# Cue the music.

BOSE

**QUIETCOMFORT** ULTRA 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 or water dampened cloth. Do not use cleaning products.

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

- Place your hands around the middle of each earcup when rotating, folding, and placing the headphones in the case and removing from the case. Keep your fingers away from the hinges to avoid pinching.
- Product is not intended for use by children.
- 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 this product 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).

**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**: A94440108 | **IC**: 3232A-440108

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.

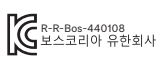
**Low-power Radio-frequency Devices Technical Regulations**: Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to a approved low power radio-frequency devices. 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.




**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**: Headphones **Type designation**: 440108 | | | | | | |
|---|---|---|---|---|---|---|
| | 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.

The **Bose Terms of Use** apply to this product: worldwide.Bose.com/termsofuse

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

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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: 440108

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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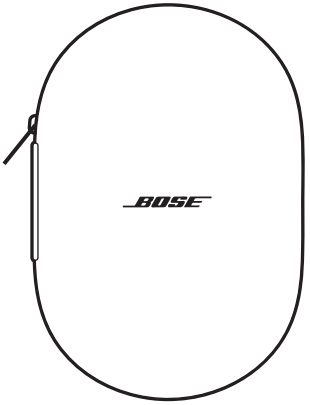
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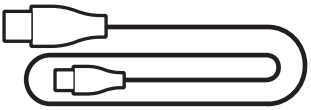
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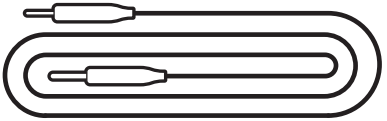
Bose QuietComfort Ultra Headphones




Carry case



USB Type-A to USB Type-C® cable



3.5 mm to 2.5 mm audio cable

**NOTE:** If any part of your product appears to be missing or damaged, don't use it. Visit support.Bose.com/QCU 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, adjust the audio, 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 main screen.

## DOWNLOAD THE BOSE APP

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

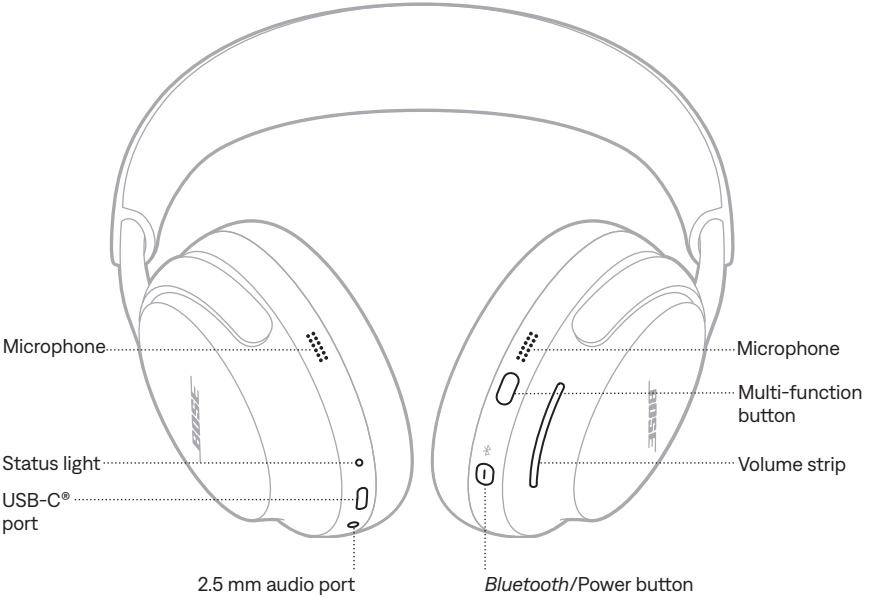



Download on the App Store

GET IT ON Google Play

2. Follow the app instructions.

The headphone controls are located on the back of the right earcup.



## POWER ON

Press and release the *Bluetooth*/Power button.



After a few seconds, you hear a tone, and a voice prompt announces the battery level. The status light glows according to the current charge level (see page 38).

**NOTES:**

- When you power on the headphones and hear the tone, the audio is personalized to your ears for the best audio performance.
- The headphones must be on your head for the tone and voice prompt to play.

## POWER OFF

Press and hold the *Bluetooth*/Power button until you hear a tone and the status light blinks white twice.



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

### Auto-off

The headphones conserve the battery and go to sleep when you remove them from your head and they aren't in use for 5 minutes. To wake the headphones, press and release the *Bluetooth*/Power button or place them on your head.

