RIVA CONCERT FAQs
Key Topics

- Set Up
- LED Lighting Color Key
- Button Controls
- Voice Command
- Amazon Alexa Related
- Streaming
- RIVA Voice App
- Alexa App
- AirPlay
- Spotify Connect
- Compatible Devices
- TV
- Positioning of Concert
- Portability
- Factory Reset, Rebroadcast or Reboot
- Firmware

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SETUP FAQs

For complete setup instructions, click here.

- Do my Concert and smartphone or tablet have to be connected to the same Wi-Fi network?
  - Yes.

- What if I can not connect to Wi-Fi?

You have three options:

- **OPTION ONE:** Connect via Direct Wi-Fi (using the Away Mode)
  Flip the switch on the back of your speakers from Home to Away 🔄. The LED light ring will turn ORANGE. Go to the Wi-Fi settings in your phone or tablet to select what will be your primary speaker. Connect to the speaker by tapping on it, enter password: 12345678. You can now open the RIVA Voice app to choose which mode you’d like to listen to your music.

- **OPTION TWO:** Bluetooth
  Hold the 📱 button until it changes BLUE and let go. Once the BLUE light starts to pulse, your Concert speaker should now be visible on your device’s Bluetooth settings. If your speaker does not appear, you may need to close and reopen your Bluetooth. Pair with the Concert speaker by following your device’s Bluetooth pairing guidelines. Now you can play from any music player or audio streaming service.

- **OPTION THREE:** AUX
  Hold the 🎧 button until it changes RED and let go. You can now plug a 3.5mm cable from your audio source device to the back of the Concert.

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SETUP FAQs

• What do I do if I don’t have internet access?

Without internet access, you can still play music via Direct Wi-Fi, Bluetooth, USB Storage, or the AUX input.

• Flip the switch on the back of your speakers from Home to Away. LED light ring will turn ORANGE after the speaker finishes rebooting (pulsing BLUE).

• Go to the Wi-Fi settings in your phone or tablet to select speaker.

• Connect to the speaker by tapping on it, enter password: 12345678.

• Open the RIVA Voice app and select speaker.

• Click on “My Device” to play local audio tracks saved on your device.

• How do I set my speaker up to a new network?

• Press and hold the (left) button for three (3) seconds until the WHITE light flickers. Then let go. This will rebroadcast the Wi-Fi signal from the speaker so that it will show up on your Wi-Fi network listing of devices.

• Follow the Setup Instructions located [here](#).

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• What type of router should I use?
  
  • Like all Wi-Fi products, we recommend you have a strong Wi-Fi signal for the best performance. If your router is more than five (5) years old, you may see better performance with a newer router.

• How do I rename my speaker?
  
  • In the RIVA Voice App: Tap the pencil icon to the right of the speaker name and enter the name. Click “Done” after entering the new name and you will be returned to the Settings screen.

  OR

  • In AirPlay: Tap the blue speaker name in the AirPlay setup screen, enter the new name where prompted and click “Done” to return to the Setup screen.

NOTE: Renaming your Concert can only take place during the setup process.

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SETUP FAQs

- Can I group multiple Concerts or Alexa devices together?
  - Not at this time. This will be available with the multi-room function that will come as an over-the-air update later this year. Register your RIVA Concert speaker to receive the latest information on the firmware updates.

- How do I power off the Concert without unplugging it?
  - Press and hold the button on top of the Concert for 15 seconds. You will hear a beep, but continue to hold until the Concert lights turn off. Concert will be removed from your Wi-Fi network.
  - Press any button on top of the Concert to power ON. The Concert will reboot and add itself back to the last Wi-Fi network it was connected to.

