Ultimate Ears Megablast

FREQUENTLY ASKED QUESTIONS

1

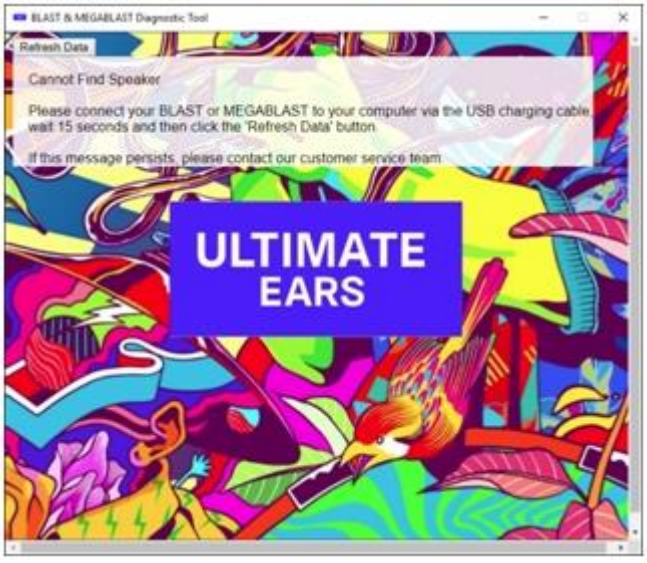
How to use the BLAST & MEGABLAST Diagnostic Tool

The BLAST MEGABLAST Diagnostic Tool is an application for your PC or Mac that lets you recover an unresponsive speaker and reset it to the factory default settings. The tool also has the ability to gather diagnostic information that can be emailed to Customer Care to help them troubleshoot problems. The tool is available for Windows (10, 8, and 7), as well as MacOS (10.10+).

Mac OSX Diagnostic Tool Windows Diagnostic Tool

Running the BLAST MEGABLAST Diagnostic Tool

1. Download the tool and then open it. Mac users should drag the file into the **Application** folder. Follow the onscreen instructions to install.
2. Connect your speaker to the computer using the USB cable that came with the speaker. NOTE: It's important that you use the included cable as it supports data transfers. If you need a replacement cable please contact Customer Care.
3. If possible, turn your speaker on. If your speaker won't turn on, the tool will still work, however.
4. Open the tool using the icon on your desktop, or from the **Application** folder on your Mac.
5. If the speaker is not detected by the utility, check the USB connection between the speaker and your computer, and then click **Refresh Data** in the upper left corner of the tool.

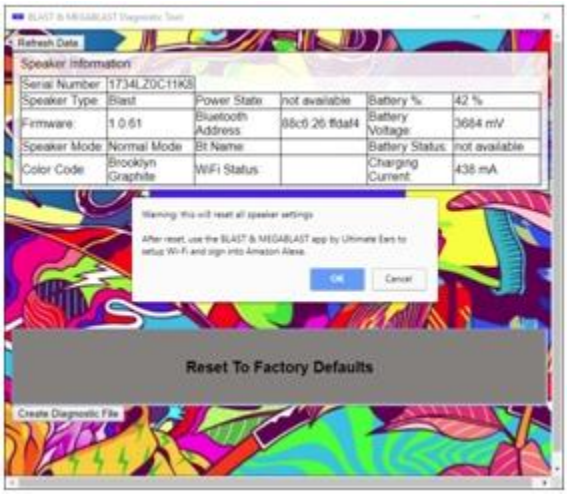


6. If the tool still doesn't detect your speaker, please contact Ultimate Ears Support.

7. Once your speaker has been detected, information for it will be displayed.



8. To reset the speaker to factory defaults click **Reset to Factory Defaults**.



NOTE: Resetting to factory defaults will clear all customer configured information on the speaker. This includes any previously paired devices and Wi-Fi settings. After resetting

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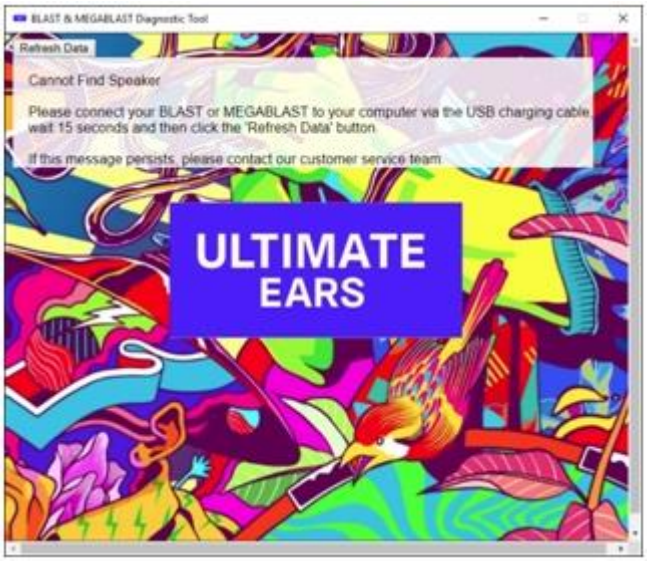


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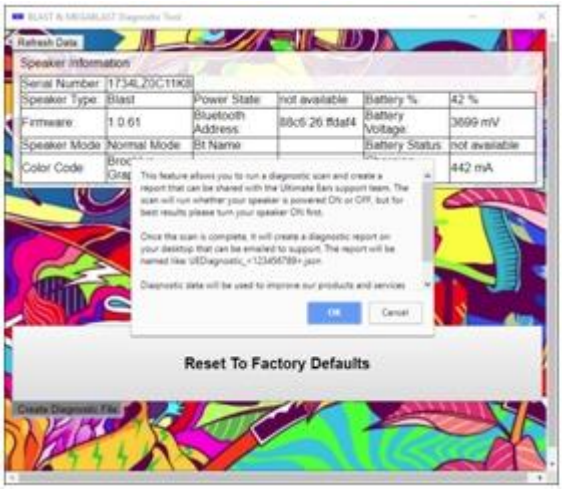
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4. Under **Reset To Factory Defaults**, click **Create Diagnostic File**.
5. Review the information and then click **OK** to continue.



6. The diagnostic file will be created and automatically saved to your computer's desktop. IMPORTANT: If the utility doesn't recognize a Serial Number for your speaker, add something to the name of the diagnostic file to associate it to you, such as a case number if you have one, or your first and last name.
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- REGISTER YOUR PRODUCT
- Setup
- Connectivity
- Alexa

- App
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- General

Apps available

Get Control on your speakers and music.



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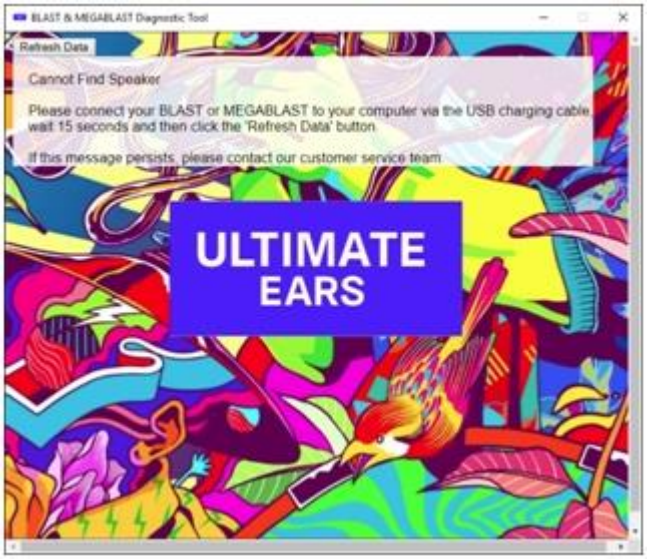
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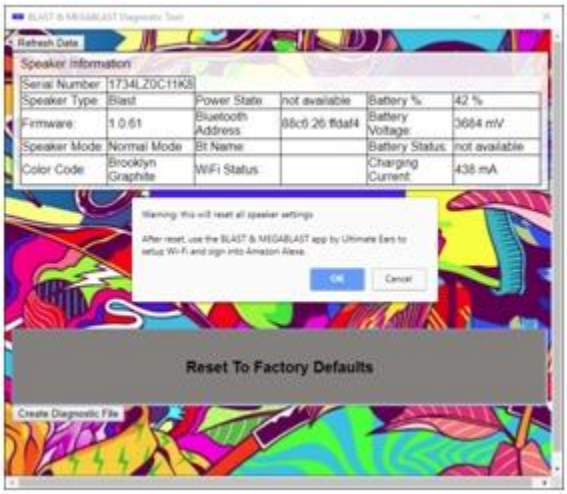
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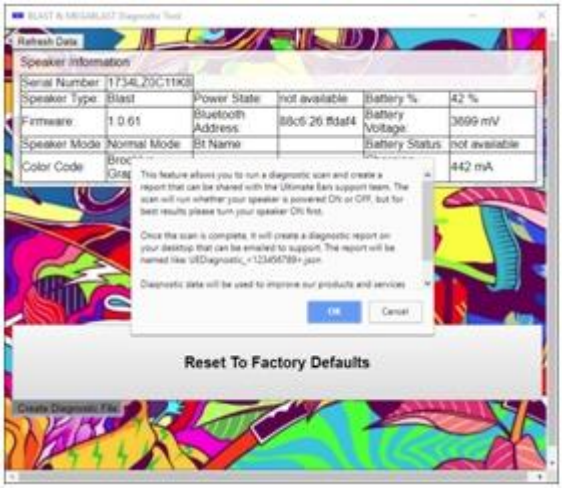
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If the speaker doesn't respond after you make an Alexa request, try the following:

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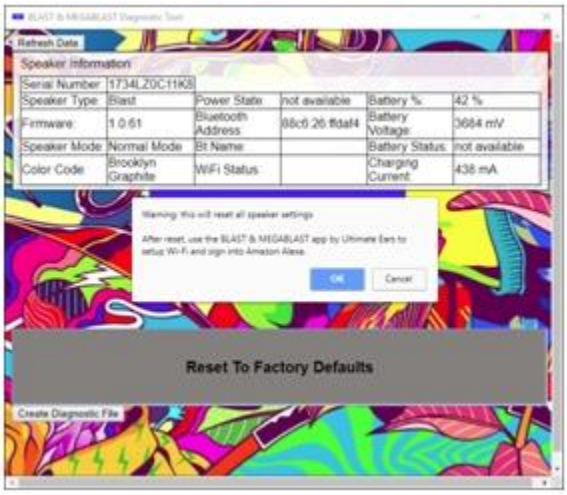
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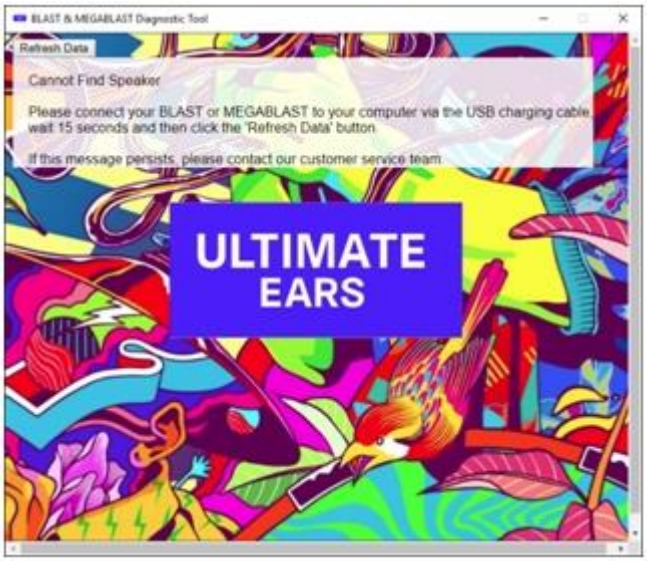


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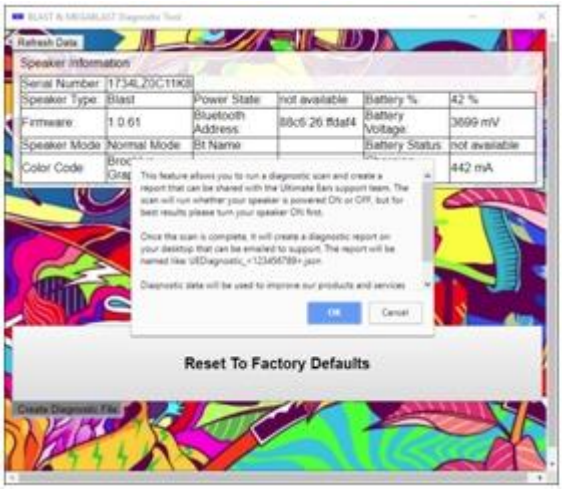
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Alexa does not respond

If Alexa doesn't respond to her wake word, try the following:

- Make sure you speak clearly and try moving closer to the speaker.
- Try turning up the volume — Alexa might be responding but at low volume.
- Try turning down the volume — Alexa might be responding but at low volume.
- Try turning the speaker so the volume buttons face away from you — this places the listening microphone at a better position to hear you.
- If your speaker is upside-down or on its side, try placing it right-side up with the volume buttons facing away from you — this places the listening microphone at a better position to hear you.
- If your speaker is in the middle of a large or empty room, try placing the speaker closer to a wall — walls help redirect your voice towards the listening microphone.

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Can I use another cable and adapter for my POWER UP charging dock?

Yes, you can, but we highly recommend using the cable and power adapter that came with your BLAST and MEGABLAST. You cannot use a micro USB cable and only connect to your computer for power. There is not enough power from your computer's USB to power the dock (POWER UP).

7

Can I connect my POWER UP charging dock to a computer or laptop to charge my speaker?

We highly recommend using the power adapter that came with your BLAST and MEGABLAST. Charging from a computer or laptop will result in your speaker not charging at all.

8

Unable to pair or set up speaker on Android

If you pair your speaker from your phone's Bluetooth settings before setting up your speaker with the BLAST & MEGABLAST by Ultimate Ears app, you may not be able to complete the setup successfully. Try the steps below then try the setup again.

