

SOUNDLINK FLEX

Please read and keep all safety, security, and use instructions.

Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU directive requirements. The complete declaration of conformity can be found at: www.Bose.com/compliance

This product conforms to all applicable Electromagnetic Compatibility Regulations 2016 and all other applicable UK regulations. The complete declaration of conformity can be found at:www.Bose.com/compliance

Bose Corporation hereby declares that this product is in compliance with the essential requirements per Radio Equipment Regulations 2017 and all applicable UK regulations. The complete declaration of conformity can be found at: www.Bose.com/compliance

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not place near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
6. Refer all servicing to qualified personnel. Servicing is required when the apparatus does not operate normally or has been physically damaged.
7. If the speaker is exposed to salt or chlorinated water, gently rinse with fresh water following the exposure to remove residue.
8. Make sure the connector port is fully dried out before charging.
9. Do not charge the speaker when wet.

WARNING/CAUTIONS

This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- Do NOT make unauthorized alterations to this product.
- Do NOT use a power inverter with this product.
- Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- The battery provided with this product may present a risk of fire or chemical burn if mishandled.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the product.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Bose Corporation could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules and with ISED Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

This device complies with FCC and ISED Canada radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IMDA Requirements.

The product, in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC and the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, is in compliance with the following norm(s) or document(s): Regulation (EC) No. 1275/2008, as amended by Regulation (EU) No. 801/2013.

Required Power State Information	Power Modes	
	Standby	Networked Standby
Power consumption in specified power mode, at 230V/50Hz input	< 0.5 W	*Bluetooth* < 2.0 W
Time after which equipment is automatically switched into mode	≤ 20 minutes	≤ 20 minutes
Power consumption in networked standby if all wired network ports are connected and all wireless network ports are activated, at 230V/50Hz input	N/A	< 2.0 W
Network port deactivation/activation procedures. Deactivating all networks will enable standby mode.	*Bluetooth*: Deactivate by clearing the pairing list by pressing and holding the *Bluetooth* button for 10 seconds. Activate by pairing with a *Bluetooth* source.	

CAN ICES-3(B)/NMB-3(B)

For Europe:

Frequency band of operation 2400 to 2483.5 MHz.

Maximum transmit power less than 20 dBm EIRP.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

Management Regulation for Low-power Radio-frequency Devices

Article XII

According to "Management Regulation for Low-power Radio-frequency Devices" without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article XIV

The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

DON'T attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Bose retailer or other qualified professional for recycling and disposal.



Please dispose of used batteries properly, following local regulations. Do not incinerate.





Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O
This table is prepared in accordance with the provisions of SJ/T 11364. O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.						
X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.						

Equipment name: *Bluetooth* Speaker, Type designation: 435910						
	Restricted substances and its chemical symbols					
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	○	○	○	○	○
Metal Parts	-	○	○	○	○	○
Plastic Parts	○	○	○	○	○	○
Speakers	-	○	○	○	○	○
Cables	-	○	○	○	○	○
Note 1: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. **Note 2:** The "–" indicates that the restricted substance corresponds to the exemption.						

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; "1" is 2011 or 2021.

Importers: Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100 | Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands | Bose de México S. de R.L. de C.V., Avenida Prado Sur #150, Piso 2, Interior 222 y 223, Colonia Lomas de Chapultepec V Sección, Miguel Hidalgo, Ciudad de México, C.P. 11000 Phone Number: +5255 (5202) 3545 | Bose Limited (H.K.), 9F., No.10, Sec. 3, Minsheng E. Road, Zhongshan Dist. Taipei City 10480, Phone Number: +886-2-2514 7676 | Bose Limited, Bose House, Quayside Chatham Maritime, Chatham, Kent, ME4 4QZ, United Kingdom

Input Rating: 5Vdc, 1.5A

The CMIIT ID is located on the back of the speaker.

Please complete and retain for your records

The serial number is located on the side of the speaker near the strap. The model number is located on the back of the speaker.

