



RMCE-BT2 FAQ

1. What is the difference between Bluetooth® 5 and prior versions of Bluetooth?

Bluetooth 5 is the latest version of the wireless communication standard. A new version of the Bluetooth standard means various improvements, but only when used with compatible peripherals. In other words, you won't see any immediate benefit from upgrading to a phone with Bluetooth 5.0 if all your Bluetooth accessories were designed for an older version of Bluetooth. However, Bluetooth is backward compatible, so you can continue using your existing Bluetooth 4.2 and older devices with a Bluetooth 5.0 phone. When you buy new Bluetooth 5.0-enabled peripherals, they'll work better thanks to your Bluetooth 5.0 phone.

2. What codecs does the RMCE-BT2 product support?

The RMCE-BT2 has support for multiple codecs including Qualcomm® aptX™ audio, aptX™ HD, aptX™ Low Latency, AAC and SBC for superior digital audio. The RMCE-BT1 provides SBC codec support.

3. What is an audio codec?

An audio codec is a codec (a device or computer program capable of encoding or decoding a digital data stream) that encodes or decodes audio. In software, an audio codec is a computer program implementing an algorithm that compresses and decompresses digital audio data according to a given audio file or streaming media audio coding format. The objective of the algorithm is to represent the high-fidelity audio signal with minimum number of bits while retaining quality. This can effectively reduce the storage space and the bandwidth required for transmission of the stored audio file. Most codecs are implemented as libraries which interface to one or more multimedia players.

4. What is the difference between the RMCE-BT1 and the RMCE-BT2?

Both the RMCE-BT1 and RMCE-BT2 will enable wireless Bluetooth connectivity for Shure detachable Earphones. The new RMCE-BT2 is improved upon in several ways. It is compatible with more codecs, has Bluetooth 5 vs Bluetooth 4.1, and has a dedicated, premium headphone amplifier. Lower latency is possible on the RMCE-BT2 when paired with a device that is compatible with AptX™ Low latency. Enhanced audio quality is possible in the RMCE-BT2 vs the RMCE-BT1 because of the codec support and the inclusion of a dedicated, premium headphone amplifier. Additionally, battery run time of the RMCE-BT2 is up to 10 hours, while the RMCE-BT1 run time is up to 8 hours. The range for both is the same (up to 10 meters).

Comparison Chart BT1 x BT2



	BT1	BT2
Battery life	up to 8 hrs	up to 10 hrs
Supported codecs	SBC	Qualcomm® aptX™, aptX™ HD, aptX™ Low Latency, AAC, SBC
Headphone amplifier	Integrated	Dedicated
Charging port	USB-Micro B	USB-Micro B
Shirt clip	removeable	fixed
Bluetooth version	BT 4.1	BT 5
Earphone Compatibility	All Shure MMCX earphones	All Shure MMCX earphones

5. How do I pair my RMCE-BT2 + Shure Wireless Sound Isolating™ Earphones with my device?

With the BT2 product OFF, activate pairing mode by holding center button on the remote for 7 seconds. Navigate to Bluetooth settings in the source device settings, and the device SHURE BT2 should appear in available devices. Select, and your device should be paired. When successfully paired, the LED on the back of the remote + mic piece will turn blue.

6. How do I set up multi-point pairing? How do I change active devices?

Multi-point pairing, a feature of Bluetooth 5, is set up to automatically pair a second device (power cycle by holding the power button down until the earphones turn off, and again for 7 seconds to enter pairing mode). The playback between devices should be triggered by new activity (incoming call, new playback). If devices do not automatically recognize the BT2 as an output device, try manually disconnecting and connecting the BT2 in device settings.

7. Are my Wireless Sound Isolating™ Earphones designed for calls?

The Bluetooth 5 protocol has both headset and stereo audio playback features built-in. The two-way audio and remote functions are included in that protocol, and the inline microphone located on the right side cable is provided for calls and voice commands.

8. Does the Bluetooth cable work with my iPhone/iPod/iPad/Android device?

Any device supporting Bluetooth 5.0 stereo audio playback and telephony protocols is compatible, including Apple and many Android devices. We recommend downloading and installing the latest compatible operating system, to ensure all drivers are up-to-date.