1. Go to your phone's Bluetooth settings and in the Paired Devices list, unpair the speaker. The steps for doing this may differ depending on your device. For example, **Settings** > **Connections** > **Bluetooth** > Tap the gear icon > tap **Forget device**.
2. Turn Bluetooth on your phone **OFF** and then **ON** briefly.
3. Turn the speaker **ON** and then press and hold the power button (the large one on top) and the volume down button (on the front of the speaker) at the same time for 10 seconds
4. Once you hear the speaker make a clapping sound, it's successfully cleared its local cache and will then shut down
5. Delete the app and then download and reinstall a fresh version from the Play store.
6. Turn the speaker back **ON**.
7. DON'T pair to Bluetooth — instead, launch the app and go through the setup steps as instructed in the app. The app will prompt you to pair during the setup process.
8. Make sure you have access to a Wi-Fi network so you can update the firmware on the speaker.

9

Why won't my app pair with my speaker?

The most common reason for Bluetooth pairing failures between the app and your speaker is because the app on your phone or tablet isn't the latest version. Check the app store for a newer version of the app. After you've updated the app, try pairing with your speaker again. In many cases, this will resolve the problem.

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I tried to pair my speaker to WiFi and now it says the speaker disconnected?

If you are trying to set up WiFi on your speaker and receive a "Speaker Connection Lost" message, you may be running an old version of the app on your phone or tablet. Check the app store and update the app if there is a newer version available. After updating, try pairing your speaker again and set up WiFi

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Set up your Ultimate Ears speaker

https://youtu.be/tkAJjYpgPhk

To set up your speaker, first download the Ultimate Ears app. This ensures that both your phone and speaker are ready to take full advantage of all the features your speaker comes with.

1. Get the latest version of the Ultimate Ears App from either the Apple App Store or the Google Play Store.
2. Make sure you have your wireless network information ready — during setup, you will need to connect to WiFi to update your speaker's firmware and set up Alexa.
3. Turn your speaker on before you begin the setup in the app — this ensures the app finds your speaker. If you have multiple speakers, you can add the additional speakers to the app once you've set up your first speaker.
4. Follow the setup steps in the app — the app will walk you through connecting to WiFi and Bluetooth, updating the speaker's firmware, as well as setting up Alexa.

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Get the Ultimate Ears App

To get the app for your BLAST or MEGABLAST speakers, search for "Ultimate Ears" in the Google Play Store or Apple App Store.

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HOW TO RESET A BLAST OR MEGABLAST THAT WON'T TURN ON

WARNING This procedure can permanently damage your speaker and should ONLY be used if the speaker won't turn ON. Frequent use of the reset procedure is NOT recommended.

1. Briefly press the "-" (volume down), "+" (volume up) and small action/Bluetooth buttons at the same time (See picture below).



2. Next, press the large power button on the speaker and it will turn back ON.

Note: it may take a few moments for the speaker to reconnect to Alexa or repair to your mobile device.

3. After resetting the speaker, it's highly RECOMMENDED that you use the Ultimate Ears app (available from the app stores for iOS and Android) to check for available firmware updates for your speaker. To do this, launch the app > tap on the settings icon > scroll to the bottom of the screen and press "Check for Updates." (Depending on the version of the app you may need to disable Automatic Updates before you can manually check for updates. If prompted, follow the instructions to update your speaker's firmware.

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How do I redeem my three-month subscription to Amazon Music Unlimited Family Plan?

As part of the setup process on the Ultimate Ears app, you will be asked to enter your email to receive a code to activate your subscription. You will receive a code and activation link via email. Click through the link to activate your subscription. On the Amazon landing page, after you sign-in, select "Family Plan" and hit "Start your free trial" button You will see a confirmation page stating that your 30-day free trial starts now. Your three-month subscription starts with the 30-day free trial, followed by two months after the free trial ends. This promotion is only available to new subscribers of Amazon Music Unlimited. Terms and conditions apply. Amazon landing page after sign-in:

Confirmation page: Please note that the 3-month subscription to Amazon Music Unlimited includes the 30-day free trial + 2 months after the free trial ends.

What is the Amazon Music Unlimited Family Plan? The Amazon Music Unlimited Family Plan allows you to stream music on up to 6 devices at the same time. See here for details: https://www.amazon.com/gp/dmusic/promotions/AmazonMusicUnlimitedFamily

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Do I need an Amazon Prime account to use Alexa on the speaker?

No, you don't need an account, but if you do have an Amazon Prime account, you'll have access to Amazon Prime Music with more available content.

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Do I need to sign into Amazon?

Your Amazon account is used to sign you into Alexa. It's how Alexa distinguishes you from someone else and how your information is protected from others. Each time you make a request to Alexa, she'll retrieve the most relevant information based on your Amazon account information.

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Connecting to WiFi

To connect your speaker to WiFi, you'll need the Ultimate Ears app. The app will walk you through the initial setup of your speaker which includes connecting to WiFi. The app will also allow you to connect to a different WiFi network if you bring your speaker outside of your network.

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Issues during Amazon login

If you're having issues logging into Amazon during setup, check the following:

- Make sure that your password and email address match — you can try logging in on www.amazon.com to test your login information.
- If you don't have an Amazon account, you can create one for free at www.amazon.com

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Why do I need to connect to Bluetooth after connecting using WiFi?

The Bluetooth and WiFi connections of your Ultimate Ears speakers give you access to different features.

WiFi allows you to take advantage of the Alexa feature which in turn gives you the ability to control the following music/content services with voice:

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio (US, Australia, New Zealand)
- TuneIn Radio
- Deezer
- Pandora
- Spotify

Bluetooth allows you to stream other music/content services directly to the speaker as long as you have the app for the service. Here's a list of a few services you can stream through Bluetooth:

- YouTube Red
- Apple Music
- Local music (iTunes, Google Play Music)

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Connect your speaker directly through Bluetooth

Important: While you can connect your speaker directly through Bluetooth, we recommend that you go through the app for initial setup. Right out of the box, your speaker is ready to pair through Bluetooth. If you are connecting additional Bluetooth source devices, do the following:

1. Press and hold the Bluetooth button on top of your speaker (next to the Power button) for five seconds or until you hear a tone indicating it is ready to pair. The Bluetooth LED indicator should blink white rapidly.
2. In your device's Bluetooth devices list, look for your speaker (BLAST or MEGABLAST) and tap it to connect.
3. You will hear a tone indicating that the speaker is connected and the Bluetooth LED will be solid white.

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Speaker fails to pair to phone over Bluetooth

If your speaker fails to connect to your phone over Bluetooth, try the following:

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

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Phone can't find speaker during Bluetooth setup

If your mobile phone can't find your speaker, try the following.

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
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23

The app seems to freeze when the speaker restarts

It may take a minute or two for the speaker to restart and reconnect to the app. If the app displays that the speaker is still restarting, try turning the speaker off, then back on again. The app screen may take up to 30 seconds to update and reflect the speaker's connection status.

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What to do if the firmware update fails

If you're trying to update your speaker and the update fails, try the following:

1. Make sure you have the latest version of the app — check the Apple App Store or Google Play Store to make sure you have the latest version.
2. Make sure your speaker is connected to WiFi — firmware updates come through WiFi and not over Bluetooth.
3. If your speaker has less than a 20% charge, make sure you connect it to power before you start the update.
4. Turn your speaker off and then back on again.

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Errors during Bluetooth pairing

If you experience issues during Bluetooth pairing or you see an error message, try the following.

- Turn your speaker off, then back on again
- Close the app and then restart it

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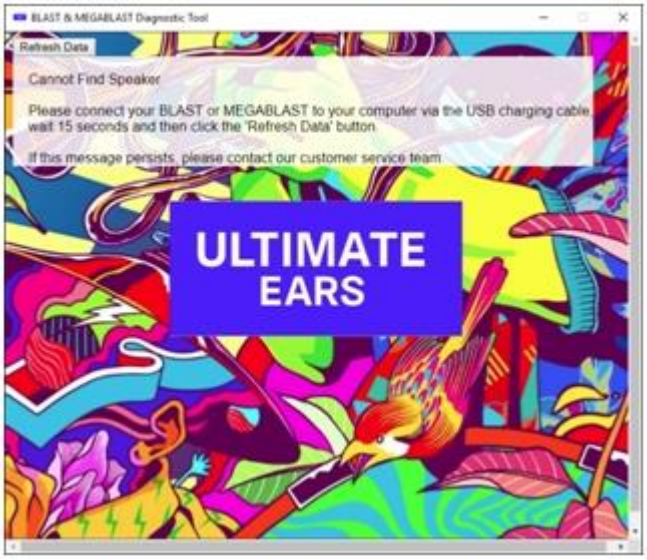
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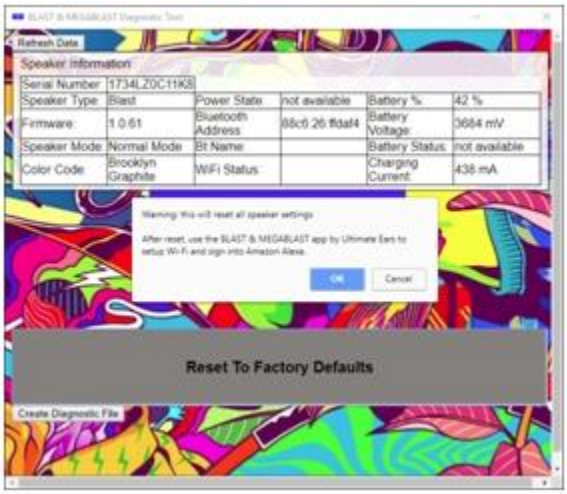
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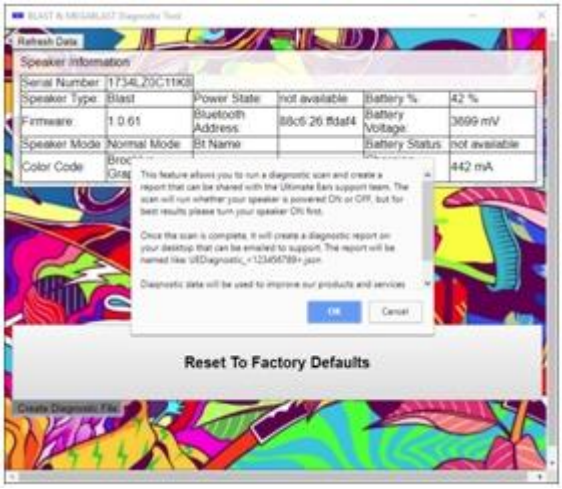
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- http://www.ultimateears.com/en-us/privacy

5

Alexa does not respond

If Alexa doesn't respond to her wake word, try the following:

- Make sure you speak clearly and try moving closer to the speaker.
- Try turning up the volume — Alexa might be responding but at low volume.
- Try turning down the volume — Alexa might be responding but at low volume.
- Try turning the speaker so the volume buttons face away from you — this places the listening microphone at a better position to hear you.
- If your speaker is upside-down or on its side, try placing it right-side up with the volume buttons facing away from you — this places the listening microphone at a better position to hear you.
- If your speaker is in the middle of a large or empty room, try placing the speaker closer to a wall — walls help redirect your voice towards the listening microphone.

6

Can I use another cable and adapter for my POWER UP charging dock?

Yes, you can, but we highly recommend using the cable and power adapter that came with your BLAST and MEGABLAST. You cannot use a micro USB cable and only connect to your computer for power. There is not enough power from your computer's USB to power the dock (POWER UP).

7

Can I connect my POWER UP charging dock to a computer or laptop to charge my speaker?

We highly recommend using the power adapter that came with your BLAST and MEGABLAST. Charging from a computer or laptop will result in your speaker not charging at all.

8

Unable to pair or set up speaker on Android

If you pair your speaker from your phone's Bluetooth settings before setting up your speaker with the BLAST & MEGABLAST by Ultimate Ears app, you may not be able to complete the setup successfully. Try the steps below then try the setup again.

1. Go to your phone's Bluetooth settings and in the Paired Devices list, unpair the speaker. The steps for doing this may differ depending on your device. For example, **Settings** > **Connections** > **Bluetooth** > Tap the gear icon > tap **Forget device**.
2. Turn Bluetooth on your phone **OFF** and then **ON** briefly.
3. Turn the speaker **ON** and then press and hold the power button (the large one on top) and the volume down button (on the front of the speaker) at the same time for 10 seconds
4. Once you hear the speaker make a clapping sound, it's successfully cleared its local cache and will then shut down
5. Delete the app and then download and reinstall a fresh version from the Play store.
6. Turn the speaker back **ON**.
7. DON'T pair to Bluetooth — instead, launch the app and go through the setup steps as instructed in the app. The app will prompt you to pair during the setup process.
8. Make sure you have access to a Wi-Fi network so you can update the firmware on the speaker.

9

Why won't my app pair with my speaker?

The most common reason for Bluetooth pairing failures between the app and your speaker is because the app on your phone or tablet isn't the latest version. Check the app store for a newer version of the app. After you've updated the app, try pairing with your speaker again. In many cases, this will resolve the problem.

10

I tried to pair my speaker to WiFi and now it says the speaker disconnected?

If you are trying to set up WiFi on your speaker and receive a “Speaker Connection Lost” message, you may be running an old version of the app on your phone or tablet. Check the app store and update the app if there is a newer version available. After updating, try pairing your speaker again and set up WiFi.

11

Set up your Ultimate Ears speaker

To set up your speaker, first download the Ultimate Ears app. This ensures that both your phone and speaker are ready to take full advantage of all the features your speaker comes with.

1. Get the latest version of the Ultimate Ears App from either the Apple App Store or the Google Play Store.
2. Make sure you have your wireless network information ready — during setup, you will need to connect to WiFi to update your speaker’s firmware and set up Alexa.
3. Turn your speaker on before you begin the setup in the app — this ensures the app finds your speaker. If you have multiple speakers, you can add the additional speakers to the app once you’ve set up your first speaker.
4. Follow the setup steps in the app — the app will walk you through connecting to WiFi and Bluetooth, updating the speaker’s firmware, as well as setting up Alexa.

12

Get the Ultimate Ears App

To get the app for your BLAST or MEGABLAST speakers, search for “Ultimate Ears” in the Google Play Store or Apple App Store.

13

HOW TO RESET A BLAST OR MEGABLAST THAT WON’T TURN ON

WARNING This procedure can permanently damage your speaker and should ONLY be used if the speaker won’t turn ON. Frequent use of the reset procedure is NOT recommended.

