



ShurePlus PLAY

ShurePlus™ PLAY Mobile Listening App

The ShurePlus PLAY Mobile Listening App user guide.
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Table of Contents

ShurePlus PLAY ShurePlus™ PLAY Mobile Listening App	3	The Equalizer	11
General Description	3	Preset Modes	11
Features	3	Create Custom Presets	11
The Music Tab	3	Use Screen Orientation to Adjust EQ	12
Sorting Your Music Library	5	Play Queue	13
Add Music to Your iOS Device	7	Controls	14
Add Music Using AirDrop®	7	Using Playlists	14
Add Music Using the Files App	8	Create a New Playlist	14
Add Music from the iTunes Store	8	Add Music to a Playlist	14
Add Music from the iCloud Music Library	8	Delete Songs, Albums, Artists, or Playlists	15
Add Music to Your Android Device	8	The Device Tab	15
Activate File Sharing	8	Active Phone Call Mic	16
Add Music Using Other Audio Apps	9	The Settings Tab	16
Play an Album	9	Active Phone Call Mic	17
Track View	9	Updating the Firmware for Shure AONIC products	17
Playback	9	Troubleshooting	19
Adjust the Volume	10	Specifications	19
Loop	10	System Requirements	19
Shuffle	11	Supported Audio Formats	20

ShurePlus PLAY

ShurePlus™ PLAY Mobile Listening App

General Description

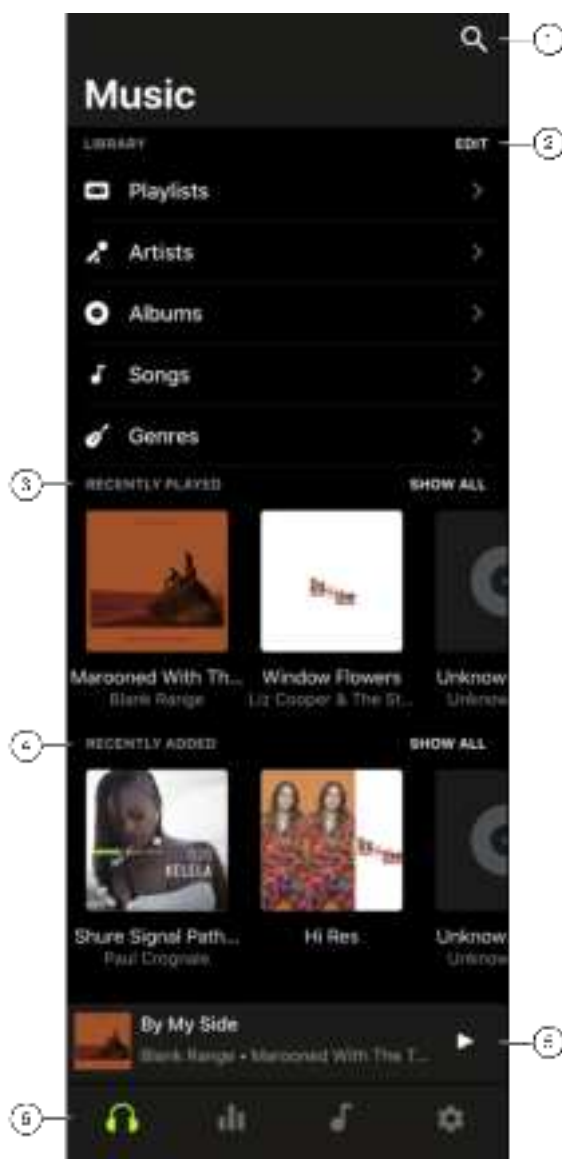
The ShurePlus PLAY Mobile Listening App is a high-resolution music player with advanced EQ controls. Play uncompressed audio files with your iOS or Android mobile device using the music tab. Use built-in Shure EQ presets to customize the sound, or create your own EQ presets in the settings tab. Unlock environment mode and ANC features by connecting to Shure wireless and True Wireless products in the device tab.

Features

- Import and play multiple, high-resolution and standard file types
- Customize presets with the parametric graphic EQ
- Adjust your volume with the full-screen fader
- Create playlists and organize your music library by playlist, artist, album title, song title, genre, or composer
- Quickly dial in your sound with EQ preset modes for a variety of listening situations.