Serial number: _____
Model number: _____
Please keep your receipt with your owner's guide. Now is a good time to register your Bose product. You can easily do this by going to global.Bose.com/register

Security Information

This product is capable of receiving security updates from Bose automatically when connected to the Bose Connect app. In order to receive security updates via the mobile application, you must complete the product setup process in the Bose Connect app. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available via btu.Bose.com**

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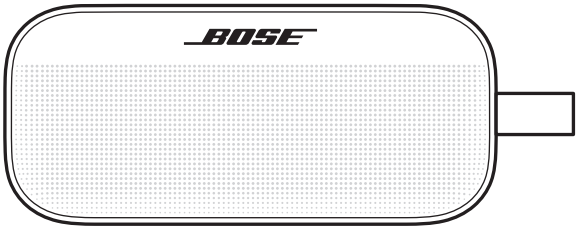
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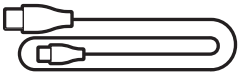
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Confirm that the following parts are included:



Bose SoundLink Flex *Bluetooth* speaker



USB Type-C® cable

NOTE: If any part of the product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service.

Visit: worldwide.Bose.com/Support/Flex

The Bose Connect app lets you set up and control the speaker from any mobile device, such as a smartphone or tablet.

Using the app you can manage *Bluetooth* connections, choose your voice prompt language, manage speaker settings, and get new features.

DOWNLOAD THE BOSE CONNECT APP

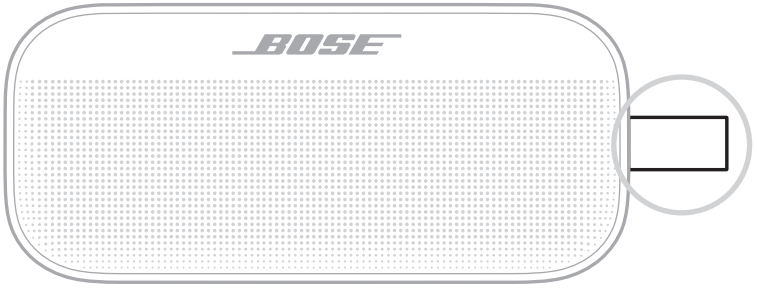
1. On your mobile device, download the Bose Connect app.



2. Follow the app instructions.

STRAP CONFIGURATIONS

You can use the strap as a finger loop to easily carry the speaker. You can also attach it to a carabiner or a cord.