1. Briefly press the “-“ (volume down), “+” (volume up) and small action/Bluetooth buttons at the same time (See picture below).



2. Next, press the large power button on the speaker and it will turn back ON.

Note: it may take a few moments for the speaker to reconnect to Alexa or repair to your mobile device.

3. After resetting the speaker, it's highly RECOMMENDED that you use the Ultimate Ears app (available from the app stores for iOS and Android) to check for available firmware updates for your speaker. To do this, launch the app > tap on the settings icon > scroll to the bottom of the screen and press "Check for Updates." (Depending on the version of the app you may need to disable Automatic Updates before you can manually check for updates. If prompted, follow the instructions to update your speaker's firmware.

14

How do I redeem my three-month subscription to Amazon Music Unlimited Family Plan?

As part of the setup process on the Ultimate Ears app, you will be asked to enter your email to receive a code to activate your subscription. You will receive a code and activation link via email. Click through the link to activate your subscription. On the Amazon landing page, after you sign-in, select "Family Plan" and hit "Start your free trial" button You will see a confirmation page stating that your 30-day free trial starts now. Your three-month subscription starts with the 30-day free trial, followed by two months after the free trial ends. This promotion is only available to new subscribers of Amazon Music Unlimited. Terms and conditions apply. Amazon landing page after sign-in:

Confirmation page: Please note that the 3-month subscription to Amazon Music Unlimited includes the 30-day free trial + 2 months after the free trial ends.

What is the Amazon Music Unlimited Family Plan? The Amazon Music Unlimited Family Plan allows you to stream music on up to 6 devices at the same time. See here for details: https://www.amazon.com/gp/dmusic/promotions/AmazonMusicUnlimitedFamily

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Do I need an Amazon Prime account to use Alexa on the speaker?

No, you don't need an account, but if you do have an Amazon Prime account, you'll have access to Amazon Prime Music with more available content.

16

Do I need to sign into Amazon?

Your Amazon account is used to sign you into Alexa. It's how Alexa distinguishes you from someone else and how your information is protected from others. Each time you make a request to Alexa, she'll retrieve the most relevant information based on your Amazon account information.

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Connecting to WiFi

To connect your speaker to WiFi, you'll need the Ultimate Ears app. The app will walk you through the initial setup of your speaker which includes connecting to WiFi. The app will also allow you to connect to a different WiFi network if you bring your speaker outside of your network.

18

Issues during Amazon login

If you're having issues logging into Amazon during setup, check the following:

- Make sure that your password and email address match — you can try logging in on www.amazon.com to test your login information.
- If you don't have an Amazon account, you can create one for free at www.amazon.com

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Why do I need to connect to Bluetooth after connecting using WiFi?

The Bluetooth and WiFi connections of your Ultimate Ears speakers give you access to different features.

WiFi allows you to take advantage of the Alexa feature which in turn gives you the ability to control the following music/content services with voice:

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio (US, Australia, New Zealand)
- TuneIn Radio
- Deezer
- Pandora
- Spotify

Bluetooth allows you to stream other music/content services directly to the speaker as long as you have the app for the service. Here's a list of a few services you can stream through Bluetooth:

- YouTube Red
- Apple Music
- Local music (iTunes, Google Play Music)

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Connect your speaker directly through Bluetooth

Important: While you can connect your speaker directly through Bluetooth, we recommend that you go through the app for initial setup. Right out of the box, your speaker is ready to pair through Bluetooth. If you are connecting additional Bluetooth source devices, do the following:

1. Press and hold the Bluetooth button on top of your speaker (next to the Power button) for five seconds or until you hear a tone indicating it is ready to pair. The Bluetooth LED indicator should blink white rapidly.
2. In your device's Bluetooth devices list, look for your speaker (BLAST or MEGABLAST) and tap it to connect.
3. You will hear a tone indicating that the speaker is connected and the Bluetooth LED will be solid white.

21

Speaker fails to pair to phone over Bluetooth

If your speaker fails to connect to your phone over Bluetooth, try the following:

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

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Phone can't find speaker during Bluetooth setup

If your mobile phone can't find your speaker, try the following.

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

23

The app seems to freeze when the speaker restarts

It may take a minute or two for the speaker to restart and reconnect to the app. If the app displays that the speaker is still restarting, try turning the speaker off, then back on again. The app screen may take up to 30 seconds to update and reflect the speaker's connection status.

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What to do if the firmware update fails

If you're trying to update your speaker and the update fails, try the following:

1. Make sure you have the latest version of the app — check the Apple App Store or Google Play Store to make sure you have the latest version.
2. Make sure your speaker is connected to WiFi — firmware updates come through WiFi and not over Bluetooth.
3. If your speaker has less than a 20% charge, make sure you connect it to power before you start the update.
4. Turn your speaker off and then back on again.

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Errors during Bluetooth pairing

If you experience issues during Bluetooth pairing or you see an error message, try the following.

- Turn your speaker off, then back on again
- Close the app and then restart it

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Network issues during setup

If you're having issues with your wireless network or mobile hotspot during setup, try the following suggestions: **WiFi** If your WiFi network isn't visible, pull down on the screen to refresh the network list and allow it to fully populate the networks. NOTE: This can take some time, especially if you are in an environment with a lot of networks. **Mobile Hotspot** Here are some tips if you're having issues finding or connecting to your mobile hotspot:

1. Go to your phone's WiFi settings and remove any networks that are connected.
2. Go to your phone's mobile hotspot setting and turn it **Off** and then **On** at least once.
3. Go back to the app and pull down on the WiFi scan screen to refresh the network list.
4. Your mobile hotspot should appear in the network list. If it still doesn't appear, try repeating steps 3 and 4.

Important: When you use your mobile hotspot to connect your speaker, the bandwidth needed for the connection uses your mobile data. Data rates may apply. Other Tips

- During the setup process, if you accidentally selected the wrong network, you can go back in the app and select a different network.
- Once you're setup, if you decide to connect to a different network or change your network you can connect to the new network in the speaker **Settings** menu.

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Find the speaker during setup

To ensure the app can find your speaker during setup, check the following:

- Make sure the speaker is turned on before you launch the app
    - Your speaker is ready to set up when the LED indicator on the Bluetooth button blinks rapidly.

If the indicator isn't blinking rapidly, press and hold down the Bluetooth button (next to the Power button) until you hear a tone or a voice confirmation that the speaker is in pairing mode.

- Your speaker might need to be charged — connect it to the power adapter or place it on the POWER UP charging dock (sold separately)

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Music streaming over Bluetooth versus WiFi

If you are connected to your speaker using Bluetooth, your music will come from either an app on your device or from local music files you have stored on your device.

If your speaker is connected to WiFi, your music can be streamed from a cloud service via Alexa (ex. Amazon Prime Music, Spotify, iHeartRadio or TuneIn). Your phone is not connected to the speaker in this case.

Important: Any Alexa request (except "Alexa… turn up the volume" or "Alexa … turn down the volume") will drop your Bluetooth connection and switch to WiFi so Alexa can respond.

If you're listening to Bluetooth, and ask Alexa to do something, the action will occur using a

WiFi connection.
Examples:

- Music is streaming on Bluetooth and you ask Alexa to skip the track. Your Bluetooth connection will be disconnected and Alexa will skip the last track that was previously streaming over WiFi.
- Music is streaming on Bluetooth and you ask Alexa for the weather. Your Bluetooth connection will be disconnected and Alexa will give you the weather.

29

Understanding IP67 certification and your speaker

IP67 is an independent certification for water and particulate ingress. This means your speaker can survive immersion in 1 meter/3.3 feet for up to 30 minutes. NOTE: If your speaker has been exposed to chlorine or salt water, make sure you clean it afterwards. To clean your speaker:

1. Run your speaker under clean water.
2. Use a minimal amount of mild soap to clean the speaker.
3. Rinse off with clean water.

- REGISTER YOUR PRODUCT
- Setup
- Connectivity
- Alexa
- App
- Power Up
- General

Apps available

Get Control on your speakers and music.



1

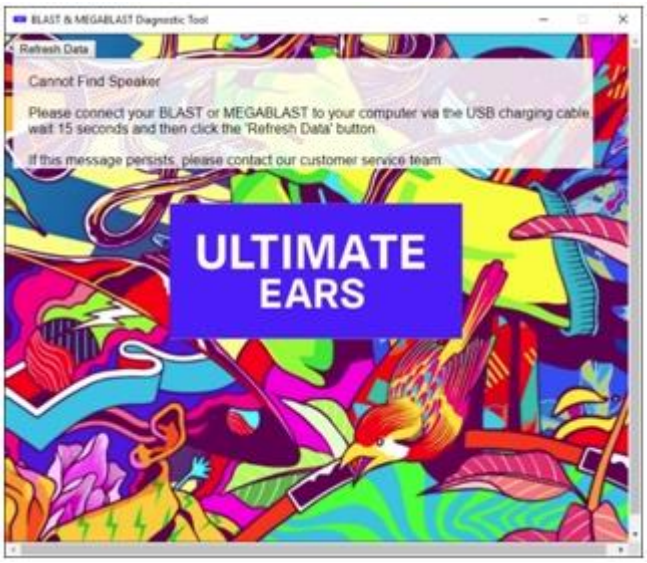
How to use the BLAST & MEGABLAST Diagnostic Tool

The BLAST MEGABLAST Diagnostic Tool is an application for your PC or Mac that lets you recover an unresponsive speaker and reset it to the factory default settings. The tool also has the ability to gather diagnostic information that can be emailed to Customer Care to help them troubleshoot problems. The tool is available for Windows (10, 8, and 7), as well as MacOS (10.10+).

Mac OSX Diagnostic Tool Windows Diagnostic Tool

Running the BLAST MEGABLAST Diagnostic Tool

1. Download the tool and then open it. Mac users should drag the file into the **Application** folder. Follow the onscreen instructions to install.
2. Connect your speaker to the computer using the USB cable that came with the speaker. NOTE: It's important that you use the included cable as it supports data transfers. If you need a replacement cable please contact Customer Care.
3. If possible, turn your speaker on. If your speaker won't turn on, the tool will still work, however.
4. Open the tool using the icon on your desktop, or from the **Application** folder on your Mac.
5. If the speaker is not detected by the utility, check the USB connection between the speaker and your computer, and then click **Refresh Data** in the upper left corner of the tool.

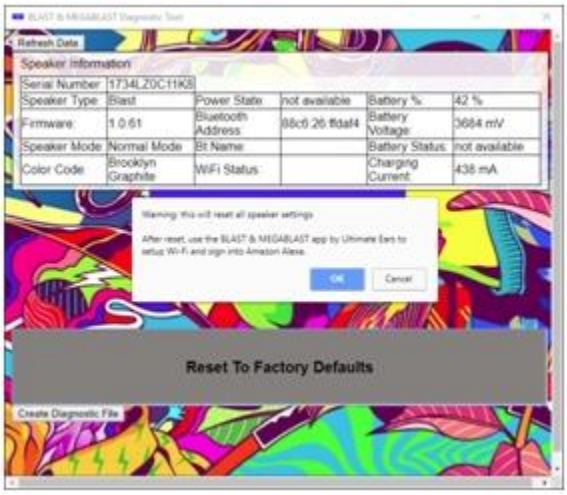


6. If the tool still doesn't detect your speaker, please contact Ultimate Ears Support.

7. Once your speaker has been detected, information for it will be displayed.



8. To reset the speaker to factory defaults click **Reset to Factory Defaults**.



NOTE: Resetting to factory defaults will clear all customer configured information on the speaker. This includes any previously paired devices and Wi-Fi settings. After resetting

the speaker you'll need to go through the app setup again before you can connect to Wi-Fi or use Alexa.

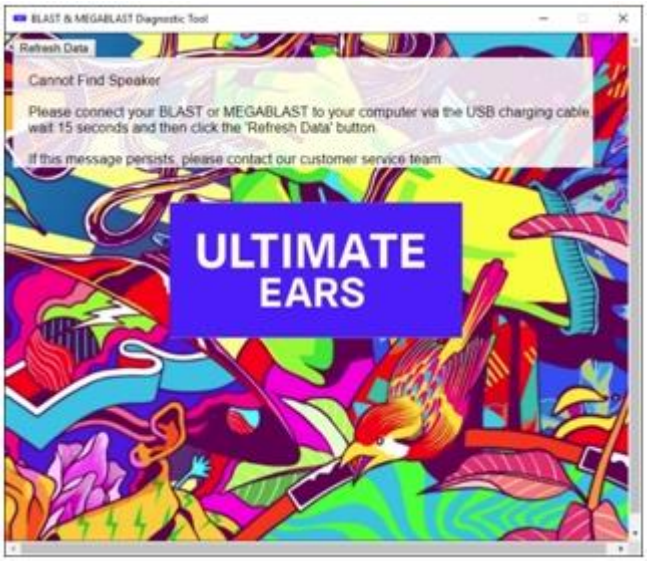


9. Once the reset completes, turn your speaker on and use the BLAST & MEGABLAST app to set it up.

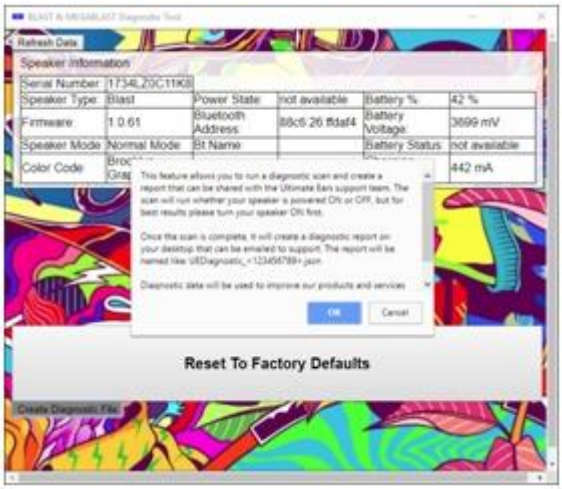
Creating a Diagnostic File

If your speaker continues to be unresponsive after the reset or has other issues in general, please use the following steps to create a Diagnostic File.

