# Cue the music.

BOSE

**QUIETCOMFORT** HEADPHONES

## Please read and keep all safety 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 other applicable UK regulations. The complete declaration of conformity can be found at: www.Bose.com/compliance

## Important Safety Instructions

Do not use this apparatus near water.

Clean only with a dry cloth.

Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

### WARNINGS/CAUTIONS

- To avoid hearing damage, do not use your headphones at a high volume. Turn the volume down on your product before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable, moderate listening level.
- Use of these headphones while operating a vehicle is not recommended and may be prohibited by law in some locations. Use caution and follow applicable laws regarding headphone use while operating a vehicle. Stop using your headphones immediately if they interfere with your ability to remain attentive or if they interfere with your ability to hear surrounding sounds, including alarms and warning signals, while operating a vehicle.
- Use caution if using these headphones while performing any activity that requires your attention. Do not use the headphones when the inability to clearly hear surrounding sounds may present a danger to yourself or others, for example while riding a bicycle or walking in or near traffic, a construction site, railroad, etc.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.
- Remove product immediately if you notice heat coming from the product.




Contains small parts which may be a choking hazard. Not suitable for children under age 3.



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

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, dripping, splashing, or moisture and do not place liquid filled objects such as vases, on or near the product.
- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- Use this product only with an agency approved LPS power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do NOT make unauthorized alterations to this product.
- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Do NOT wear while charging.

**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 receiving product or antenna.
- 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.

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.

**FCC ID**: A94437310 | **IC**: 3232A-437310

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.

## Low-power Radio-frequency Devices Technical Regulations

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 a approved low power radio-frequency devices. 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 is operated in compliance with the Telecommunications Management 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 removal.

Removal of the rechargeable lithium-ion battery in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see products.bose.com/static/compliance/index.html for further information.




**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.<br>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.<br>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**: Bose QuietComfort Headphones **Type designation**: 442395 | | | | | | |
|---|---|---|---|---|---|---|
| | 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.<br>**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; "3" is 2013 or 2023.

**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**: 5V ⎓ 0.5A | **Charging Temperature Range**: 32° F to 113° F (0° C to 45° C) | **Discharging Temperature Range**: -4° F to 140° F (-20° C to 60° C)

The CMIIT ID is located inside the earcup under the scrim.

**License Disclosures**: To view the license disclosures that apply to the third-party software packages included as components of the Bose QuietComfort Headphones, use the Bose app. You can access this information from the Settings menu.

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Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

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This product incorporates Spotify software which is subject to third-party licenses found here: www.spotify.com/connect/third-party-licenses

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## Please complete and retain for your records

The serial and model numbers are located inside the earcup under the scrim.

Serial number: _____
Model number: 437310

Please keep your receipt. Now is a good time to register your Bose product. You can easily do this by going to worldwide.Bose.com/ProductRegistration

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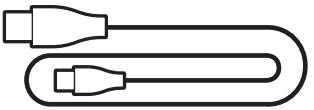
Confirm that the following parts are included:



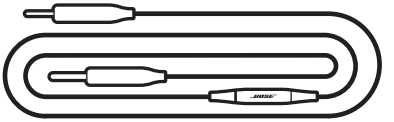
Bose QuietComfort Headphones



Carry case



USB Type-A to USB Type-C® cable



3.5 mm to 2.5 mm audio cable
with microphone

**NOTE:** If any part of your product appears to be missing or damaged, don't use it. Visit support.Bose.com/QC for troubleshooting articles, videos, and product repair or replacement.

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

Using the app, you can manage *Bluetooth* connections, manage headphone settings, choose your voice prompt language, and get any future updates and new features made available by Bose.

**NOTE:** If you've already downloaded the Bose app for another Bose product, you can add the headphones from the product list screen.