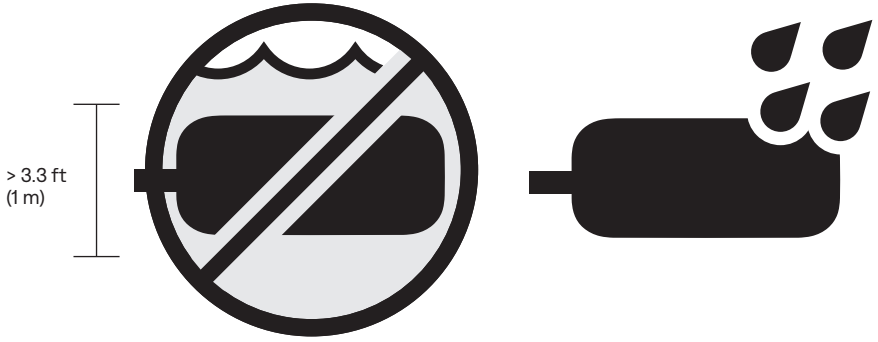


WATER AND DUST RESISTANCE

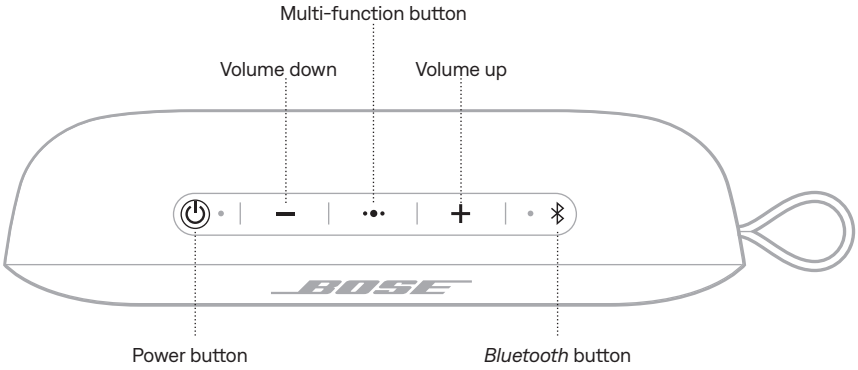
Your speaker is waterproof, splash resistant, and dust proof. It is rated IP67 and IP64. You can immerse the speaker in water for up to 30 minutes at a depth of up to 3.3 ft (1 m). It can also be used while showering and in the rain or snow.

CAUTIONS:

- Do NOT submerge this speaker in any pool of water deeper than 3.3 ft (1 m).
- If the speaker is exposed to salt or chlorinated water, gently rinse with fresh water following the exposure to remove residue. Make sure the connector port is fully dried out before charging.
- Never attempt to charge the speaker while it is wet. Doing so may cause damage to the speaker.



Controls are located on the top of the speaker.



POWER ON/OFF

Press the Power button ⏻.

The battery light glows solid white.



AUTO-OFF TIMER

The auto-off timer conserves the battery when the speaker is operating on battery power. The speaker switches off when audio has stopped and buttons have not been pressed for 20 minutes.

NOTE: To adjust the time it takes for your speaker to automatically power off, use the Bose Connect app.

Disable the auto-off timer

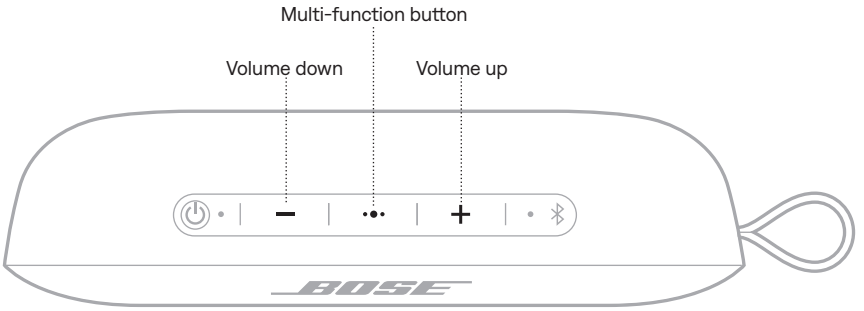
Press and hold + and the Multi-function button •●• simultaneously. You hear "Auto-off disabled."

Repeat to re-enable the auto-off timer.

TIP: You can also disable the auto-off timer using the Bose Connect app.

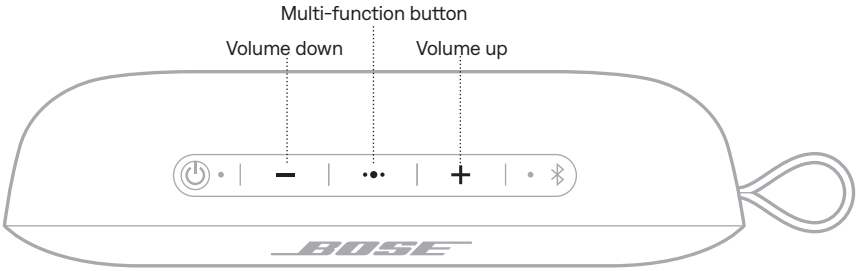
SPEAKER FUNCTIONS

Media playback and volume functions



FUNCTION	WHAT TO DO
Play/Pause	Press the Multi-function button •●•.
Skip forward	Press •●• twice quickly.
Skip backward	Press •●• three times quickly.
Volume up	Press +.
Volume down	Press —.

Call functions



FUNCTION	WHAT TO DO
Answer/End a call	Press the Multi-function button •●•.
Decline an incoming call	Press and hold •●• for 1 second.
Answer a second incoming call and put the current call on hold	While on a call, press •●•.
Decline a second incoming call and stay on current call	While on a call, press and hold •●• for 1 second.
Switch between two calls	With two active calls, press •●• twice quickly.
Access voice control to make a call	While not on a call, press and hold •●• for 1 second. Your mobile device may not support voice control. Refer to your device owner's guide for more information.
Mute/Unmute a call	While on a call, press + and — simultaneously.