1. Open the BLAST MEGABLAST Diagnostic Tool.
2. Connect your speaker to the computer using the USB cable that came with your speaker.
   NOTE: It's important that you use the included cable as it supports data transfers. If you need a replacement cable please contact Customer Care.
3. Your speaker should automatically turn on after being connected to your computer. If it doesn't, turn it on now. If the utility doesn't recognize your speaker, click **Refresh Data** in the upper left corner of the tool.



4. Under **Reset To Factory Defaults**, click **Create Diagnostic File**.
5. Review the information and then click **OK** to continue.



6. The diagnostic file will be created and automatically saved to your computer's desktop. IMPORTANT: If the utility doesn't recognize a Serial Number for your speaker, add something to the name of the diagnostic file to associate it to you, such as a case number if you have one, or your first and last name.
7. When you contact Ultimate Ears Support, let them know that you have run the BLAST MEGABLAST Diagnostic Tool and the agent will let you know where to email the file so it can be reviewed.

2

Does Amazon listen to me or store any information when I'm not using Alexa?

You can learn more about Amazon Alexa's privacy policy here:

- https://www.alexa.com/help/privacy

3

Speaker stops responding after an Alexa request

If the speaker doesn't respond after you make an Alexa request, try the following:

- Try restarting your speaker:
  - Press the Power button on top of the speaker (large hash button) to turn the speaker off, then back on again.
- Try a Factory Reset. See Perform a Factory Reset for more information.

4

Does Ultimate Ears listen to me or store any information it hears from me?

You can learn more about Ultimate Ear's privacy policy here:

- http://www.ultimateears.com/en-us/privacy

5

Alexa does not respond

If Alexa doesn't respond to her wake word, try the following:

- Make sure you speak clearly and try moving closer to the speaker.
- Try turning up the volume — Alexa might be responding but at low volume.
- Try turning down the volume — Alexa might be responding but at low volume.
- Try turning the speaker so the volume buttons face away from you — this places the listening microphone at a better position to hear you.
- If your speaker is upside-down or on its side, try placing it right-side up with the volume buttons facing away from you — this places the listening microphone at a better position to hear you.
- If your speaker is in the middle of a large or empty room, try placing the speaker closer to a wall — walls help redirect your voice towards the listening microphone.

6

Can I use another cable and adapter for my POWER UP charging dock?

Yes, you can, but we highly recommend using the cable and power adapter that came with your BLAST and MEGABLAST. You cannot use a micro USB cable and only connect to your computer

for power. There is not enough power from your computer's USB to power the dock (POWER UP).

7

Can I connect my POWER UP charging dock to a computer or laptop to charge my speaker?

We highly recommend using the power adapter that came with your BLAST and MEGABLAST. Charging from a computer or laptop will result in your speaker not charging at all.

8

Unable to pair or set up speaker on Android

If you pair your speaker from your phone's Bluetooth settings before setting up your speaker with the BLAST & MEGABLAST by Ultimate Ears app, you may not be able to complete the setup successfully. Try the steps below then try the setup again.

1. Go to your phone's Bluetooth settings and in the Paired Devices list, unpair the speaker. The steps for doing this may differ depending on your device. For example, **Settings** > **Connections** > **Bluetooth** > Tap the gear icon > tap **Forget device**.
2. Turn Bluetooth on your phone **OFF** and then **ON** briefly.
3. Turn the speaker **ON** and then press and hold the power button (the large one on top) and the volume down button (on the front of the speaker) at the same time for 10 seconds
4. Once you hear the speaker make a clapping sound, it's successfully cleared its local cache and will then shut down
5. Delete the app and then download and reinstall a fresh version from the Play store.
6. Turn the speaker back **ON**.
7. DON'T pair to Bluetooth — instead, launch the app and go through the setup steps as instructed in the app. The app will prompt you to pair during the setup process.
8. Make sure you have access to a Wi-Fi network so you can update the firmware on the speaker.

9

Why won't my app pair with my speaker?

The most common reason for Bluetooth pairing failures between the app and your speaker is because the app on your phone or tablet isn't the latest version. Check the app store for a newer version of the app. After you've updated the app, try pairing with your speaker again. In many cases, this will resolve the problem.

10

I tried to pair my speaker to WiFi and now it says the speaker disconnected?

If you are trying to set up WiFi on your speaker and receive a "Speaker Connection Lost" message, you may be running an old version of the app on your phone or tablet. Check the app store and update the app if there is a newer version available. After updating, try pairing your speaker again and set up WiFi.

11

Set up your Ultimate Ears speaker

To set up your speaker, first download the Ultimate Ears app. This ensures that both your phone and speaker are ready to take full advantage of all the features your speaker comes with.

1. Get the latest version of the Ultimate Ears App from either the Apple App Store or the Google Play Store.
2. Make sure you have your wireless network information ready — during setup, you will need to connect to WiFi to update your speaker's firmware and set up Alexa.
3. Turn your speaker on before you begin the setup in the app — this ensures the app finds your speaker. If you have multiple speakers, you can add the additional speakers to the app once you've set up your first speaker.
4. Follow the setup steps in the app — the app will walk you through connecting to WiFi and Bluetooth, updating the speaker's firmware, as well as setting up Alexa.

12

Get the Ultimate Ears App

To get the app for your BLAST or MEGABLAST speakers, search for "Ultimate Ears" in the Google Play Store or Apple App Store.

13

HOW TO RESET A BLAST OR MEGABLAST THAT WON'T TURN ON

WARNING This procedure can permanently damage your speaker and should ONLY be used if the speaker won't turn ON. Frequent use of the reset procedure is NOT recommended.

1. Briefly press the "-" (volume down), "+" (volume up) and small action/Bluetooth buttons at the same time (See picture below).



2. Next, press the large power button on the speaker and it will turn back ON.

Note: it may take a few moments for the speaker to reconnect to Alexa or repair to your mobile device.

3. After resetting the speaker, it's highly RECOMMENDED that you use the Ultimate Ears app (available from the app stores for iOS and Android) to check for available firmware updates for your speaker. To do this, launch the app > tap on the settings icon > scroll to the bottom of the screen and press "Check for Updates." (Depending on the version of the app you may need to disable Automatic Updates before you can manually check for updates. If prompted, follow the instructions to update your speaker's firmware.

14

How do I redeem my three-month subscription to Amazon Music Unlimited Family Plan?

As part of the setup process on the Ultimate Ears app, you will be asked to enter your email to receive a code to activate your subscription. You will receive a code and activation link via email. Click through the link to activate your subscription. On the Amazon landing page, after you sign-in, select "Family Plan" and hit "Start your free trial" button You will see a confirmation page stating that your 30-day free trial starts now. Your three-month subscription starts with the 30-day free trial, followed by two months after the free trial ends. This promotion is only available to new subscribers of Amazon Music Unlimited. Terms and conditions apply. Amazon landing page after sign-in:

Confirmation page: Please note that the 3-month subscription to Amazon Music Unlimited includes the 30-day free trial + 2 months after the free trial ends.

What is the Amazon Music Unlimited Family Plan? The Amazon Music Unlimited Family Plan allows you to stream music on up to 6 devices at the same time. See here for details: https://www.amazon.com/gp/dmusic/promotions/AmazonMusicUnlimitedFamily

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Your Amazon account is used to sign you into Alexa. It's how Alexa distinguishes you from someone else and how your information is protected from others. Each time you make a request to Alexa, she'll retrieve the most relevant information based on your Amazon account information.

17

Connecting to WiFi

To connect your speaker to WiFi, you'll need the Ultimate Ears app. The app will walk you through the initial setup of your speaker which includes connecting to WiFi. The app will also allow you to connect to a different WiFi network if you bring your speaker outside of your network.

18

Issues during Amazon login

If you're having issues logging into Amazon during setup, check the following:

- Make sure that your password and email address match — you can try logging in on www.amazon.com to test your login information.

- If you don't have an Amazon account, you can create one for free at www.amazon.com

19

Why do I need to connect to Bluetooth after connecting using WiFi?

The Bluetooth and WiFi connections of your Ultimate Ears speakers give you access to different features.

WiFi allows you to take advantage of the Alexa feature which in turn gives you the ability to control the following music/content services with voice:

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio (US, Australia, New Zealand)
- TuneIn Radio
- Deezer
- Pandora
- Spotify

Bluetooth allows you to stream other music/content services directly to the speaker as long as you have the app for the service. Here's a list of a few services you can stream through Bluetooth:

- YouTube Red
- Apple Music
- Local music (iTunes, Google Play Music)

20

Connect your speaker directly through Bluetooth

Important: While you can connect your speaker directly through Bluetooth, we recommend that you go through the app for initial setup. Right out of the box, your speaker is ready to pair through Bluetooth. If you are connecting additional Bluetooth source devices, do the following:

1. Press and hold the Bluetooth button on top of your speaker (next to the Power button) for five seconds or until you hear a tone indicating it is ready to pair. The Bluetooth LED indicator should blink white rapidly.
2. In your device's Bluetooth devices list, look for your speaker (BLAST or MEGABLAST) and tap it to connect.
3. You will hear a tone indicating that the speaker is connected and the Bluetooth LED will be solid white.

21

Speaker fails to pair to phone over Bluetooth

If your speaker fails to connect to your phone over Bluetooth, try the following:

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

22

Phone can't find speaker during Bluetooth setup

If your mobile phone can't find your speaker, try the following.

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

23

The app seems to freeze when the speaker restarts

It may take a minute or two for the speaker to restart and reconnect to the app. If the app displays that the speaker is still restarting, try turning the speaker off, then back on again. The app screen may take up to 30 seconds to update and reflect the speaker's connection status.

24

What to do if the firmware update fails

If you're trying to update your speaker and the update fails, try the following:

1. Make sure you have the latest version of the app — check the Apple App Store or Google Play Store to make sure you have the latest version.

2. Make sure your speaker is connected to WiFi — firmware updates come through WiFi and not over Bluetooth.
3. If your speaker has less than a 20% charge, make sure you connect it to power before you start the update.
4. Turn your speaker off and then back on again.

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Errors during Bluetooth pairing

If you experience issues during Bluetooth pairing or you see an error message, try the following.

- Turn your speaker off, then back on again
- Close the app and then restart it

26

Network issues during setup

If you're having issues with your wireless network or mobile hotspot during setup, try the following suggestions: **WiFi** If your WiFi network isn't visible, pull down on the screen to refresh the network list and allow it to fully populate the networks. NOTE: This can take some time, especially if you are in an environment with a lot of networks. **Mobile Hotspot** Here are some tips if you're having issues finding or connecting to your mobile hotspot:

1. Go to your phone's WiFi settings and remove any networks that are connected.
2. Go to your phone's mobile hotspot setting and turn it **Off** and then **On** at least once.
3. Go back to the app and pull down on the WiFi scan screen to refresh the network list.
4. Your mobile hotspot should appear in the network list. If it still doesn't appear, try repeating steps 3 and 4.

Important: When you use your mobile hotspot to connect your speaker, the bandwidth needed for the connection uses your mobile data. Data rates may apply. Other Tips

- During the setup process, if you accidentally selected the wrong network, you can go back in the app and select a different network.
- Once you're setup, if you decide to connect to a different network or change your network you can connect to the new network in the speaker **Settings** menu.

27

Find the speaker during setup

To ensure the app can find your speaker during setup, check the following:

- Make sure the speaker is turned on before you launch the app
    - Your speaker is ready to set up when the LED indicator on the Bluetooth button blinks rapidly.

If the indicator isn't blinking rapidly, press and hold down the Bluetooth button (next to the Power button) until you hear a tone or a voice confirmation that the speaker is in pairing mode.

- Your speaker might need to be charged — connect it to the power adapter or place it on the POWER UP charging dock (sold separately)

28

Music streaming over Bluetooth versus WiFi

If you are connected to your speaker using Bluetooth, your music will come from either an app on your device or from local music files you have stored on your device.

If your speaker is connected to WiFi, your music can be streamed from a cloud service via Alexa (ex. Amazon Prime Music, Spotify, iHeartRadio or TuneIn). Your phone is not connected to the speaker in this case.

Important: Any Alexa request (except "Alexa… turn up the volume" or "Alexa … turn down the volume") will drop your Bluetooth connection and switch to WiFi so Alexa can respond.

If you're listening to Bluetooth, and ask Alexa to do something, the action will occur using a WiFi connection.
Examples:

- Music is streaming on Bluetooth and you ask Alexa to skip the track. Your Bluetooth connection will be disconnected and Alexa will skip the last track that was previously streaming over WiFi.
- Music is streaming on Bluetooth and you ask Alexa for the weather. Your Bluetooth connection will be disconnected and Alexa will give you the weather.

29

Understanding IP67 certification and your speaker

IP67 is an independent certification for water and particulate ingress. This means your speaker can survive immersion in 1 meter/3.3 feet for up to 30 minutes. NOTE: If your speaker has been exposed to chlorine or salt water, make sure you clean it afterwards. To clean your speaker:

1. Run your speaker under clean water.
2. Use a minimal amount of mild soap to clean the speaker.
3. Rinse off with clean water.

30

Can I use NFC to connect my speaker?

No, Blast and MEGABLAST do not have NFC compatibility.

31

Does Apple Airplay work with my speaker?

No, your speaker is not compatible with Apple Airplay.

32

Resolve Android connection issues

If your Android device is having issues connecting to your speaker, try the following:

- Make sure your speaker has the latest firmware version — to do this, you will need the Ultimate Ears app
- Turn your speaker off and then back on
- Turn your Android device off and then back on

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

1. In the Bluetooth menu on your Android device, locate the speaker and tap **Unpair**.
2. Turn your speaker on.
3. Hold down the Bluetooth button (next to the power button) until you hear a tone or a voice confirmation that the speaker is in pairing mode.

NOTE: Note: The Bluetooth connection button will blink rapidly and you will hear a tone or a voice confirmation from the speaker indicating the speaker is ready for pairing.

4. On your device, go to the Bluetooth menu to scan for devices.
5. Tap your speaker to pair.

33

Resolve iOS device connectivity issues

If your iOS device is having issues connecting to your speaker, try the following:

- Make sure your speaker has the latest firmware version — to do this, you will need the Ultimate Ears app
- Turn your 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 your speaker. Here's how:

1. In the Bluetooth menu on your iOS device, locate the 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 or a voice confirmation that the speaker is in pairing mode.

