BOSE

# **QUIETCOMFORT ULTRA** HEADPHONES (2ND GEN)

## Please read and keep all safety and use instructions.

Declarations of conformity can be found at: www.Bose.com/compliance

CE 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.

## 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.

Only use attachments/accessories specified by the manufacturer.

Refer all servicing to qualified personnel. Servicing is required when the product does not operate normally or has been physically damaged.

## WARNINGS/CAUTIONS




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.




This symbol means use of this product with an incompatible or improperly installed battery could cause a safety hazard. Contact Bose customer service for battery service options or visit bose.com/batt for more information.

- 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.
- This product must only be operated with compatible Bose certified batteries. Contact Bose customer service for battery service options.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- The battery provided with this product may present a risk of fire, explosion or chemical burn if mishandled, incorrectly replaced or replaced with an incorrect type.
- 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.
- 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 may be prohibited by law in some locations. Use caution and follow applicable laws. Stop using this product immediately if it interferes with your ability to remain attentive or interferes 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.
- 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.
- Do not place or install near any heat sources, such as fireplaces, radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.

**WARNING:** Do not expose product to any chemical substances that are not specified by Bose, including but not limited to lubricants, cleaning agents, contact sprays, or hydrocarbon based solvents. Exposure to such substances can lead to degradation of the plastic material, resulting in cracking and/or exposure to a hazardous condition.

**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**: A94443987 | **IC**: 3232A-443987

CAN ICES (B)/NMB (B)

**For Europe**: Frequency band of operation 2400 to 2483.5 MHz. | Maximum transmit power less than 20 dBm EIRP.

## SAR Information

| Frequency Band | Maximum Reported SAR(W/kg)<br>Scaled SAR 1g |
|---|---|
| BT-EDR | 0.21 |
| SAR Limited(W/kg) | 1.6 |



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.




The power delivered by the charger must be between min 1.8 Watts required by the radio equipment, and max 2.5 Watts in order to achieve the maximum charging speed.

## Product Power State Table

The product, in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC and the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, is in compliance with the following norm(s) or document(s):
Commission Regulation (EU) 2023/826.

| Required Power State Information | Power Modes | |
|---|---|---|
| | Standby | Networked Standby |
| Power consumption in specified power mode, at 230V/50Hz input | < 0.5 W | Bose Wireless < 2.0 W |
| Time after which equipment is automatically switched into mode | ≤ 20 minutes | ≤ 20 minutes |
| Power consumption in networked standby if all wired network ports are connected and all wireless network ports are activated, at 230V/50Hz input | N/A | ≤ 2.0 W |
| Network port activation/deactivation procedures. Deactivating all networks will enable standby mode. | *Bluetooth*®: Activate by pairing with a *Bluetooth* source. Deactivate by clearing the pairing list by pressing and holding the *Bluetooth* button and multi-function button simultaneously, see page 30. | |

Use only USB power supply with minimum output current/power rating 0.5A/2.5W.

**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.






R-C-Bos-443987
보스코리아 유한회사

| 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) | Dybutyl phthalate (DBP) | Diisobutyl phthalate (DIBP) | Butyl benzyl phthalate (BBP) | Bis(2-ethylhexyl) phthalate (DEHP) |
| PCBs | X | O | O | O | O | O | O | O | O | O |
| Metal Parts | X | O | O | O | O | O | O | O | O | O |
| Plastic Parts | O | O | O | O | O | O | O | O | O | O |
| Speakers | X | O | O | O | O | O | O | O | O | O |
| Cables | X | O | O | O | O | 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**: 443987 | | | | | | |
|---|---|---|---|---|---|---|
| | Restricted substances and its chemical symbols | | | | | |
| Unit | Lead (Pb) | Mercury (Hg) | Cadmium (Cd) | Hexavalent chromium ($Cr^{+6}$) | Polybrominated biphenyls (PBB) | Polybrominated diphenyl ethers (PBDE) |
| PCBs | - | ○ | ○ | ○ | ○ | ○ |
| Metal Parts | - | ○ | ○ | ○ | ○ | ○ |
| Plastic Parts | ○ | ○ | ○ | ○ | ○ | ○ |
| Speakers | - | ○ | ○ | ○ | ○ | ○ |
| Cables | - | ○ | ○ | ○ | ○ | ○ |
| **Note 1**: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. | | | | | | |
| **Note 2**: The "–" indicates that the restricted substance corresponds to the exemption. | | | | | | |

