

[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.

[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.

In which countries can I use BLAST and MEGABLAST?

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

How do I restart the 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.

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, UK and Germany.

What are the terms and conditions of the Amazon Music Unlimited 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](https://www.amazon.com/blastmegablast). Limited time only.

[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.

[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 to new Amazon Music Unlimited subscribers only. Terms and Conditions apply. Learn more at: Amazon.com/blastmegablast. Limited time only.

[Do I have to accept the Terms and Conditions for Alexa](#)

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

[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.

[Why did the app skip the Amazon login 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.

[What is the 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.

[Do I need an Amazon account?](#)

You must have an Amazon account to use Alexa.

[What is the speaker's Bluetooth 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.

[Do I need the app 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.

[Why 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.

[How do I connect 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.

I can't sign into Amazon. why?

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

Why do I need to connect to Bluetooth after I've connected via 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:

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio
- TuneIn Radio

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:

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

How do I connect to my 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.

[Let's get setup and playing music](#)

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.

[My speaker failed to pair to my phone over Bluetooth. what can I do?](#)

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.

[Getting the app](#)

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

[My phone can't find speaker on during Bluetooth setup. what can I do?](#)

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.

[The app is stuck telling me the speaker is restarting, what do I do?](#)

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.

[The update failed why?](#)

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.

[Get an error message during pairing, what do I do?](#)

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

[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.

[The app doesn't see my speaker during setup why?](#)

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)

[Where is my music coming from Bluetooth versus WiFi](#)

If you are connected to your speaker using Bluetooth, your music is coming 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 or iHeartRadio). Your phone is not connected in this case.

[What does waterproof IP67 mean?](#)

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.

[Can I use NFC to connect my speaker?](#)

No, Blast and MEGABLAST do not have NFC compatibility.

[Does Apple Airplay work with my speaker?](#)

No, your speaker is not compatible with Apple Airplay.

[Why can't my Android device connect?](#)

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.

[Is the volume synchronized with my phone?](#)

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)

[Can I revert my firmware to previous version after I update?](#)

No, you cannot revert firmware once you update.

[How do I clean my 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.

[My speaker isn't playing music why?](#)

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 play

[How do I get a spare D-ring?](#)

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.

[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.

[How do I get a spare charging cable for my 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.

[How do I get a spare power adapter for my 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.

[Can I use my speaker when its 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.

[Can I use my speaker when its 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.

[Can I use my speaker in the 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.

[What do the different lights on my speaker mean?](#)

Button/LED Location	LED State	Definition
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Power button	Solid white (bright)	Normal ON state before 1 min time out to save battery life
Power button	Solid white (dim)	Normal ON state, but after 1 min time out 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

[How do I check my battery level?](#)

You can check the battery level of your speaker in the app.

[Can I connect my speaker via 3.5mm?](#)

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

[What music services work with my speaker?](#)

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

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio
- TuneIn

All other music services can be streamed via Bluetooth only. Examples:

- Spotify
- Pandora
- Local content/music

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[Can my speaker work with my other ULTIMATE EARS speakers?](#)

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

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[How long does it take to charge my speaker?](#)

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

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[How do I charge my speaker on the charging dock?](#)

Ultimate Ears POWER UP is a charging dock for MEGABLAST and BLAST and is sold separately. POWER UP comes with a special D-ring that replaces the standard D-ring that comes with your 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.

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[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:** For best results, use the included Ultimate Ears USB cable and power adapter.
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.

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[How do I adjust volume?](#)

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

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

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[How do I turn my 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.

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[Can I play local content from my phone on my 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.

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[How do I play Apple Music on my 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.

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[Can I stream Spotify from Alexa?](#)

Spotify is not supported via Alexa and WiFi streaming. To play Spotify, you need to be connected to your speaker via Bluetooth.

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

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[How do I play Pandora on my speaker?](#)

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

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

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[How do I play Spotify?](#)

To play Spotify, you need to be connect to your speaker via Bluetooth. Spotify is not supported over WiFi streaming.

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

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[How do I play music on my 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 via WiFi and Alexa.

- Amazon Prime Music
- Amazon Music Unlimited
- iHeart Radio
- TuneIn

Bluetooth The following music service apps can be played via Bluetooth:

- Apple Music
- Spotify
- Pandora

- Amazon Music

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[How do I setup 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.

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[How do I connect multiple speakers?](#)

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.

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[Can I control multiple speakers in the app?](#)

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

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[Will Alexa work on bluetooth?](#)

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

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[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.

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[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)

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

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

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[Do I need to connect to WiFi or can I connect 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
 - TuneIn (US, UK and Germany)
 - iHeartRadio (US)

Bluetooth

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

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[What happens when i'm out of 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.