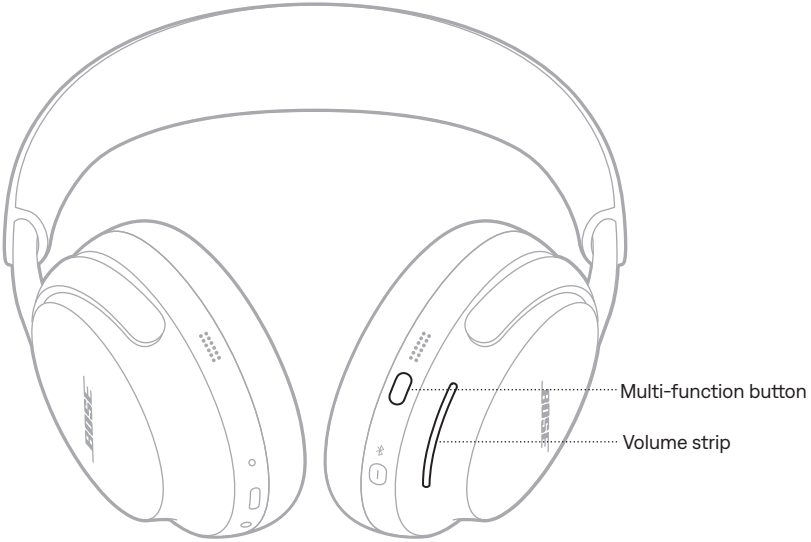
The headphones power off after 24 hours of inactivity. To power on the headphones, press and release the *Bluetooth*/Power button.

**NOTE:** To change the auto-off setting, use the Bose app. You can access this option from the Settings menu.

## MEDIA PLAYBACK AND VOLUME

The Multi-function button controls media playback.

The volume strip controls the 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** | Swipe up on the volume strip. |
| **Volume down** | Swipe down on the volume strip. |

**NOTE:** To quickly increase or decrease the volume, use a long swipe on the volume strip.

## PHONE CALLS

The Multi-function button controls phone calls.

There are four microphones for phone calls on the headphones — two on the left earcup and two on the right earcup.




| FUNCTION | WHAT TO DO |
|---|---|
| **Answer a call** | Press the Multi-function button. |
| **End/Decline an incoming call** | Double-press the Multi-function button. |
| **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, double-press the Multi-function button. |

## MODES

The Multi-function button allows you to quickly and easily switch between noise cancellation settings by changing the mode.

For information about changing the mode, see page 25.

## IMMERSIVE AUDIO SETTINGS

For information about changing the immersive audio setting, see page 23.

## MOBILE DEVICE VOICE CONTROL

You can set a shortcut to access your mobile device voice control using the headphones. The microphones on the headphones act as an extension of the microphone on your mobile device.

For information about shortcuts, see page 19.

**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:

- Cycle through immersive audio settings (see page 22)
- Access Spotify
- Use your mobile device voice control (see page 18)
- Access battery level (see page 36)

## ENABLE YOUR SHORTCUT

To enable your shortcut, use the Bose app. To access this option, tap Shortcut on the main screen.

## USE YOUR SHORTCUT

Touch and hold the volume strip.



## CHANGE OR DISABLE YOUR SHORTCUT

To change or disable your shortcut, use the Bose app. To access this option, tap Shortcut on the main screen.

On-head detection uses sensors to identify when you're wearing the headphones.

You can automatically play/pause audio and answer phone calls.

**NOTE:** To manage on-head detection features, use the Bose app. You can access this option from the Settings menu.

## AUTO PLAY/PAUSE

When you lift the right earcup off your ear or remove the headphones, audio pauses.

To resume audio, replace the right earcup or put on the headphones.

## AUTO ANSWER CALL

You can answer phone calls by putting on the headphones.

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

By default, the headphones power on in Quiet mode. Noise cancellation is fully enabled (see page 25).

## CHANGE THE NOISE CANCELLATION SETTING

You can switch between preset noise cancellation settings by changing the mode. For information about modes, see page 25.

## 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 page 26).

**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 28).
   - Turn the *Bluetooth* feature off on your mobile device.
2. Press and hold the Multi-function button to change the mode (see page 26).

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

Immersive audio takes what you're hearing out of your head and places it in front of you—like you're always in the acoustic sweet spot. It feels like the sound is coming from outside the headphones, resulting in a more natural listening experience. Immersive audio works on any streaming content from any source, taking it to new heights with better sound clarity and richer sound quality.

**NOTE:** When you make or receive a phone call, immersive audio is temporarily set to Off (see page 24).

## IMMERSIVE AUDIO SETTINGS

| SETTING | DESCRIPTION | WHEN TO USE |
|---|---|---|
| **Motion** | Audio sounds like it's coming from two stereo speakers in front of you that follow the movements of your head.<br>**NOTE:** This setting is used by default in Immersion mode. | Use for the most consistent experience. Best for when you're doing activities that require you to frequently turn your head or look down. |
| **Still** | Audio sounds like it's coming from two stereo speakers in front of you that stay where they are when you move your head.<br>**NOTES:**<br>• A few seconds after you stop moving your head, the speakers recenter on your position.<br>• To access this option, use the Bose app. Tap Immersive Audio on the main screen. | Use for the most realistic and powerful experience. Best for when you're stationary. |
| **Off** | Audio sounds like it's coming from your headphones. | Use when you want a classic listening experience or want to conserve battery life. |

## CHANGE THE IMMERSIVE AUDIO SETTING

You can change the immersive audio setting by changing the mode or using a shortcut to cycle through immersive audio settings.