The Music Tab

View and sort your music library with categories like playlist, artist, album, song, genre, composer or compilation in the Music tab.



① Search

Tap the icon and search your music library by artist, album, playlist, or song title. Tap Clear to remove saved searches.

② Edit

Tap Edit to add or remove music library categories from view. See [Sorting Your Music Library](#) for information on the variety of ways that you can view your collection.

③ Recently Played

View the albums containing songs you have played the most recently. Tap Show All to view your listening history from most recent to earliest.

④ Recently Added

View the newest additions to your music library in the Recently Added row. Tap Show All to view the recently added albums in a list from the most recent to the earliest additions.

⑤ Mini Player

Displays the currently playing song. Play or pause the music. Tap to display more detailed track information.

⑥ Navigation Bar

Tap to access the device connection tab, the equalizer, the app settings tab and to return to your music library.

Sorting Your Music Library

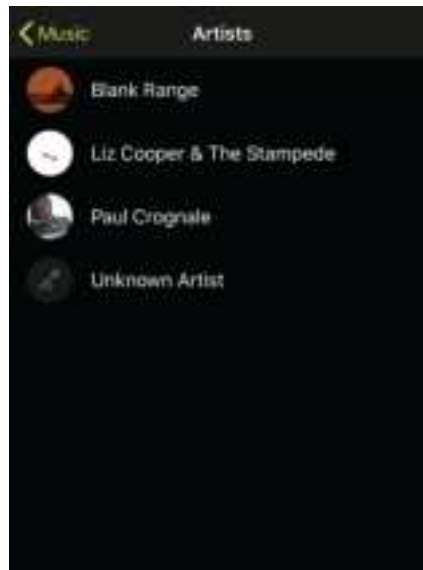
Sort and view your audio files by playlist, artist, album, song, genre, or composer categories. Tap Edit on the Music screen to select the categories you want to view. Tap Done when finished.



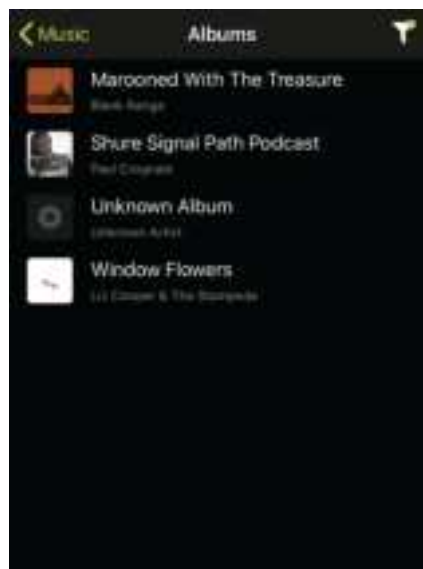
Within categories, items are organized alphabetically. Tap the Filter icon to view alternate sort options within categories.



Tap the filter icon in the upper right corner to view all your sort options. Playlists can be sorted alphabetically by name or by the date they were created.



Artists are sorted alphabetically.



Display all available albums or filter to display only the albums located within the PLAY library. Sort by name or by year of release.



The Songs category displays all available tracks or can be filtered to display only the tracks located within the PLAY library. Sort by name, date that song was added to the library or by artist.

Add Music to Your iOS Device

ShurePlus PLAY can play files that are stored locally on your device. Every time that you launch PLAY, a dot appears on the Settings sprocket icon to show that new audio files have been found on your device and are being added to the PLAY music library. Allow a few moments for the songs to appear in the music library. Every time that you open PLAY, the music library syncs with the files on your device. Any changes made to the audio files, for example a song title change, remains consistent across the device.

Tip: For best results, keep the app open to allow for a complete, uninterrupted music library sync. Load time is dependent upon device type and library size. If sync becomes interrupted, simply reopen PLAY and sync will resume.



Note: Tracks that are stored in the cloud will not appear in the PLAY app and cannot be played. Files are playable when they have been downloaded to your device and are DRM free. PLAY will not stream music from another app or from the cloud.