Voice prompt notifications

Your speaker identifies incoming callers who are saved in your contact list.

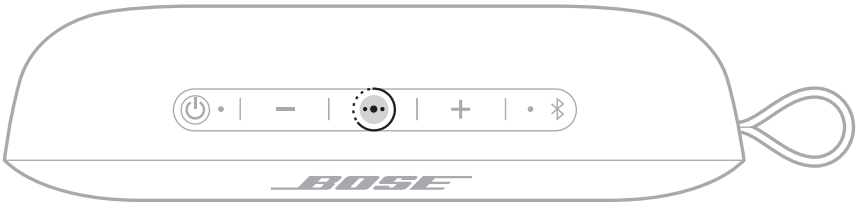
To disable this feature, see page 22.

NOTE: Disabling voice prompt notifications also disables voice prompts.

ACCESS VOICE CONTROL

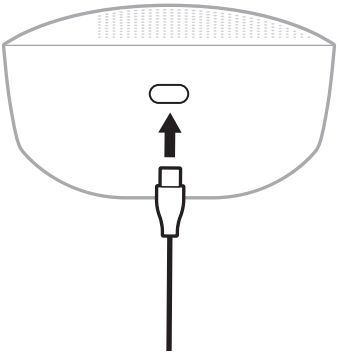
The speaker microphone acts as an extension of the microphone in your mobile device. Using the Multi-function button •●• on the speaker, you can access the voice control capabilities on your device to make/take calls, or access your voice assistant to play music, tell you the weather, give you the score of a game and more.

Press and hold •●• to access voice control on your device. You hear a tone that indicates voice control is active.



CHARGE THE SPEAKER

Charge your speaker using the USB-C® charging cable (wall-charger not provided).



While charging, the battery light blinks white. When the battery is fully charged, the battery light glows solid white.



CAUTION: Do NOT attempt to charge the speaker while it is wet. Doing so may cause damage to the speaker.

Charging time

Allow up to 4 hours to fully charge the battery.

With typical usage, the battery lasts up to 12 hours. Battery performance varies with the content played and volume at which it's played.

Hear the battery level

Each time you power on the speaker, a voice prompt announces the battery level. When the speaker is in use, a voice prompt announces if the battery needs to be charged.

Voice prompts must be enabled to hear the battery level (see page 22).

To hear the battery charge level while using your speaker, press and hold the Power button ⏻ until you hear a voice prompt.

NOTE: To visually check the battery, press and hold ⏻ while viewing the battery light (see page 21).

BATTERY PROTECTION MODE

When your speaker battery is depleted (0%), or your speaker is unplugged and unused for more than three days (with a remaining charge of less than 10%), it enters battery protection mode. To reactivate your speaker, connect it to a wall charger.

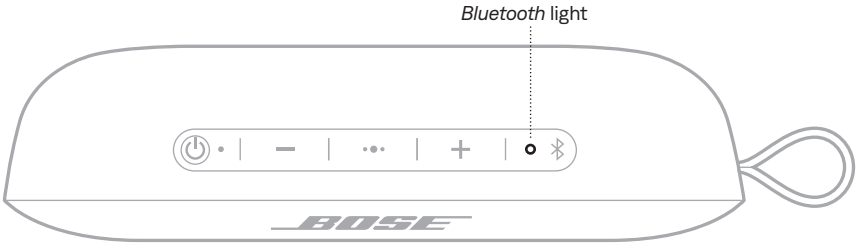
When not in use, store your speaker in a cool place.

CAUTION: Do NOT store your speaker for extended periods when fully charged or with a remaining charge of less than 10 percent.

The *Bluetooth* and battery lights are located on the top of the speaker.

BLUETOOTH LIGHT

Shows the connection status of a mobile device.