9. What device functions do my Wireless Sound Isolating Earphones support? How do I use them?

The center button may be used for play, pause of media, and answering and ending of calls. Volume up button can also be depressed for 3 seconds to skip forward to the next song. The volume down button can similarly be depressed for 3 seconds to skip to the beginning of the song (or to a previous song within approximately 5 seconds of the beginning of a track).

The center button will power down the earphones when held for 5 seconds. Holding down the power button for three seconds also powers the device back on.

To answer a call, press the center button once. To decline a call, press and hold the power button for 3 seconds.

10. How do I use voice commands? Do my Wireless Sound Isolating™ Earphones work with Siri®?

Holding down the multi-function center button (power/answer/end call) for 3 seconds will prompt voice command software to enact (source device-dependent. Siri® available on iOS devices, only)

11. Will my Wireless Sound Isolating™ Earphones work with fitness apps?

Yes, any app that has audio prompts will work, just like wired earphones, however Shure Bluetooth products (with either an RMCE-BT1 or RMCE-BT2 cable) do not include heart rate monitors or other biometric sensors.

12. How should I wear my Wireless Sound Isolating™ Earphones with RMCE-BT2 cable?

Your Wireless Sound Isolating™ earphones can be worn in a variety of ways.

For a secure fit during physical activity, use the supplied cinch to gather excess cable behind the neck (at the base of the skull) to stabilize the device. The cinch is easily detached to permit quick access to the remote and mic for incoming calls.

The cable may either be worn behind or in front of the neck. Wearing in front will provide better access to the remote and mic. The microphone should have a clear line-of-sight to your mouth when used for voice prompts and calls. For optimal clarity, position the remote and mic 6-10 inches from the mouth; we suggest using the clip on the battery to secure the cable to your clothing.

Like any pair of earphones, feel free to experiment and wear them however you find comfortable.

13. Are my Wireless Sound Isolating™ Earphones IPX-rated for water resistance? Are they suited for exercise?

Shure earphones are not IPX-rated for water resistance. However, the Shure SE Earphone models are some of the most durable earphones—in a complete line of professionally-acclaimed earphones—available on the market today. The cable, transmitter/receiver, and remote + mic pod are subject to the same stringent battery of tests for moisture resistance that

all of our earphones undergo. Note also, that used in conjunction with the clothing clip, the snug, comfortable fit of the Sound Isolating™ design and sleeves, and wireform cable provides long-wearing comfort, providing a secure seal with the ear canal during even the most intense workouts. As such, these (and any earphones paired with the RMCE-BT1 or RMCE-BT2) are completely suitable for exercise. However, we cannot recommend use during any activities where awareness of surroundings are necessary (such as cycling or driving), and where prohibited by law.

14. Why am I experiencing dropouts with my Wireless Sound Isolating™ Earphones?

While the Bluetooth® 5 protocol defines standard range as up to 10 m (30 ft), the ideal distance between devices is significantly smaller, especially when outdoors where reflections are minimal. Similarly, the range can be much further in enclosed spaces, where a lot of reflections of the signal are permitted. Absorption of signal by skin or garments may impact connectivity (especially keeping the music device in a pocket with keys, credit cards, which may act as an unwanted antenna for the phone), and a line-of-sight signal should be established to troubleshoot any connectivity or dropout issues.

15. How long will my battery on my Wireless Sound Isolating™ Earphones last between charges?

When new, the battery will play back music for up to 10 hours, depending on volume and type of music listened to.

16. How do I charge my Wireless Sound Isolating™ Earphones? How do I know when the battery is charged?

The supplied USB cable can be plugged into any standard 5V USB connection, including those supplied with devices, and on computers or laptops. For safety, do not connect to charger producing higher than 1 A of current.

The LED light will be solid red color when charging, which turns off when fully charged.

17. How long does it take to charge the battery?

The battery charges fully in about 2 hours, depending on power source used. A “quick charge” will get up to two hours of playback on just fifteen

minutes of charging time.

18. Can I listen while my earphones are charging?

Yes, you can use the product while it is charging.

19. What models of SE earphones is the RMCE-BT2 Bluetooth Cable compatible with?

All models of SE earphones with MMCX connectors, including SE215, SE315, SE425, SE535 and SE846 Sound Isolating™ Earphones will accept the RMCE-BT2 Bluetooth Cable.