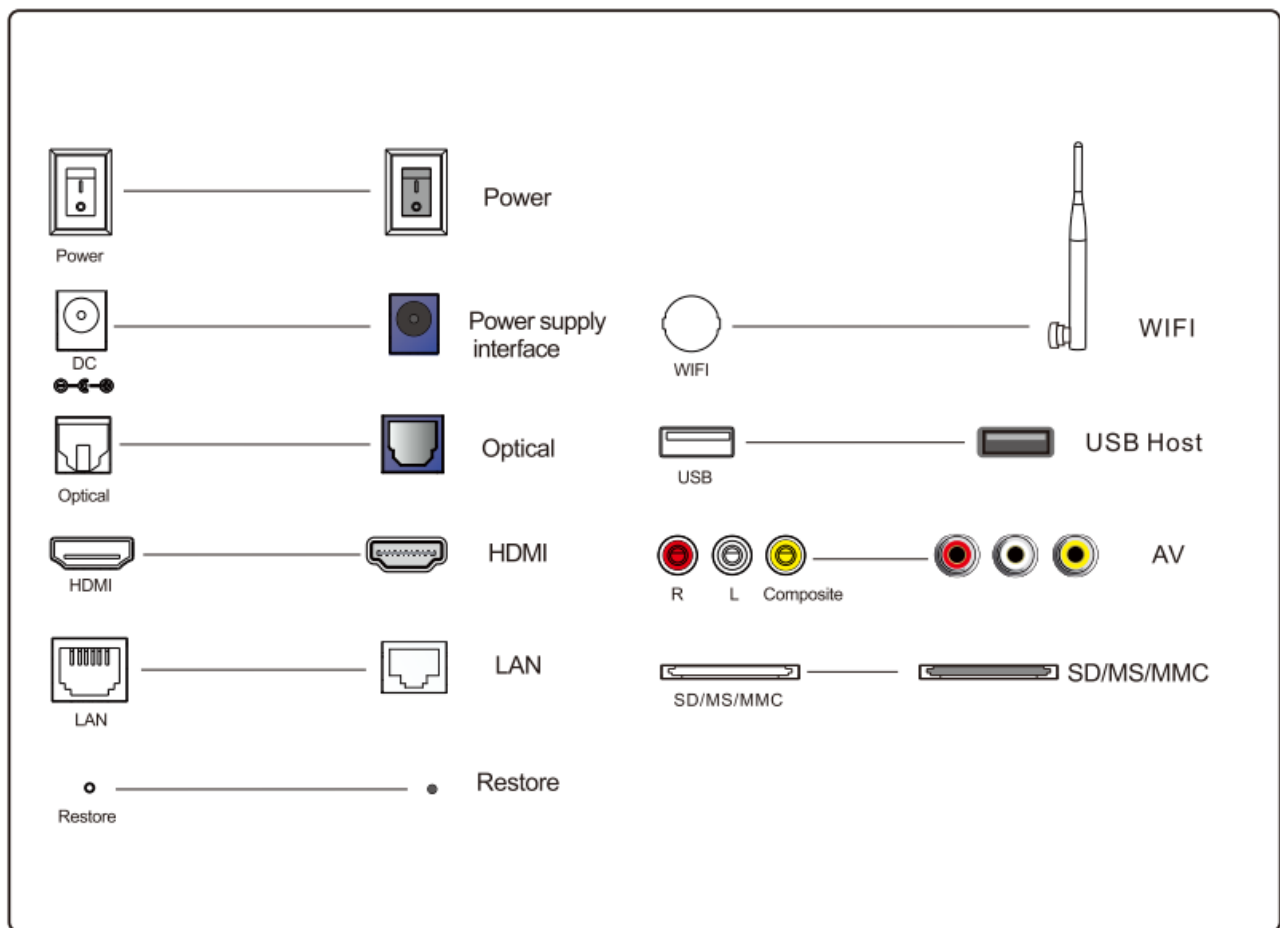
NO.	Picture	Name	Piece
1		Media Player	1
2		IR Remote Control	1
3		Power Adaptor	1
4		HDMI cable	1
5		User Guide	1