Add Music Using AirDrop®

1. Make sure that Receiving is on for the receiving device. Select Contacts Only or Everyone.
2. Select the audio file on the sending device. Tap Share and then More to access your contacts.
3. Select PLAY to copy the song to ShurePlus PLAY.

Important: ShurePlus PLAY will not add a track if the file is corrupted and unplayable. Also, PLAY will not add duplicate tracks.

Add Music Using the Files App

You can copy music to the PLAY app from other apps on your device if those apps support file sharing.

1. Upload audio files from your computer to any cloud-based app on your mobile device.
2. Open the Files app on your device and locate your uploaded file.
3. Select the file that you'd like to add to ShurePlus PLAY. For best results, upload one file at a time.
4. Tap the action icon (the square with an arrow pointed up).
5. Tap Copy to Play. The Play app will open.
6. A notification will appear to let you know when your file is successfully imported.

Important: ShurePlus PLAY will not add a track if the file is corrupted and unplayable. Also, PLAY will not add duplicate tracks.

Add Music from the iTunes Store

Music files that have been purchased from the iTunes Store are DRM free and playable on the PLAY app.

On your iOS device, sync by opening Settings > PLAY. Turn on "Allow PLAY to access Media and Apple Music." The next time you open the PLAY app, the green sync dot will appear on the Settings tab, and your files will be added to the PLAY music library automatically. The newest files will be visible in the Recently Added row in addition to the Music Library. If the files do not appear, open the Music app, download the purchased songs, then return to the PLAY app and look for the green sync dot.

Note: PLAY can play most files that have been purchased and downloaded from iTunes because they will not have DRM (digital rights management).

Add Music from the iCloud Music Library

On your iOS device, enable iCloud Music Library sync by opening Settings > PLAY. Turn on "Allow PLAY to access Media and Apple Music." The next time you open PLAY, the app will automatically find files that have been purchased and downloaded to your device.

1. First, download your files to the device. Enable iCloud Music Library syncing in the Apple Music app on your device by going to Settings > Music > Sync Library. Or sync with a computer using a USB cable or WiFi to connect to your device.
2. Download your DRM free music files to your device. These are files that have been purchased from the iTunes store (DRM free) or that have been ripped from media that you already own.
3. Open PLAY to automatically sync downloaded files to your PLAY music library. The green dot will indicate that PLAY is syncing to the device.
4. Your available DRM-free files will appear in the PLAY music library. Copy protected music tracks, like those downloaded from an Apple Music subscription, are not supported by PLAY, and will not appear in the app.

Note: All music from the Apple Music subscription service, whether streamed or downloaded, has DRM (digital rights management) and will not be available on ShurePlus PLAY.

Add Music to Your Android Device

Activate File Sharing

Some Android devices require you to activate file sharing before you can transfer files into ShurePlus PLAY. When a mobile device is connected to a computer with a USB cable, the device will automatically begin to charge. Follow these steps to allow file transfers.

1. Connect the Android device to your desktop computer with a USB cable
2. Open Settings to locate USB connection preferences
3. Select File transfer

4. On your computer, locate your device in Windows Explorer
5. Find the Music folder
6. Drag and drop files from your computer to the music folder on your device. Any audio files already physically stored on your device will be synced to ShurePlus PLAY when you open the PLAY app.

Important: ShurePlus PLAY will skip a track if the file is corrupted and unplayable. Also, PLAY will not add duplicate tracks.

Add Music Using Other Audio Apps

ShurePlus PLAY will automatically display audio files found in other apps on the device. This is because Android apps can recognize audio files that are stored on the device.

Play an Album

Tap on the album that you'd like to play. Tap the first track to hear the whole album.

You can also listen to the album in Shuffle mode. Shuffle plays all of the songs on the album in a random order and stops when all of the songs have been played.

