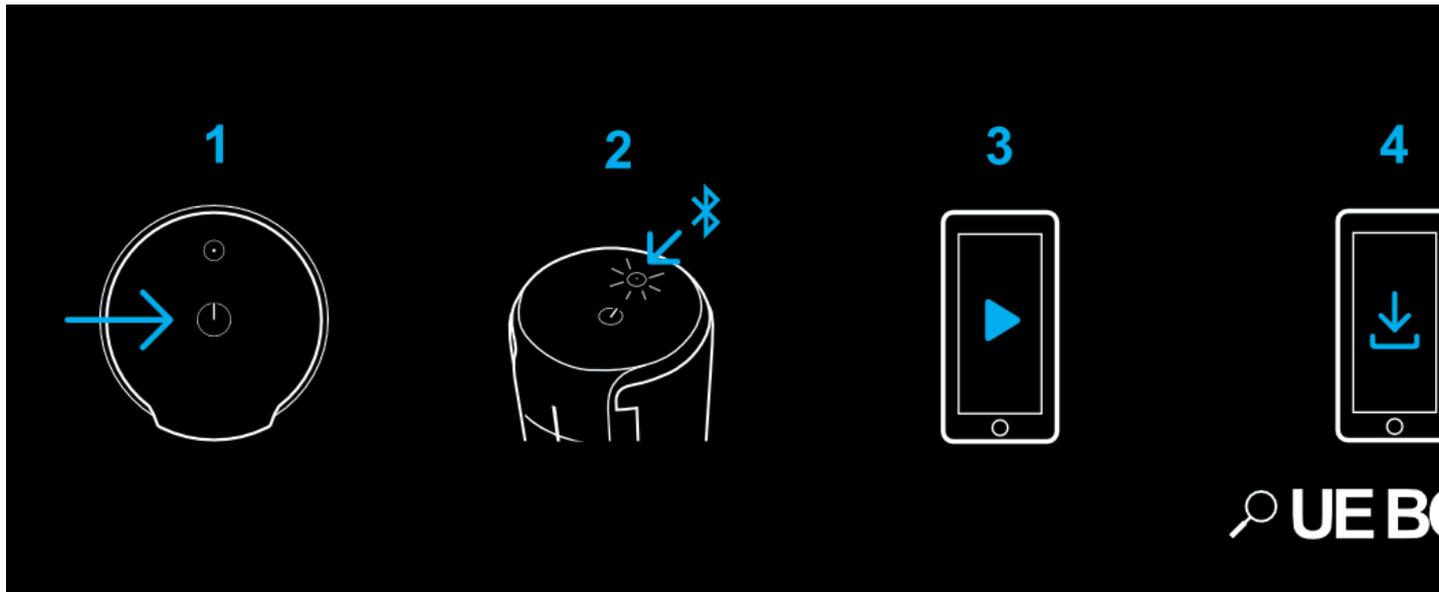You can connect your BOOM 2 to your smartphone, tablet or other device using either Bluetooth or the auxiliary input.

Bluetooth

Out of the package, your BOOM 2 is ready to pair with your first Bluetooth device. Here's how:

1. Turn the speaker on by pressing the power button on the top of the speaker. The power indicator will glow white, the Bluetooth connect button (above the power button) will blink white rapidly, and you will hear a tone indicating the speaker is ready to pair.
2. On your Bluetooth device, go to the Bluetooth menu and scan for devices (make sure Bluetooth is enabled).
3. Select **BOOM 2** from the list of devices.

NOTE: BOOM 2 volume is set to maximum when you pair it to an iOS device for the first time. Once paired and connected, you'll hear an audible confirmation from the speaker. This means your BOOM 2 is ready to use. You can pair additional devices with your speaker, see "Pairing additional Bluetooth devices with my BOOM 2"

Auxiliary Input

1. Turn the speaker on by pressing the power button on the top of the speaker.
2. Connect the speaker to your Bluetooth device using a 3.5mm analog cable (not included).

NOTE: Use only a 3-pole (non-microphone or inline remote cable) auxiliary cable. NOTE: If a Bluetooth device is connected to the BOOM 2 while playing audio from an auxiliary connection, the Bluetooth device will take priority and the stream from the auxiliary device will stop.

IMPORTANT: The USB connection is solely for charging your BOOM 2. It won't enable you to use your speaker as an audio-output device when connected to a computer.

2

Q: How do I get support for my BOOM 2?