- Where do I register my RIVA Concert?
  - Register your RIVA Concert speaker to receive the latest information on the firmware updates.
## LED LIGHT COLOR KEY

**What do the colors on top of my speaker mean?**

<table>
<thead>
<tr>
<th>COLOR</th>
<th>SOLID</th>
<th>FLASHING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Spotify Connect playback</td>
<td>Paused/muted in Spotify connect playback</td>
</tr>
<tr>
<td>Red</td>
<td>AUX input playback</td>
<td>Battery pack charge is too low to operate speaker (Only for CONCERT)</td>
</tr>
<tr>
<td>Orange</td>
<td>Away Mode only – Directly connected to device via Wi-Fi</td>
<td>Speaker is in broadcasting mode for up to thirty (30) min. Away Mode only.</td>
</tr>
<tr>
<td>Dark Blue</td>
<td>Connected to Bluetooth playback</td>
<td>Bluetooth discovery mode.</td>
</tr>
<tr>
<td>Light Blue</td>
<td>Optical input playback</td>
<td>Speaker system booting up.</td>
</tr>
<tr>
<td>Purple</td>
<td>Optical input playback (only for STADIUM)</td>
<td>Paused/muted in Optical playback.</td>
</tr>
<tr>
<td>White</td>
<td>Wi-Fi Connected; USB Playback</td>
<td>Ready to connect to Wi-Fi.</td>
</tr>
<tr>
<td>Red, Blue, Green</td>
<td></td>
<td>Speaker is performing a firmware update. DO NOT stop, unplug or interfere with process.</td>
</tr>
</tbody>
</table>

**What do the RIVA logo colors on the front of my speaker mean?**

<table>
<thead>
<tr>
<th>COLOR</th>
<th>SOLID</th>
<th>FLASHING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green (RIVA)</td>
<td>Calling or drop-in feature is in progress.</td>
<td>Receiving incoming call or drop-in through Alexa.</td>
</tr>
<tr>
<td>Red (RIVA)</td>
<td>Privacy mode activated. Alexa won’t hear your commands. <em>This red dims to a lighter red after about one minute in Privacy mode.</em></td>
<td></td>
</tr>
<tr>
<td>Light Blue (RIVA)</td>
<td>Alexa is waiting for a command.</td>
<td>Received and fulfilling your command.</td>
</tr>
<tr>
<td>Yellow (RIVA)</td>
<td></td>
<td>You have a notification from Amazon.</td>
</tr>
<tr>
<td>White (RIVA)</td>
<td></td>
<td>Concert is logged out of your Amazon account.</td>
</tr>
<tr>
<td>Red (RIVA)</td>
<td></td>
<td>Only flashes when Privacy mode is activated and in conjunction with notification alert (see Yellow).</td>
</tr>
<tr>
<td>Yellow (RIVA)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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BUTTON CONTROLS

Speaker Buttons

<table>
<thead>
<tr>
<th>BUTTON</th>
<th>DESCRIPTION</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>Volume Up</td>
<td>Increase volume at the speaker.</td>
</tr>
<tr>
<td>-</td>
<td>Volume Down</td>
<td>Decrease volume at the speaker.</td>
</tr>
<tr>
<td>(−)−</td>
<td>Previous song &amp; forced pairing mode</td>
<td>Press once to go to the beginning of the current song or previous song. Press and hold for three (3) seconds to initiate pairing mode. (Depends on mode)</td>
</tr>
<tr>
<td></td>
<td>Next song &amp; input source</td>
<td>Press once to go to the beginning of the next song. Press and hold for three (3) seconds to change input source.</td>
</tr>
<tr>
<td></td>
<td>Privacy Mode</td>
<td>Press once to mute the microphones.</td>
</tr>
</tbody>
</table>

I/O Connections

<table>
<thead>
<tr>
<th>I/O</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>☼</td>
<td>AUX analog input jack for audio playback.</td>
</tr>
<tr>
<td>USB</td>
<td>USB type A connector for USB audio playback and charge out.</td>
</tr>
<tr>
<td>☀</td>
<td>AC socket for power to the speaker.</td>
</tr>
<tr>
<td>☼</td>
<td>Optical S/PDIF input jack for audio playback. (Available on select Voice speakers and devices.)</td>
</tr>
</tbody>
</table>