NOTE: The Bluetooth connection button will blink rapidly and you will hear a tone or a voice confirmation from the speaker indicating the speaker is ready for pairing.

5. On your device, go to the Bluetooth menu to scan for devices.
6. Tap your speaker to pair.

34

Can I use my speaker with more than one source device at a time?

No. BLAST and MEGABLAST do not support using multiple source devices at the same time.

35

Can I revert my firmware to a previous version?

No, you cannot revert firmware once you update.

36

Volume synchronization between your device and speaker

On Bluetooth

- The volume is synchronized between your speaker and your iOS device
- The volume can be independently adjusted on your speaker and your Android device

On WiFi

- You can adjust the volume directly on the speaker or by asking Alexa (if the feature is active)

37

Can I revert my firmware to a previous version?

No, you cannot revert firmware once you update.

38

Cleaning your speaker

To clean your speaker:

1. Run your speaker under clean water.
2. Use a minimal amount of mild soap to clean the speaker.
3. Rinse off with clean water and air dry.

39

My speaker doesn’t play music

If your speaker isn’t playing music, check the following suggestions.

- Make sure your speaker is turned on and connected — you can check in the app to see if your speaker is connected or if you are connected to the correct speaker if you have multiple speakers
- Make sure your speaker has a charge — check the battery life in the app or try connecting your speaker to a power source
- Make sure the firmware of your speaker is updated to the latest — firmware updates are done automatically by default, so if you’ve disabled the auto update feature, you’ll have to manually update the firmware from the app
- Some music services can only play on Bluetooth or on WiFi — make sure your speaker is connected to the wireless preference of the music service you’re trying to playSee Play music on your speaker for more information.

40

Spare or replacement D-rings for your speaker

If your D-ring (standard or POWER UP) becomes defective and you’re in warranty, contact our support team and we’ll get you a replacement. If you need a replacement for something not covered under warranty or just want an extra D-ring, you can purchase one from the Ultimate Ears website. Click here to get to our spare parts store.

41

Does my speaker come with a charging dock?

No. The Ultimate Ears POWER UP charging dock is sold separately from the speaker. POWER UP comes with a charge D-ring that replaces the standard D-ring on the speaker. To charge:

1. Make sure you’ve replaced the standard D-ring with the D-ring that was included with your POWER UP.
2. Connect POWER UP to the micro USB cable and power adapter that was included with your speaker.
3. Center your speaker on POWER UP to start charging. The white LED on the front of POWER UP will pulse while your speaker is charging. Once fully charged, the LED will be solid white.

42

Spare or replacement cables for your speaker

If your cable stops working or becomes defective and you’re in warranty, contact our support team and we’ll get you a replacement. If you need a replacement for something not covered under warranty or just want an extra cable, you can purchase one from the Ultimate Ears website. Click here to get to our spare parts store.

43

Spare or replacement power adapters for your speaker

If your power adapter stops working or becomes defective and you're in warranty, contact our support team and we'll get you a replacement. If you need a replacement for something not covered under warranty or you just want an extra power adapter, you can purchase one from the Ultimate Ears website. Click here to get to our spare parts store.

44

Using your speaker when it's cold

You can use your speaker when it's cold, but we recommend keeping it out of extremely cold, subzero temperatures. The speaker is similar to your mobile phone. Extreme cold will affect the battery life and performance of your speaker.

45

Using your speaker when it's hot

You can use your speaker when it's hot, but we recommend keeping it out of direct sunlight on very hot days. The speaker is similar to your mobile phone. Extreme hot temperatures will affect battery life and performance of your speaker.

46

Use your speaker in the ocean or pool

Your speaker is rated IP67. 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 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 speaker 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.

- REGISTER YOUR PRODUCT
- Setup
- Connectivity
- Alexa
- App
- Power Up
- General

Apps available

Get Control on your speakers and music.



1

How to use the BLAST & MEGABLAST Diagnostic Tool

The BLAST MEGABLAST Diagnostic Tool is an application for your PC or Mac that lets you recover an unresponsive speaker and reset it to the factory default settings. The tool also has the ability to gather diagnostic information that can be emailed to Customer Care to help them troubleshoot problems. The tool is available for Windows (10, 8, and 7), as well as MacOS (10.10+).

Mac OSX Diagnostic Tool Windows Diagnostic Tool

Running the BLAST MEGABLAST Diagnostic Tool

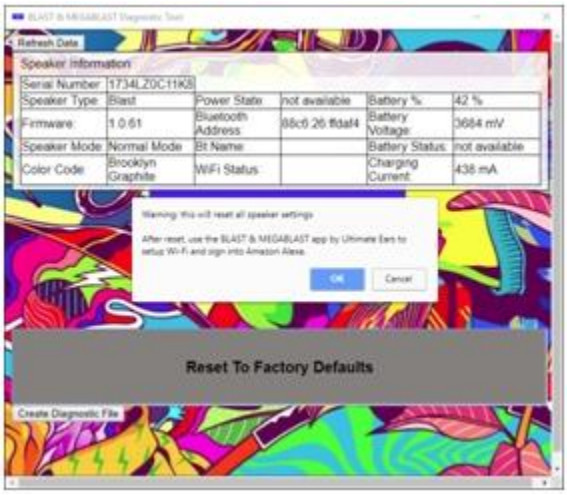
1. Download the tool and then open it. Mac users should drag the file into the **Application** folder. Follow the onscreen instructions to install.
2. Connect your speaker to the computer using the USB cable that came with the speaker. NOTE: It's important that you use the included cable as it supports data transfers. If you need a replacement cable please contact Customer Care.
3. If possible, turn your speaker on. If your speaker won't turn on, the tool will still work, however.
4. Open the tool using the icon on your desktop, or from the **Application** folder on your Mac.
5. If the speaker is not detected by the utility, check the USB connection between the speaker and your computer, and then click **Refresh Data** in the upper left corner of the tool. 

6. If the tool still doesn't detect your speaker, please contact Ultimate Ears Support.

7. Once your speaker has been detected, information for it will be displayed.



8. To reset the speaker to factory defaults click **Reset to Factory Defaults**.



NOTE: Resetting to factory defaults will clear all customer configured information on the speaker. This includes any previously paired devices and Wi-Fi settings. After resetting

the speaker you'll need to go through the app setup again before you can connect to Wi-Fi or use Alexa.

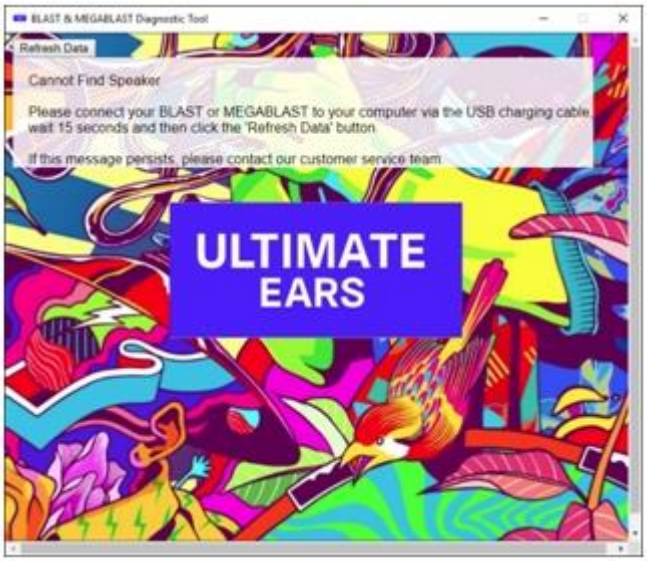


9. Once the reset completes, turn your speaker on and use the BLAST & MEGABLAST app to set it up.

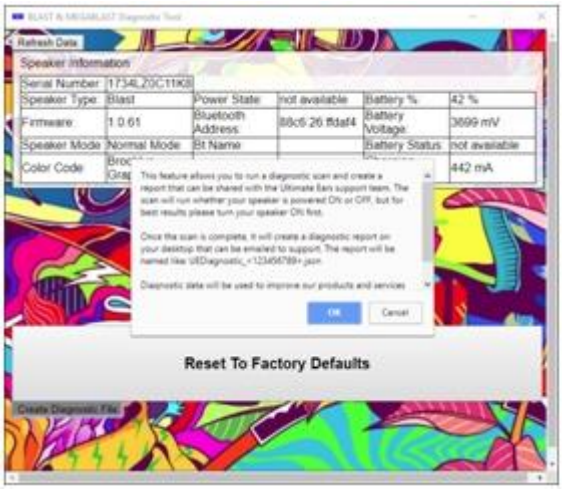
Creating a Diagnostic File

If your speaker continues to be unresponsive after the reset or has other issues in general, please use the following steps to create a Diagnostic File.

1. Open the BLAST MEGABLAST Diagnostic Tool.
2. Connect your speaker to the computer using the USB cable that came with your speaker.
   NOTE: It's important that you use the included cable as it supports data transfers. If you need a replacement cable please contact Customer Care.
3. Your speaker should automatically turn on after being connected to your computer. If it doesn't, turn it on now. If the utility doesn't recognize your speaker, click **Refresh Data** in the upper left corner of the tool.



4. Under **Reset To Factory Defaults**, click **Create Diagnostic File**.
5. Review the information and then click **OK** to continue.



6. The diagnostic file will be created and automatically saved to your computer's desktop. IMPORTANT: If the utility doesn't recognize a Serial Number for your speaker, add something to the name of the diagnostic file to associate it to you, such as a case number if you have one, or your first and last name.
7. When you contact Ultimate Ears Support, let them know that you have run the BLAST MEGABLAST Diagnostic Tool and the agent will let you know where to email the file so it can be reviewed.

2

Does Amazon listen to me or store any information when I'm not using Alexa?

You can learn more about Amazon Alexa's privacy policy here:

- https://www.alexa.com/help/privacy

3

Speaker stops responding after an Alexa request

If the speaker doesn't respond after you make an Alexa request, try the following:

- Try restarting your speaker:
  - Press the Power button on top of the speaker (large hash button) to turn the speaker off, then back on again.
- Try a Factory Reset. See Perform a Factory Reset for more information.

4

Does Ultimate Ears listen to me or store any information it hears from me?

You can learn more about Ultimate Ear's privacy policy here:

- http://www.ultimateears.com/en-us/privacy

5

Alexa does not respond

If Alexa doesn't respond to her wake word, try the following:

- Make sure you speak clearly and try moving closer to the speaker.
- Try turning up the volume — Alexa might be responding but at low volume.
- Try turning down the volume — Alexa might be responding but at low volume.
- Try turning the speaker so the volume buttons face away from you — this places the listening microphone at a better position to hear you.
- If your speaker is upside-down or on its side, try placing it right-side up with the volume buttons facing away from you — this places the listening microphone at a better position to hear you.
- If your speaker is in the middle of a large or empty room, try placing the speaker closer to a wall — walls help redirect your voice towards the listening microphone.

6

Can I use another cable and adapter for my POWER UP charging dock?

Yes, you can, but we highly recommend using the cable and power adapter that came with your BLAST and MEGABLAST. You cannot use a micro USB cable and only connect to your computer

for power. There is not enough power from your computer's USB to power the dock (POWER UP).

7

Can I connect my POWER UP charging dock to a computer or laptop to charge my speaker?

We highly recommend using the power adapter that came with your BLAST and MEGABLAST. Charging from a computer or laptop will result in your speaker not charging at all.

8

Unable to pair or set up speaker on Android

If you pair your speaker from your phone's Bluetooth settings before setting up your speaker with the BLAST & MEGABLAST by Ultimate Ears app, you may not be able to complete the setup successfully. Try the steps below then try the setup again.

1. Go to your phone's Bluetooth settings and in the Paired Devices list, unpair the speaker. The steps for doing this may differ depending on your device. For example, **Settings** > **Connections** > **Bluetooth** > Tap the gear icon > tap **Forget device**.
2. Turn Bluetooth on your phone **OFF** and then **ON** briefly.
3. Turn the speaker **ON** and then press and hold the power button (the large one on top) and the volume down button (on the front of the speaker) at the same time for 10 seconds
4. Once you hear the speaker make a clapping sound, it's successfully cleared its local cache and will then shut down
5. Delete the app and then download and reinstall a fresh version from the Play store.
6. Turn the speaker back **ON**.
7. DON'T pair to Bluetooth — instead, launch the app and go through the setup steps as instructed in the app. The app will prompt you to pair during the setup process.
8. Make sure you have access to a Wi-Fi network so you can update the firmware on the speaker.

9

Why won't my app pair with my speaker?

The most common reason for Bluetooth pairing failures between the app and your speaker is because the app on your phone or tablet isn't the latest version. Check the app store for a newer version of the app. After you've updated the app, try pairing with your speaker again. In many cases, this will resolve the problem.

10

I tried to pair my speaker to WiFi and now it says the speaker disconnected?

If you are trying to set up WiFi on your speaker and receive a "Speaker Connection Lost" message, you may be running an old version of the app on your phone or tablet. Check the app store and update the app if there is a newer version available. After updating, try pairing your speaker again and set up WiFi.

11

Set up your Ultimate Ears speaker

To set up your speaker, first download the Ultimate Ears app. This ensures that both your phone and speaker are ready to take full advantage of all the features your speaker comes with.

1. Get the latest version of the Ultimate Ears App from either the Apple App Store or the Google Play Store.
2. Make sure you have your wireless network information ready — during setup, you will need to connect to WiFi to update your speaker's firmware and set up Alexa.
3. Turn your speaker on before you begin the setup in the app — this ensures the app finds your speaker. If you have multiple speakers, you can add the additional speakers to the app once you've set up your first speaker.
4. Follow the setup steps in the app — the app will walk you through connecting to WiFi and Bluetooth, updating the speaker's firmware, as well as setting up Alexa.

12

Get the Ultimate Ears App

To get the app for your BLAST or MEGABLAST speakers, search for "Ultimate Ears" in the Google Play Store or Apple App Store.

13

HOW TO RESET A BLAST OR MEGABLAST THAT WON'T TURN ON

WARNING This procedure can permanently damage your speaker and should ONLY be used if the speaker won't turn ON. Frequent use of the reset procedure is NOT recommended.

