How do I charge my Ultimate Ears speaker?

To recharge your Ultimate Ears speaker, plug the included charging cable into the micro-USB port located inside the weather door. Use the included power supply and USB cable for quickest recharge. Never charge your speaker if the micro-USB port, charging cable or connectors are wet, dirty or damaged. If you've used your speaker in a swimming pool or the ocean, we highly recommend that you thoroughly rinse your speaker with fresh water after using it. Once clean, allow the speaker to air dry completely before charging it. While the speaker is waterproof, the chemicals and salt in your pool or the ocean can damage the waterproof seals over time if not rinsed off after use. The micro-USB charging cable included with your speaker is not waterproof. Always charge your speaker with a clean, dry micro-USB connector. If you think your cable or connector has been compromised in any way by water or other contaminants, do not use it to charge your speaker. Contact us for a replacement cable.

Do I need to clean my Ultimate Ears Speaker after using it in or around water?

While we encourage you to take your Ultimate Ears Speaker wherever the party goes, we also want it to look great and last as long as possible. We highly recommend that you thoroughly rinse your Ultimate Ears Speaker with fresh water after using it in a swimming pool or the ocean. Once clean, allow the speaker to air dry completely before charging it. While the speaker is waterproof, the chemicals and salt in your pool or the ocean can damage the waterproof seals over time if not rinsed off after use.   The micro-USB charging cable included with your Ultimate Ears Speaker is not waterproof. Never charge your Ultimate Ears Speaker if the micro-USB port, charging cable or connectors are wet, dirty or damaged. Always charge your speaker with a clean, dry micro-USB connector. If you think your cable or connector has been compromised in any way by water or other contaminants, do not use it to charge your speaker. Contact us for a replacement cable.

My MEGABOOM no longer charges, how do I fix it?

Your MEGABOOM can sometimes get into a state where it doesn't charge. To get your MEGABOOM back to a normal charging state, do the following:

1. Connect your speaker to the charger and leave it connected for a few seconds.
2. If the charge LED fails to pulse continuously, disconnect the cable from your speaker, then reconnect it, and leave it connected for a few seconds.
3. Repeat steps 1 and 2 until your speaker gets to a normal charge cycle - the LED should continue to pulse. (This could take up to 25-30 times.)
4. Once your speaker gets to a point where it charges normally, continue to charge it until the battery is at 100%.

Be sure to update the firmware on the speaker so that the issue does not re-occur. To update your MEGABOOM software:

1. Download the latest app for your speaker.
2. Connect your speaker to your smartphone and open the app.
3. Tap More, then tap the update prompt.

I get an error when installing the ULTIMATE EARS app on my Android 6 (Marshmallow) mobile phone. What should I do?

While updating your ULTIMATE EARS app on an Android 6 (Marshmallow) mobile phone, you may see the following error: If you experience this issue, please follow the instructions below:

- In the Google Play Store, tap on UNINSTALL button
- Agree to uninstall the speaker app - it only takes ~5–10 secs
- Once the speaker app is uninstalled, the INSTALL button will appear
- Tap INSTALL and the speaker app should install successfully

I just updated my ULTIMATE EARS speaker, but the new features aren't working, what gives?

In order to access the latest and greatest features for your ULTIMATE EARSspeaker, make sure you update:

- The ULTIMATE EARS app
- Your speaker

To update the ULTIMATE EARS app: iOS: Open the App Store and tap on Updates to see if you need to update your ULTIMATE EARS app. Android: Open the Google Play Store, open the menu (usually the three bars next to Google Play in the search box), then tap on My Apps to see if you need to update your ULTIMATE EARS speaker app. *Note*: Some features also need to be turned on in Settings (for example: Block Party and Tap Controls). Open the ULTIMATE EARS app > More > Settings and turn on the feature you're looking for.

Why can't I select Stereo Mode when I Double Up my MEGABOOM and BOOM?

You can double up your MEGABOOM and BOOM. However, they can only play back in standard Double Up mode, and cannot switch to Stereo mode. Using the speakers in Stereo mode won't give you the best

experience, as the sound signature for each speaker is different. Please see the Immersion Guide in the app for more details on the difference between Stereo and Double modes.

Can I use my MEGABOOM app to turn my speaker on and off remotely?

Yes, some smart devices (smartphones and tablets) come equipped with a newer technology called Bluetooth Smart (or Bluetooth Low Energy, BLE). This feature is required to turn your speaker on and off remotely within the MEGABOOM app. Go to the following page to get a comprehensive list of Bluetooth Smart and Bluetooth Smart Ready devices. [Bluetooth Smart](#)
Note: This list may not contain all of the latest devices that are compatible with Bluetooth Smart. Refer to your device's support documentation or contact your device's manufacturer for more information. Make sure Bluetooth Smart is on

1. Connect your BOOM or MEGABOOM to your smart device
2. Open the BOOM or MEGABOOM app (make sure you have the latest version of the app, check the Apple App Store or Google Play Store for the latest version of the BOOM or MEGABOOM App)
3. Tap More, then Settings
4. Find the Bluetooth Smart setting at the bottom of the screen and make sure it is set to "On"

Additionally, not all speakers will support this feature.