Shortcuts

<table>
<thead>
<tr>
<th>KEY CODE</th>
<th>DESCRIPTION</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>(−)−−</td>
<td>Factory reset button combination</td>
<td>Press and hold both buttons for three (3) seconds to reset connections.</td>
</tr>
</tbody>
</table>

Power Off/On

- OFF: Press and hold the ☼ button on top of Concert for 15 sec until Concert lights turn off. *This will remove it from the Wi-Fi network.*
- ON: Press any button on top of Concert to turn back on.
  *Concert should automatically reconnect to your Wi-Fi network.*

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What if Alexa is not responding?

1. Make sure the RIVA logo on the front of the Concert is not RED. If RED, you are in the Privacy Mode. Tap the button on the top of the speaker to deactivate this. The RIVA logo will no longer be RED. If this does not resolve the issue, continue to the next step.

2. Say “Alexa” to the Concert speaker. If the RIVA logo pulses WHITE, the speaker has lost its connection to your Amazon account.
   - Open the RIVA Voice app and check to see that you “Speaker is ready for commands” under the speaker name.
   - Press the small gear icon next to the speaker name to go to the settings page.
   - In the Alexa settings section, tap on the Amazon Login. It will take you to a page where you can tap on the “Logout” button in the upper right corner.
   - Once logged out, you’ll see an Amazon login button on the lower right corner, which you can press to re-login to your account. If this does not resolve your issue, continue to the next step.

3. Follow the previous step to logout of your Amazon account through the RIVA Voice app.
   - Do not log back in.
   - Close your RIVA Voice app and open the Amazon Alexa app.
   - Navigate to the list of devices registered to your account. Once there, you’ll need to de-register the Concert speaker from your account.
   - Go back and open your RIVA Voice app and log back into your Amazon account through the RIVA Voice app.
   - If this does not resolve your issue, contact RIVA Customer Support here or at 844-438-7482.

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• How do I voice control from my device?
  
  • Tap on the Alexa icon to log in to enable voice commands directly from your device.
  
  • Press and hold the Alexa icon to give a command from your smartphone or tablet. NOTE: This feature will work even if the speaker is in the Privacy mode.

• How do I activate the Privacy mode to disconnect the microphones in Concert?
  
  • Tap the microphone button on the top of Concert to activate the Privacy Mode. The RIVA logo on the front of the speaker will turn RED.
  
  • To deactivate the Privacy Mode, tap the microphone button on top of Concert again. The RIVA logo will no longer be RED.

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AMAZON ALEXA RELATED

- What if Alexa is not responding?
  - See The Voice Command section.

- Can I change the wake word ("Alexa") name?
  - No. This feature is not yet available on third-party Alexa built-in speakers.

- How can I stop Alexa from listening to me?
  - Activate the Privacy Mode by tapping the button on the top of Concert. The RIVA logo on the front of the speaker will turn RED.
  - To deactivate the Privacy Mode, tap the button on top of Concert again. The RIVA logo will no longer be RED.

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STREAMING

• Can I stream TIDAL to my Concert speaker?
  • Yes, through Bluetooth or AirPlay.

• Can I stream Youtube to my Concert speaker?
  • Yes, through Bluetooth or AirPlay.

• Can I stream Pandora to my Concert speaker?
  • Yes, through Bluetooth or AirPlay. Alexa voice command for Pandora is coming soon as an over-the-air update. Register your Concert to receive the latest information on over-the-air updates and more.

• Can I still use my phone while streaming music from it?
  • When connected through your Wi-Fi network you will be able to make and receive phone calls, browse the web, send and receive texts, etc.
  
  • When connected through Bluetooth, music streaming will be interrupted when making or receiving phone calls. Unless your device is set in “silent” mode, alerts and notifications will interrupt music streaming. Finally, while in Bluetooth, you are still able to browse the web through your cell phone data plan or if your device is connected to a Wi-Fi network.

