



Troubleshooting Tips

For CoolStream Go

1. Go is NOT working with my car.

CoolStream Go is NOT designed for use in cars. If the car stereo has a 3.5mm AUX Jack, you can connect the Go to this jack using the included audio cable. You will need to use a 30 Pin charging cable to power the CoolStream Go.

The CoolStream CarPro is our solution for Bluetooth music streaming in cars including Audi, BMW, Mercedes, Mini Cooper, Volkswagen, and many other models. For more information, please email CoolStream Customer Service. contact-us@coolstreamrocks.com

2. No music is coming out of my Bose SoundDock.

Here are some common solutions to try when there is no music.

- A. Check your phone under Setting -> Bluetooth to confirm that it is connected to CoolStream Go.
- B. Unplug the audio cable from the Go. The cable is **NOT** needed when the Go is plugged into the Bose.
- C. Increase your phone's volume to the maximum level.
- D. Unplug the SoundDock from the outlet, wait 30 seconds, and plug it back into the outlet.

3. Cannot pair/connect Go with Phone.

Unplug Go from 30-Pin connector. Turn off Bluetooth on your phone. Then completely shut down and restart your phone. Plug Go back on to 30-Pin connector. Make sure the LED is blinking. On the phone, tap Settings -> Bluetooth and wait for CoolStream Go to appear. Tap to pair/connect.

4. Background noise or other music quality issues.

Try the following solutions.

- A. Make sure that the phone's volume is at **MAXIMUM**.
- B. Unplug the Go from the 30-Pin connector. Delete CoolStream Go from Bluetooth devices on your phone. Completely shut down and restart your phone. Plug Go back on to 30-Pin connector. Make sure LED is blinking. On phone, go to Settings -> Bluetooth and wait for CoolStream Go to appear. Tap to pair/connect.

5. No Music when using the Audio Cable.

Make sure that speaker is set to AUX mode. Please consult your owner's manual for AUX mode.

6. No sound or blinking LED light.

Check our docking station compatibility list. <https://coolstreamrocks.com/coolstream-duo-docking-station-compatibility/>. Email CoolStream Customer Service. contact-us@coolstreamrocks.com

For more information check the Quick Start Guide included with your Go.