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[Will my speaker automatically reconnect to my WiFi?](#)

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

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[Can I 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.

[keep losing connection to WiFi — music is dropping out](#)

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.

[The app can't find my WiFi network at work \(enterprise\) why?](#)

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.

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[Why 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. Internal -- Agent Resource Firmware updates can only be done with the Ultimate Ears App. A firmware download utility will NOT be available for Mac or PC.

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[How do I change the name of my speaker?](#)

You can rename your speaker in two different places and in two different ways: **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.
3. 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

1. Go to the **Settings** section of the Amazon Alexa app.
2. 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.

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[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.

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[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.

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[Can I change the equalizer on my speaker?](#)

Equalizer settings are not available on BLAST or MEGABLAST.

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[Do you have an iOS app?](#)

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

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[Do you have an Android app?](#)

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

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[Is there a way to have my firmware updated automatically?](#)

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).

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[How do I know I have the latest firmware?](#)

To check your speaker’s firmware version, go to the **Speaker Settings** section of the Ultimate Ears app (the gear icon on the top right of the app home screen). 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. If the auto-update setting has been disabled or if you’re just curious, you can always tap the “Check for Updates” button to manually check for software updates.

83

[Do I need the app to update my speaker](#)

The first time you set up your speaker, the app is required 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 (unless you disable **AUTO-UPDATE FIRMWARE** from speaker settings). 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).

84

[Do I need the app to connect to bluetooth?](#)

You do not need the app to connect your speaker and your mobile device over Bluetooth. See: “How do I connect to my speaker directly through Bluetooth?” for more information.

85

[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.

86

[Do I need the app to setup 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.

87

[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.

88

[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 in the United States, the United Kingdom, and Germany) 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.

89

[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.

90

[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?".

91

[What is AVS](#)

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

92

[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.

93

[Will Alexa work on Bluetooth?](#)

No. Alexa only works when your speaker has a Wifi connection.

94

[Will Alexa work with 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](#)"

95

[Why can't I use Alexa to turn up the volume over bluetooth when I'm connected to WiFi?](#)

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

96

[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.

97

[How do I mute Alexa](#)

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.

98

[Is Alexa always listening to me?](#)

No. 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 more details see “[How do I mute Alexa](#)”

99

[Why won't Alexa play Spotify](#)

Spotify can be played on Amazon's Echo devices, but is not supported on most devices from other manufacturers. If you have the Spotify app on your mobile device, you can stream to your BLAST or MEGABLAST over the Bluetooth connection.

100

[Do I need to press a button 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.

101

[How do I find out if i’m connected 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.

102

[Do I need Alexa app running 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.

103

[What music services are supported with Alexa](#)

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
- TuneIn (US, UK and Germany)
- iHeartRadio (US)

104

[How do I learn all about Alexa](#)

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

- United States:
https://www.amazon.com/gp/help/customer/display.html/ref=hp_bc_nav?ie=utf8mb4&nodeId=201952240
- United Kingdom:
<https://www.amazon.co.uk/gp/help/customer/display.html/?nodeId=201952240>
- Germany:
https://www.amazon.de/gp/help/customer/display.html/ref=hp_bc_nav?nodeId=201952240

105

[I'm an Amazon Prime member. How come I can't stream music on my device?](#)

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. To learn more, go to :
<https://www.amazon.com/gp/help/customer/display.html?nodeId=202096450>

106

[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:



Select "Family plan"

- Individual plan** BEST POPULAR
\$7.99 per month
- Family plan**
\$14.99 \$0.00 per month - The following promotion applies after your free trial: *Ultimate Ears Offer*.
- Individual plan - annual**
\$79.00 per year - Save 18%
- Family plan - annual** BEST VALUE
\$149.00 \$119.02 per year - The following promotion applies after your free trial: *Ultimate Ears Offer*.

Looking for the Student plan?
[Hide other plans](#)

Start your 30-day free trial

Change or cancel anytime

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>

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>

108

[Do I need an Amazon Prime account to use Alexa on the speaker?](#)

No, but if you have an Amazon Prime account, you'll have access to Amazon Prime Music with more available content.

109

[How do I restart or reset the speaker?](#)

Factory Reset - deletes all speaker settings including:

- Bluetooth Name
- Bluetooth Memory (all paired devices)
- WiFi settings
- Amazon/Alexa credentials
- Customers will have to go through the setup process again -- Recommend they go into their app to delete the speaker prior to going through the setup process.

1. Press the following two buttons simultaneously and hold for at least 6 seconds.
 1. Volume “-”
 2. Power
2. You will hear a tone indicating that the reset was done and your speaker 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.

110

[Why can't my iOS device connect?](#)

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.

111

[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.

112

[Can I use my speaker in the ocean or in a 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.