**TIP:** You can also change the immersive audio setting using the Bose app. To access this option, tap Immersive Audio on the main screen.

### Change the mode

For information about changing the mode, see page 26.

**NOTES:**

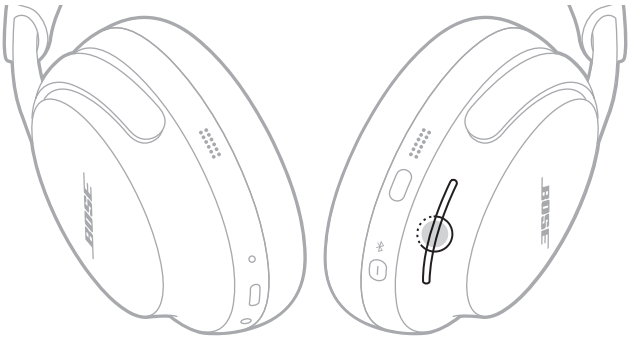
- Changing the mode changes both the immersive audio and noise cancellation settings.
- You can also create a custom mode with your preferred immersive audio and noise cancellation setting (see page 25).

### Use your shortcut

You can use your shortcut to cycle through immersive audio settings without affecting your current mode's noise cancellation setting. This temporarily customizes the current mode until you power the headphones off or change the mode.

**NOTE:** To change the immersive audio setting using the headphones, it must be set as a shortcut (see page 19).

1. Touch and hold the volume strip.



   A voice prompt announces each immersive audio setting in a loop.

2. When you hear the name of your preferred setting, release the volume strip.

## IMMERSIVE AUDIO WHILE ON A PHONE CALL

When you make or receive a phone call, immersive audio is temporarily set to Off. When you end the call, the headphones return to the previous immersive audio setting.

Listening modes are preset audio settings that you can switch between based on your listening preferences and environment. They consist of noise cancellation and immersive audio settings.

You can choose between three pre-configured modes — Quiet, Aware, or Immersion — or create up to seven of your own custom modes.

## MODES

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

**NOTES:**

- 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.
- For information about noise cancellation and immersive audio settings, see page 21 and page 22.

### Aware mode with ActiveSense

The dynamic noise cancellation of Aware mode with ActiveSense technology allows you to hear your surroundings while reducing unwanted noise.

Aware mode with ActiveSense allows the headphones to automatically increase noise cancellation when sudden or loud noises occur near you, so you can maintain awareness without intermittent noise interrupting your audio. Once the noise stops, noise cancellation automatically returns the previous setting.

To enable ActiveSense, use the Bose app. To access this option, on the main screen, tap **Modes** > **Aware** > •••.

## CHANGE THE MODE

**NOTE:** To access a mode on the headphones, it must be set as a favorite in the Bose app. To set your favorite modes, tap Modes on the main screen.

1. To cycle through modes, press and hold the Multi-function button.



   A voice prompt announces each mode in a loop.

2. When you hear the name of your preferred mode, release the Multi-function button.

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

### Add or remove modes from the headphones

To access modes on the headphones, they must be set as favorites in the Bose app. By default, Quiet, Aware, and Immersion modes are set as favorites.

To add or remove modes from the headphones, tap Modes on the main screen and customize which modes are set as your favorites.

You can connect the headphones to your mobile device using the Bose app, the *Bluetooth* menu on your mobile device, or Fast Pair (Android devices only).

You can store up to six 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.

**NOTES:**

- For the best experience, use the Bose app to set up and connect your mobile device (see page 12).
- For information about connecting using Fast Pair, see page 31.

## CONNECT USING THE BOSE APP

To connect the headphones and manage *Bluetooth* settings using the Bose app, see page 12.

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

1. With the headphones powered on, press and hold the *Bluetooth*/Power button. You hear the power off tone and the status light blinks white twice. Continue holding until you hear "Ready to connect" and the status light blinks blue.



**NOTE:** If a device is already connected, you hear "Ready to connect another device."

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, the status light glows solid blue for 10 seconds.

**NOTE:** If a device is already connected, you hear "Connected to <*device name*>" and then the status light glows solid blue for 10 seconds.

## DISCONNECT A MOBILE DEVICE

To disconnect a mobile device, use the Bose app.

**TIP:** You can also use *Bluetooth* settings on your mobile device to disconnect. 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

By default, the headphones can be actively connected to up to two devices at a time (multi-point connection).

To connect another device, connect using the Bose app (see page 12), the *Bluetooth* menu on your mobile device (see page 27), or Fast Pair (Android devices only) (see page 31).

**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.

## SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

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

   The headphones switch to that mobile device's audio stream.

**NOTE:** Your headphones receive phone calls from both mobile devices, regardless of which mobile device is playing audio.