## DOWNLOAD THE BOSE APP

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

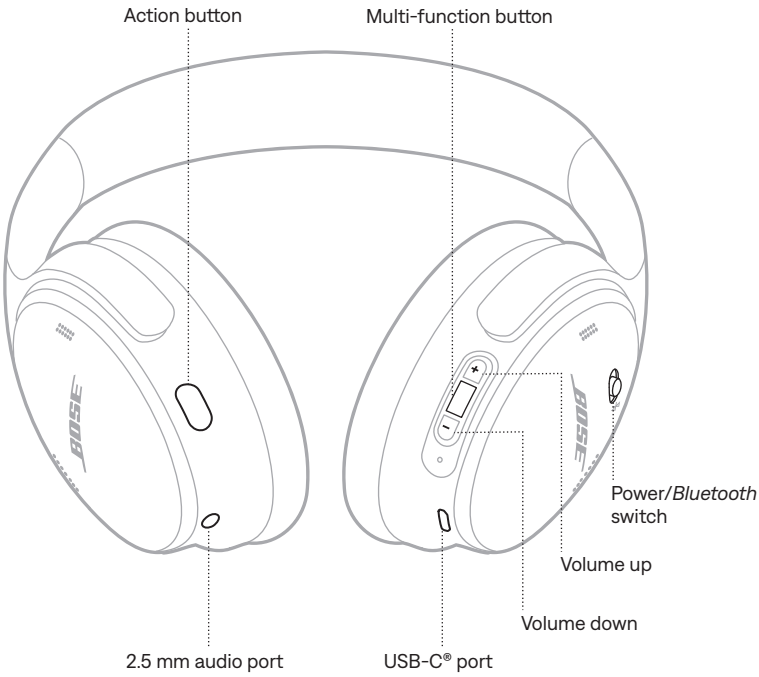



Download on the App Store

GET IT ON Google Play

2. Follow the app instructions.

The headphone controls are located on the back of the earcups.



## POWER ON

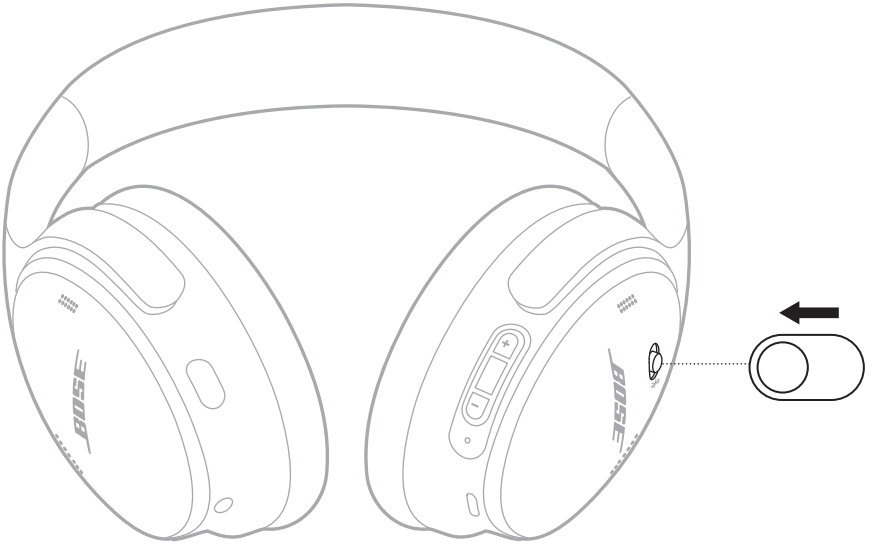
Slide the Power/*Bluetooth* switch to the right ⅄.

A voice prompt announces the battery level, and the status light glows according to the current charge level (see page 28).



## POWER OFF

Slide the Power/*Bluetooth* switch to the left.



**NOTE:** When the headphones are powered off, noise cancellation is disabled.

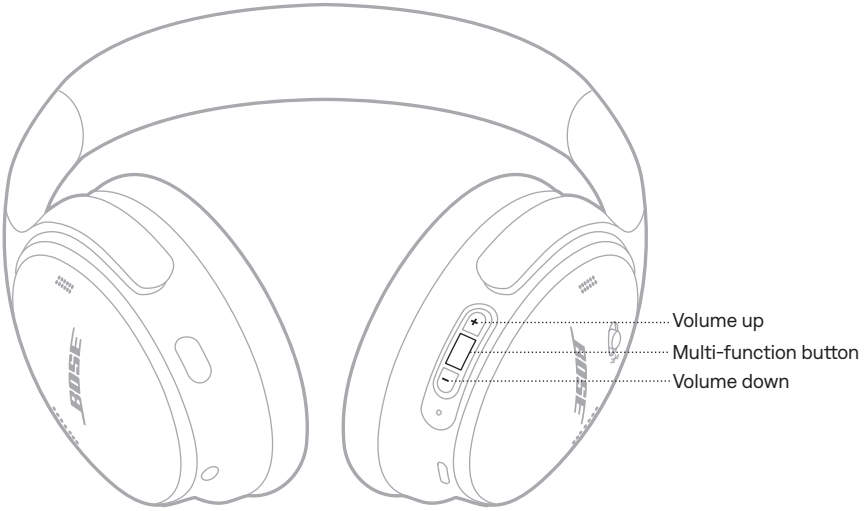
### Auto-off

Auto-off conserves the headphone battery when they aren't in use.

To enable and customize the auto-off feature, use the Bose app. You can access this option from the Settings menu.

## MEDIA PLAYBACK AND VOLUME

The Multi-function button and volume buttons control media playback and volume.