**Date of Manufacture**: The eighth digit in the serial number indicates the year of manufacture; "5" is 2015 or 2025.

**Importers**: Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100 | Bose Products B.V., Vijzelstraat 68, 1017HL Amsterdam, The Netherlands | Ingram Micro Mexico SA de CV, Joselillo 3 Int. Piso 5 Col. El Parque, Naucalpan de Juarez, Edo Mex 53398 Phone Number: +52 55 5263 6500 | Bose Limited (H.K.), 7F., No. 2, Sec. 3, Minsheng E. Road, Zhongshan Dist., Taipei City 104511, Phone Number: +886-2-2514 7676 | Bose Limited, 16 Dufour's Place, London W1F 7SP

**Mexico Service Phone Number**: 0800-266-0292

**Input Rating**: 5V ⎓ 0.5A

Model: 443987. 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 (2nd Gen), 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: 443987

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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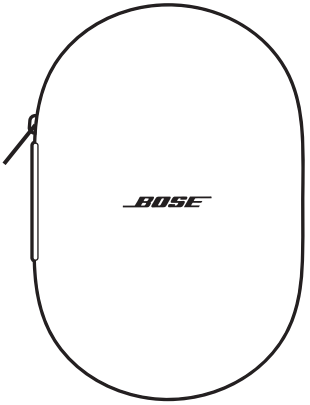
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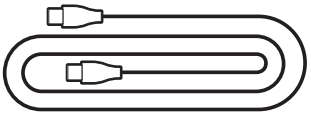
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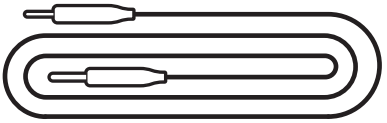
Bose QuietComfort Ultra Headphones (2nd Gen)




Carry case



USB-C® to USB-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/qcu2 for troubleshooting articles, videos, and product repair or replacement.

The Bose app lets you set up and control the headphones from any 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 device, download the Bose app.

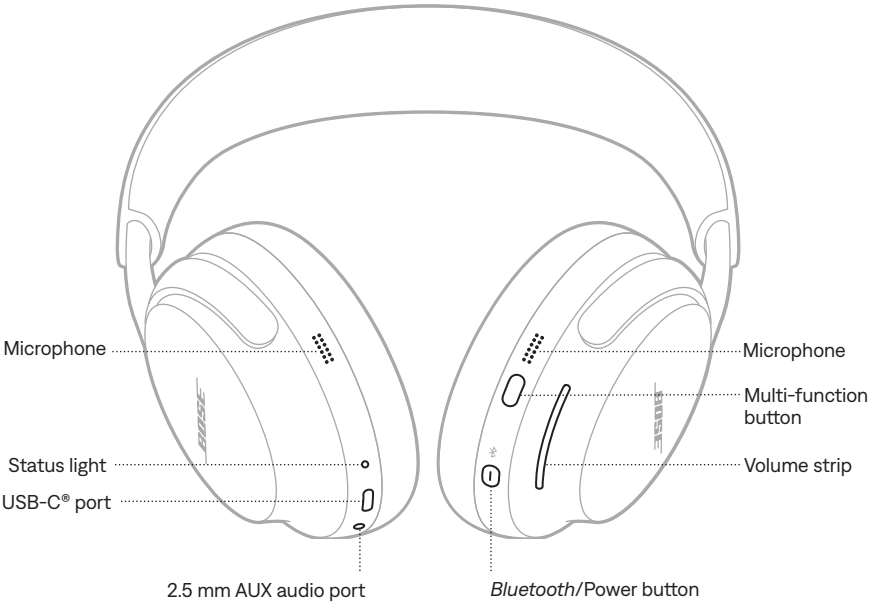



Download on the App Store

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 calibrated 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.

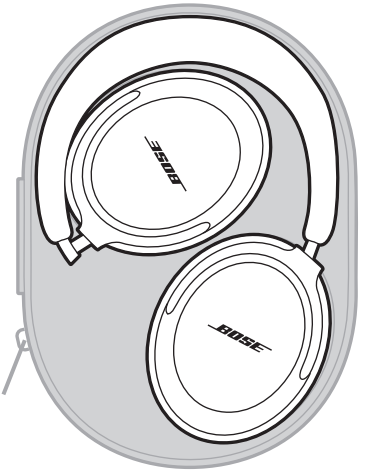


**NOTE:** When the headphones are powered off, noise cancellation is disabled.

## LAY FLAT TO DISCONNECT

The headphones disconnect from your devices after 3 seconds when they are removed from your head with the earcups laid flat or when they are stored in the case.




If they are removed from your head and left in any other orientation, they disconnect from your devices after 10 minutes. To reconnect the headphones, place them on your head.