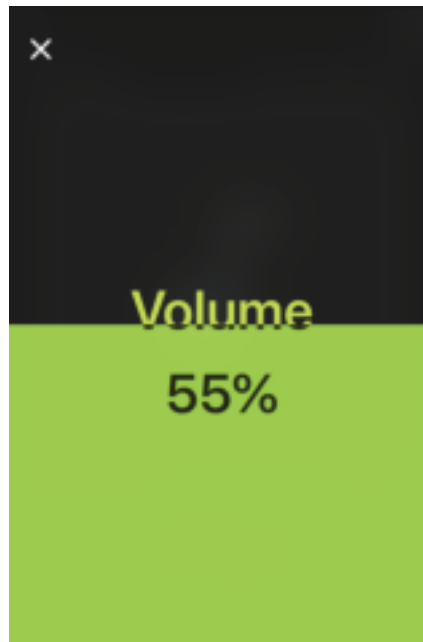
Track View

Playback



- ② Play queue (You can also swipe up to view the play queue.)
- ③ Track artwork
- ④ EQ information, Volume level
- ⑤ Track information: Track title, Artist, Album
- ⑥ Track waveform
- ⑦ Playback controls: Loop, Previous track, Play/Pause, Next track, Shuffle on/off

Adjust the Volume

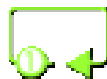


- From the song playing screen, tap the volume icon. Slide the green bar up and down to adjust volume and tap X to close when you find your listening level.
- Long press the volume icon until the full-screen fader appears. Slide the green bar up and down to adjust volume and tap X to close when you find your listening level.

Loop



Tap the loop icon for repeat play of all songs in the album, playlist or play queue that you are listening to.



Tap again to repeat a single song.

Tap once more to return to single play with repeat off. In normal play (repeat off), play will end once all of the songs have been played.

Shuffle



Shuffle takes all the songs in a playlist, songs connected to an artist, songs in an album, or your entire song library and plays them in a random order. As the songs get played, they are removed from the shuffle play queue. Turn shuffle mode off to continue playing the songs in the original queue order, minus the songs that have already been played.

Play Next and Play Later are options for adding songs to the play queue.

- **Play Next:** The selected song is added to the shuffled play queue and will be played after the currently playing song is finished.
- **Play Later:** The selected song is added to the end of the shuffled play queue.

The Equalizer

Use the PLAY equalizer to fine tune your music in the PLAY app. For a flat, unchanged frequency response, power the equalizer off and it will be bypassed.

Note: Equalizer will only affect the sound of songs in your local library. It will not affect the sound of songs played in other apps.

Preset Modes

Use presets to quickly access commonly used listening scenarios. Seven selectable 4-band presets optimize settings for gain, equalization, and compression. Play a song and find the preset that you think suits the song best, and then adjust levels as needed.

Preset	Application
Bass Boost	Increase low frequencies
Bass Cut	Decrease low frequencies
Treble Boost	Increase high frequencies
Treble Cut	Decrease high frequencies
Vocal Boost	Increase vocal clarity by emphasizing the vocal range
De-ess	Decrease vocal hiss/ sibilance in speech
Loudness	Clarity for listening at low volume. Both the bass and treble frequencies are boosted to make the overall sound feel louder.

Create Custom Presets

Add new preset

1. Scroll down to tap Add New Preset or tap Manual. New presets start out flat.
2. Adjust your frequency, gain, and bandwidth parameters. There are three ways to adjust your equalizer.
 - Tap the values to type in a specific number.

- Tap the - or + to adjust in larger increments.
 - Tap and drag the numbered circles for bigger changes.
3. Tap Save to name and save your new custom preset. Custom presets will show up after the list of Shure presets.

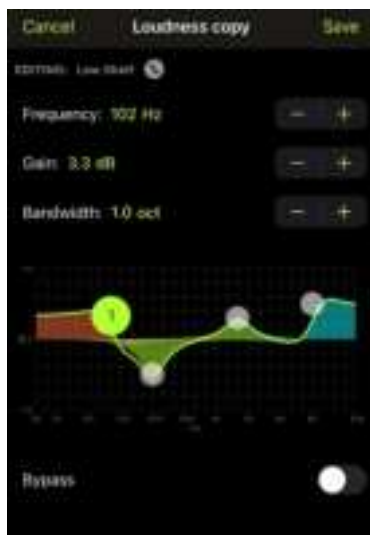
Duplicate a Preset

You can duplicate both Shure and custom presets. Duplicating a preset is convenient if you like the way a preset sounds but you want to make and keep adjustments to the sound.