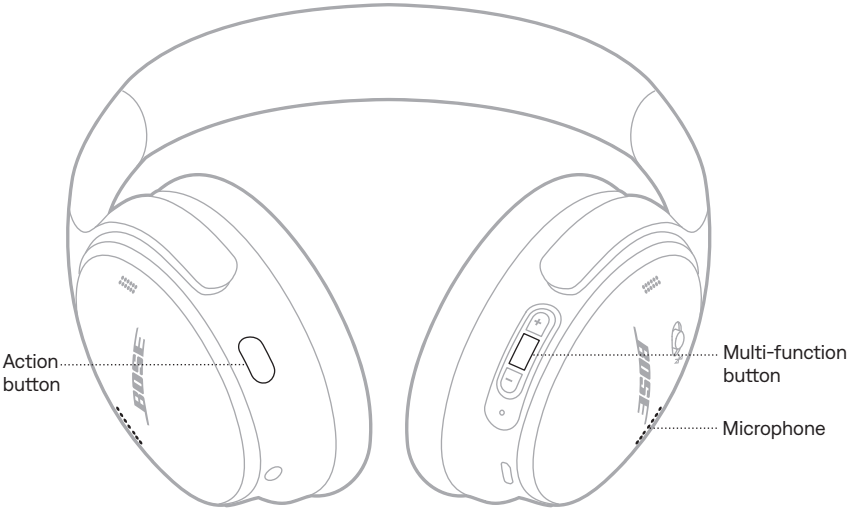

| FUNCTION | WHAT TO DO |
|---|---|
| **Play/Pause** | Press the Multi-function button. |
| **Skip forward** | Double-press the Multi-function button. |
| **Skip backward** | Triple-press the Multi-function button. |
| **Volume up** | Press +. |
| **Volume down** | Press —. |

**NOTES:**

- To quickly increase the volume, press and hold +.
- To quickly decrease the volume, press and hold —.

## PHONE CALLS

The Multi-function button controls phone calls. The Action button enables you to mute the audio while on a call.




| FUNCTION | WHAT TO DO |
|---|---|
| **Answer/End a call** | Press the Multi-function button. |
| **Decline an incoming call** | Press and hold the Multi-function button for 1 second. |
| **Answer a second incoming call and put the current call on hold** | While on a call and a second incoming call is ringing, press the Multi-function button. |
| **Decline a second incoming call and stay on current call** | While on a call and a second incoming call is ringing, press and hold the Multi-function button for 1 second. |
| **Switch between two calls** | While two calls are active, double-press the Multi-function button. |
| **Create a conference call** | While two calls are active, press and hold the Multi-function button for 3 seconds. |
| **Mute/Unmute a call** | While on a call, double-press the Action button. |

## NOISE CANCELLATION

The Action button allows you to quickly and easily switch between noise cancelling modes.

For information about noise cancelling modes, see page 20.

## MOBILE DEVICE VOICE CONTROL

You can use the headphones to access voice control on your mobile device.

Press and hold the Multi-function button.



**NOTE:** You can't access voice control while on a call.

A shortcut enables you to quickly and easily access one of the following functions:

- Access Spotify
- Access battery level

**NOTE:** By default, accessing battery level is enabled.

## USE YOUR SHORTCUT

Press and hold the Action button.



## CHANGE OR DISABLE YOUR SHORTCUT

To change or disable your shortcut, use the Bose app. You can access this option from the main screen.

Noise cancelling reduces unwanted noise, providing a clearer, more lifelike audio performance.

You can choose between two pre-configured noise cancelling modes — Quiet or Aware — or create up to two of your own custom modes.

Choose your noise cancelling mode based on your listening preferences and environment.

## NOISE CANCELLING MODES

| MODE | DESCRIPTION |
|---|---|
| **Quiet** | Full noise cancellation with Bose-optimized audio. Allows you to block out distractions using the highest level of noise cancellation. |
| **Aware** | Full transparency with Bose-optimized audio. Allows you to hear your surroundings while enjoying your audio. |
| **Custom** | Custom noise control (noise cancellation or wind block) based on your listening preferences and environment.<br>**NOTE:** You can create up to two custom modes using the Bose app. To access this option, tap Modes on the main screen. |

**NOTE:** By default, the headphones power on in Quiet Mode. To set the headphones to power on with the last mode used, use the Bose app. You can access this option from the Settings menu.

## CHANGE THE NOISE CANCELLING MODE

Press the Action button.



A voice prompt announces the selected mode.

**TIP:** You can also change the mode using the Bose app. To access this option, tap Modes on the main screen.

## NOISE CANCELLATION WHILE ON A CALL

When you make or receive a call, the headphones remain at the current noise cancellation setting and self voice is activated. Self voice helps you hear yourself speak more naturally.

To adjust noise cancellation while on a call, change the mode (see “Change the noise cancelling mode”).

**NOTE:** To adjust self voice, use the Bose app. You can access this option from the Settings menu.

## USE NOISE CANCELLATION ONLY

You can use noise cancellation only, without audio or interruptions from phone calls.