After the headphones are disconnected for 20 minutes with the earcups laid flat or 10 minutes in any other orientation, the headphones automatically sleep to conserve battery. To wake the headphones, place them on your head or press and release the *Bluetooth*/Power button.

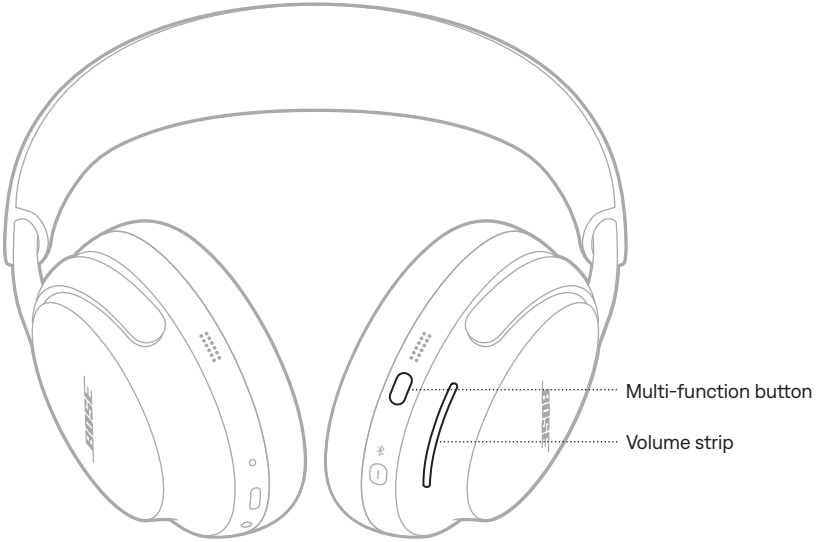
**NOTES:**

- If the headphones are powered off using the *Bluetooth*/Power button, press the *Bluetooth*/Power button to power on the headphones.
- If the the battery is depleted, charge the headphones, then press the *Bluetooth*/Power button to power on the headphones.

## MEDIA PLAYBACK AND VOLUME

The Multi-function button controls media playback.

The volume strip controls the volume.



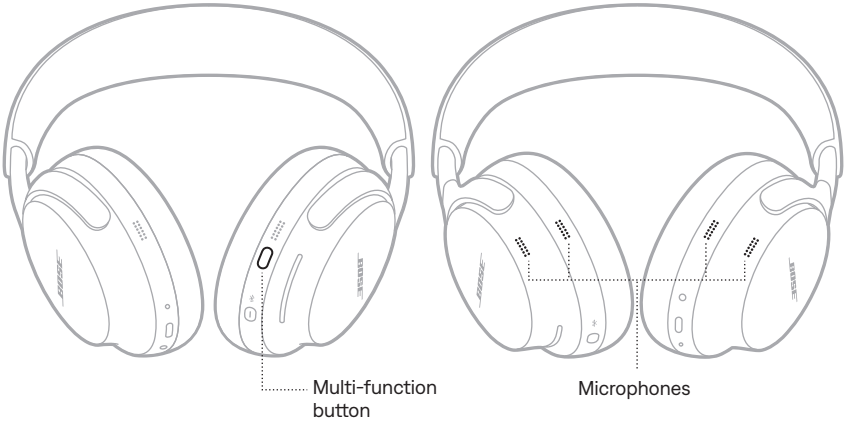

| FUNCTION | WHAT TO DO |
|---|---|
| **Play/Pause** | Press the Multi-function button. |
| **Skip forward** | Double-press the Multi-function button. |
| **Skip backward** | Triple-press the Multi-function button. |
| **Volume up** | Swipe up on the volume strip. |
| **Volume down** | Swipe down on 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 on the front of the headphones for phone calls — 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 modes.

For information about changing the mode, see page 26.

## IMMERSIVE AUDIO SETTINGS

For information about changing the immersive audio setting, see page 24.

## DEVICE VOICE CONTROL

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

For information about shortcuts, see page 20.

**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 audio settings (see page 23)
- Play music from Spotify
- Use your device voice control (see page 19)
- Access battery level (see page 36)

## ENABLE, DISABLE, OR CHANGE YOUR SHORTCUT

To enable, disable, or change 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.



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

**NOTE:** To reconnect your device, select the headphones from the *Bluetooth* list on your device, connect using the Bose app (see page 12), or press and release the *Bluetooth*/Power button once for each previously-connected device (see page 30).

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. When you end the call, the headphones return to the previous immersive audio setting.

## 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

To cycle through modes, press and hold the Multi-function button. For information about changing the mode, see page 26.