To contact support, send us a message or give us a call. Our contact information is located on the right side of this support page. Please have this information available:

- Serial Number (S/N)
- Part Number (P/N)
- Model Number (M/N)

The product information is located on the bottom of the ULTIMATE EARS speaker.

3

Q: How do I update my ULTIMATE EARS speaker?

Update using the app Your ULTIMATE EARS speaker gets better all the time through regular, over-the-air updates. These updates are quick and easy and can be wirelessly downloaded through your ULTIMATE EARS speaker app. To get started, connect your ULTIMATE EARS speaker to your smart device, open the app for your ULTIMATE EARS speaker, and tap on "More" to see if there are updates available. If there are, just tap to begin the update and the app will take care of the rest.

4

Q. 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:
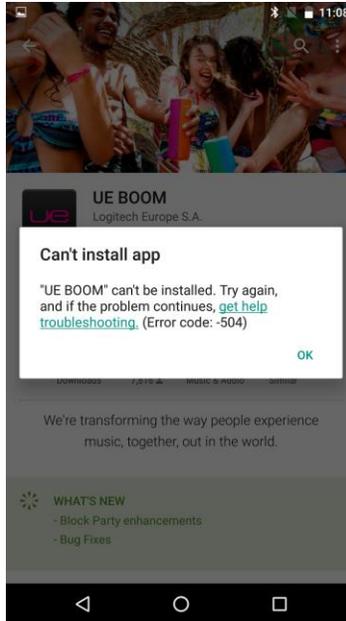
If you experience this issue, please follow the instructions below:

- 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

5

Q: 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.

6

Q: How waterproof is my BOOM 2?

Your BOOM 2 is rated IPX 7. This means it can survive immersion in 1 meter/3.3 feet for up to 30 minutes. Important: While we encourage you to take your BOOM 2 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 BOOM 2 with fresh water after using it in a swimming pool or the ocean. 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.

7

Q: Is my Ultimate Ears Speaker waterproof?

Yes. Your Ultimate Ears Speaker is IPX7 rated and has been tested to withstand up to 1 meter of submersion for up to 30 minutes. Make sure the weather door for the 3.5mm auxiliary port and micro-USB port is on securely before bringing your Ultimate Ears Speaker near water. However, the micro-USB charging cable included with your WONDERBOOM 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

8

Q: Can I set my Alarm to repeat?

You can set your Alarm to repeat daily by selecting "Daily Repeat" in the app Alarm settings, but you will not be able set multiple Alarms for the same day.

9

Q: What if my ULTIMATE EARS speaker battery is drained, will my Alarm still play?

A backup alarm will play on your phone or tablet.

10

Q: Can I use the Alarm in Double Up mode?

No. Your Alarm will play on the primary ULTIMATE EARS speaker that it was connected to when the Alarm was set up. It will not play on two ULTIMATE EARS speakers, even if you last used them in Double Up mode.

11

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

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

12

Q: What happens if I only select one song from my Music Library when setting the Alarm?

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.

13

Q: How long will my ULTIMATE EARS speaker stay on while idle?

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

14

Q: How do I use the remote power on and off feature on my BOOM 2?

You can remotely turn your BOOM 2 on and off using the BOOM 2 app. This feature is automatically enabled the first time you connect your BOOM 2 to your smartphone and run the app. To turn your BOOM 2 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.

15

Q: What music services can I use with my Alarm?

Most music services work with the ULTIMATE EARS speaker 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 ULTIMATE EARS speaker app and select "Last Played".

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Q: Why did my Alarm not play from my ULTIMATE EARS Speaker?

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

- The music service app you selected should be running in the background.
- Your phone may be out of range of your ULTIMATE EARS speaker – make sure the two devices are within 100 feet for MEGABOOM and BOOM 2, 65 feet for ROLL, 50 feet for BOOM.
- Make sure your Bluetooth connection is on and your phone is not in Airplane mode.
- Make sure your phone is turned on and your battery is not drained.
- Your phone may have lost connection to the internet or cellular service.

If your Alarm played on your phone instead of your ULTIMATE EARS speaker, check the following:

- Your phone may be out of range of your ULTIMATE EARS speaker – make sure the two devices are within 100 feet for MEGABOOM and BOOM 2, 65 feet for ROLL, 50 feet for BOOM.
- Make sure your Bluetooth connection is on and your phone is not in Airplane mode.
- Your ULTIMATE EARS speaker may not have power – make sure the battery on your ULTIMATE EARS speaker is charged.
- Your ULTIMATE EARS speaker may be paired to another device when the Alarm was scheduled to go off.