1. Do one of the following:
   - Disconnect your mobile device (see page 25).
   - Turn the *Bluetooth* feature off on your mobile device.
2. Press the Action button to change the mode (see page 21).

**NOTE:** To reconnect your mobile device, select the headphones from the *Bluetooth* list on your device.

You can store up to eight devices in the headphone device list, and the headphones can be actively connected to up to two devices at a time (multi-point connection). You can play audio from only one device at a time.

**NOTE:** For the best experience, use the Bose app to set up and connect your mobile device (see page 11).

## CONNECT USING THE BOSE APP

To connect the headphones and manage *Bluetooth* settings using the Bose app, see page 11.

## CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

1. Slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds until you hear “Ready to connect” and the status 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 headphones from the device list.

   **NOTE:** Look for the name you entered for your headphones in the Bose app. If you didn't name your headphones, the default name appears.




Once connected, you hear "Connected to <*device name*>," and the status light glows solid blue for 10 seconds.

## DISCONNECT A MOBILE DEVICE

To disconnect your mobile device, use the Bose app.

**TIP:** You can also use *Bluetooth* settings on your mobile device to disconnect your device. Disabling the *Bluetooth* feature disconnects all other devices.

## RECONNECT A MOBILE DEVICE

When powered on, the headphones try to reconnect with the two most recently-connected devices.

**NOTES:**

- The devices must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your mobile device.
- If the multi-point connection feature is disabled, the headphones try to reconnect with the most recently-connected device.

## CONNECT ANOTHER MOBILE DEVICE

The headphones can be actively connected to up to two devices at a time (multi-point connection).

To connect another device, download the Bose app (see page 11) or use the *Bluetooth* menu on your mobile device (see page 23).

**NOTES:**

- You can only play audio from one device at a time.
- To manage or disable the multi-point connection feature, use the Bose app. You can access this option from the Settings menu.
- Disabling the multi-point connection feature disconnects the second connected device.

## IDENTIFY CONNECTED MOBILE DEVICES

Slide the Power/*Bluetooth* switch to the right ᛒ and release to hear which devices are currently connected.

## SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

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

**NOTES:**

- Your headphones receive phone calls from both devices, regardless of which device is playing audio.
- You can also switch between two devices using the Bose app. You can access this option from the Settings menu.

## RECONNECT A PREVIOUSLY CONNECTED DEVICE

1. Slide the Power/*Bluetooth* switch to the right ᛒ and release to hear which devices are connected.
2. Within 2 seconds, slide the Power/*Bluetooth* switch to the right ᛒ and release again to hear the name of the next device in the headphone device list.
3. Repeat until you hear the correct device name.

   You hear a tone that indicates when the device is connected.
4. Play audio on the connected mobile device.

**NOTE:** If two devices are already connected to the headphones, the newly-connected device replaces the second device that was previously connected.

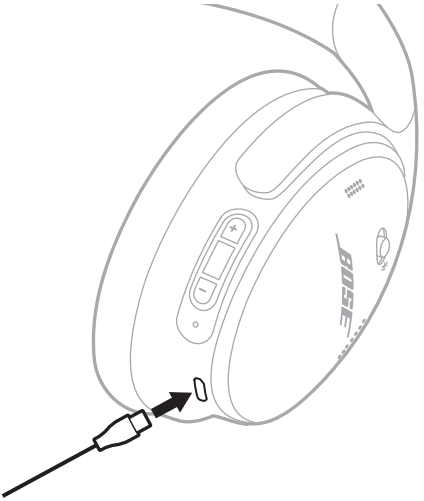
## CLEAR THE HEADPHONE DEVICE LIST

1. Slide the Power/*Bluetooth* switch to the right ᛒ and hold for 15 seconds until you hear "*Bluetooth* device list cleared. Ready to connect."
2. Delete your headphones from the *Bluetooth* list on your mobile device.

   All devices are cleared and the headphones are ready to connect.

## CHARGE THE HEADPHONES

1. Connect the small end of the USB cable into the USB-C port on the right earcup.
2. Connect the other end into a USB-A power source such as a computer or wall charger.



The headphones begin charging, and the status light blinks white for 10 seconds. When the headphones are fully charged, the status light glows solid white.

**NOTE:** The headphones don't play and aren't available in the Bose app while charging.

### Charging time

Allow up to 2.5 hours to fully charge the headphones.

A full charge powers the headphones for up to 24 hours.