Supported:

- MEGABOOM
- BOOM with firmware 8.1.121 or 7.1.133 and later

Unsupported:

- BOOM with firmware 6.8.58 or 5.8.58 and older
- MINI BOOM

Why aren't the volume presses synchronized between my iOS device and my MEGABOOM?

The volume on your iOS device and MEGABOOM are synchronized, but because your speaker has double the amount of volume steps, it will take twice the number of button presses on your speaker to reach max volume. If you adjust your volume on your iOS device, there are only 16 volume steps, so from the lowest volume setting to max volume, it will take 16 presses. Your MEGABOOM has 32 steps from lowest to max, so 32 presses are needed to reach max volume from the lowest volume setting.

Is my MEGABOOM waterproof?

Yes. Your MEGABOOM has been tested to withstand up to 1 meter of submersion for up to 30 minutes. Make sure the weatherdoor for the 3.5mm auxiliary port and micro USB port is on securely before bringing your MEGABOOM near water.

How long will my MEGABOOM stay on while idle?

Your MEGABOOM will stay on without an active stream for 15 minutes before it powers off to save battery life.

How do I use the remote power on and off feature on my MEGABOOM?

You can remotely turn your MEGABOOM on and off using the MEGABOOM app. This feature is automatically enabled the first time you connect your MEGABOOM to your smartphone and run the app. To turn your MEGABOOM on and off remotely, open the app and tap the power button. NOTE: This feature is only supported on Bluetooth Smart ® enabled devices. Check with your device manufacturer to see if your device supports this feature.

How can I check how much battery charge my MEGABOOM has?

There are two ways to check your speaker's current battery level. **Button press**

- Press your speaker's 'plus' and 'minus' buttons at the same time. An audio message will play telling you the current battery level. You can change the language of the message from within settings section of the app.

MEGABOOM app

1. Open the MEGABOOM app.
2. Tap the +/- area on the MEGABOOM on the home screen to display the battery life while your speaker is on.

What if my MEGABOOM battery is drained, will my alarm still play?

A backup alarm will play on your phone or tablet.

If I travel across time zones, will my alarm automatically adjust to the new time zone?

When you cross different time zones, your MEGABOOM alarm will NOT automatically change to the new time zone even if the clock on your phone changes. You have to adjust the alarm time in the MEGABOOM app manually.

Why did the alarm play on my phone (or tablet) instead of my MEGABOOM?

If your alarm played on your phone instead of your MEGABOOM, check the following:

- Your phone may be out of range of your MEGABOOM – make sure the two devices are within 100 feet of each other.
- The Bluetooth connection is off on your phone or your phone is in Airplane mode – make sure you keep the Bluetooth connection on.
- Your MEGABOOM has no power – be sure the battery on your MEGABOOM is charged or the MEGABOOM is connected to a power source.
- Someone else is using your MEGABOOM when the alarm is scheduled to go off.

What happens to the alarm if I close the MEGABOOM app?

Your alarm will still activate as you have it set.

Why didn`t the music I selected play when my MEGABOOM alarm went off?

If your alarm played the backup alarm sound instead of the music you selected, check the following:

- The music service or internet radio app you selected may not have activated.
- Your phone may be out of range of your MEGABOOM – make sure the two devices are within 100 feet of each other.
- The Bluetooth connection is off on your phone or your phone is in Airplane mode – make sure you keep the Bluetooth connection on.
- Your phone may be off or out of battery – make sure your phone is on (your alarm will still play if your phone is Locked)
- Your phone may have lost the connection to the internet/network.

What happens if I only select one song from my Music Library?

That song will repeat until you turn the alarm off. After 1 hour, the alarm will turn itself off. If you snooze your alarm, it will play for an hour from the last snooze.

What music services can I use with my alarm?

Most music services work with the MEGABOOM alarm, including popular services like Spotify and Pandora. To use a music service with the alarm:

- Play the music you would like from the music service. This can be a specific song, a playlist or a radio station.
- Then go to the alarm settings in the MEGABOOM app and select "Last Played".

Why can't I switch between two connected devices with MEGABOOM?

Some devices will hold a connection with MEGABOOM even when the stream is paused or the connection is idle. To fix this issue, try the following on the device you no longer want to use:

- Disconnect from the MEGABOOM.

OR

- Turn off the Bluetooth connection.

This should allow another device to connect to your MEGABOOM.

Why can't my iOS device connect to my MEGABOOM?

If your iOS device no longer connects to your MEGABOOM, try the following:

- Turn your MEGABOOM off and then back on.
- Turn your iOS device off and then back on.

If your iOS device still won't connect, you should re-pair your device with the MEGABOOM. Here's how:

1. In the Bluetooth menu on your iOS device, locate MEGABOOM and tap the arrow next to it.
2. Tap **Forget this Device**.
3. Turn your speaker on.
4. Hold down the Bluetooth button (above the power button) until you hear a tone.

NOTE: The Bluetooth connection button will blink rapidly, meaning the speaker is ready for pairing.

1. On your device, go to the Bluetooth menu and scan for devices.

Tap **MEGABOOM** to pair.