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Before you use the Alarm on your ULTIMATE EARS speaker, make sure to download the app from Google Play or the iOS App Store. Once you have the app installed, open it and tap ALARM to set it up. There are two options to choose the music for your Alarm: Last Played and My Library.

Last Played:

This option allows you to set the Alarm music with the last song that was played from your device or music that was played from a music service (e.g. Spotify, Pandora, Deezer, etc).

My Library:

This option allows you to set the Alarm music with any song(s) from the music library on your device.

I'm awake! How do I turn off or snooze the Alarm?

On your device:

- Snooze by tapping the Snooze icon.
- Turn off your Alarm by swiping the arrow from left to right.

On your ULTIMATE EARS speaker:

- Snooze by pressing the Bluetooth button once.
- Turn off the Alarm by pressing the power button.

Note: Snooze will delay the Alarm by 10 minutes. If you don't snooze or turn your Alarm off, your music will continue to play for an hour.

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Q: Can I use NFC to connect my smartphone to my ULTIMATE EARS speaker?

If your smartphone is NFC-enabled you can use it to connect your smartphone to your ULTIMATE EARS speaker (except ULTIMATE EARS ROLL), here's how:

1. Ensure NFC is enabled on your smartphone (see your smartphone's documentation for help).
2. Turn on your ULTIMATE EARS speaker. In some cases you may need to place your ULTIMATE EARS speaker in pairing mode. Press and hold the Bluetooth connect button on your ULTIMATE EARS speaker until you hear a tone.
3. Hold your smartphone to your ULTIMATE EARS speaker right below the Volume + and – button for up to 10 seconds.

NOTE: You may see a pop-up on your smartphone asking you to confirm the pairing.

1. You'll hear an audible confirmation from your ULTIMATE EARS speaker when the pairing is complete.

IMPORTANT: Your ULTIMATE EARS speaker stays in a pairing state for 3 minutes. If you are unable to pair using NFC, place your ULTIMATE EARS speaker into pairing mode and try pairing using NFC within 3 minutes. If you are unable to pair using NFC, find the setup FAQ specific to your ULTIMATE EARS speaker to pair through the Bluetooth device menu.

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Q: Why did my ULTIMATE EARS speaker app stop working on my Android device?

You may experience an issue with the ULTIMATE EARS speaker App crashing on your Android device. This occurs when you have two Bluetooth devices connected to a ULTIMATE EARS speaker with one being an Android device and the app running on that device. To fix this issue, try the following:

1. Disconnect the second Bluetooth device from your ULTIMATE EARS speaker (either by disconnecting it from the Bluetooth devices menu or turning the Bluetooth connection off completely.
2. Terminate and restart the ULTIMATE EARS speaker App on the primary Bluetooth device.

If the above doesn't work, try the following:

1. Turn your ULTIMATE EARS speaker Off, then back On again
2. Terminate and restart the ULTIMATE EARS speaker app

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Q: How do I use the "Double Up" feature of my ULTIMATE EARS speaker?

If you have two ULTIMATE EARS speakers, you can use them together to amplify your sound. Here's how: NOTE: Your BOOM must have the latest software version to Double Up with ROLL, MEGABOOM and BOOM 2.

With the app:

1. Connect your first ULTIMATE EARS speaker to your device.
2. Open the app (if you're doubling up two different ULTIMATE EARS speakers, you can use any of their apps to Double Up) for your ULTIMATE EARS speaker and tap the "Double Up" icon then tap **Start** in the Double Up screen.
3. Follow the steps from the app to Double Up your speakers.

NOTE: You can also use the app to "lock" the Double Up connection so when you power both of your ULTIMATE EARS speakers up, they'll automatically reconnect in Double Up.

Without the app:

1. Connect to the first ULTIMATE EARS speaker and turn on the second one.
2. On the first, press both the Volume "+" and the Bluetooth connection button at the same time. You should hear a tone that confirms the speaker is ready to Double Up.
3. On the second speaker, press the Bluetooth button twice. You should hear a tone confirming that it is trying to Double Up then another when the connection is successful.

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Q: Why can't I select my ULTIMATE EARS speaker from the iOS Airplay menu?