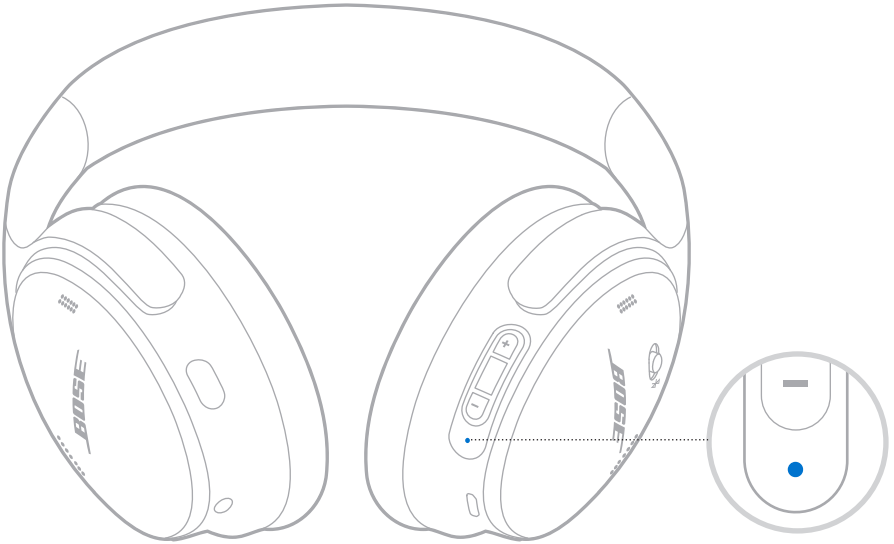
### Hear the battery level

Each time you power on the headphones, a voice prompt announces the battery level. When the headphone battery is low, you hear "Battery low."

**NOTE:** To visually check the battery, see the status light located on the right earcup. For more information, see "Battery status" on page 28.

**TIP:** You can also hear the battery level using a shortcut. The battery level must be set as a shortcut using the Bose app (see page 19).

The status light is located on the right earcup.



## *BLUETOOTH* STATUS

Shows the *Bluetooth* connection status.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Blinking blue** | Ready to connect |
| **Solid blue (10 seconds)** | Connected |

## BATTERY STATUS

Shows the battery level.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Solid white** | Medium to full charge |
| **Solid amber** | Low charge |

**TIP:** You can also check the battery level using the Bose app or hear the battery level using a shortcut. The battery level must be set as a shortcut using the Bose app (see page 11).

## CHARGING STATUS

Shows the charging status.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Blinks white 2 times** | Charging begins |
| **Solid amber** | Charging |
| **Solid white** | Full charge |

## UPDATE AND ERROR STATUS

Shows the update or error status.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Fast blinking white (10 seconds)** | Updating software (via USB) |
| **Slow blinking white (30 to 60 seconds)** | Updating software (wirelessly) |
| **Blinking amber and white** | Error - contact Bose customer service |

## CONNECT THE AUDIO CABLE AND MICROPHONE

The 2.5 mm to 3.5 mm audio cable has a built-in microphone. You can use the audio cable for phone calls or listening to audio on your source device when a *Bluetooth* connection isn't available, the headphone battery is depleted, or the headphones are powered off.

**NOTES:**

- When the audio cable is connected, *Bluetooth* connection and the microphone voice pick-up on the earcups are disabled.
- When the audio cable is connected and the headphone battery is depleted or the headphones are powered off, the headphone controls are disabled. Phone calls and media playback must be controlled on your source device.
- For the best experience, a *Bluetooth* connection is recommended.

1. Connect the cable to the 2.5 mm port on the left earcup.




2. Connect the other end of the cable to the 3.5 mm port on your source device.

## CONNECT A BOSE SMART SPEAKER OR SOUNDBAR

Using SimpleSync technology, you can connect the headphones to a Bose Smart Soundbar or Bose Smart Speaker for a personal listening experience.

### Benefits

- Use independent volume controls on each product to lower or mute your Bose Smart Soundbar while keeping the headphones as loud as you like.
- Hear your music clearly from the next room by connecting the headphones to your Bose Smart Speaker.

**NOTE:** SimpleSync technology has a *Bluetooth* range of up to 30 ft (9 m). Walls and construction materials can affect reception.

### Compatible products

You can connect the headphones to any Bose Smart Speaker or Bose Smart Soundbar.

Popular compatible products include:

- Bose Smart Soundbar 900
- Bose Smart Soundbar 700/Bose Soundbar 700
- Bose Smart Soundbar 600
- Bose Smart Speaker 500/Bose Home Speaker 500
- 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: support.Bose.com/Groups

## Connect using the Bose app

1. Slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds until you hear “Ready to connect another device” and the status light blinks blue.



2. Use the Bose app to connect the headphones to a compatible Bose product. For more information, visit: support.Bose.com/Groups

**NOTES:**

- Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.
- You can connect the headphones to only one product at a time.

## Connect using the product controls

1. Slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds until you hear “Ready to connect another device” and the status light blinks blue.



2. On your soundbar remote or the top of your speaker, press and hold the *Bluetooth* button until the light bar or light ring pulses blue.