LIGHT ACTIVITY	SYSTEM STATE
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white	Connected

BATTERY LIGHT

Shows the battery charge level.



LIGHT ACTIVITY	SYSTEM STATE
Solid white	Full charge
Blinking white	Charging

Voice prompts guide you through the *Bluetooth* connection process, announce the battery level and identify connected devices. You can customize voice prompts using the buttons on your speaker.

TIP: You can also easily manage voice prompts using the Bose Connect app.

PRE-INSTALLED LANGUAGES

The following languages are pre-installed on your speaker:

- English
- Spanish
- French
- German
- Mandarin
- Japanese
- Korean
- Italian
- Portuguese
- Swedish
- Dutch
- Russian
- Polish

CHANGE THE LANGUAGE

When you power on the speaker for the first time, the voice prompts are in English.

1. Press and hold the Multi-function button •●• and — simultaneously until you hear the voice prompt for the first language option.
2. Press + or — to move through the list of languages.
3. When you hear your language, press and hold •●• to select.

DISABLE VOICE PROMPTS

Press and hold + and — simultaneously until you hear "Voice prompts off."

NOTE: Repeat to re-enable voice prompts.

CONNECT YOUR MOBILE DEVICE USING THE BOSE CONNECT APP (RECOMMENDED)

With your speaker powered on, download the Bose Connect app and follow the on-screen connection instructions.



Once connected, you hear “Connected to <*mobile device name*>,” and the *Bluetooth* light glows solid white.

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

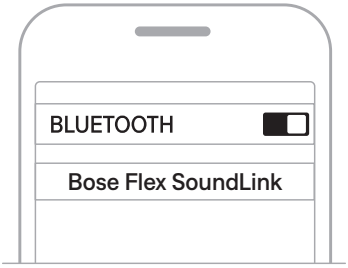
1. With your speaker powered on, press and hold the *Bluetooth* button ᛒ until you hear “Ready to connect” and the *Bluetooth* light blinks blue.



2. On your device, enable the *Bluetooth* feature.

   NOTE: The *Bluetooth* feature is usually found in the Settings menu.

3. Select your speaker from the device list.



Once connected, you hear “Connected to <*mobile device name*>,” and the *Bluetooth* light glows solid white.

NOTE: Look for the name you entered for your speaker in the Bose Connect app.

DISCONNECT A MOBILE DEVICE

Disable the *Bluetooth* feature on your device.

TIP: You can also disconnect your device using the Bose Connect app.

RECONNECT A MOBILE DEVICE

When powered on, the speaker tries to reconnect with the two most recently-connected devices.

NOTE: The devices must be within range (30 ft or 9 m) and powered on.

You can pair additional devices to your speaker. These *Bluetooth* connections are controlled with the *Bluetooth* button ᛒ. Voice prompts guide you through controlling multiple connections. Before connecting an additional mobile device, make sure this feature is enabled.

TIP: You can also easily manage multiple connected devices using the Bose Connect app.

CONNECT AN ADDITIONAL MOBILE DEVICE

You can store up to eight paired devices in the speaker pairing list, and your speaker can be actively connected to two devices at a time.

To connect an additional device, download the Bose Connect app (see page 11) or use the *Bluetooth* menu on your mobile device (see page 24).

NOTE: You can play audio from only one device at a time.

IDENTIFY CONNECTED MOBILE DEVICES

Press ᛒ to hear which devices are currently connected.

SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

1. Pause audio on your first device.
2. Play audio on your second device.

RECONNECT A PREVIOUSLY CONNECTED DEVICE

NOTE: The device must be within range (30 ft or 9 m) and powered on.

1. Press the *Bluetooth* button ᛒ to hear which device is connected.
2. Press ᛒ again within 3 seconds to connect to the next device in the speaker pairing list.
3. Repeat until you hear the correct device name.
4. Play audio on the connected device.

CLEAR THE SPEAKER PAIRING LIST

1. Press and hold the *Bluetooth* button ᛒ for 10 seconds until you hear "*Bluetooth* device list cleared" and the *Bluetooth* light blinks blue.
2. Delete your speaker from the *Bluetooth* list on your mobile device.