1. Start by selecting an already existing preset.
2. Tap the More Options 3 dots and select Duplicate.
3. Scroll down to find your duplicate preset in the list of custom presets.
4. Tap the More Options 3 dots and select Edit.
5. Adjust your frequency, gain, and bandwidth parameters. Type in a specific number. Tap - or + to adjust in small increments. Or manually tap and drag the numbered circles for larger changes.
6. Tap Save to save your new custom preset.

Use Screen Orientation to Adjust EQ

Hold your device in portrait mode to enter numerical EQ parameters. Rotate to landscape mode for a close-up view of the curve.



Use portrait mode to easily select and adjust frequency, gain, and bandwidth.



Use landscape for a close-up view of your EQ curves.

Equalization Explained

The 4-band parametric equalizer is used to adjust the volume of independent, adjustable frequency ranges, to precisely shape the frequency response. The equalizer can be bypassed for a flat frequency response.

Frequency	Select the center frequency of the filter to cut/boost.
Gain	Adjusts the level for a specific filter.
Bandwidth or Q	Adjusts the range of frequencies affected by the filter. The value is represented in octaves.

Commonly used EQ Adjustments

Treble boost for improved speech intelligibility: Add a high shelf filter to boost frequencies greater than 1 kHz by 3-6 dB

Ambient HVAC noise reduction: Add a low cut filter to attenuate frequencies below 200 Hz

Reduce flutter echoes and sibilance: Identify the specific frequency range that "excites" the room:

1. Set a narrow Q value
2. Increase the gain to between +10 and +15 dB, and then experiment with frequencies between 1 kHz and 6 kHz to pinpoint the range of flutter echoes or sibilance
3. Reduce the gain at the identified frequency (start between -3 and -6 dB) to minimize the unwanted room sound

Reduce hollow, resonant room sound: Identify the specific frequency range that "excites" the room and lower it:

1. Set a narrow Q value
2. Increase the gain to between +10 and +15 dB, and then experiment with frequencies between 300 Hz and 900 Hz to pinpoint the resonant frequency
3. Reduce the gain at the identified frequency (start between -3 and -6 dB) to minimize the unwanted room sound

Play Queue



The play queue is the collection of song queued up in the order that they will be played. Once a song is played or skipped, it is removed from the queue.

View the play queue: Open the track view screen. Tap and swipe up to bring up the queue. Or tap the play queue icon in the top right corner to reveal or hide the play queue.

Clear the play queue: Pressing play on a song in a new album or playlist will clear the queue and add the selected track and songs that follow. Before the play queue is cleared, you will be asked to confirm the selection to avoid accidental changes. Play will continue from the newly selected track.

Controls

Press and hold on any artist, album, or song to bring up the menu of available options.

Previous Track/Next Track: In Track View, swipe left or right to navigate the queue.

Play Next: Adds a song, artist, or album to the top of the play queue.

Play Later: Adds a song, artist, or album to the bottom of the play queue.

Add to Playlist: Adds a song, artist, or album to a playlist that you select.

View Artist: Artist library opens.

View Album: Album opens.

Delete: Delete the song, artist, or album.

While listening to PLAY, the app will continue to play your queue even when navigating to the home screen on your device and after the display has dimmed.

Using Playlists

Create a New Playlist

1. Tap the playlists link on the home screen.
2. Tap "Create Playlist...".
3. Enter the playlist name and tap "OK".

Note: It is possible to have multiple playlists with the same playlist name.

Add Music to a Playlist

Add songs from the Songs list

1. Tap Songs.
2. Long press the song you'd like to add to your playlist.
3. Tap Add to Playlist and select the playlist that you want to use.

Add songs from the Playlist

1. Tap Playlists.
2. Select your playlist.
3. Tap the 3 dots at the top right corner to bring up the options menu.
4. Tap Edit Playlist and Add Songs.

Delete Songs, Albums, Artists, or Playlists

When you delete the PLAY app, any songs that you have uploaded to the app music library are also deleted. Songs stored in other apps are unaffected.

Delete a playlist Long press the playlist you want to remove and tap Delete Playlist. The playlist will be deleted but the songs will remain in the PLAY library.