If you have multiple ULTIMATE EARS speakers connected to one or more iOS devices, you might not be able to select which speaker to use with the iOS Airplay menu. If you have two Bluetooth sources, try disconnecting the second source and use only one source.

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Q: Can I change the name of my ULTIMATE EARS speaker?

You can change the name of your ULTIMATE EARS speaker. **iOS and Android Device**

1. Connect your speaker and Open the app
2. Tap MORE -> **Settings -> Speaker name**.
3. Enter the new name for your speaker.

You can't change the display name of your ULTIMATE EARS speaker in the iOS Bluetooth device menu. NOTE: You might have to un-pair and re-pair your speaker for the changes to take effect. For Android, you can also change the display name of your ULTIMATE EARS speaker in the Bluetooth device menu. Here's how:

1. Open your Bluetooth device menu.

2. Locate your ULTIMATE EARS speaker and tap the **Settings** icon next to it.
3. Tap **Rename** and enter the new name for your speaker.

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Q: Why aren't my ULTIMATE EARS speaker controls working correctly when I use a 3.5mm auxiliary cable?

Your ULTIMATE EARS speaker was designed to be used with a 3-pole (non-microphone or inline remote cable) auxiliary connector. You may experience unexpected behavior with controls if you use a 4-pole (with inline microphone and/or inline remote) auxiliary cable. Only use a 3-pole cable with your ULTIMATE EARS speakers.

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Q: Why can't I switch between two connected devices with ULTIMATE EARS speaker?

Some devices will hold onto connection with ULTIMATE EARS speaker even after 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:

- Turn off the Bluetooth connectionor
- On Android, you can go to the Bluetooth device menu and tap on the ULTIMATE EARS speaker to disconnect.

This should allow another device to connect to your ULTIMATE EARS speaker.

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Q: Why can't my iOS device connect to my ULTIMATE EARS speaker?

If your iOS device no longer connects to your ULTIMATE EARS speaker, try the following:

- Turn your ULTIMATE EARS speaker 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 ULTIMATE EARS speaker. Here's how:

1. In the Bluetooth menu on your iOS device, locate ULTIMATE EARS speaker and tap the "i" icon next to it.
2. Tap **Forget this Device**.
3. Turn your speaker on.
4. Hold down the Bluetooth button (next to the power button) until you hear a tone. *NOTE: The Bluetooth connection button will blink rapidly, meaning the speaker is ready for pairing*.
5. On your device, go to the Bluetooth menu and scan for devices.

6. Tap your ULTIMATE EARS speaker to pair.

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Q: What can I do if the volume isn't synchronized between my Apple device and my ULTIMATE EARS speaker?

The volume settings between your ULTIMATE EARS speaker and Apple device can sometimes get out of sync. If this happens, try the following:

- Turn down the volume on iOS device down to zero, then back up.
- Turn the Bluetooth connection on your device Off, then back On again.
- Turn your device Off, and then back On.

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Q: Why do I have audio problems when one of my connected devices is a Mac computer?

If you experience audio problems while your ULTIMATE EARS Speaker is connected to your Mac computer, try the following:

- Make sure you pause or stop the playback on the Mac computer.
- On your Mac, turn Bluetooth off.
- Disconnect your ULTIMATE EARS Speaker from your Mac and repair it in your Bluetooth settings.

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Q: How do I use my ULTIMATE EARS speaker with a computer?

Yes, if your computer has Bluetooth capabilities.

Mac

1. From the Apple menu, select System Preferences.
2. Open the Bluetooth preference pane.
3. Click "+" to add a new Bluetooth device.
4. Turn the speaker on.
5. Hold down the Bluetooth button (below the power button) until you hear a tone.

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

1. Select BOOM 2 from the list of available devices and click Continue.

Once your speaker is paired and connected, you may have to select the BOOM 2 as the default playback device in the your System Preferences. Here's how:

1. From the Apple menu, select System Preferences.
2. Open the Sound preference pane.
3. Select the Output tab.
4. Select BOOM 2.

PC

1. Turn the speaker on.
2. Hold down the Bluetooth button (below the power button) until you hear a tone.

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

1. Open your Control Panel.
2. Select Hardware and Sound.
3. Select Devices and Printers.
4. Select Bluetooth Devices.
5. Click Add a device.
6. Select BOOM 2 from the list of devices, and then click next.

NOTE: If the Bluetooth Device Control window opens, expand the Headset type menu and select "My hands-free device BOOM 2 does not have a display" and then click Apply.