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RIVA VOICE APP

- When do I need to use the RIVA Voice app?
  - When accessing locally stored content.
  - To play via USB.
  - To change speaker listening modes.
  - To adjust the treble and bass settings.
  - To voice control Concert directly from your smartphone or tablet when
    - You are out of voice range from the speaker.
    - Or, Concert is in Privacy mode.

- How do I update my RIVA Voice app to the latest version?
  - iOS device: If your smartphone or tablet does not automatically update apps, go into the App Store on your device, click on “updates” at the bottom of the screen, look for the “RIVA Voice app” and tap the update button to download the latest version of the app.
  - Android device: If your smartphone or tablet does not automatically update apps,
    1. Open the Google Play Store app on your device.
    2. Tap “Menu” and select My apps & games.
    3. Select the RIVA Voice app.
    4. Tap “Update.”

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ALEXA APP

- What if I can’t see my Concert speaker in the Amazon Alexa app?

  - Open the RIVA Voice app. Tap on the refresh icon in the upper right corner. Check to see if speaker appears after refresh. If it does, confirm that the “Speaker is ready for commands”.

  - If not, it may say “Login to enable voice commands”. If this is the case, tap on the Alexa icon to the right side. Then tap on the “Amazon login” button on the small window that comes up. You’ll then need to tap on the “Login with Amazon” button on the lower right corner. It should automatically log you into your Amazon account. You should hear an accelerating tone which confirms voice commands are now activated. Tap on the Done link on the upper left corner. This will take you back to the Discovery tab of the RIVA Voice app. Close the RIVA Voice app. Open the Alexa app. Navigate to the listing of devices and your speaker should now appear after refreshing the screen.

  - If this does not resolve your issue, reset the speaker by pressing and holding down both the and buttons at once for 3 seconds until the LED ring flashes BLUE, then let go. After a few seconds, the BLUE light will come back on. It will begin to pulse (rebooting). Wait for the pulsing BLUE LED light to turn to a pulsing WHITE light. It is now ready to be added to your Wi-Fi network. Reconnect the speaker to the network. Follow the instructions listed in the previous paragraph. If this does not resolve your issue, contact RIVA Customer Support here or at 844-438-7482.

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AIRPLAY

• What if I can’t see my Concert speaker via AirPlay?
  
  • First, turn your source device OFF and then back ON.
  
  • If this doesn’t resolve the issue, reset the Wi-Fi router by turning it OFF, wait 30 seconds and then turning it back ON.
  
  • If this does not resolve the issue, reset the speaker by pressing and holding the and << buttons for 3 seconds until the LED ring flashes BLUE, then let go. After a few seconds, the BLUE light will come back on. Then it will begin to pulse (rebooting). Wait for the pulsing BLUE LED light to turn to a pulsing WHITE light. It is now ready to be added to your Wi-Fi network. Reconnect the speaker to the network.

SPOTIFY CONNECT

• What if I can’t see my Concert speaker in the Spotify app?
  
  • First, turn your source device OFF and then back ON.
  
  • If this doesn’t resolve the issue, reset the Wi-Fi router by turning it OFF, wait 30 seconds and then turning it back ON.
  
  • If this does not resolve the issue, reset the speaker by pressing and holding the and << buttons for 3 seconds until the LED ring flashes BLUE, then let go. After a few seconds, the BLUE light will come back on. Then it will begin to pulse (rebooting). Wait for the pulsing BLUE LED light to turn to a pulsing WHITE light. It is now ready to be added to your Wi-Fi network. Reconnect the speaker to the network.

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COMPATIBLE DEVICES

• What type of devices can I use with Concert?

You can utilize the RIVA Concert with a wide variety of devices, including:

• Android Phones & Tablets
• Apple/iOS Phones & Tablets
• Windows and Mac Computers & Laptops
• Music & MP3 Players
• DAP’s
• Turntables with a Built-In Pre-Amp or with an External Pre-Amp
• Other Devices That Feature Bluetooth

TV

• Can I control my TV with the RIVA Concert?