## RECONNECT A PREVIOUSLY-CONNECTED DEVICE

1. Press the *Bluetooth*/Power button and release to hear the name of the first connected device.
2. Within 2 seconds, press the *Bluetooth*/Power button 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.

**TIP:** You can also reconnect a previously-connected device using the Bose app (see page 12).

**NOTE:** If two devices are already connected to the headphones, the newly-connected device replaces the older of the two connections.

## CLEAR THE HEADPHONE DEVICE LIST

1. Press and hold the *Bluetooth*/Power button and Multi-function button simultaneously 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.

## ANDROID DEVICES ONLY

If you have an Android mobile device, you can access the following additional connection features.

### Connect using Fast Pair

In one tap, the headphones enable quick, effortless *Bluetooth* pairing with your Android devices.

**NOTES:**

- To use Fast Pair, you need an Android device running Android 6.0 or higher.
- Your Android device must have the *Bluetooth* and Location features enabled.

1. With the headphones powered on, press and hold the *Bluetooth*/Power button. You hear the power off tone and the status light blinks white twice. Continue holding until you hear "Ready to connect" and the status light blinks blue.



2. Place your headphones next to your Android device.

   A notification displays on your device prompting you to pair the headphones.

   **NOTE:** If you don't see a notification, check that notifications are enabled for the Google Play Services app on your device.

3. Tap the notification.

   **NOTE:** You can also tap the button on the notification to download the Bose app and finish setting up the headphones.

## Snapdragon Sound technology

Bose QuietComfort Ultra Headphones feature Snapdragon Sound technology. Snapdragon Sound optimizes Qualcomm® audio technologies across connected devices to ensure the best sound quality, connection stability, and latency for your streaming audio.

To experience Snapdragon Sound, you need a Snapdragon Sound-certified device, such as a compatible Android mobile device. Once you connect the headphones, your device will automatically stream audio using the aptX Adaptive *Bluetooth* codec.

**NOTE:** To see which Snapdragon Sound features the headphones support and check if your device is compatible, visit: support.Bose.com/QCU

## CONNECT THE AUDIO CABLE

Use the 2.5 mm to 3.5 mm audio cable to listen to audio from your source device when a *Bluetooth* connection isn't available.

**NOTES:**

- The headphones must be powered on for you to use the audio cable. If the battery is depleted, use the USB cable to connect to an external power source, then power on the headphones (see page 34).
- Phone calls and media playback controls are disabled and must be controlled on your source device.
- *Bluetooth* connection and microphone voice pick-up on the earcups are disabled.
- 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 THE USB CABLE

If the headphone battery is depleted, you can use the USB cable to connect to an external power source and still use the headphones.

**NOTES:**

- If powered on, the headphones power off and begin to charge when connected to an external power source. To continue using the headphones, power them on again (see page 14).
- The headphones won't charge while they're powered on.
- The headphones don't support USB audio. To play audio from a source device connected as an external power source, connect using the *Bluetooth* menu on your device (see page 27) or the audio cable (see page 33).
- To continue listening to audio on your source device when the headphone battery is depleted and a *Bluetooth* connection isn't available, connect both the USB cable and the audio cable (see page 33).

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



2. Connect the other end to a USB-A power source such as a computer or wall charger.

   If powered on, the headphones power off and begin to charge.

3. Power on the headphones (see page 14).

## CHARGE THE HEADPHONES

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



The headphones begin charging, and the status light glows solid amber. When the headphones are fully charged, the status light glows solid white.

## Charging time

Allow up to 3 hours to fully charge the headphones.[1] A full charge powers the headphones for up to 24 hours with immersive audio set to Off (up to 18 hours with immersive audio set to On).[2]

When the headphone battery level is low, a 15-minute charge powers the headphones for up to 2.5 hours with immersive audio set to Off (up to 2 hours with immersive audio set to On).[3]

## 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 left earcup. For more information, see page 38.

**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).

1 Testing conducted by Bose in June 2023 using production-representative Bose QuietComfort Ultra Headphones. Quick charge testing consisted of charging headphones with battery depleted (to the point of no audio playback) for 15 minutes, then resuming audio playback with volume set to playback loudness of 75dBSPL, 3-band EQ set to zero, in Quiet Mode (full noise cancellation) with Immersive Audio switched off, resulting in up to 2.5 hours playback time before battery depletion. With Immersive Audio on, playback time was up to 2 hours before battery depletion. Time to achieve fully charged headphones was determined by charging headphones with battery depleted (to the point of no audio playback) to 100% battery charge. Battery life varies based on settings and usage.

2 Testing conducted by Bose in June 2023 using production-representative Bose QuietComfort Ultra Headphones and a variety of music tracks using A2DP *Bluetooth* audio streaming. Volume set to playback loudness of 75dBSPL, 3-band EQ set to zero, in Quiet Mode (full noise cancellation). With Immersive Audio off, playback time was up to 24 hours before battery depletion. With Immersive Audio on, playback time was up to 18 hours before battery depletion. Battery life varies based on settings and usage.