## Remote control



	Power on/off		Mute on/off
	Eject key		Information
	Zoom in/out		Resolution ratio
 	0~9 Alphanumeric key		
	Decimal		Delete
	Last channel		Volume Up
	Next channel		Volume Down
	Stop		Play/Pause
	Home menu		Return
	Menu		Cursor/IR
		Arrow keys: up/down/left/right operation	
	Kodi shortcuts		3D switch during video playback
	Settings shortcuts		Playback shortcuts
	Rewind		Forward
	Previous		Next
	Repeat		Screen Ratio
	Subtitle		Audio track



**Note:** Different model connection will be different, depend on the product

## FCC Statement

This device 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.

**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 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.

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

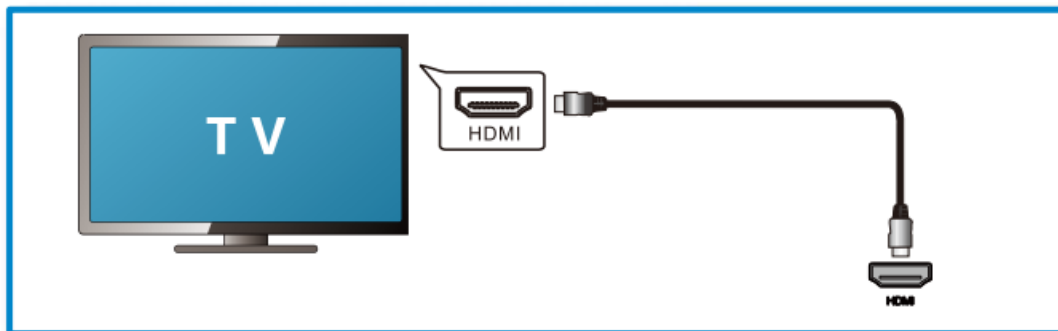
## Radiation Exposure Statement

This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The FCC certification of this device refers to RF exposure testing performed in typical operating conditions, where a person is no closer than 20 centimeters from the device surface at all times, except for non-repetitive patterns with transient time intervals in the order of a second. Only in the stated conditions, the device is shown to fully comply with the FCC RF Exposure requirements of KDB 447498.