   All devices are cleared, and the speaker is ready to connect.

PAIR TWO BOSE *BLUETOOTH* SPEAKERS

For a more immersive music experience, you can pair your Bose SoundLink Flex speaker with another Bose *Bluetooth* speaker and play the same song from both speakers. Two speakers can play together in the following modes:

- Party mode (left and right speakers play in unison)
- Stereo mode (left speaker and right speaker play separately)

You can set this up using the Bose Connect app (recommended) or the speaker control buttons.

Compatible products

You can pair your Bose SoundLink Flex speaker with the following speakers:

- Bose SoundLink Micro
- Bose SoundLink Flex
- Bose SoundLink Color II
- Bose SoundLink Revolve (Series I & II)
- Bose SoundLink Revolve+ (Series I & II)

PAIR TWO BOSE *BLUETOOTH* SPEAKERS USING THE BOSE CONNECT APP (RECOMMENDED)

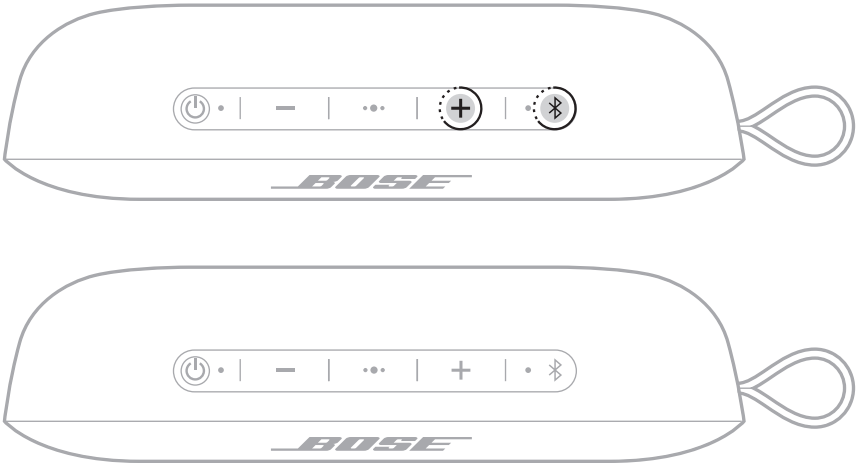
For more information, download the Bose Connect app.

PAIR TWO BOSE *BLUETOOTH* SPEAKERS MANUALLY

If you are unable to access the Bose Connect app, follow the instructions below.

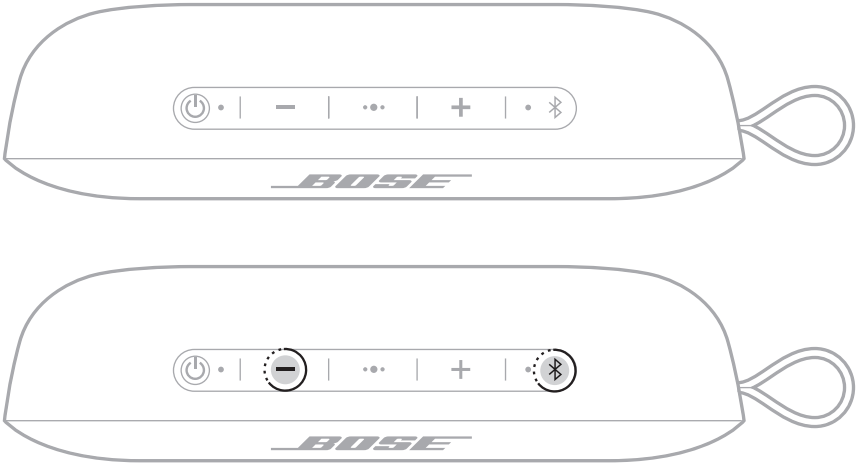
Party mode

1. Make sure both speakers are powered on.
2. Make sure one speaker is connected to your mobile device.
3. On the speaker connected to your device, press and hold the *Bluetooth* button ᛒ and + simultaneously.