1. Briefly press the "-" (volume down), "+" (volume up) and small action/Bluetooth buttons at the same time (See picture below).



2. Next, press the large power button on the speaker and it will turn back ON.

Note: it may take a few moments for the speaker to reconnect to Alexa or repair to your mobile device.

3. After resetting the speaker, it's highly RECOMMENDED that you use the Ultimate Ears app (available from the app stores for iOS and Android) to check for available firmware updates for your speaker. To do this, launch the app > tap on the settings icon > scroll to the bottom of the screen and press "Check for Updates." (Depending on the version of the app you may need to disable Automatic Updates before you can manually check for updates. If prompted, follow the instructions to update your speaker's firmware.

14

How do I redeem my three-month subscription to Amazon Music Unlimited Family Plan?

As part of the setup process on the Ultimate Ears app, you will be asked to enter your email to receive a code to activate your subscription. You will receive a code and activation link via email. Click through the link to activate your subscription. On the Amazon landing page, after you sign-in, select "Family Plan" and hit "Start your free trial" button You will see a confirmation page stating that your 30-day free trial starts now. Your three-month subscription starts with the 30-day free trial, followed by two months after the free trial ends. This promotion is only available to new subscribers of Amazon Music Unlimited. Terms and conditions apply. Amazon landing page after sign-in:

Confirmation page: Please note that the 3-month subscription to Amazon Music Unlimited includes the 30-day free trial + 2 months after the free trial ends.

What is the Amazon Music Unlimited Family Plan? The Amazon Music Unlimited Family Plan allows you to stream music on up to 6 devices at the same time. See here for details: https://www.amazon.com/gp/dmusic/promotions/AmazonMusicUnlimitedFamily

15

Do I need an Amazon Prime account to use Alexa on the speaker?

No, you don't need an account, but if you do have an Amazon Prime account, you'll have access to Amazon Prime Music with more available content.

16

Do I need to sign into Amazon?

Your Amazon account is used to sign you into Alexa. It's how Alexa distinguishes you from someone else and how your information is protected from others. Each time you make a request to Alexa, she'll retrieve the most relevant information based on your Amazon account information.

17

Connecting to WiFi

To connect your speaker to WiFi, you'll need the Ultimate Ears app. The app will walk you through the initial setup of your speaker which includes connecting to WiFi. The app will also allow you to connect to a different WiFi network if you bring your speaker outside of your network.

18

Issues during Amazon login

If you're having issues logging into Amazon during setup, check the following:

- Make sure that your password and email address match — you can try logging in on www.amazon.com to test your login information.

- If you don't have an Amazon account, you can create one for free at www.amazon.com

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Why do I need to connect to Bluetooth after connecting using WiFi?

The Bluetooth and WiFi connections of your Ultimate Ears speakers give you access to different features.

WiFi allows you to take advantage of the Alexa feature which in turn gives you the ability to control the following music/content services with voice:

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio (US, Australia, New Zealand)
- TuneIn Radio
- Deezer
- Pandora
- Spotify

Bluetooth allows you to stream other music/content services directly to the speaker as long as you have the app for the service. Here's a list of a few services you can stream through Bluetooth:

- YouTube Red
- Apple Music
- Local music (iTunes, Google Play Music)

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Connect your speaker directly through Bluetooth

Important: While you can connect your speaker directly through Bluetooth, we recommend that you go through the app for initial setup. Right out of the box, your speaker is ready to pair through Bluetooth. If you are connecting additional Bluetooth source devices, do the following:

1. Press and hold the Bluetooth button on top of your speaker (next to the Power button) for five seconds or until you hear a tone indicating it is ready to pair. The Bluetooth LED indicator should blink white rapidly.
2. In your device's Bluetooth devices list, look for your speaker (BLAST or MEGABLAST) and tap it to connect.
3. You will hear a tone indicating that the speaker is connected and the Bluetooth LED will be solid white.

21

Speaker fails to pair to phone over Bluetooth

If your speaker fails to connect to your phone over Bluetooth, try the following:

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

22

Phone can't find speaker during Bluetooth setup

If your mobile phone can't find your speaker, try the following.

- Make sure your speaker is turned on and is discoverable — press and hold the Bluetooth button down for five seconds or until you hear the tone confirming the speaker is in pairing mode.
- Move your speaker closer to your phone — it might be out of range.
- Move your speaker and your phone away from other wireless sources — you could be experiencing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth off, then back on again.
- If you have multiple Ultimate Ears speakers, make sure you're trying to pair to the correct one.

23

The app seems to freeze when the speaker restarts

It may take a minute or two for the speaker to restart and reconnect to the app. If the app displays that the speaker is still restarting, try turning the speaker off, then back on again. The app screen may take up to 30 seconds to update and reflect the speaker's connection status.

24

What to do if the firmware update fails

If you're trying to update your speaker and the update fails, try the following:

1. Make sure you have the latest version of the app — check the Apple App Store or Google Play Store to make sure you have the latest version.

2. Make sure your speaker is connected to WiFi — firmware updates come through WiFi and not over Bluetooth.
3. If your speaker has less than a 20% charge, make sure you connect it to power before you start the update.
4. Turn your speaker off and then back on again.

25

Errors during Bluetooth pairing

If you experience issues during Bluetooth pairing or you see an error message, try the following.

- Turn your speaker off, then back on again
- Close the app and then restart it

26

Network issues during setup

If you're having issues with your wireless network or mobile hotspot during setup, try the following suggestions: **WiFi** If your WiFi network isn't visible, pull down on the screen to refresh the network list and allow it to fully populate the networks. NOTE: This can take some time, especially if you are in an environment with a lot of networks. **Mobile Hotspot** Here are some tips if you're having issues finding or connecting to your mobile hotspot:

1. Go to your phone's WiFi settings and remove any networks that are connected.
2. Go to your phone's mobile hotspot setting and turn it **Off** and then **On** at least once.
3. Go back to the app and pull down on the WiFi scan screen to refresh the network list.
4. Your mobile hotspot should appear in the network list. If it still doesn't appear, try repeating steps 3 and 4.

Important: When you use your mobile hotspot to connect your speaker, the bandwidth needed for the connection uses your mobile data. Data rates may apply. Other Tips

- During the setup process, if you accidentally selected the wrong network, you can go back in the app and select a different network.
- Once you're setup, if you decide to connect to a different network or change your network you can connect to the new network in the speaker **Settings** menu.

27

Find the speaker during setup

To ensure the app can find your speaker during setup, check the following:

- Make sure the speaker is turned on before you launch the app
    - Your speaker is ready to set up when the LED indicator on the Bluetooth button blinks rapidly.

If the indicator isn't blinking rapidly, press and hold down the Bluetooth button (next to the Power button) until you hear a tone or a voice confirmation that the speaker is in pairing mode.

- Your speaker might need to be charged — connect it to the power adapter or place it on the POWER UP charging dock (sold separately)

28

Music streaming over Bluetooth versus WiFi

If you are connected to your speaker using Bluetooth, your music will come from either an app on your device or from local music files you have stored on your device.

If your speaker is connected to WiFi, your music can be streamed from a cloud service via Alexa (ex. Amazon Prime Music, Spotify, iHeartRadio or TuneIn). Your phone is not connected to the speaker in this case.

Important: Any Alexa request (except "Alexa… turn up the volume" or "Alexa … turn down the volume") will drop your Bluetooth connection and switch to WiFi so Alexa can respond.

If you're listening to Bluetooth, and ask Alexa to do something, the action will occur using a WiFi connection.
Examples:

- Music is streaming on Bluetooth and you ask Alexa to skip the track. Your Bluetooth connection will be disconnected and Alexa will skip the last track that was previously streaming over WiFi.
- Music is streaming on Bluetooth and you ask Alexa for the weather. Your Bluetooth connection will be disconnected and Alexa will give you the weather.

29

Understanding IP67 certification and your speaker

IP67 is an independent certification for water and particulate ingress. This means your speaker can survive immersion in 1 meter/3.3 feet for up to 30 minutes. NOTE: If your speaker has been exposed to chlorine or salt water, make sure you clean it afterwards. To clean your speaker:

1. Run your speaker under clean water.
2. Use a minimal amount of mild soap to clean the speaker.
3. Rinse off with clean water.

30

Can I use NFC to connect my speaker?

No, Blast and MEGABLAST do not have NFC compatibility.

31

Does Apple Airplay work with my speaker?

No, your speaker is not compatible with Apple Airplay.

32

Resolve Android connection issues

If your Android device is having issues connecting to your speaker, try the following:

- Make sure your speaker has the latest firmware version — to do this, you will need the Ultimate Ears app
- Turn your speaker off and then back on
- Turn your Android device off and then back on

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

1. In the Bluetooth menu on your Android device, locate the speaker and tap **Unpair**.
2. Turn your speaker on.
3. Hold down the Bluetooth button (next to the power button) until you hear a tone or a voice confirmation that the speaker is in pairing mode.

NOTE: Note: The Bluetooth connection button will blink rapidly and you will hear a tone or a voice confirmation from the speaker indicating the speaker is ready for pairing.

4. On your device, go to the Bluetooth menu to scan for devices.
5. Tap your speaker to pair.

33

Resolve iOS device connectivity issues

If your iOS device is having issues connecting to your speaker, try the following:

- Make sure your speaker has the latest firmware version — to do this, you will need the Ultimate Ears app
- Turn your 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 your speaker. Here's how:

1. In the Bluetooth menu on your iOS device, locate the 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 or a voice confirmation that the speaker is in pairing mode.

NOTE: The Bluetooth connection button will blink rapidly and you will hear a tone or a voice confirmation from the speaker indicating the speaker is ready for pairing.

5. On your device, go to the Bluetooth menu to scan for devices.
6. Tap your speaker to pair.

34

Can I use my speaker with more than one source device at a time?

No. BLAST and MEGABLAST do not support using multiple source devices at the same time.

35

Can I revert my firmware to a previous version?

No, you cannot revert firmware once you update.

36

Volume synchronization between your device and speaker

On Bluetooth

- The volume is synchronized between your speaker and your iOS device
- The volume can be independently adjusted on your speaker and your Android device

On WiFi

- You can adjust the volume directly on the speaker or by asking Alexa (if the feature is active)

37

Can I revert my firmware to a previous version?

No, you cannot revert firmware once you update.

38

Cleaning your speaker

To clean your speaker:

1. Run your speaker under clean water.
2. Use a minimal amount of mild soap to clean the speaker.
3. Rinse off with clean water and air dry.

39

My speaker doesn’t play music

If your speaker isn’t playing music, check the following suggestions.

- Make sure your speaker is turned on and connected — you can check in the app to see if your speaker is connected or if you are connected to the correct speaker if you have multiple speakers
- Make sure your speaker has a charge — check the battery life in the app or try connecting your speaker to a power source
- Make sure the firmware of your speaker is updated to the latest — firmware updates are done automatically by default, so if you’ve disabled the auto update feature, you’ll have to manually update the firmware from the app
- Some music services can only play on Bluetooth or on WiFi — make sure your speaker is connected to the wireless preference of the music service you’re trying to playSee Play music on your speaker for more information.

40

Spare or replacement D-rings for your speaker

If your D-ring (standard or POWER UP) becomes defective and you’re in warranty, contact our support team and we’ll get you a replacement. If you need a replacement for something not covered under warranty or just want an extra D-ring, you can purchase one from the Ultimate Ears website. Click here to get to our spare parts store.

41

Does my speaker come with a charging dock?

No. The Ultimate Ears POWER UP charging dock is sold separately from the speaker. POWER UP comes with a charge D-ring that replaces the standard D-ring on the speaker. To charge:

1. Make sure you’ve replaced the standard D-ring with the D-ring that was included with your POWER UP.
2. Connect POWER UP to the micro USB cable and power adapter that was included with your speaker.
3. Center your speaker on POWER UP to start charging. The white LED on the front of POWER UP will pulse while your speaker is charging. Once fully charged, the LED will be solid white.

42

Spare or replacement cables for your speaker

If your cable stops working or becomes defective and you’re in warranty, contact our support team and we’ll get you a replacement. If you need a replacement for something not covered under warranty or just want an extra cable, you can purchase one from the Ultimate Ears website. Click here to get to our spare parts store.

43

Spare or replacement power adapters for your speaker

If your power adapter stops working or becomes defective and you're in warranty, contact our support team and we'll get you a replacement. If you need a replacement for something not covered under warranty or you just want an extra power adapter, you can purchase one from the Ultimate Ears website. Click here to get to our spare parts store.

44

Using your speaker when it's cold

You can use your speaker when it's cold, but we recommend keeping it out of extremely cold, subzero temperatures. The speaker is similar to your mobile phone. Extreme cold will affect the battery life and performance of your speaker.

45

Using your speaker when it's hot

You can use your speaker when it's hot, but we recommend keeping it out of direct sunlight on very hot days. The speaker is similar to your mobile phone. Extreme hot temperatures will affect battery life and performance of your speaker.

46

Use your speaker in the ocean or pool

Your speaker is rated IP67. 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 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 speaker 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.

47

Use your speaker in water

Your speaker is rated IP67. This means it can survive immersion in 1 meter/3.3 feet for up to 30 minutes. Yes. While we encourage you to take your speaker wherever the party goes, we also want it perform and look great as long as possible. Your speaker is IP67 certified, so it will survive submersion in water no more than one meter deep, for no more than 30 min. Important: If your speaker has been exposed to chlorine or salt water, rinse with fresh water and air dry completely before charging. USB port and USB cable connector must be completely clean and dry before charging. The USB charging cable is not waterproof.

48

Understanding the LED status indicators

Button/LED Location	LED State	Definition

Power button	Solid white (bright)	Normal ON state before 1 min timeout to save battery life
Power button	Solid white (dim)	Normal ON state, but after 1 min timeout to save battery life
Power button	Blinking white	Alexa VR feedback, “processing request”
Power button	Pulsing white	Alexa VR feedback, “Listening for request”
Power button	Solid red	Low battery
Power button	Blinking red	Low battery and charging but still critical.
Power button and Bluetooth	Pink	Firmware updating (do not turn off speaker)
Bluetooth button	Solid white	Connected to Bluetooth (off after 15 seconds)
Bluetooth button	Blinking white	Ready to pair
Charge LED	Pulsing white	Charging
Charge LED	Solid white	Connected and 100% battery charge
Bluetooth button + Power button	Solid red Bluetooth + Solid white Power LED	Alexa Microphone Mute

49

Check the battery level of your speaker

There are two ways to check the battery life of your BLAST or MEGABLAST Speaker.