• No. Voice control of the TV is not supported by Concert speakers.

• I connect my Concert to my TV through the AUX input but do not hear any sound...

• When connecting a Concert speaker to your TV, you may need to change the audio output on the TV to hear it on Concert as well.

• Make sure that "stereo" is selected for the type of signal output, and that Dolby 5.1 is disabled. If a Dolby 5.1 signal is sent to your Concert speaker you may not hear any sound from the speaker.

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POSITIONING OF CONCERT

- Where should I place my Concert speakers for the best sound?

1. BEST
   In Any Corner

2. EXCELLENT
   Solid, Reflective Surface
   Behind the Speaker

3. REALLY GOOD
   Middle of the Room

- Can Concert speakers be mounted to a wall or stand?
  - Yes. The Concert has one (1) mounting hole located on the back of the speaker that accommodates 6mm screws.

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PORTABILITY

• Can I take my Concert speaker outside?
  
  • Concert is splash-resistant and has an optional battery pack *(sold separately)*.

  • It is not recommended that you leave Concert speakers outside for extended periods of time.

• My Concert battery drains after only a few days, even when not in use?
  
  • The RIVA battery is always drawing some current, even when the speaker is idle.

  • Press and hold the button on top of the Concert for 15 seconds. You will hear a beep, but continue to hold until the Concert lights turn off. Concert will be removed from your Wi-Fi network.

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FACTORY RESET, REBROADCAST or REBOOT

• How do I perform a factory reset on my Concert speaker?
  
  • Press and hold both the ☩ and ⌜עילbuttons at once for three (3) seconds until the LED ring flashes **BLUE**, then let go.

  • After a few seconds, the **BLUE** light will come back on. It will pulse as the speaker reboots.

  • After a few seconds, the **BLUE** light to turn to a **WHITE** light. When it starts pulsing, it is now ready to be added to your Wi-Fi network.

• How do I reboot Concert?
  
  • Unplug the power cord from the back of Concert and re-plug in.

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FACTORY RESET, REBROADCAST or REBOOT

• How do I rebroadcast the signal?

  • **Wi-Fi**: If you do not see Concert listed on the Wi-Fi network setting when adding Concert to Wi-Fi in the RIVA Voice app, press and hold the << button on top of the Concert for three (3) seconds until the WHITE light flickers. Then let go. This will rebroadcast the Wi-Fi signal from the speaker so that it will show up on your Wi-Fi network listing of devices.

  • **Bluetooth**: If you do not see Concert listed in your Bluetooth device listing, press and hold the << button on top of the Concert for three (3) seconds until the **BLUE** light flickers. Then let go. This will rebroadcast the Bluetooth pairing signal from the speaker.

• How do I power off the Concert without unplugging it?

  • Press and hold the button on top of the Concert for 15 seconds. You will hear a beep, but continue to hold until the Concert lights turn off. Concert will be removed from your Wi-Fi network.

  • Press any button on top of the Concert to power ON. The Concert will reboot and add itself back to the last Wi-Fi network it was connected to.

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FIRMWARE

• How do I update Concert speaker’s firmware?

Firmware updates occur automatically over-the-air for Concert speakers as long as they are connected to a Wi-Fi network with internet access.

• The update process is indicated by the LED light ring on top of the speaker flashing RED, GREEN, BLUE repeatedly.

• DO NOT turn off your Concert speaker while an update is in progress. The speaker will automatically reboot and reconnect to the Wi-Fi when completed.

• Your speaker is connected to Wi-Fi and ready to use when the LED light ring is solid WHITE.

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FIRMWARE

• How do I see what firmware my Concert speaker has?

1. Open your RIVA Voice App.

2. Tap on the blue gear icon next to the name of the Concert Speaker.

3. Scroll to the bottom of the settings page to view the System Firmware version.

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