   The headphones connect to your soundbar or speaker, and you hear the same audio through both devices.

**NOTES:**

- Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.
- You can connect the headphones to only one product at a time.

## RECONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

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

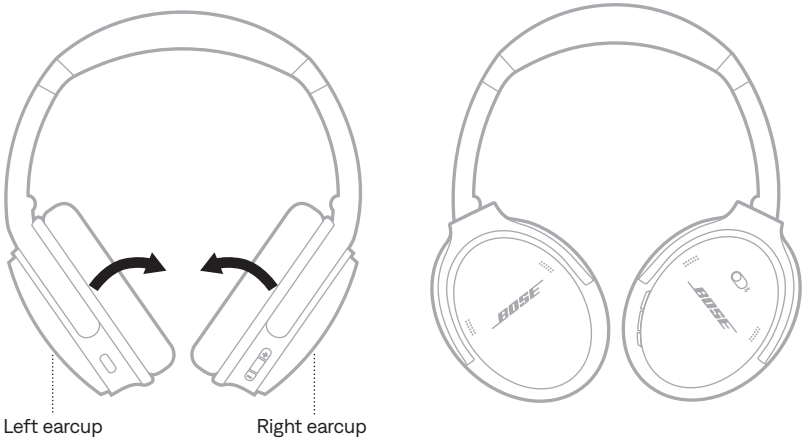
**NOTES:**

- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the headphones don't reconnect, see "Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker" on page 42.

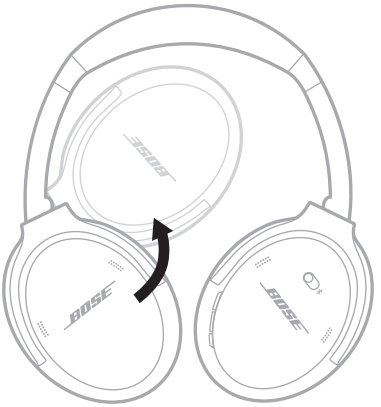
## STORE THE HEADPHONES

The earcups rotate for easy, convenient storage. Place the headphones flat into the case.

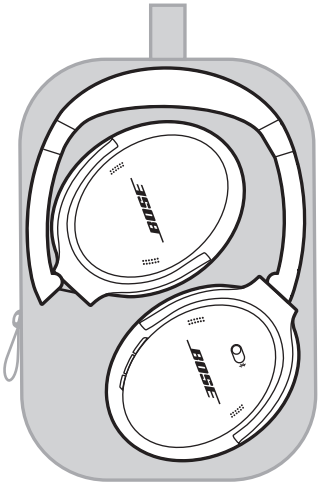
1. Rotate both earcups inward so they lay flat.




2. Fold the left earcup up toward the headband.



3. Place the headphones flat in the case.



**NOTES:**

- Make sure to power off the headphones when not in use.
- Before storing the headphones for more than a few months, make sure the battery is fully charged.

## CLEAN THE HEADPHONES

Wipe the outside surfaces with a soft, dry cloth.

Don't allow moisture to get inside the earcups.

## REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service.

Visit: support.Bose.com/QC

## LIMITED WARRANTY

Your headphones are covered by a limited warranty. Visit our website at worldwide.Bose.com/Warranty for details of the limited warranty.

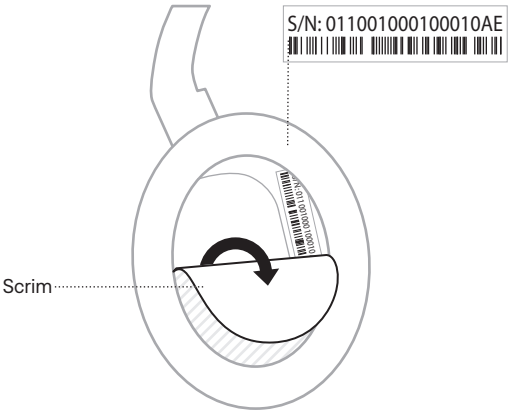
To register your product, visit worldwide.Bose.com/ProductRegistration for instructions. Failure to register will not affect your limited warranty rights.

## SERIAL NUMBER LOCATION

The serial number is located inside the right earcup under the scrim. The scrim is the inner screen that covers and protects the components inside the earcup.

To view the serial number, grab the scrim at the top edge and gently peel it away.

**CAUTION:** Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



## TRY THESE SOLUTIONS FIRST

If you experience problems with your headphones:

- Charge the headphones (see page 27).
- Power on the headphones (see page 13).
- Check the headphones status light (see page 28).
- Make sure your mobile device supports *Bluetooth* connections (see page 23).
- Move your mobile device closer to the headphones (30 ft or 9 m) and away from any interference or obstructions.
- Increase the volume on your headphones, mobile device, and music app.
- Connect another mobile device (see page 25).

