soundcore Boom 2 Plus FAQ		
Module	**Problem/Inquiry**	**Troubleshooting/Answer**
General	What's in the box?	soundcore Boom 2 Plus Speaker 60 cm USB-C to C Cable Quick Start Guide Note: Wall charger not included.
General	Does Boom 2 Plus have an AUX jack?	Yes.
General	What's the playtime of Boom 2 Plus?	Boom 2 Plus supports up to 20 hours of playtime at 50% volume with BassUp and light effects turned off. Battery life will vary depending on the content being played, custom EQs, volume level, etc.
General	Is Boom 2 Plus waterproof?	soundcore Boom 2 Plus features IPX7 waterproofing, but before submerging it in water, make sure to seal the waterproof cover tightly.
General	How long does it take to charge Boom 2 Plus?	It takes around 3 hours to charge with a certified 30W wall charger.
General	Does Boom 2 Plus support the charging of other devices?	Yes, you can charge other devices via the USB-C port on the back of Boom 2 Plus.
General	What is the charging output of Boom 2 Plus?	Boom 2 Plus has a 10W (5V/2A) charging output.
General	What do the different colors of the charging indicator mean?	The power indicator is red when charging and white when fully charged. When the battery level is below 10%, the power button indicator light will flash red.
General	After shutting down Boom 2 Plus and connecting a charger, why does it take a few seconds for Boom 2 Plus to show that it's charging?	Since Boom 2 Plus supports Power Delivery fast charging, it requires compliance with the Power Delivery protocol. After reaching the voltage and current required by the protocol, the current is gradually increased to prevent it from increasing too quickly. This process takes a few seconds, and as a result, there will be a short delay before Boom 2 Plus shows that it's charging.
General	How can I extend the battery life of Boom 2 Plus?	1. Do not completely discharge the battery before recharging. 2. Recharge the battery as soon as possible when the low-battery indicator is on. 3. Stop charging once the battery is fully charged. 4. Do not expose the speaker to harsh environments with extremely hot or cold temperatures. 5. Recharge the speaker regularly (once every 3 months) if it has not been used for a prolonged period.
General	How many drivers does Boom 2 Plus have?	Boom 2 Plus has two built-in woofers and two tweeters.
General	What is the output of Boom 2 Plus?	100W as standard, but it can reach up to 140W in BassUp 2.0 mode.

General	How do I reset Boom 2 Plus?	Turn on Boom 2 Plus, then hold down the Bluetooth and Volume + buttons for 5-10 seconds. You'll hear a prompt and the speaker will automatically restart.
General	How do I update Boom 2 Plus's firmware?	1. Open the soundcore app and go to Update Firmware, then press "Update Firmware". 2. Do not use your phone while the firmware is updating, unless you've set the soundcore app to run in the background. 3. Boom 2 Plus will restart automatically after updating.
General	How can I turn prompts on/off?	1. Open the soundcore app, connect Boom 2 Plus, and enter Boom 2 Plus interface. 2. Click the Settings button in the upper right corner. 3. In "Speaker Prompts", you can choose to turn prompts on or off.
General	Will Boom 2 Plus automatically shut down?	Yes, by default, if there is no audio signal input or connection for 20 minutes, the speaker will automatically turn off. You can also customize the auto-shutdown timer in the soundcore app. 1. Open the soundcore app and enter the Boom 2 Plus interface. 2. Click on the settings button in the top right corner. 3. Go to Auto Power Off to select different auto-shutdown settings, or to turn off the auto-shutdown feature.
General	What is BassUp 2.0?	On Boom 2 Plus, BassUp 2.0 not only boosts the bass, but also increases the speaker's output to 140W.
Bluetooth Related	What Bluetooth codecs does Boom 2 Plus support?	Boom 2 Plus supports SBC and MPEG-2 AAC LC Bluetooth codecs.
Bluetooth Related	What Bluetooth version does Boom 2 Plus use?	Bluetooth 5.3.
Bluetooth Related	What should I do if I can't find my device via Bluetooth?	1. Please make sure that Boom 2 Plus is within the Bluetooth range of your phone. 2. If you are still unable to find your device, try short-pressing the Bluetooth button on the speaker and re-entering the Bluetooth search interface on your phone. 3. If the above steps don't work, please try resetting the speaker. To reset the speaker, press and hold the Bluetooth button and the Volume + button for 5-10 seconds. You'll hear a prompt and the speaker will automatically restart.
Bluetooth Related	What is TWS and does soundcore Boom 2 Plus support it?	TWS stands for True Wireless Stereo, and it allows two identical speakers to play stereo sound after pairing up. soundcore Boom 2 Plus supports TWS.
Bluetooth Related	How can I pair two Boom 2 Plus speakers at the same time via TWS?	1. Turn on both speakers. 2. Hold the Bluetooth button on both speakers until the indicator light flashes white. 3. You'll hear a sound to indicate successful pairing. The indicator light on the main speaker will be blue, and the indicator light on the secondary speaker will be white. The main speaker functions as the left channel, and the secondary speaker functions as the right channel.

Bluetooth Related	What is PartyCast 2.0 and is it supported by Boom 2 Plus?	PartyCast 2.0 lets you connect up to 100+ PartyCast-compatible Bluetooth speakers. Boom 2 Plus supports PartyCast 2.0 functionality.
Bluetooth Related	How can I connect PartyCast 2.0 devices?	1. Turn on two PartyCast 2.0 devices. 2. Press the PartyCast button on each device, and the indicator light will turn white. 3. You'll hear a prompt indicating successful pairing.
Lighting Effect Related	How do I turn off the light effects?	Press and hold the light button for about two seconds to turn off the light effects.
Lighting Effect Related	How many light effects are there?	Boom 2 Plus has eight preset light effects.