3 See 1.

The status light is located on the left earcup.

When you place the headphones on your head or remove the headphones, the status light glows according to headphone status for 5 seconds.

**NOTES:**

- When the headphones are on your head, the status light remains off until you press the *Bluetooth*/Power button.
- When the headphones aren't on your head, the status light remains off until you use the headphone controls or move the headphones.



## *BLUETOOTH* STATUS

Shows the *Bluetooth* connection status.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Blinking blue** | Ready to connect |
| **Solid blue (5 seconds)** | Connected |
| **Blinks white 2 times** | Device list cleared |

## BATTERY STATUS

Shows the battery status.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Solid white** | Full charge |
| **Solid amber** | Low to medium 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 19).

## POWER AND CHARGING STATUS

Shows the power and charging status.

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

## UPDATE AND ERROR STATUS

Shows the update and error status.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| **Blinks white 3 times (repeated)** | Updating software (wirelessly) |
| **Fast blinking white (10 seconds)** | Updating software (via USB) |
| **Blinks white (3 seconds)** | Reset |
| **Blinks white (30 seconds), then blinks amber (2 to 3 seconds)** | Restore |
| **Blinking amber and white** | Error - contact Bose customer service |

## CONNECT TO 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 Soundbar 500
- 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. With the headphones powered on, press and hold the *Bluetooth*/Power button. You hear the power off tone and the status light blinks white twice. Continue holding 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:**

- It could take up to 30 seconds to connect.
- 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. With the headphones powered on, press and hold the *Bluetooth*/Power button. You hear the power off tone and the status light blinks white twice. Continue holding 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:**

- It could take up to 30 seconds to connect.
- Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.

## 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 54.

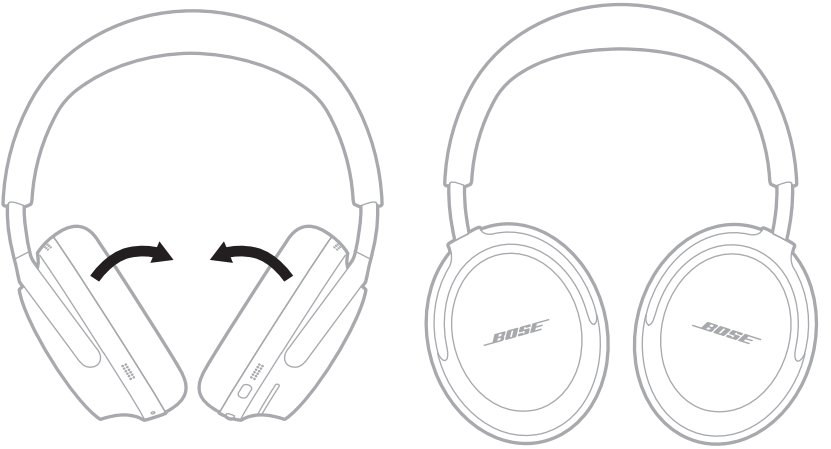
## STORE THE HEADPHONES

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

1. Place your hands around each earcup.




2. Rotate both earcups inward so they lay flat.



3. Slide the earcups up into the headband.



4. Fold the left earcup up toward the headband and place the headphones in the case.



**NOTE:** Before storing the headphones for more than a few months, make sure the battery is fully charged.

## UPDATE THE HEADPHONES

The headphones begin updating automatically when connected to the Bose app and an update is available. Follow the app instructions.

You can also update the headphones using the Bose updater website. On your computer, visit: btu.Bose.com and follow the on-screen instructions.

## CLEAN THE HEADPHONES

The headphones may require periodic cleaning. If the headband or other exterior surfaces need to be cleaned, gently wipe with a slightly damp cloth.

- Use only a water dampened cloth. Don't use cleaning products. Don't allow any moisture to enter the headphones through the ports or earcups.
- Don't force any dirt or debris into the ports. Don't blow air into or vacuum the ports or the interior of the earcups.

## REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/QCU

## LIMITED WARRANTY

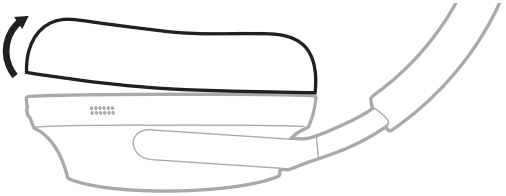
Your headphones are covered by a limited warranty. Visit our website at worldwide.Bose.com/Warranty for details of the limited warranty.

