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General

Question 1: What is a smart speaker?

A smart speaker is a speaker that has microphones to pick up voice commands, connects to your home Wi-Fi, and can be used to control all of your smart home gadgets.

Question 2: Which virtual assistant does this speaker have?

This speaker has Google Assistant built in.

Question 3: Which smart gadgets does this speaker work with?

Google Home currently supports Nest, SmartThings, Philips Hue, IFTTT for smart home devices, and more to come. To control these smart gadgets, you will need to set up your speaker, purchase and set up a hub, and purchase and set up smart gadgets. See the instructions manual that comes with your purchased hub or smart gadget for more information.

Question 4: How many speakers are in this device?

NS-CSPGASP has two speakers. Stereo (2)

NS-CSPGASP2 has three speakers. Stereo (2) Subwoofer (1)

Question 5: What is the speaker wattage?

NS-CSPGASP's wattage is 8W.

NS-CSPGASP2's wattage is 18W.

Question 6: How does this speaker receive updates?

This speaker will automatically update if it is idle, powered on, and connected to Wi-Fi.

Question 7: Why does LOAD display on the screen?

This means that the firmware is updating.

Question 8: Does this speaker work with Android TV devices, Chromecast, or Chromecast Audio?

Yes.

Question 9: Does this speaker record information?

When you wake up the speaker via pressing and holding the Play/Pause button or by saying "OK Google" or "Hey Google," the speaker will submit anything that is spoken as a Google search. These submissions are recorded and can be viewed online. You can delete anything or everything you've said from your history.

Question 10: What accessories, IOT devices, and music services does this speaker work with?

Check out these compatible services and more at: <http://assistant.google.com/discover/>.

Question 11: Does this speaker use any data from my cell service?

Yes, but only if it is connected to your phone's hot spot. When not connected to your phone's hot spot, this speaker uses a small amount of data when connecting to applications.

Question 12: Are there alternate chimes for the alarm?

No.

Question 13: Does this speaker work with Alexa?

No.

Question 14: Is this speaker compatible with Apple products?

Yes.

Setup

Question 15: What do you need to use this speaker?

A smartphone or tablet, the Google Home app, and a Wi-Fi connection.

Question 16: What do I do if I have trouble during setup?

If you have trouble during setup, move the speaker closer to the router.

Usage

Question 17: How do I turn this speaker on and off?

NS-CSPGASP turns on when plugged in, and it turns off when unplugged.

To turn on NS-CSPGASP2, press the power button on the back of the speaker. To turn it off, hold the power button for four seconds, then release.

Question 18: How do I use voice commands with this speaker?

Press and hold the Play/Pause button or say "OK Google" or "Hey Google," then say your command.

Question 19: Can you change the speaker's Hot Word from "OK Google"?

No. You cannot change the Hot Word, but you may use "Hey Google" as an alternate Hot Word.

Question 20: Can others use this speaker?

Yes. You can configure the speaker through the Google Home app for your specific voice or for general use.

Question 21: Does Google Assistant speak or answer to foreign languages?

Google Assistant is not available in all languages. You can set your preferred language during set up in the Google Home app. Only one language can be set at a time.

Question 22: How far away can this speaker pick up voice?

In a quiet room using an average-volume voice, Google Assistant can be triggered within 30 feet. As volume increases in the room, you must be closer to activate Google Assistant.

Question 23: Can this speaker make phone calls?

Google has not made phone calls available at this time. We hope to add this feature in the near future.

Question 24: Can I play music/podcasts that I have downloaded to my phone on this speaker?

Yes. Connect your device to the speaker via Bluetooth, then play anything you like.

Question 25: Can this speaker connect to my network and play the same music as my other Google Homes?

Yes. For detailed instructions on how to do this, look up "How to create groups for Google Home devices and speakers" on the Google Home support website.

Question 26: Can this speaker operate in multi-room mode and play the same music as my other Google Homes?

No. This speaker does not support multi-room Bluetooth at this time.

Question 27: Can this speaker use multiple services simultaneously?

No. You can only use one service at a time.

Question 28: How do I change the time on the speaker?

Factory reset the speaker and go through setup again. If the time is incorrect, your device may have selected an incorrect time zone. Manually select the time zone on your device, factory reset the speaker, then go through setup again.

Question 29: Do I need to reset the alarm when the power goes out?

No. This speaker will remember your alarm if the power goes out.

NS-CSPGASP2 has a battery that lasts for five hours. The alarm will still trigger in the event of power or Wi-Fi loss.

Question 30: Does this speaker link to Google Calendar?

Yes. This speaker can connect with your calendar through the Google Assistant and can provide updates and a daily briefing of upcoming events.

Question 31: How long is the temperature displayed on screen?

The temperature is displayed for 60 seconds.

Question 32: How do I change this speaker's location information?

You can change this speaker's location information via the Google Home app.

Question 33: Can I plug this speaker in and use it in other countries?

The power adapter senses voltage and supports 110–240V. All you need is the appropriate plug adapter. However, some apps may not be supported in other countries.

Question 34: What Android OS is needed for the apps that are used with the speaker?

You need Android 4.3 or higher to use this speaker.

Troubleshooting

No power

- Make sure that your speaker is plugged in.
- Make sure that your speaker is charged. (NS-CSPGASP2 only)

No sound or low volume in Bluetooth mode

- Make sure that your Bluetooth device is turned on, Bluetooth is turned on, and **NS-CSPGASP**, **NS-CSPGASP2** or the device name you entered during Google Home App setup is selected.
- Turn up the volume on your speaker.
- Turn up the volume on your Bluetooth device.
- Make sure that your Bluetooth device is not muted.
- Make sure that your speaker is not paired to another Bluetooth device.
- Make sure that your Bluetooth device is not paired to another Bluetooth device.

Cannot establish Bluetooth connection

- Shorten the distance between your speaker and your Bluetooth device.
- Turn your devices off, then on. Re-pair your speaker and your Bluetooth device.
- Make sure that your speaker is not paired to another Bluetooth device.
- Make sure that your speaker and Bluetooth device are both in pairing mode.
- Make sure that your Bluetooth device supports Bluetooth v4.0 and below.
- Make sure that your Bluetooth device is not connected to any other device.

- Make sure that you have selected **NS-CSPGASP**, **NS-CSPGASP2**, or the device name you entered during Google Home App setup.

My Bluetooth device keeps unpairing

- Shorten the distance between your speaker and your Bluetooth device.
- If the battery on your Bluetooth device is low, recharge the battery. (NS-CSPGASP2 only)

“NS-CSPGASP” or “NS-CSPGASP2” does not appear on my Bluetooth device

- Shorten the distance between your speaker and your Bluetooth device.
- Put your speaker into pairing mode, then refresh your list of Bluetooth devices. For more information, see the documentation that came with your Bluetooth device.

My device cannot connect to Wi-Fi

- Check the Wi-Fi settings on your device to make sure that Wi-Fi is turned on.
- Make sure that you selected the right network and entered the correct password.
- Make sure that your router/modem is on and that you are within range of it.
- Turn your device off, then back on.
- Reset your router/modem.

The Google Home app cannot find the device

- Make sure that your device has power and is on.
- Make sure that your network is working properly.
- Make sure that your router/modem is on and that you are within range of it.
- Make sure that the mobile phone has location setting enabled.