4. Release the buttons when you hear “Press the *Bluetooth* and volume down buttons simultaneously on a second Bose device.”

5. On the other speaker, press and hold the *Bluetooth* button ᛒ and — simultaneously.



6. Release the buttons when the speaker emits a tone.

   After about 10 seconds, you hear “Party mode” from both speakers simultaneously. Party mode is enabled, and you are now able to play audio in unison using your mobile device.

7. For an optimal experience, position your speakers:
   - In the same room or outdoor area
   - So there are no obstructions between them

   NOTE: Performance may vary based on mobile device, distance, and environmental factors.

Stereo mode

1. Configure your speakers for Party mode (see page 29).
2. On one speaker, press the *Bluetooth* button ᛒ and + simultaneously.
3. Release the buttons when you hear "Stereo mode."

   You hear "Left" from the left speaker and "Right" from the right speaker.

   Stereo mode is enabled, and you are now able to play audio in stereo using your mobile device.
4. For an optimal experience, position your speakers:
   - In the same room or outdoor area
   - Within 10 feet of each other, free from obstructions
   - So that your distance to each speaker is equal

   NOTE: Performance may vary based on device, distance, and environmental factors.

SWITCH BETWEEN PARTY MODE AND STEREO MODE

On either speaker, press ᛒ and + simultaneously.

DISABLE PARTY MODE OR STEREO MODE

Power off the second speaker.

CONNECT WITH A BOSE SMART SPEAKER OR SOUNDBAR USING SIMPLESYNC™ TECHNOLOGY

With Bose SimpleSync™ technology, you can pair your Bose SoundLink Flex speaker with a Bose Smart Speaker or Bose Smart Soundbar to listen to the same song in two different rooms at the same time.

NOTES:

- You must download the Bose app in order to use this feature.
- SimpleSync™ technology has a *Bluetooth* range of up to 30 ft (9 m). Walls and construction materials can affect reception.

Compatible products

You can pair your Bose SoundLink Flex speaker with any Bose Smart Speaker or Bose Smart Soundbar.

Popular compatible products include:

- Bose Smart Soundbar 700/Bose Soundbar 700
- Bose Smart Speaker 500/Bose Home Speaker 500
- Bose Smart Soundbar 300
- Bose Home Speaker 300
- Bose Portable Smart Speaker/Bose Portable Home Speaker

New products are added periodically. For a complete list and more information, visit: worldwide.Bose.com/Support/Groups

Pair using the Bose app

1. On your Bose SoundLink Flex speaker, press and hold the *Bluetooth* button ᛒ until the *Bluetooth* light blinks blue, and you hear “Ready to pair another device.”

2. Use the Bose app to connect your Bose SoundLink Flex speaker to a compatible Bose product. For more information, visit: worldwide.Bose.com/Support/Groups

NOTES:

- Make sure that your Bose SoundLink Flex speaker is within 30 ft (9 m) of your Bose Smart Speaker or Bose Smart Soundbar.
- You can pair your Bose SoundLink Flex speaker with only one product at a time.

RECONNECT A BOSE SMART SPEAKER OR SOUNDBAR USING SIMPLESYNC™ TECHNOLOGY

Use the Bose app to reconnect the speaker to a previously-connected compatible Bose product. For more information, visit: support.Bose.com/Groups

NOTES:

- Your Bose Smart Speaker or Bose Smart Soundbar must be within range (30 ft or 9 m) and powered on.
- If your Bose SoundLink Flex speaker doesn't connect, see "Speaker doesn't reconnect to a previously-paired Bose Smart Speaker or Soundbar" on page 37.

CLEAN THE SPEAKER

Your speaker may require periodic cleaning.

- Clean the surface of the speaker with a soft, damp cloth (water only).
- Do not use any solvents, chemicals or cleaning solutions containing alcohol, ammonia or abrasives.
- If the speaker is exposed to salt or chlorinated water, gently rinse with fresh water following the exposure to remove residue. Make sure the connector port is fully dried out before charging.

REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service. Visit: worldwide.Bose.com/Support/Flex

LIMITED WARRANTY

Your speaker is covered by a limited warranty. Visit our website at global.Bose.com/warranty for details of the limited warranty.

To register your product, visit global.Bose.com/register for instructions. Failure to register will not affect your limited warranty rights.

COMMON SOLUTIONS

If you experience problems with your speaker:

- Power on the speaker (see page 14).
- Check the state of the status lights (see page 20).
- Make sure your mobile device supports *Bluetooth* technology (see page 24).
- Charge the battery (see page 18).
- Increase the volume on your speaker, device and Bose Connect app.
- Move your device closer to the speaker and away from any interference or obstruction.
- Try connecting another device (see page 26).

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Bose customer service.

Visit: worldwide.Bose.com/contact

SYMPTOM	SOLUTION
No power (battery)	Battery may be in protection mode or discharged. Connect your speaker to a wall charger.
Speaker does not connect with mobile device	On your device: – Disable and then enable the *Bluetooth* feature. – Delete your speaker from the *Bluetooth* list on your device. Connect again (see page 26). Connect a different device (see page 27). Visit: worldwide.Bose.com/Support/Flex to see how-to videos. Clear the speaker pairing list (see page 27). Connect again.
No sound	Make sure voice prompts are on (see page 22). Press the *Bluetooth* button ᛒ to hear the connected device. Make sure you are using the correct device. Use a different music source. Connect a different mobile device (see page 26). If two devices are connected, pause audio on the first device and play audio on the other device. If two devices are connected, move the devices within range of the speaker (30 ft or 9 m).

SYMPTOM	SOLUTION
Poor sound quality	Use a different music source. Connect a different device. Disconnect the second device. Disable any audio enhancement features on the device or Bose Connect app. If the speaker was exposed to water, dry it out and try again.
Speaker does not charge	Make sure the connector on the cable is correctly aligned with the connector on the speaker. Try another charging source. Secure both ends of the USB-C cable. If your speaker has been exposed to high or low temperatures, let it return to room temperature and then try charging again. Reset your speaker (see page 37).
Microphone is not picking up sound	Try another phone call. Try another compatible device. If the speaker was exposed to water, dry it out and try again. Try moving closer to the speaker while talking. While on a call, make sure the speaker is selected as the audio source in your active call window.
Mobile device not responding to button presses	For multi-press functions using the Multi-function button •●•, vary the speed of presses. Full controls may not be available for some device models. Try another compatible device.

SYMPTOM	SOLUTION
Speaker doesn't pair with a Bose *Bluetooth* speaker manually	Download the Bose Connect app for an additional way to pair your Bose *Bluetooth* speakers. Your second speaker may not support Stereo or Party mode. Refer to your Bose *Bluetooth* speaker owner's guide.
Speaker doesn't pair with a Bose Smart Speaker or Soundbar	Make sure you have downloaded the Bose app. Press and hold the *Bluetooth* button ᛒ until the *Bluetooth* light blinks blue, and you hear "Ready to pair another device." Make sure that your Bose SoundLink Flex speaker is within 30 ft (9 m) of your Bose Smart Speaker or Bose Smart Soundbar.
Speaker doesn't reconnect to a previously-paired Bose Smart Speaker or Soundbar	With your speaker powered on, press and hold the *Bluetooth* button ᛒ until you hear "Ready to connect" and the *Bluetooth* light blinks blue. Use the Bose app to connect the speaker to a compatible Bose product. For more information, visit: support.Bose.com/Groups
Delayed audio when paired with a Bose Smart Speaker or Soundbar	Download the Bose Connect app (see page 11), and run available software updates. On a computer, check btu.Bose.com for USB updates.

RESET YOUR SPEAKER

Factory reset clears connected devices and language settings from your speaker and returns it to the original factory settings.

1. Power on your speaker.
2. Press and hold the Power button ⏻ for 10 seconds.

   The speaker powers off.
3. Press ⏻.

   The *Bluetooth* light glows blue, and you hear "Ready to connect. To start setup, download the Bose Connect app" (see page 11).



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