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

## SERIAL NUMBER LOCATION

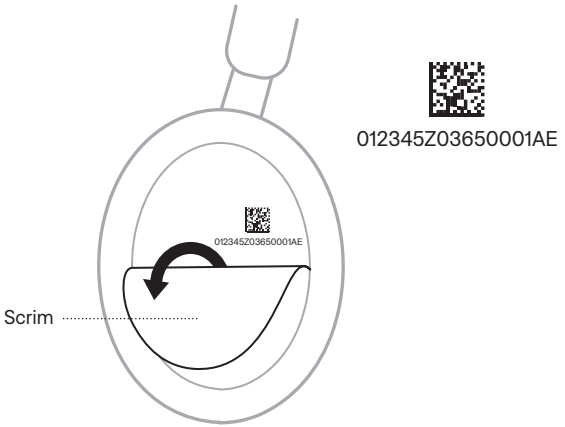
The serial number is located inside the left earcup under the scrim. The scrim is the inner screen that covers and protects the components inside the earcup.

1. On the left earcup, gently pull one area of the cushion away from the earcup until all six tabs around the inside rim of the earcup release.



2. Grab the scrim at the top edge and gently peel it away to view the serial number.

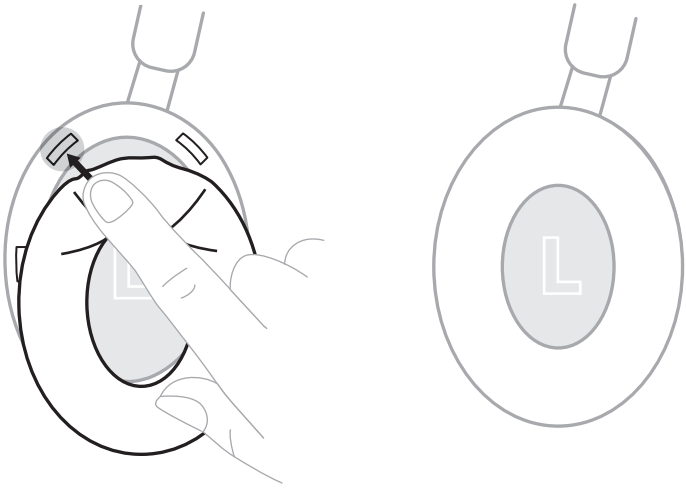
   **CAUTION:** Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



3. Secure the scrim back in place.



4. Align the six tabs on the cushion mounting flange with the six slots on the earcup, then press the cushion until all six tabs snap into each slot. You will hear and feel a snap when the cushion is properly in place.



**CAUTION:** To ensure proper audio performance, all six tabs must be secure on the cushion.

## TRY THESE SOLUTIONS FIRST

If you experience problems with your headphones:

- Charge the headphones (see page 35).
- Power on the headphones (see page 14).
- Check the headphones status light (see page 37).
- Make sure your mobile device supports *Bluetooth* connections (see page 27).
- Move your mobile device closer to the headphones (30 ft or 9 m) and away from any interference or obstructions.
- Increase the volume on the headphones, your mobile device, and the music app.
- Connect another mobile device (see page 28).

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/QCU

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** | Press and release the *Bluetooth*/Power button (see page 14). After a few seconds, you hear a tone, and a voice prompt announces the battery level. The status light glows according to the current charge level (see page 38).<br>If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature. |
| **Headphones don't connect with mobile device** | Disconnect the audio cable (see page 33).<br>Connect using the *Bluetooth* menu on your mobile device (see page 27).<br>Disable the *Bluetooth* feature on your mobile device, then re-enable.<br>Clear the headphone device list (see page 30). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 27).<br>Visit support.Bose.com/QCU to see how-to videos.<br>Reset the headphones (see page 55). |

| SYMPTOM | SOLUTION |
|---|---|
| **Headphones don't reconnect with macOS** | Reconnect the headphones using the *Bluetooth* menu on your computer.<br><br>Use the Bose app to select your headphones. On the main screen, tap Source, then use the Paired Devices list to reconnect your headphones to your computer.<br><br>Press the *Bluetooth*/Power button on the headphones to hear which devices are connected. Immediately press the *Bluetooth*/Power button again to hear the name of the next device in the headphone device list. Repeat until you hear the name of your computer. A tone plays when your computer is connected.<br><br>Disable the *Bluetooth* feature on any other devices that the headphones are paired with. Restart the headphones to connect to your computer. |
| **Headphones don't respond during app setup** | Close and re-open the Bose app on your mobile device, then try again.<br><br>Make sure you're using the Bose app for setup (see page 12).<br><br>Make sure you have given the Bose app access to *Bluetooth* connections in your mobile device Settings menu.<br><br>Make sure the *Bluetooth* feature is on in your mobile device Settings menu.<br><br>Uninstall the Bose app on your mobile device. Reinstall the app (see page 12). |
| **Bose app can't find headphones** | Close and re-open the Bose app on your mobile device, then try again.<br><br>Make sure you have given the Bose app access to *Bluetooth* connections in your mobile device Settings menu.<br><br>With the headphones powered on, press and hold the *Bluetooth*/Power button until the status light blinks blue.<br><br>Clear the headphone device list (see page 30). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 27).<br><br>If the headphones were previously connected to a PC currently running Microsoft Teams, quit the Microsoft Teams app. If this does not resolve the issue, turn off *Bluetooth* on that PC or leave its *Bluetooth* range (typically around 30 feet).<br><br>Uninstall the Bose app on your mobile device. Reinstall the app (see page 12). |

