

Quick Start Guide

English - EN | Français - FR | Deutsch - DE | Español - ES | Italiano - IT



EN Thank you for choosing StoryPhones!

Please follow the below steps to set up your StoryPhones device.

FR Merci d'avoir choisi StoryPhones !

Veuillez suivre les étapes ci-dessous pour configurer votre appareil StoryPhones.

DE Vielen Dank, dass Sie sich für StoryPhones entschieden haben!

Bitte folgen Sie den nachstehenden Schritten, um Ihr StoryPhones-Gerät zu konfigurieren.

ES ¡Gracias por elegir StoryPhones!

Siga los siguientes pasos para configurar su dispositivo StoryPhones.

IT Grazie per aver scelto StoryPhones!

Segui i seguenti passaggi per configurare il tuo dispositivo StoryPhones.



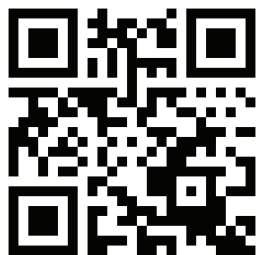
English



Français



Deutsch



Español



Italiano

Connect your StoryPhones

1.

In your mobile phone settings, turn on Bluetooth and Wi-Fi.



iOS

Android



For Android phones, please turn on your Location service.

2.

Download the **StoryPhones App** from the Apple App Store or Google Play Store or scan this QR code:



or



Please have your Wi-Fi network name and password ready

Follow the instructions in the StoryPhones App to set up your StoryPhones.

3.

Create an account in the StoryPhones app, then confirm your email address in your email client. After confirmation, return to the app and login.

4.

In the devices page, select "Add StoryPhones". Power on your headphones by pressing the power button for 3 seconds, then hit "Search" to find your device.

5.

Once found, hit "Connect" to add your device. Once connected, hit "Next" to name your device.*

6.

Hit "Next" to find your Wi-Fi network. Select your network name and enter your Wi-Fi password to finish set up. ** , *** , ****

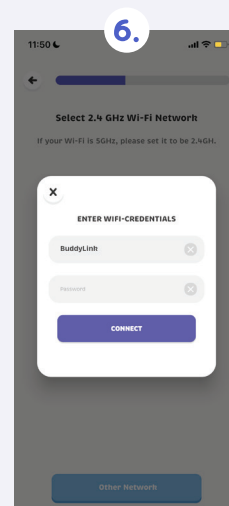
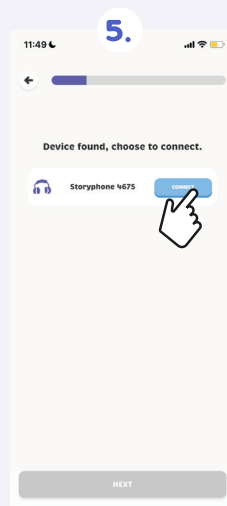
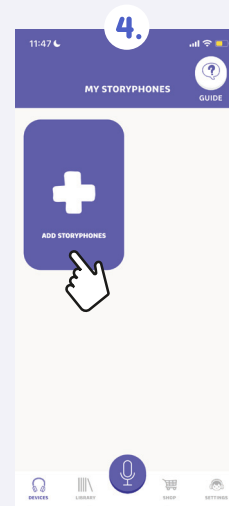
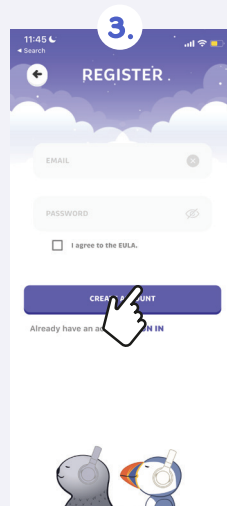
* If you see the "Oops, device disconnected" screen, please go back to the previous screen and try again.

If the error appears again, try a factory reset : when the headphones are on, hold the power button and + button for 12 seconds, then continue from step 4.

** If you cannot find your network name, make sure your Wi-Fi is set to transmit on 2.4Ghz.

*** If using a mobile hotspot, please select the 2.4Ghz AP band.

**** iPhone users: Personal Hotspot uses a 5GHz connection by default. On iPhone 12 or later, you can turn on Maximize Compatibility for Personal Hotspot to use a 2.4GHz connection. Turning on Maximize Compatibility might reduce internet performance and Wi-Fi security for devices connected to the hotspot.



A few points to help...

Once StoryShield downloading has begun, the LED will flash yellow until the process is finished. Download usually takes 5-7 minutes.

The audio content should autoplay when downloaded but if playback fails to start, push the "play" button in the centre of the headphones control panel.

If the yellow LED blinks for a long time, there may be a network problem. Wait until the download completes or try again later by removing and reattaching the shield.

If the LED flashes Red and switches off, download has failed. Remove and attach the StoryShield to try again. If download still fails, please contact help@storyphones.com.

For any other queries , please contact us at help@storyphones.com