If you couldn't resolve your issue, see the table below to identify symptoms and solutions to common problems. You can also access troubleshooting articles, videos, and other resources at: support.Bose.com/QC

If you are unable to resolve your issue, contact Bose customer service.

Visit: worldwide.Bose.com/contact

## OTHER SOLUTIONS

| SYMPTOM | SOLUTION |
|---|---|
| **Headphones don't power on** | Slide the Power/*Bluetooth* switch to the right ᛒ (see page 13). |
| **Headphones don't connect with mobile device** | Power off the headphones, then power on again.<br>Disconnect the audio cable.<br>Disconnect the USB charging cable.<br>On your mobile device:<br>• Disable the *Bluetooth* feature and then re-enable.<br>• Delete your Bose QuietComfort Headphones from the *Bluetooth* list on your device. Connect again.<br>Connect using the *Bluetooth* menu on your mobile device (see page 23).<br>Clear the headphone device list (see page 26). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 23).<br>Visit support.Bose.com/QC to see how-to videos. |

| SYMPTOM | SOLUTION |
|---|---|
| **Headphones don't respond during app setup** | Uninstall the Bose app on your mobile device. Reinstall the app (see page 11).<br>Make sure you're using the Bose app for setup (see page 11).<br>Make sure you have given the Bose app access to *Bluetooth* connections in your mobile device Settings menu.<br>Make sure the *Bluetooth* feature is on in your mobile device Settings menu. |
| **Bose app can't find headphones** | Uninstall the Bose app on your mobile device. Reinstall the app (see page 11).<br>Make sure you have given the Bose app access to *Bluetooth* connections in your mobile device Settings menu.<br>Connect using the *Bluetooth* menu on your mobile device (see page 23).<br>Clear the headphone device list (see page 26). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 23). |
| **Bose app doesn't work on mobile device** | Make sure your mobile device is compatible with the Bose app and meets minimum system requirements. For more information, refer to the app store on your mobile device.<br>Uninstall the Bose app on your mobile device. Reinstall the app (see page 11). |
| **Headphones don't charge** | Make sure both ends of the USB cable are securely connected into the ports (see page 27).<br>Try a different USB-A wall charger, USB cable, or AC (mains) power source.<br>If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again. |

| SYMPTOM | SOLUTION |
|---|---|
| **No sound** | Make sure the volume is turned up (see page 15).<br>Slide the Power/*Bluetooth* switch to the right ᛒ and release to hear the connected device. Make sure you are using the correct device.<br>Press play on your mobile device to make sure audio is playing.<br>Play audio from a different application or music service.<br>Play audio from content stored directly on your device.<br>If two mobile devices are connected, pause your other device first.<br>Restart your mobile device.<br>Reset the headphones (see page 43). |
| **Poor sound quality** | If in a windy environment, create a custom mode with wind blocking enabled in the Bose app. To access this option, tap Modes on the main screen (see page 20).<br>Make sure you're using the Bose app for setup (see page 11).<br>Clear the headphone device list (see page 26). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 23).<br>Play audio from a different application or music service.<br>Play audio from content stored directly on your device.<br>If two mobile devices are connected, disconnect the second device.<br>Turn off any audio enhancement features on the device or music app.<br>Visit support.Bose.com/QC to see how-to videos.<br>Reset the headphones (see page 43). |
| **No sound from a device connected by the audio cable** | Make sure both ends of the audio cable are securely connected into the ports (see page 30).<br>Press play on your source device to make sure audio is playing.<br>Play audio from a different application or music service.<br>Play audio from content stored directly on your source device.<br>Increase the volume on the headphones, then increase the volume on your source device.<br>Restart your source device. |

| SYMPTOM | SOLUTION |
|---|---|
| **Poor sound quality from a device connected by audio cable** | Make sure both ends of the audio cable are securely connected into the ports (see page 30).<br>Restart your source device. |
| **Audio cable microphone doesn't work** | Make sure your mobile device is compatible with the audio cable (CTIA standard pin connection). Refer to your source device owner's guide. |
| **Action button doesn't change the noise cancelling mode** | If the audio cable is connected, disconnect the cable.<br>Use the Bose app to change the mode. To access this option, tap Modes on the main screen. |
| **Headphones don't respond** | Reset the headphones (see page 43). |
| **Poor noise cancellation** | Check the mode (see page 20). |
| **Difficulty hearing a caller while on a phone call** | Increase the volume using your mobile device.<br>Try a different mode (see page 20). |
| **Voice prompt language isn't correct** | Change the voice prompt language using the Bose app. You can access this option from the Settings menu. |
| **Not receiving call notifications** | Make sure you have given the headphones access to your contacts in your mobile device *Bluetooth* menu. |
| **Headphones don't connect to a Bose Smart Soundbar or Speaker** | Make sure you're connecting using the Bose app (see page 32).<br>Make sure you're connecting to a compatible Bose product. For a complete list visit: support.Bose.com/Groups<br>Slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds until you hear "Ready to connect another device" and the *Bluetooth* light blinks blue.<br>Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker. |

| SYMPTOM | SOLUTION |
|---|---|
| **Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker** | On the headphones, slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds until you hear "Ready to connect" and the status light blinks blue. Use the Bose app to connect the headphones to a compatible Bose product. For more information, visit: support.Bose.com/Groups |
| **Delayed audio when connected to a Bose Smart Soundbar or Speaker** | Download the Bose app and run available software updates. |