| SYMPTOM | SOLUTION |
|---|---|
| **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 12). |
| **Headphones don't charge** | Make sure both ends of the USB charging cable are securely connected into the ports (see page 35).<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. |
| **Intermittent *Bluetooth* connection** | Power your mobile device off and on, then try connecting again.<br>Clear the headphone device list (see page 30). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 27).<br>Reset the headphones (see page 55). |
| **Spotify doesn't play on headphones** | Ensure that Spotify is open on only a single connected device. If you are logged in to the same Spotify account on multiple connected devices, log out of or quit Spotify on one of them. |
| **Can't adjust noise cancellation** | Power off the headphones, then power on again (see page 14).<br>If using the Multi-function button, try using the Bose app to adjust the noise cancellation level. |
| **Headphones don't detect they are on head** | Power off the headphones. Put the headphones on, then power on again (see page 14).<br>Make sure the right earcup is fully covering your ear.<br>Brush aside any hair or remove any clothing covering your right ear before putting the headphones on. Hair or clothing can prevent the headphones from detecting that they're on your head. |

| SYMPTOM | SOLUTION |
|---|---|
| **Headphones don't detect they are off head** | Power off the headphones. With the headphones off your head, power on again (see page 14), then put the headphones on.<br>After taking the headphones off, rotate both earcups inwards so they lay flat. You can also place them in the case.<br>Make sure that the auto play/pause on-head detection feature is enabled using the Bose app (see page 20). You can access this option from the Settings menu. |
| **Audio pauses unexpectedly** | Remove the headphones, then put them on again.<br>Disable the auto play/pause on-head detection feature using the Bose app (see page 20). You can access this option from the Settings menu. |
| **No sound** | If the headphones have been exposed to high or low temperatures, let the headphones return to room temperature.<br>Press the *Bluetooth*/Power button 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 connected to a source device with the audio cable, see "No sound from a source device connected by an audio cable" on page 52.<br>If two mobile devices are connected, pause your other device first.<br>Restart your mobile device.<br>If you're trying to play audio from a source device connected by a USB cable, connect using the *Bluetooth* menu on your device (see page 27) or the audio cable (see page 33). The headphones don't support USB audio.<br>Reset the headphones (see page 55).<br>See "Headphones don't detect they are off head." |

| SYMPTOM | SOLUTION |
|---|---|
| **Can't adjust volume** | Make sure your finger is making good contact with the volume strip.<br>Make sure your fingers are dry.<br>If your hair is wet, make sure it isn't interfering with the volume strip.<br>If wearing gloves, remove them before touching the volume strip. |
| **Poor sound quality** | While wearing the headphones, power them off, then power on again (see page 14). Make sure you listen for the tone so the audio is personalized to your ears for the best audio performance.<br>Power off the headphones, then power on again (see page 14).<br>If in a windy environment, create a custom mode with wind block enabled in the Bose app. To access this option, tap Modes on the main screen.<br>Make sure the earcups fit securely and form a comfortable seal around your ears.<br>If your hair is long or if you're wearing glasses or a hat, make sure it isn't interfering with the earcups.<br>Make sure you're using the Bose app for setup (see page 12).<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>Change the immersive audio setting (see page 23).<br>Make sure your headphones are connected over the correct *Bluetooth* profile: Stereo A2DP. Check your device's *Bluetooth*/ audio settings menu to make sure the correct audio profile is selected.<br>Disable the *Bluetooth* feature on your mobile device, then re-enable.<br>Clear the headphone device list (see page 30). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 27).<br>Visit support.Bose.com/QCU to see how-to videos.<br>Reset the headphones (see page 55). |

| SYMPTOM | SOLUTION |
|---|---|
| **No sound from a source device connected by an audio cable** | Make sure the headphones are powered on (see page 14). The headphones don't support passive audio, meaning that they require power to use the audio cable. If the battery is depleted, use the USB cable to connect to an external power source, then power on the headphones (see page 34).<br>Make sure you're using the Bose-provided audio cable.<br>Make sure both ends of the audio cable are securely connected to the ports (see page 33).<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 mobile device.<br>Increase the volume on the headphones, then increase the volume on your mobile device.<br>Restart your mobile device. |
| **Poor sound quality from a mobile device connected by an audio cable** | Make sure both ends of the audio cable are securely connected to the ports (see page 33).<br>Restart your mobile device. |
| **Microphone doesn't pick up sound** | Make sure you are wearing the headphones correctly. The inner scrims (cloth covers) of the headphone earcups are marked with an L (left earcup) and R (right earcup). Match the right earcup with your right ear and the left earcup with your left ear.<br>Make sure the microphones aren't blocked and that they are free of debris.<br>Clear the headphone device list (see page 30). Delete the headphones from the *Bluetooth* list on your mobile device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 27). Try another phone call.<br>Disable the *Bluetooth* feature on your mobile device, then re-enable. |
| **Multi-function button doesn't change the mode** | Use the Bose app to change the mode. To access this option, tap Modes on the main screen. |