Delete an artist Long press the artist you want to remove and tap Delete Artist. All songs and albums by that artist will be deleted from the device.

Delete an album Long press the album you want to remove and tap Delete Album. Only that album will be deleted from the device.

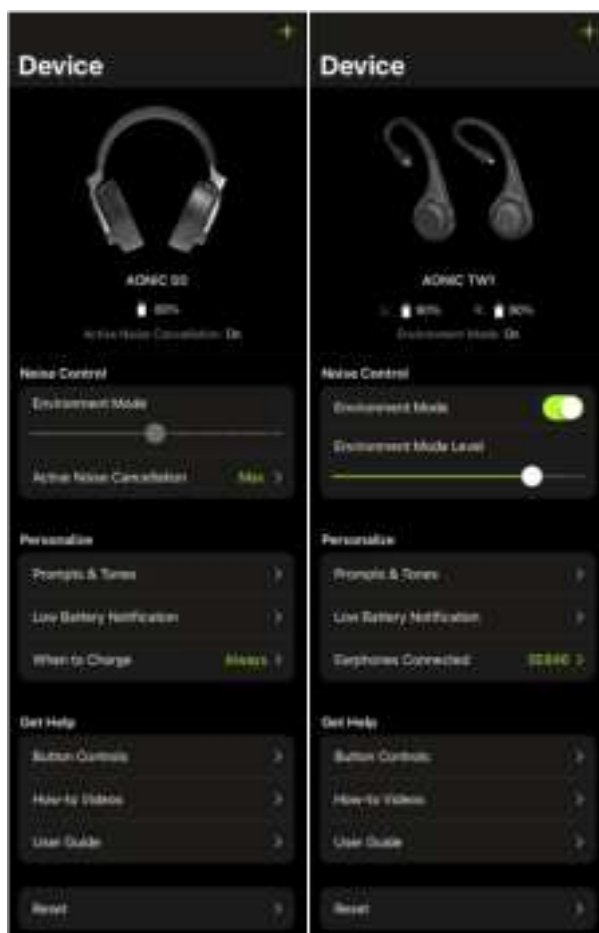
Delete a song Long press the song you want to remove and tap Delete Song. The song will be deleted from the device. Or long press a song within a playlist and tap Delete Song to remove the song from the device.

Use the playlist queue to remove a song from a playlist without deleting it from the music library. From the Playback window, swipe up to reveal the play queue. Tap the red circle with the line through it and tap Delete. This will keep the song on the device, but delete it from the playlist.

The Device Tab

Use the device tab to connect to Shure wireless products and access features that are available to your device, like environment mode and ANC, and to personalize prompts and tones. Equalize audio in the PLAY app and your sound will be retained in your AONIC device.

Ensure that you are selecting the correct accessory model so that the PLAY app supports the appropriate sensitivity level. Your device will appear in the display with corresponding features.



Warning! Failure to select the appropriate earphone can lead to increased sound pressure levels. Overexposure to excessive sound levels can damage your ears resulting in permanent noise-induced hearing loss (NIHL). Please consult the safety guidelines in the users guide for your earphones for additional information.

Active Phone Call Mic

For True Wireless earphone users, note that phone calls use only one adapter (right or left) to send audio. The selected side is based on the adapter with the strongest signal connection. You can check the device tab to determine which side is active for each phone call.

The Settings Tab



Tap the Settings icon to access the PLAY app Setting tab. Here you can configure app features, and access the user guide and equalizer settings. Use PLAY equalizer presets to shape the sound, or create your own custom presets. See Create Custom Presets for more information.

Active Phone Call Mic

Phone calls use only one adapter to send audio. Check the settings tab to see which adapter is currently in use. This way you can make sure to not remove that adapter or accidentally block the microphone during a call.

Updating the Firmware for Shure AONIC products

Take advantage of additional features and design enhancements by updating the firmware on your AONIC product. To check for firmware updates, connect the AONIC product to a device running the ShurePlus PLAY app, available for [Android](#) and [iOS](#).

Follow these steps for a successful firmware update

1. Enable Airplane mode on your mobile device.
2. Turn on Bluetooth and pair the AONIC product to your device.

Attention: Android users, check settings to ensure that both adapters are connected to your device.