1. Inside the Ultimate Ears App, when your speaker is connected.
2. Check the battery status right from the speaker without opening the app, press the “+/-” volume buttons on the speaker simultaneously.

50

Can I connect my speaker using a 3.5mm jack?

No. BLAST and MEGABLAST do not have a 3.5mm port.

51

What music services work with my speaker?

The following music services are compatible with your speaker using Alexa and WiFi:

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio (US, Australia, New Zealand)
- TuneIn
- Deezer
- Pandora (US)
- Spotify

All other music services can be streamed using Bluetooth only, for example:

- YouTube Red
- Apple Music
- Local content/music

52

Does BLAST and MEGABLAST work with other Ultimate Ears speakers?

No. BLAST and MEGABLAST will not work with any other speakers.

53

Speaker charge time

It should take approximately three hours to fully charge both BLAST and MEGABLAST.

54

Charge your speaker on the Ultimate Ears POWER UP

Ultimate Ears POWER UP is a charging dock for MEGABLAST and BLAST and is sold separately. POWER UP comes with a special D-ring (Silver) that replaces the standard D-ring (Black) that comes with your speaker. To charge:

1. Make sure you've replaced the standard D-ring (Black) with the D-ring (Silver) that was included with your POWER UP.
2. Connect POWER UP to the micro USB cable and power adapter that was included with your speaker.
3. Center your speaker on POWER UP to start charging. The white LED on the front of POWER UP will pulse while your speaker is charging. Once fully charged, the LED will be solid white.

IMPORTANT: If your speaker has been exposed to chlorine or salt water, rinse with fresh water and air dry completely before charging. USB port and USB cable connector must be completely clean and dry before charging. The USB charging cable is not waterproof.

55

How do I charge my speaker

To charge your speaker:

1. Open the sealed weather door on the bottom of your speaker to locate the micro USB port — you do not need to remove the D-ring. NOTE: Designed to work with the power charger included with your speaker, not compatible with iPhone chargers.
2. Plug the power adapter to the wall, connect the USB cable into the power adapter, then connect the micro USB connector to the speaker.
3. A white LED next to the micro USB charging port will illuminate and pulse while the speaker is charging. Once it is fully charged, the LED will be solid white.

56

Adjust the volume of your speaker

The “+” and “-” buttons of your speaker control the speaker volume: Press

- “+” to turn up the volume
- “-” to turn down the volume

On Android -- the volume control on your device and speaker are independent, so you adjust the volume on both speaker and device. On iOS -- the volume control on your device and speaker are synchronized, so adjusting the volume on either your device or speaker will be in sync.

57

Turn your speaker on and off

To turn on your speaker, press the power button (large hash button/LED on top of the speaker) and wait for the LED to appear indicating the speaker is on. To turn off, press the same button and wait for the LED to turn off. You will hear an audible deep drum sound when you turn the speaker on or off.

58

Play local content on your speaker

To play content, you need to be connected to your speaker via Bluetooth. Local content is not supported over WiFi streaming.

1. Make sure your device is connected to your speaker via Bluetooth.
2. Open the your local content/music app and start playing content/music.

59

Playing Apple Music on your speaker

Alexa and Spotify: Currently, Spotify is not supported by Alexa in MEGABLAST and BLAST. You can still stream Spotify thru a Bluetooth connection from your mobile device. Apple Music: You

need to be connected to your speaker via Bluetooth. Apple Music is not supported over WiFi streaming.

1. Make sure your device is connected to your speaker via Bluetooth.
2. Open the Apple Music app and start playing music.

60

Play Pandora on your speaker

You can play Pandora on your speaker in two ways:

WiFi using ask Alexa:

1. Link your Pandora account in the Alexa app.
   Check out this Alexa article: https://help.pandora.com/s/article/Pandora-and-Amazon-Alexa-1519949300348?language=en_US
2. Once you've associated your Pandora account, you can ask Alexa to play music from Pandora.

Bluetooth:

1. Make sure your device is connected to your speaker via Bluetooth.
2. Open the Pandora app and start playing music.

61

Play Spotify on your speaker

You can play Spotify on your speaker in different ways:

On WiFi:

Ask Alexa

1. Link your Spotify Premium account in the Alexa app. Check out this Alexa article: https://www.spotify.com/us/amazonalexa/
2. Once you've associated your Spotify Premium account, you can ask Alexa to play music from Spotify

Using the Spotify App

- Use the Spotify app as a remote to control your speaker. Check out this Spotify article: https://www.spotify.com/us/connect/

Bluetooth:

1. Make sure your device is connected to your speaker via Bluetooth.
2. Open the Spotify app and start playing music.

62

Play music on your speaker

There are two ways to play music on your speaker — Bluetooth and WiFi.

WiFi

Alexa Voice Control will only work on WiFi (dedicated network or Hotspot). The following music services can be played using WiFi and Alexa.

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio (US, Australia, New Zealand)
- TuneIn
- Deezer
- Pandora (US)
- Spotify

Bluetooth

The following are just some of the many music service apps that can be played using Bluetooth:

- Spotify
- Apple Music
- Pandora
- Play Music
- YouTube Music
- Deezer
- SoundCloud
- Slacker

63

How do I set up a group of speakers?

Speakers can't be controlled as a group, but multiple speakers can be added to the app and controlled individually. To select the speaker you want to control, tap the menu button on the top left (three horizontal lines) to go to the main menu. Your speakers will be listed — just tap the speaker you want to control.

64

Connect multiple speakers to the Ultimate Ears app

You can add multiple speakers to the app, but you can only control one speaker at a time. To select the speaker you want to control, tap the menu button on the top left (three horizontal lines) to go to the main menu. Your speakers will be listed — just tap the speaker you want to control.

65

Control multiple speakers

While your app can store multiple speakers, you can only control one speaker at a time. To select the speaker you want to control, tap the menu button on the top left (three horizontal lines) to go to the main menu. Your speakers will be listed — just tap the speaker you want to control

66

Does Alexa work on Bluetooth?

Alexa will work on WiFi and mobile hotspot networks only. It will not work on a Bluetooth-only connection.

67

Will Alexa work on WiFi-only?

Alexa will work on WiFi and mobile hotspot networks only. It will not work on a Bluetooth-only connection.

68

If I'm connected Wifi and bluetooth how is the music being streamed?

WiFi

- Alexa
- Amazon Prime Music
- Amazon Music Unlimited
- TuneIn (US, UK, and Germany)
- iHeartRadio (US)
- Pandora (US)
- Deezer
- Spotify

Bluetooth

Any music service being played directly from the app. Below are some examples:

- Spotify
- Pandora
- Local Music (iTunes, Google Play Music)

69

Differences between connecting to WiFi and connecting to Bluetooth only

WiFi and Bluetooth give you different options:

WiFi

- Use Alexa
- Get firmware updates
- Control specific music services using Alexa:
    - Amazon Prime Music
    - Amazon Music Unlimited
    - Deezer
    - TuneIn
    - iHeartRadio (US, Australia, and New Zealand)
    - Pandora (US)
    - Spotify

Bluetooth

- You can use any music service as long as you have the app

70

What happens when I'm out of the range of my WiFi?

Your speaker will lose its connection and the stream will stop. You will also hear a tone to indicate you've lost the connection.

71

Reconnect to an existing network

Your speaker will reconnect to the last WiFi network it connected to.

72

Connect to multiple WiFi networks

Your speaker will remember up to four WiFi networks, and will only reconnect to the last one it connected to.

73

Troubleshooting WiFi issues

Basic Troubleshooting Steps

- Place your speaker closer to the router — it could be out of your WiFi network's range
- Move your router and speaker away from other wireless signals (ex. Microwaves, cordless phones) — you could be experiencing interference.

- Make sure your router and speaker aren't in an enclosed area, such as a cabinet — this may weaken wireless signal strength.
- Turn both your speaker and wireless router Off, then back on again.

Advanced Troubleshooting Steps NOTE: For the following, you may need to access your router or network device's setup pages. See your router's documentation if you need help.

- Make sure you're entering the correct network information (ex. SSID (wireless network name and encryption password) during setup.

TIP: Some of these parameters may be long. For example, WEP128 has 26 characters. Enter this password carefully, or opt for a security type with a shorter password (ex. WPA has only an 8-character minimum).

- If your SSID (wireless network name) is hidden, take care when entering this during setup. SSIDs are generally case sensitive and they recognize spaces in the text string.
- Make sure your router and other network appliances have the latest firmware updates.
- Try changing wireless channels. An area with heavy network saturation can cause problems with networks on the same channel.
- If your network includes repeaters, range extenders and access points, try disabling these temporarily to ensure that your speaker is connecting properly to your main router.
- If you have a dual-band router, make sure your 2.4ghz SSID and 5ghz SSID are different to prevent confusion between the devices while connecting.
- If you have additional security settings on your router, try temporarily disabling them or configuring them accordingly.

Example: Some routers let you regulate connected devices using a unique device ID called a MAC address. IF only specified MAC Addresses are allowed to connect, your speaker may not connect properly.

74

Unable to find enterprise WiFi

Because most enterprise WiFi networks require additional credentials or have extra security measures in place, we do not recommend setting your speaker up to connect to enterprise networks.

75

Do I need the Ultimate Ears app?

The app is required to set up your speaker, to update your speaker with necessary updates, to connect to a WiFi network, and to set up and use Amazon Alexa. If you don't plan on using Amazon Alexa, you'll only need the app for the initial setup, download the required software, and to perform periodic updates.

76

[How do I change the name of my speaker]

There are a couple of different ways to rename your speaker:

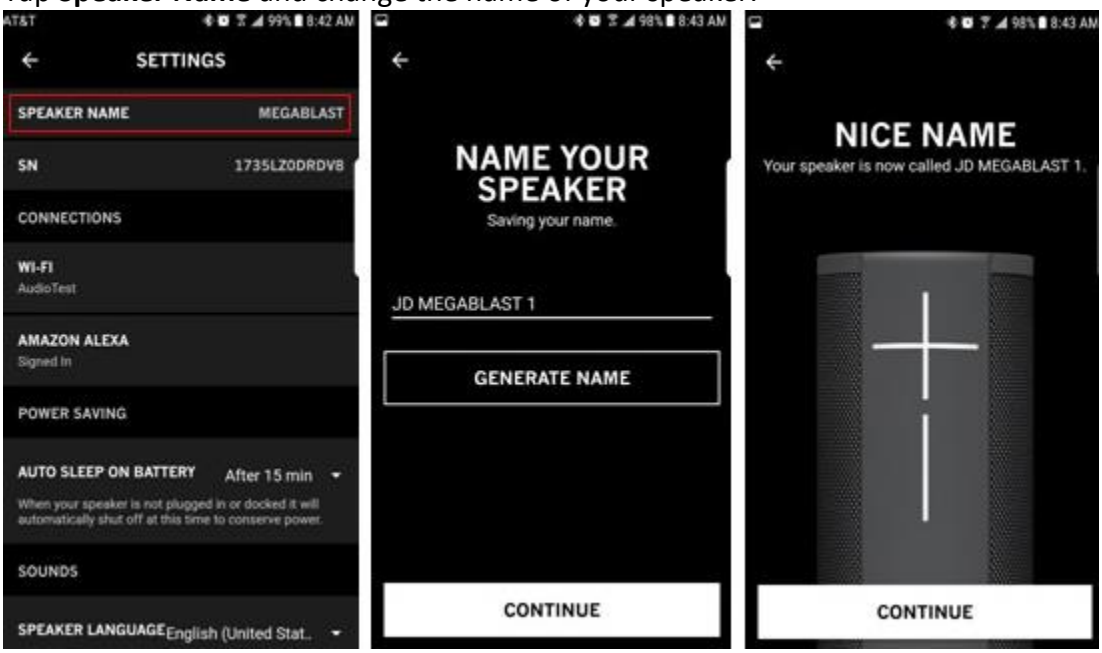
- [From the Ultimate Ears app]
- [From Amazon Alexa services]

From the Ultimate Ears app

1. Go to **Speaker Settings** (tap the **gear** icon on the top right of the app Home screen).



2. Tap **Speaker Name** and change the name of your speaker.



This will modify the name of your speaker in both Bluetooth settings and on the home screen of the app. This change will not be reflected in the Alexa app.

From Amazon Alexa services

- Go to the **Settings section** of the Amazon Alexa app.

This will not modify the name of your speaker in both Bluetooth settings and on the home screen of the Ultimate Ears app. This change will only be reflected in the Alexa app.

77

Does my speaker have an alarm feature?

Yes, through Alexa. When you are signed into Alexa, you can ask her to set an alarm, set a reminder, or a timer, and the speaker will wake and play the alarm or timer at the requested time.

78

I can’t stream music on my device even though I’m part of an Amazon Prime Household

Only the main account holder on an Amazon Prime Household account can stream Prime music. Streaming to additional devices for linked accounts requires Amazon Music Unlimited Family Plan. To learn more, click here.

79

How do I add a speaker

You can add speakers by going to the main menu of the app (the three horizontal lines on the top left of the app home screen) and tapping the **Add a speaker** button.

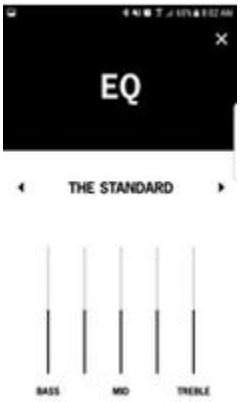
80

Can I change the equalizer on my speaker?

The Equalizer can be accessed from the home screen of the Ultimate Ears app (the speaker must be connected). Just tap the **Equalizer** icon.



Once you're in the Equalizer settings, tap the left and right arrows to scroll through the different presets. You can also select **Custom** to manually adjust the settings.



81

Get the Ultimate Ears app on the Apple App Store

To get the app, just search for Ultimate Ears app in the Apple App store.