| SYMPTOM | SOLUTION |
|---|---|
| **Poor noise cancellation** | Power off the headphones, then power on again (see page 14).<br>Check the mode (see page 25).<br>Make sure the earcups fit securely and form a comfortable seal around your ears.<br>If your hair is long or if you're wearing glasses or a hat, make sure it isn't interfering with the earcups.<br>Remove the headphones from your head and place back on your head.<br>If you're on a phone call or using voice control on your mobile device, lower or turn off self voice using the Bose app (see page 21).<br>Check if ActiveSense is enabled (see page 25).<br>Reset the headphones (see page 55). If that doesn't resolve the issue, restore the headphones (see page 56). |
| **Difficulty hearing a caller while on a phone call** | Change the mode (see page 26). |
| **Difficulty hearing own voice while on a phone call** | Use the Bose app to adjust self voice. You can access this option from the Settings menu.<br>Change the mode to Aware mode (see page 26).<br>Use the Bose app to create a custom mode for use during calls. Experiment with different noise cancellation levels to see which helps you hear your voice best. To access this option, tap Modes on the main screen. |
| **Headphones don't respond** | Reset the headphones (see page 55). If that doesn't resolve the issue, restore the headphones (see page 56). |
| **Voice prompt language isn't correct** | Change the voice prompt language using the Bose app (see page 12). You can access this option from the Settings menu. |

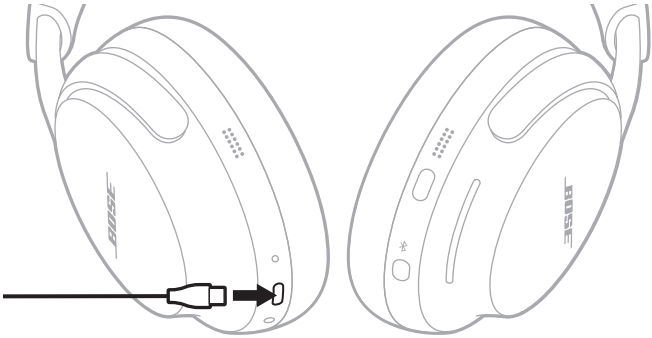
| SYMPTOM | SOLUTION |
|---|---|
| **Not receiving call notifications** | Check the *Bluetooth* menu on your mobile device to make sure the headphones are connected.<br>Make sure your mobile device isn't set to Do Not Disturb.<br>Make sure voice prompts are enabled using the Bose app (see page 12). You can access this option from the Settings menu.<br>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 are connecting to a compatible Bose product. For a list of compatible products, visit: support.Bose.com/Groups<br>With the headphones powered on, press and hold the *Bluetooth*/Power button until you hear "Ready to connect another device" and the status light blinks blue.<br>Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker. |
| **Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker** | On the headphones, press and hold the *Bluetooth*/Power button for 3 seconds until you hear "Ready to connect another device" 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

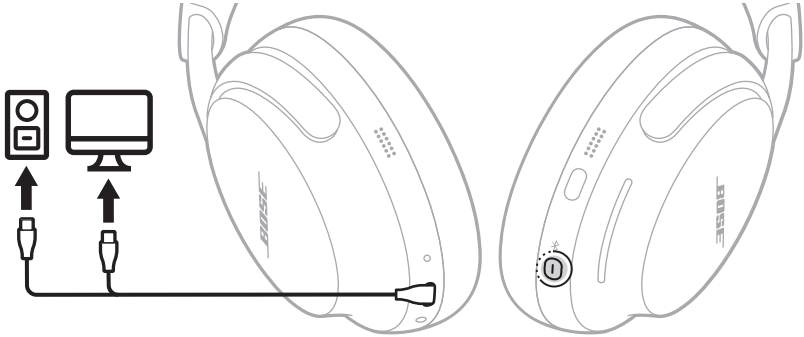
If the headphones are unresponsive, you can reset them.

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

1. Remove the headphones from the *Bluetooth* list on your device.
2. Connect the small end of the USB cable to the USB-C port on the left earcup.



3. Press and hold the *Bluetooth*/Power button while connecting the other end of the USB cable to a USB-A power source such as a computer or wall charger.



4. Once the USB cable is connected to a USB-A power source, release the *Bluetooth*/Power button.

   When the reset is complete, the status light blinks white for 3 seconds, then glows according to the current charge level (see page 38).

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

## RESTORE THE HEADPHONES TO FACTORY SETTINGS

A restore to factory settings clears 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/QCU

3. Press and hold the *Bluetooth*/Power button and Multi-function button simultaneously. After a few seconds, the status light blinks white twice then blinks blue. Continue holding both buttons for 15 seconds in total until the status light blinks white twice again.



   When the restore is complete, the status light 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/QCU

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