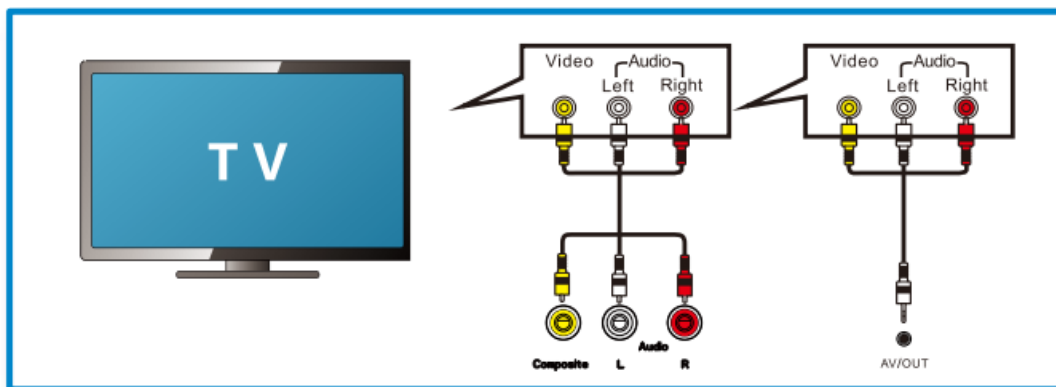
## Connect the product to the TV

**Note:** Please turn off the TV when you connect the product to TV

### Connecting the product via HDMI cable



### Connecting the product via HDMI cable

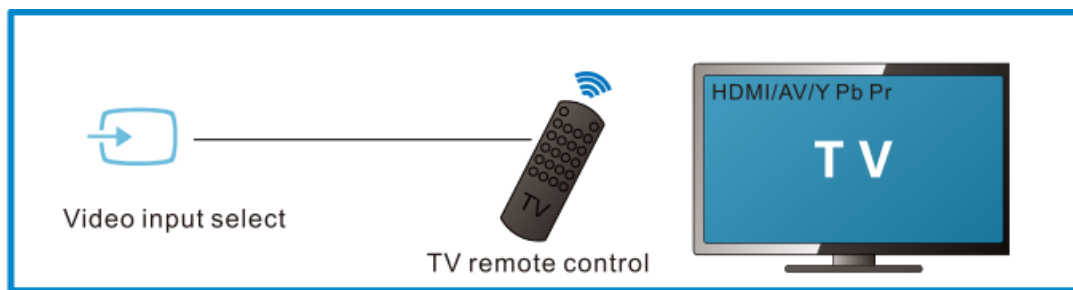


## Connect the power adaptor



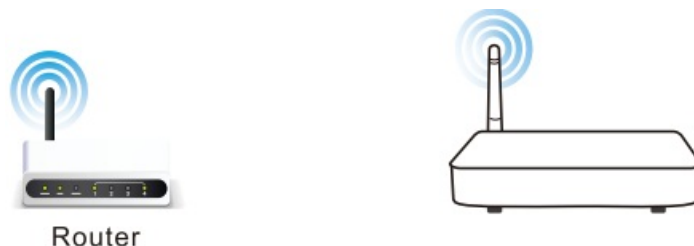
## Setting up the video source





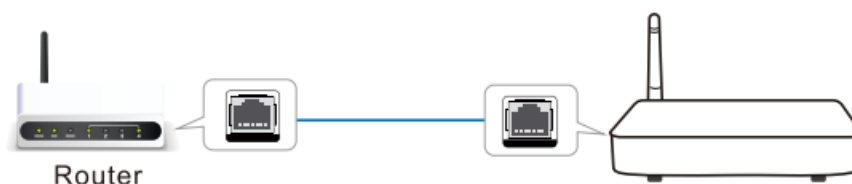
## Setting up the network

### 1. Setting up the Wi-Fi network



1. Press "Home" button of the product remote control, choose the "Settings—>Wi-Fi", then press "OK" button
2. Choose the current network connection from the list, please input the password if there is the password on your router

### 2. Setting up the ethernet network



Press "Home" button of the product remote control, chooses the "Settings > Network —> Ethernet—>DHCP", press "OK" button, the system will be auto obtain the IP address @

**Note A** You can choose the "Static IP", input the IP address and save it



## Troubleshooting


### Warning

Under any circumstances, never try to repair the box by yourself, this will invalidate warranty. Do not open the box due to electric shock risk. If any fault occurs, first check the following instruction before taking the box for repairing. If you are unable to remedy a problem by following hits, consult your dealer for help .

Problem	Solution
No signal on the TV	<ol style="list-style-type: none"> <li>1. Check if the HDMI or AV cable is securely connected.</li> <li>2. Check if you have selected the correct input source on the TV.</li> </ol>
Cannot turn on your media player	<ol style="list-style-type: none"> <li>1. Check if the power connector is completely plugged into the DC socket of your media player.</li> <li>2. Check if the power supply is stable.</li> </ol>
Cannot connect to network	<ol style="list-style-type: none"> <li>1. Make sure that the network cable is securely connected and the Ethernet works well.</li> <li>2. Make sure that WiFi network is connected and the security key for the encrypted network is correct.</li> <li>3. Make sure that you select the correct IP address settings.</li> </ol>
Remote control does not respond	<ol style="list-style-type: none"> <li>1. Make sure that the batteries are good.</li> <li>2. Make sure that the distance between the remote control and your media player is no longer than 12 meters.</li> </ol>
Some TV cannot display entire screen	Setup the screen display position of your media player. Use the zoom key on the remote control to select it.

Smart your TV, enjoy the life!

## Documents / Resources

	<a href="#">FREESTREAM 2BG9E-STREAMGENIE Android TV Box</a> [pdf] User Guide 2BG9E-STREAMGENIE, 2BG9ESTREAMGENIE, 2BG9E-STREAMGENIE Android TV Box, 2BG9E-STREAMGENIE, Android TV Box, TV Box, Box
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## References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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