
FAQ - UE EVERBOOM

Frequently Asked Questions

× Why does my speaker turn off while charging?



As part of our commitment to reducing our environmental footprint, your Ultimate Ears speaker now features an auto-off function. It will shut down after 15 minutes of inactivity, even while charging, helping to conserve energy. It will not affect the charging progress. To continue listening while charging without the speaker shutting down automatically, be sure to resume playback or reconnect within 15 minutes of pausing the music or disconnecting the speaker

× All about the UE | BOOM app



Setting up the UE | BOOM app

- [How should I use the UE | BOOM app to set up my speakers?](#)
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PartyUp

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Equalization (EQ)

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MEGAPHONE

- [What is MEGAPHONE and how does it work?](#)

Troubleshooting

- [Why is my speaker grayed out in the app and listed as “unavailable”?](#)

× My speaker is connected via Bluetooth to my phone, but I don't hear audio when I stream from YouTube



If your Bluetooth device doesn't connect to your Ultimate Ears speaker, try the following:

- Make sure your speaker is turned on.
- Make sure your device is paired with your speaker and Bluetooth is active.

- Place your Bluetooth device closer to the speaker — it might be out of range.
 - Move your Bluetooth device and speaker away from other wireless sources — you could be experiencing interference.
 - Turn your speaker off and back on again.
 - If you have multiple speakers, make sure you’re connected to the correct one.
- NOTE:** If this is the first time you’re pairing a device with your speaker, you don’t need to press the Bluetooth connection button. It comes out of the box ready to pair.

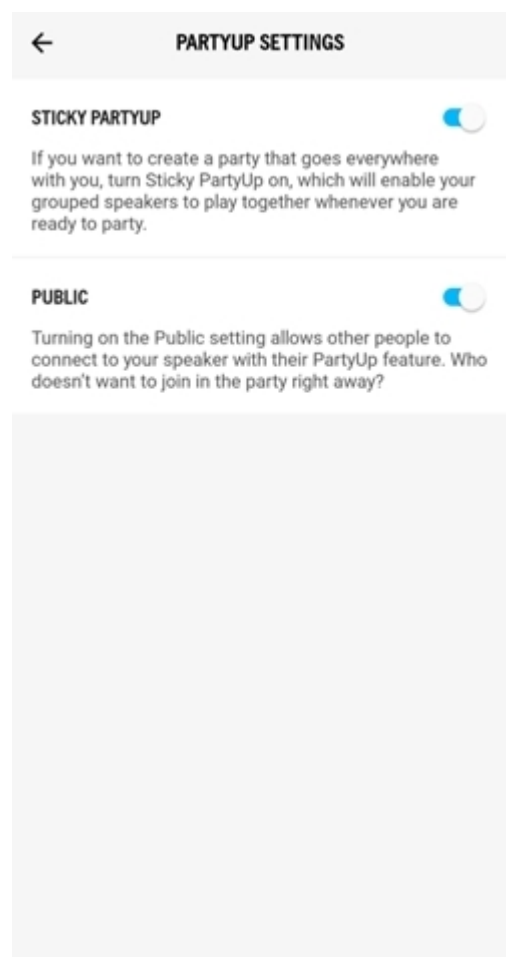
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What is Sticky PartyUp and how does it work?

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When you have a group of Ultimate Ears speakers, you can have them PartyUp to play music together.

If you want the same group of speakers to always PartyUp whenever you play music, you can enable the **Sticky PartyUp** feature to have parties anywhere without grouping them together again.



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Does Outdoor Boost work in PartyUp mode?

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Outdoor Boost is available for select Ultimate Ears speakers.

If your speaker is in Outdoor Boost mode and enters PartyUp with other UE products that do not support Outdoor Boost (BOOM 2, BOOM 3, BOOM 4, MEGABOOM 3, MEGABOOM 4, HYPERBOOM), those speakers will stay in the signature acoustic mode.

However, your speaker will keep Outdoor Boost on.

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Can I turn off the speaker tones on my UE speaker?

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To turn off speaker tones that indicate pairing, power on/off, and maximum/minimum volume, in the UE | BOOM app, click the gear icon on your speaker’s home screen to go to Speaker Settings, and toggle off the Speaker Sounds function.

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How do I control the music I’m playing from my EVERBOOM?

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You can control the music directly from your EVERBOOM without picking up your phone. To pause the stream, simply PRESS the Magic Button (rightmost button on top of your speaker, indicated by the play/pause icon). Press again to resume playing. DOUBLE PRESS to skip to the next track, and TRIPLE PRESS to return to the previous track.

PRESS AND HOLD the Magic Button to play the preset playlist. To set the preset playlist, download the UE | BOOM app and follow the instructions to access your Amazon Music, Apple Music (iOS only), or Spotify (Android only) playlist.

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How do I charge my EVERBOOM?

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You may have noticed that your product doesn't come with a charger or a power adapter. At Logitech, we're working hard to reduce our carbon impact and have a positive impact on the planet. We're embracing circularity and looking into new ways to reduce e-waste. Therefore, we invite you to practice a circularity method by using your existing power adapter to charge your speakers.

You can charge your speaker with any standard USB-C port, such as your computer. However, to charge it effectively, we highly recommend that you use a power adapter to plug your EVERBOOM into an outlet directly. Charging times vary depending on the output of the power adapter you use.

Please make sure to use adapters that are listed with at least 15W to get the fastest charging performance. It will take approximately two and a half hours to recharge your EVERBOOM to 100%. If the adapter's power (W) is lower than 15W, it may take much longer for your speaker to be charged fully. To check the power provided by an adapter, simply multiply the output voltage by the current marked on the adapter. For example, the output power of an adapter with a voltage of 5V and current of 3A (5V=3A) will be 5V x 3A = 15W.

Please note that it will also take longer to charge if you are listening to music while charging your speakers. Also, if you use an adapter that provides higher power than 15W, it won't charge your speaker any faster.

Learn more in the product [specifications](#).

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How do I factory reset my EVERBOOM?

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Simultaneously press and hold the volume “-” button and power button for 5-10 seconds to reset your EVERBOOM.

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EVERBOOM in Outdoor Boost and Party Up with other UE BOOMs

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If the other UE products (MEGABOOM 3, BOOM 2, BOOM 3, EPICBOOM, HYPERBOOM) do not support Outdoor Boost, they will stay in the signature acoustic mode. However, EVERBOOM will keep Outdoor Boost on.

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Do I need to clean my speaker after using it in or around water?

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Always thoroughly rinse and dry your speaker, USB-C port, and charging ring 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.

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Can I use NFC to connect my Android phone to my EVERBOOM?

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Make sure NFC is enabled and then go back to the homepage on your Android phone. Put your device's NFC near to the 'N' icon on the top of the speaker. Wait for a few seconds and follow the steps on your phone.

NOTES:

- NFC is not compatible with iOS phones.

- As the performance of NFC may vary from phone to phone, make sure to get close enough to the 'N' icon for the best experience.

× **How can I check my EVERBOOM battery level?**



To check the battery level, simultaneously press the + and - volume buttons

The LED Lights display the battery level based on the number of lights shown and the color:

- 67%-100%: three lights in white
- 34%-66%: two lights in white
- 17%-33%: one light in white
- 10%-16%: one light in red
- 7%-9%: one light in red blinking and a critical battery voice prompt. (We recommend you charge the speaker when you hear the voice prompt.)
- 0%-6%: one light in red blinking rapidly until the speaker turns off