Once your speaker is paired and connected, you'll have to select the BOOM 2 as the default playback device in the Windows Sound settings. Here's how:

1. Open your Control Panel.
2. Select Hardware and Sound.
3. Select Manage audio devices (under Sound).
4. Select "Speakers Bluetooth Hands-free Audio" and click Set Default.
5. Click OK.

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Q: How do I use my ULTIMATE EARS speaker for phone calls?

You can use your ULTIMATE EARS speaker as a speakerphone (except ROLL) once it's turned on and connected to your smartphone. Here's how:

1. Make or answer a call on your phone:

iPhone – You'll have the option to take the call on your ULTIMATE EARS speaker(speakerphone) or directly on your phone. Select "audio source" from the In-call menu, then tap your ULTIMATE EARS speaker to use it as a speakerphone. B: **Android** – On most Android smartphones, the call will default to your ULTIMATE EARS speaker (speakerphone). Turn Headset mode off on your smartphone to take the call directly.

1. Adjust the call volume from either the phone or speaker.
2. When you're finished with the call, end the call on your phone.

NOTE: Skype may or may not work on a Bluetooth speakerphone. This depends on your smartphone's make and model, and Skype settings.

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Q: Why won't my Bluetooth device connect to my ULTIMATE EARS speaker?

If your Bluetooth device won't connect to your ULTIMATE EARS speaker, try the following:

- Make sure your speaker is turned on.
- Make sure your device is paired with your speaker and Bluetooth is active.
- Place your Bluetooth device closer to the speaker – it might be out of range.
- Move your Bluetooth device and speaker away from other wireless sources – you could be experiencing interference.
- Turn your ULTIMATE EARS speaker off, and then back on again.
- If you have multiple ULTIMATE EARS speakers, make sure you're connected to the correct one.
- Your ULTIMATE EARS speaker can store up to 8 devices in memory and keep three active connections (two for BOOM) devices at a time – make sure you don't already have three devices connected.

NOTE: If this is the first time you're pairing a device with your speaker, you don't need to press the Bluetooth connection button. It comes out of the box ready to pair.

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Q: What should I do if the audio is distorted or drops out on my ULTIMATE EARS speaker?

If you're having trouble with audio distortion or drop-outs on your ULTIMATE EARS speaker, try these suggestions:

- Move the audio source closer – it might be out of the range of your speaker.
- Move away from other sources of wireless signal – you could be experiencing interference.
- Make sure your speaker has enough battery power (connect it to a power source with the supplied adapter).
- Adjust the volume on both the audio source and your speaker.
- Restart both your speaker and the audio source.
- Re-pair your device with your speaker (see "How do I pair additional Bluetooth devices with my ULTIMATE EARS speaker?").
- If you're using two ULTIMATE EARS speakers (in Double Up mode), try disconnecting and streaming to one speaker only.

NOTE: If you're streaming audio content from the internet, the issue could be with the internet connection and not your speaker.

Q: How do I use my BOOM 2 with more than one smart device at a time?

1. Connect the first paired device to your speaker by selecting it from the device's Bluetooth menu. *NOTE: If you haven't paired any devices, see "How do I setup my BOOM 2" for help.*
2. Connect a second device to your speaker the same way you did in step #1. *NOTE: If you haven't paired any additional devices, see How do I pair additional Bluetooth devices with my BOOM 2? for help.*
3. Once you have two devices connected, you can start playing audio from one of them.
4. To switch and play audio from another connected device, pause the current one. Then, start playing the other.

Q: How do I pair additional Bluetooth&reg devices with my speaker?

Your ULTIMATE EARS speaker will remember the last eight devices it connected with. **Pairing additional devices** After you pair the first device, here's how to pair additional devices:

1. Turn the speaker on.
2. Hold down the Bluetooth button until you hear a tone.

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

1. On your device, go to the Bluetooth menu and scan for devices.
2. Select the name of your ULTIMATE EARS speaker from the list of devices.

Once paired and connected, you'll hear an audible confirmation from the speaker. Your ULTIMATE EARS speaker is now ready to use with the device you added. NOTE: While the speaker can store up to eight paired devices, it can only maintain an active connection with up to three of them at a time (two for BOOM).

Reconnecting to a device

To reconnect a device to your ULTIMATE EARS speaker after the initial pairing or after pairing another device:

1. Turn the speaker on
2. On your device, go to the Bluetooth menu and select the name of your ULTIMATE EARS speaker from the list of devices.