82

Get the Ultimate Ears app for Android

You can get the app for Android in the Google Play Store. Search for Ultimate Ears app.

83

Enable auto-updates for your speaker

After the initial update, your speaker will automatically download new software with important bug fixes and new functionality as the it becomes available. The auto-update feature happens periodically in the background — there's nothing you need to do. You may notice the lights glowing on top of the speaker or it making the power-on sounds after a new update has been installed. We recommend keeping the auto-update settings enabled, but it can be disabled at any time from **Speaker Settings** (the gear icon on the top right of the app).

84

Check the firmware version of your speaker

To check your speaker's firmware version:

1. Go to the **Speaker Settings** section of the Ultimate Ears app (the **gear** icon on the top right of the app Home screen).
2. Scroll down to the bottom of the page. The app will display the current firmware version and will automatically check if there is newer firmware available.
3. If the auto-update setting has been disabled or if you're just curious, you can always tap **Check for Updates** to manually check for software updates.

85

Do I need the app to update my speaker?

The first time you set up your speaker, you'll need the app to download the necessary software. After the first update, the speaker will automatically download new software with important bug fixes and new functionality as it becomes available. The auto-update feature happens periodically in the background — there's nothing you need to do. You may notice the lights glowing on top of the speaker or it making the power-on sounds after a new update has been installed. We recommend keeping the auto-update settings enabled, but you can disable it at any time from Speaker Settings (the **gear** icon on the top right of the app).

86

Do I need the app to connect the speaker to a mobile device over Bluetooth?

You do not need the app to connect your speaker and your mobile device over Bluetooth. See Connect your speaker directly through Bluetooth for more information.

87

Do I need the app to connect to WiFi?

Yes, but only when you initially set up your speaker. The app is needed to connect and configure WiFi on your speaker. After the initial setup, you'll only need to use the app if your WiFi network settings change or if you want to set up your speaker on another WiFi network.

88

Do I need the app to set up my speaker?

Yes, the Ultimate Ears app is required when you set up your speaker, connect the speaker to WiFi, and to update your speaker's firmware. You'll also need the app to authorize your device with your Amazon account for Alexa.

89

Can I listen to Bluetooth and also have the Alexa microphone muted?

Yes, you can mute the microphones or enable Alexa privacy mode while you listen to music over the Bluetooth connection. There are a couple of ways to enable Alexa Privacy mode: **Mute from within the Ultimate Ears app**

1. Open the Ultimate Ears app.
2. On the homepage, Tap the microphone icon.
3. Tap "**OFF**" to disable the microphones. You will hear a tone indicating the microphones have been muted and a small red light will appear on the top of the speaker.
4. Tap "**ON**" to re-enable the microphones.

Mute from the speaker controls

1. On the speaker, press the Volume down "**-**" and Bluetooth button (small button next to the Power button) simultaneously.
2. You will hear a tone indicating that privacy mode has been enabled and a red light will appear on top of the speaker.
3. Press the same buttons again simultaneously to disable privacy mode.

90

Will my speaker work in a country that doesn't have Alexa support?

If your valid Amazon account is for an Alexa-supported country (currently the United States, the United Kingdom, Germany, Austria, Australia and New Zealand) then you'll be able to use your speaker whether at home or when travelling abroad. If you don't have an Amazon account for a supported country, then Amazon Alexa and its features will not be available.

91

Do I need an Amazon account to use my speaker?

No, you only need an Amazon account if you want to use Alexa on your speaker.

92

Do I have to say "Alexa" everytime I want her to do something?

Yes, "Alexa" is the "wake-word" for Alexa Voice Services (AVS) and needs to be spoken each time you want to make a request. For example, to ask about the weather, you would say: "Alexa, what's the weather?".

93

What is AVS?

AVS stands for Alexa Voice Services. It's Amazon's cloud-based voice assist service.

94

How do I enable an Alexa skill

Alexa skills can be enabled from the Alexa app. You can download the app from the iOS App Store or Google Play Store to browse and enable Alexa Skills.

95

Enable Alexa skills

Alexa skills can be enabled from the Alexa app. You can download the app from the iOS App Store or Google Play Store to browse and enable Alexa Skills.

96

Will Alexa work on Bluetooth?

No. Alexa only works when your speaker has a Wi-Fi connection.

97

Use Alexa on a WiFi hotspot

You can use a mobile hotspot to access Alexa on your BLAST or MEGABLAST speaker. For full details see Network issues during setup.

98

Why can't I use Alexa to turn up the volume over Bluetooth when I'm connected

Alexa can control the volume on your speaker when you use Alexa and listen to content provided by Alexa. If you're connected and streaming music over Bluetooth, Alexa cannot control the volume.

99

Can I turn my speaker on and off with Alexa?

No. The speaker can only be turned on or off by pressing the Power button on top of the speaker.

100

Mute Alexa and enable privacy mode

There are a couple of ways to enable Alexa Privacy mode: **Mute from within the Ultimate Ears app**

1. Open the Ultimate Ears app.
2. On the homepage, Tap the microphone icon.
3. Tap "**OFF**" to disable the microphones. You will hear a tone indicating the microphones have been muted and a small red light will appear on the top of the speaker.

4. Tap “**ON**” to re-enable the microphones.

Mute from the speaker controls

1. On the speaker, press the Volume down “-” and Bluetooth button (small button next to the Power button) simultaneously.
2. You will hear a tone indicating that privacy mode has been enabled and a red light will appear on top of the speaker.
3. Press the same buttons again simultaneously to disable privacy mode.

101

Does Alexa always listen to me?

Alexa doesn't always listen to you. When you sign into your Amazon account and accept the Terms and Conditions, BLAST and MEGABLAST will begin listening for the Alexa wake word. Only if the word “Alexa” is heard by the speaker will the device start recording and pass your request to the Alexa Voice Services cloud. You can disable the speaker from listening for the wake word either by enabling Alexa privacy mode or by turning the speaker off. For full details see Mute Alexa and enable Privacy mode.

102

Alexa won’t play Spotify

You can play Spotify on your speaker in different ways: **On Wi-Fi:** Ask Alexa

1. Link your Spotify Premium account in the Alexa app. Check out this Alexa article: https://www.spotify.com/us/amazonalexa/.
2. Once you’ve associated your Spotify Premium account, you can ask Alexa to play music from Spotify.

Using the Spotify App

- Use the Spotify app as a remote to control your speaker. Check out this Spotify article: https://www.spotify.com/us/connect/.

Bluetooth:

1. Make sure your device is connected to your speaker via Bluetooth.
2. Open the Spotify app and start playing music.

103

How to activate Alexa

BLAST and MEGABLAST are both far-field voice-enabled speakers and when turned on, all you need to do is say, “Alexa” and then your request. The speaker will automatically hear you and

respond. If the speaker is turned off, you'll need to power it on for the far-field voice capability to work.

104

Check your connection to Amazon/Alexa

You can check to see if you're connected in three simple ways:

- Check the Ultimate Ears app — tap the **Gear** icon to get to speaker settings and find the Amazon Alexa section. Tap to sign-in or see what account is associated to your speaker.
- Check your Alexa app and see if your speaker is online. **
- Ask Alexa — say "Alexa, whose account is this?" and she will tell you which account is connected.

** Here's how to check if your speaker is online in the Alexa app:

1. Launch the Alexa app.
2. Tap the **Home** icon on the top left (three horizontal lines).
3. Tap **Settings**.
4. All of your Alexa-enabled devices should be listed as well as their connectivity status.

105

Do I need to run the Alexa app in the background?

The Alexa app can be used to manage your devices, Alexa Skills, and more, but it doesn't have to be running in the background on your phone for the speaker to work.

106

Alexa-supported music services

Amazon's Echo devices support different services from other brands such as Ultimate Ears. Currently, Ultimate Ears BLAST and MEGABLAST support the following music services:

- Amazon Prime Music
- Amazon Music Unlimited
- Pandora (US)
- Deezer
- TuneIn
- iHeartRadio (US, Australia, New Zealand)
- Spotify

107

Where can I learn more about Alexa?

Alexa is available to customers in the United States, the United Kingdom, Germany, and Australia/New Zealand. For more information, click the link for your country:

- United States
- United Kingdom
- Germany/Austria
- Australia/New Zealand

108

Is the Ultimate Ears app needed to connect through Bluetooth?

You can connect to Bluetooth directly, but we recommend using the app for the best experience. You'll also need the app to connect to WiFi, use Alexa and update your firmware.

109

Ultimate Ears speaker Bluetooth display name

If you connect your speaker to your device through Bluetooth, the display name in your device's Bluetooth devices list will be either **BLAST** or **MEGABLAST**. Once you've connected, you can change the name of your speaker from the app. With the speaker connected, open the app and in the top right, tap the gear icon. You can then change the name of your speaker by tapping on the **Speaker Name** field.

110

Do I need an Amazon account to use Alexa?

No, you only need an Amazon account if you want to use Alexa on your speaker.

111

Difference between Amazon and Alexa

Amazon owns and operates the Alexa voice service as a convenient voice assistant for customers. Alexa is meant as a tool to perform requested actions and get information, whereas Amazon.com is an online shopping site. Alexa can be used for shopping on Amazon, but it's not exclusively for that.

112

Amazon login skipped during setup

This can happen for a couple of reasons:

- You've already signed into the Amazon shopping app on your mobile device.
- You've already accepted Alexa's terms and conditions for your speaker (if you've set up your speaker already and have reset it or are setting it up again)

If this happens, sign out of your Amazon app then follow the steps below to sign into your account from the Ultimate Ears app.

1. In the Ultimate Ears app, in the top right, tap the Gear icon to go to speaker settings.
2. Find the **Amazon Alexa** section and tap it to sign into your account.

3. Tap **Sign In** to add your Amazon account.

113

Amazon sign-in fails in the app

If the Amazon sign-in fails, something may have gone wrong while transferring your Amazon account credentials to the speaker. Quit the app and try launching it again.

114

Accepting the Amazon Alexa Terms and Conditions agreement

In order to use Amazon Alexa, you will need to accept Amazon's terms and conditions for the service.

115

What is the Amazon Music Promotion?

With your purchase of a new BLAST or MEGABLAST speaker, you get a free 3-month subscription to Amazon Unlimited Music. This applies only to new Amazon Music Unlimited subscribers in the US, United Kingdom, and Germany. Terms and conditions apply. Learn more at Amazon.com/blastmegablast. Limited time only.

116

Who is eligible for the Amazon Music Unlimited Promotion?

New Amazon Music Unlimited subscribers who purchase a new BLAST or MEGABLAST during the promotional period are eligible. The promotion is available to customers in the US, United Kingdom, and Germany.

117

What are the Terms and Condition of the Amazon Music Promotion?

With your purchase of a new BLAST or MEGABLAST speaker, you get a free 3-month subscription to Amazon Unlimited Music. This applies to new Amazon Music Unlimited subscribers only. Terms and Conditions apply. Learn more at: Amazon.com/blastmegablast. Limited time only.

118

In which countries can I use BLAST and MEGABLAST?

BLAST and MEGABLAST can be used in any country as a Bluetooth speaker.

119

What if I buy my speaker in one country and travel to another?

Alexa can be used on your BLAST and MEGABLAST speakers in the US, United Kingdom, Germany, Austria, Australia and New Zealand.

120

In which countries can I use Alexa on BLAST and MEGABLAST?

Alexa can be used on your BLAST and MEGABLAST speakers in the US, UK, Germany, Austria, Australia, and New Zealand.

121

Can I buy my speaker in one country and use it with Alexa in another?

If your Amazon account is from a supported country (United States, United Kingdom or Germany), you'll be able to use Alexa regardless of where you travel. Alexa will continue to function when you travel outside of these countries.

122

What's the difference between Amazon Prime Music and Amazon Music

Please refer to the Amazon article below to learn about the differences between Amazon Prime Music and Amazon Music Unlimited: https://www.amazon.com/b?node=15730321011

123

I can't stream music on my device even though I'm an Amazon Prime member

Amazon Prime members can stream music on one device at a time. You can't stream different music on multiple devices or on more than one device at the same time unless you have an Amazon Music Unlimited Family Plan. Click here to learn more.

124

Restart the Ultimate Ears app

Android To close and then restart the app on an Android device:

1. Tap the **Overview** button. The icon is generally a square or two overlapping rectangles. It can be located on the bottom left or bottom right depending on your device. This will bring up all recent apps and apps running in the background.
2. In the list of recent apps, find the **Ultimate Ears** app.
3. You can either tap the "X" on the app or tap, hold and swipe the app off screen — this will also depend on your device.
4. Find the **Ultimate Ears** app and tap it to relaunch.

iOS To close and then restart the app on an iOS device:

1. Double-click on the Home button to bring up recently used apps.
2. Swipe left or right to find the **Ultimate Ears** app.
3. Swipe upwards on the Ultimate Ears app to close it.
4. Find the **Ultimate Ears** app and tap it to relaunch.

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How do I restart or reset the speaker?

IMPORTANT: A Factory Reset deletes all speaker settings including:

- Bluetooth Name
- Bluetooth Memory (all paired devices)
- WiFi settings
- Amazon/Alexa credentials
- You will need to go through the setup process again — we recommend that you go into the app and delete the speaker before you go through the setup process.

To perform a Factory Reset:

1. Press the Volume "-" and Power buttons simultaneously and hold for at least six seconds.
2. You'll hear a tone that indicates the reset was done and your speaker then should turn off. This reset will bring your speaker back to factory settings.
3. Turn your speaker back on using the Power button. The speaker will be in Bluetooth discovery/pairing mode.

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Understanding the LED status indicator on the POWER UP charging dock

LED Location	LED State	Definition
Front of charging dock	Solid white (bright)	Speakers battery is 100% charged
Front of charging dock	Pulsing white	Speaker is charging

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What does the POWER UP charging dock include?

Ultimate Ears POWER UP is a charging dock for MEGABLAST and BLAST is sold separately. Along with the charging dock, your POWER UP comes with a special D-ring (Silver) that replaces the standard D-ring (Black) that comes with your speaker.

IMPORTANT: To power the POWER UP, we recommend you use the charging cable and power adapter that came with your BLAST or MEGABLAST.

See Charge your speaker on the Ultimate Ears POWER UP for details on how to charge using POWER UP.