## RESET THE HEADPHONES

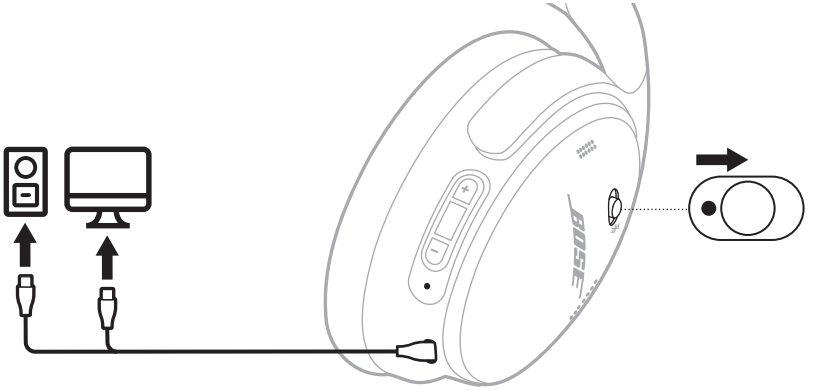
If the headphones are unresponsive, you can reset them.

Resetting the headphones resets the product controls and reboots the headphones. It doesn't clear any device settings.

1. Connect the small end of the USB cable to the USB-C port on the left earcup.



2. Slide the Power/*Bluetooth* switch to the right ⁎. At the same time, connect the other end of the USB to a USB-A power source such as a computer or wall charger.



When the reset is complete, the status light glows according to the current charge level (see page 28).

**NOTE:** If you're unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/QC

## RESTORE THE HEADPHONES TO FACTORY SETTINGS

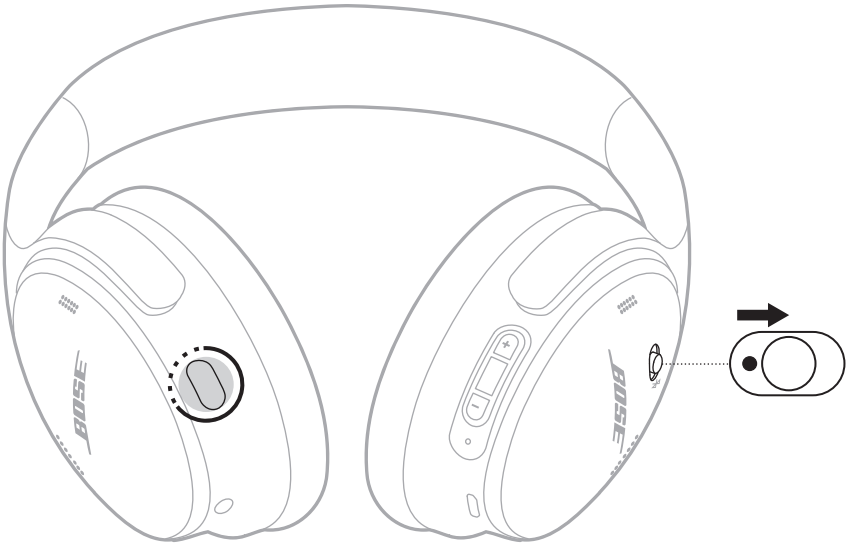
A restore to factory settings can clear all settings and return the headphones to their original out-of-box state. After, the headphones can be configured as if they were being set up for the first time.

Restoring to factory settings is only recommended if you are having issues with the headphones, or you have been instructed to do so by Bose customer service.

1. Remove the headphones from the *Bluetooth* list on your device.
2. Remove the headphones from your Bose account using the Bose app.

   **NOTE:** For more information about how to remove the headphones from your Bose account using the Bose app, visit: support.Bose.com/QC

3. Slide the Power/*Bluetooth* switch to the right ᛒ and hold. At the same time, press and hold the Action button for 30 seconds.



   The status light blinks white. After 30 seconds, the status light blinks amber to indicate factory settings are being restored (2 to 3 seconds).

   When the reset is complete, the status light slowly blinks blue. The headphones are now in their original out-of-box state.

**NOTE:** If you're unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/QC




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