Once reconnected, you'll hear an audible confirmation from the speaker. Your ULTIMATE EARS speaker is now ready to use with the device you selected.

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Q: How Do I use Block Party?

Block Party lets you and your friends play DJ through BOOM 2. Before getting started, make sure your app and speaker have been updated. **To start Block Party:**

1. Open the BOOM App
2. Swipe left to start Block Party
3. Tap the + sign
4. Press the play icon

Add a friend: Have your friend turn on Bluetooth and connect to your speaker. **Remove a friend:** Tap the X next to their device's name. **Skip a friend's song:** Press the skip button. *Notes:*

- Block Party can connect up to three devices at a time.
- If using a music service like Pandora, the maximum number of skips still applies.

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Q: How do I use Tap Controls on my BOOM 2?

Tap lets you control the music directly from your BOOM 2. Note: Tap Controls can only be enabled through the app. The first time you use this feature, you must connect your BOOM 2 to the app. Once they are connected, open the app to activate Tap Controls in the settings. Once it's activated, you can use Tap Controls with or without the app being active. To use Tap Controls, first pick up your BOOM 2 and hold it upright. (Note: Your speaker may be held at a slight tilt, but Tap will not work if the speaker is upside down or on a flat surface.) Tap the top of the speaker:

- One time - To play music and tap again to pause the music.
- Two times - To skip a song.

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Q: 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.

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Q: How can I check how much battery charge my ULTIMATE EARS speaker has?

Press both volume up (+) and down (-) on the speaker itself simultaneously and the speaker will tell you the remaining battery percentage. Additionally you can check the app.

1. Open the app for your ULTIMATE EARS speaker.
2. The battery meter is displayed underneath the on screen ULTIMATE EARS speaker.

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I want to use my Ultimate Ears speaker as an an audio source to watch videos. However, when I connect to my speaker to a 3.5mm auxiliary cable, there is an audio lag. What should I do?

For the best experience, we recommend connecting to one speaker through Bluetooth. However, industry-wide, for all Bluetooth devices, there will always be some latency (audio lag) when viewing videos, and the amount of the audio latency is specific to the video application and OS. The lowest latency, with a single speaker, is around 250 milliseconds. To most people, this is not a noticeable latency that negatively affects the video viewing experience. If you are connecting to one speaker using a 3.5mm auxiliary cable, check that your speaker has the latest firmware. You can update your speaker firmware using the BOOM or MEGABOOM app.

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Q: How long is my battery supposed to last and how long does it take to recharge?

Playtime
Overall playtime depends on how you use your Ultimate Ears Speaker, with things like the type of music and volume level all affecting the overall playtime. However, when played at roughly mid-volume, you can expect you can expect up to the listed hours of playtime from one full charge.

Charging
Using the USB cable provided, and a standard USB port (e.g. Laptop) it will take approximately 5 hrs. 30 mins to recharge your Ultimate Ears Speaker to 100%. BOOM 2 can also be charged with most USB chargers and times will be faster depending on the output of the USB charger you use. 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.

Q: Can my BOOM 2 Double Up with other ULTIMATE EARS speakers?

Yes, you can Double Up with BOOM, MEGABOOM or ROLL. If you're doubling up with BOOM, make sure your BOOM has the latest software. BOOM update version 7.x and 8.x allow for compatibility with ROLL, but versions 5.x and 6.x do not. Get the latest BOOM update here. NOTE: Double Up with MINI BOOM is not supported.

Q: How do I update the software on my ULTIMATE EARS BOOM 2?

Update using the app

Your ULTIMATE EARS speaker gets better all the time through regular, over-the-air updates. These updates are quick and easy and can be wirelessly downloaded through your ULTIMATE EARS speaker app. To get started, connect your ULTIMATE EARS speaker to your smart device, open the app for your ULTIMATE EARS speaker, and tap on "More" to see if there are updates available. If there are, just tap to begin the update and the app will take care of the rest.

Update without the app

While it is quickest and easiest to update over-the-air with the app for your ULTIMATE EARS speaker, if you can't update using the app or you simply prefer to use an old-school desktop updater, we've still got you covered. Click on the Mac or Windows download link below to download the update utility. After you download the app, run it and follow the on-screen instructions. You'll need to connect your ULTIMATE EARS BOOM 2 to your computer to complete the update.

REQUIREMENTS: This update supports Windows 7 and above, Mac OS X (10.8.x) and above.