3. Open the ShurePlus PLAY app and select the Device tab.
 - **IMPORTANT:** Ensure that both earphones or adapters are paired with the device and in close range (for applicable products).
 - If both earphones or adapters do not automatically connect, tap the music tab and then tap back into the device tab.
4. When an update is available, a green dot will appear next to Firmware Update in the device settings menu.



5. Tap the caret icon and follow the onscreen step-by-step instructions. The progress bar displays progress percentage for both adapters; it is a single process.





6. After a successful update, the "Update Completed" confirmation screen appears.
 - Do not power off the AONIC product until the update completes.
 - Do not put the adapters back into the case during firmware update. It will cancel the update.
 - **Note:** If the update fails on the first attempt, be sure to quit the app completely before attempting again. You may need to force quit the app to confirm that it isn't running in the background. Wait 5 minutes before opening the app and attempting again. Check the list below for tips on a successful update.
7. Confirm the new firmware version as displayed in the About menu (Device screen > ... > About > Firmware Version).



Tips to ensure a reliable update

- Ensure that the mobile device and your AONIC product are **powered on** and **near** to one another.
- Using the product or mobile device while downloading may slow or cancel the update process.
- Update requires **a minimum battery charge of 50%** on your mobile device and on the AONIC product.
- Approximate download time for headphones and earphones is **up to 30 minutes**.
- Do not exit the PLAY app and ensure that your screen is on.
- Do not update in areas with high volume mobile or WiFi wireless activity, like a plane or train station. This interference can significantly slow down or cancel the update process.
- Ensure that your mobile device is using the most current operating system (OS).

Contact Shure Service and Repair if you experience any issues.

Troubleshooting

Issue	Solution
Audio tracks from the cloud do not appear in the app.	Only tracks downloaded to the device will be visible.
PLAY isn't syncing with my music library.	Close and reopen the app to re-establish sync with audio files on the device.
My file does not play in the app.	To ensure that PLAY will be able to play the audio, make sure that the file: Is a music file. Is an unprotected asset; not copy protected. Is downloaded to your device and not streaming. Is not a corrupted file.
Audio sounds too high or too low.	Check equalization settings. Turn off the Equalizer to ensure that you aren't making unwanted adjustments to the audio file.
No noticeable change in Equalization.	Make sure that the Equalizer is on. Equalization only applies to music that has been downloaded to the device and is played from the PLAY app.
Headphones won't connect to Bluetooth.	Select Device Settings > > Restore Default Settings > > Confirm to reset your wireless headphones. This will restore voice prompt language, voice prompt volume, and clear the list of paired devices.
General troubleshooting	Ensure that you have updated to the most current version of the PLAY app. Make sure that your phone's operating system is updated to the most current version. Close and restart the application. Powering down and rebooting the device will clear the cache and can sometimes help with software performance.

There are two ways to perform a factory reset:

1. **Delete all songs from device** About > Delete All Songs
2. **Clear the PDL (Paired Device List)** Settings > Forget Devices

Specifications

System Requirements

System Requirements and Compatibility: iOS

- **iOS:** iOS 11.3 and higher
- **iPhone:** iPhone 6 and higher

System Requirements and Compatibility: Android

Will work with any Android device with:

- Android Oreo 8.0 and higher
- USB Audio Class 1.1 support and higher

Android is a trademark of Google Inc.

Supported Audio Formats

iOS

FLAC	Up to 352 KHz
MP3	32 to 320 kbps, 44.1 kHz, 48 kHz
MP4 Audio	Audio file extensions: .mp4, .m4a, .m4p, .m4b
AIFF	Audio file extensions: .aiff, .aif, .aifc
AAC	Up to 352 KHz
PCM/WAV	Up to 352 KHz
ALAC	Up to 384 KHz

Android

FLAC	Up to 352 KHz
M4A	Up to 352 KHz
MP3	16 to 320 kbps, 44.1 kHz, 48 kHz
MKV	Up to 352 KHz
PCM/WAV	Up to 352 KHz
OGG Vorbis	Up to 352 KHz