**NOTES:**

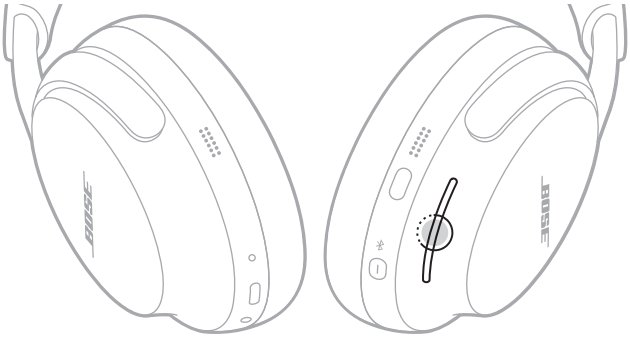
- Changing the mode changes both the immersive audio and noise cancellation settings.
- You can also create a custom mode with your preferred immersive audio and noise cancellation setting (see page 25).

### 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 20).

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.

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 four pre-configured modes — Quiet, Aware, Immersion, or Cinema — 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. |
| **Cinema** | Full noise cancellation with Immersive Audio set to Still. Allows you to experience your video content in a movie-like way by spatializing your audio and balancing background sounds and sound effects. |
| **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 22 and page 23.

### 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. By default, Quiet, Aware, Immersion, and Cinema modes are set as favorites.

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.

### Set favorites and add or remove custom modes from the headphones

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 device using the Bose app, the *Bluetooth* menu on your 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 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 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.



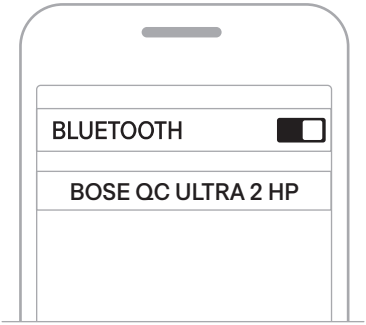
**NOTE:** If a device is already connected, you hear "Ready to connect another device."

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

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

3. Select the headphones from the list of available products.

   **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 DEVICE

To disconnect a device, use the Bose app.

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

## RECONNECT A 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 device.
- If the multi-point connection feature is disabled, the headphones try to reconnect with the most recently-connected device.

## CONNECT ANOTHER DEVICE

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

To connect another device, use one of the following options:

- The Bose app (see page 12).
- The *Bluetooth* menu on your device (see page 27).
- Fast Pair (Android devices only) (see page 31).
- Press and release the *Bluetooth*/Power button once for each previously-connected device until the headphones enter discoverable mode.

**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 DEVICES WHEN STREAMING AUDIO

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

   The headphones switch to that device's audio stream.

**NOTE:** Your headphones receive phone calls from both devices, regardless of which 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 *BLUETOOTH* PAIRED 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 device. Repeat for each previously-connected device.

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

## ANDROID DEVICES ONLY

If you have an Android 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 (2nd Gen) 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 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/qcu2

## CONNECT THE AUX 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 33).
- 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.

## USB AUDIO

The headphones support USB-C audio. To play audio from a source device connected as an external power source, connect your headphones to your device using the USB-C cable.

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

**NOTES:**

- The headphones will charge while they're powered on.
- To continue listening to audio on your source device when the headphone battery is depleted and a *Bluetooth* connection isn't available, connect the USB-C cable or connect the USB-C cable and the audio cable (see page 33).

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



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

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

**NOTE:** Press and release the *Bluetooth*/Power button to switch between your USB-C connected device and your previously-connected *Bluetooth* devices (see page 30).

## CHARGE THE HEADPHONES

1. Connect the USB-C cable to the USB-C port on the left earcup.
2. Connect the other end to a USB-C 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.

**NOTE:** The headphones can be used in *Bluetooth*, AUX, or USB audio mode while they are charging.

## Charging time

Allow up to 3 hours to fully charge the headphones.[1]

**NOTE:** Charging is slower when the headphones are in use.

## Playback time

A full charge powers the headphones for up to:

- 30 hours with noise cancellation set to On and immersive audio set to Off.
- 23 hours with noise cancellation and immersive audio set to On.
- 45 hours with noise cancellation and immersive audio set to Off.[2]

When the headphone battery level is low, a 15-minute charge powers the headphones for up to 2.5 hours with noise cancellation set to On and immersive audio set to Off.

## 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."[3]

**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 20).

1 Testing conducted by Bose in April 2025 using production-representative Bose QuietComfort Ultra Headphones (2nd Gen). 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 April 2025 using production-representative Bose QuietComfort Ultra Headphones (2nd Gen) 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).

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 20).

## 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 |
| **Fast blinking amber (5 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.

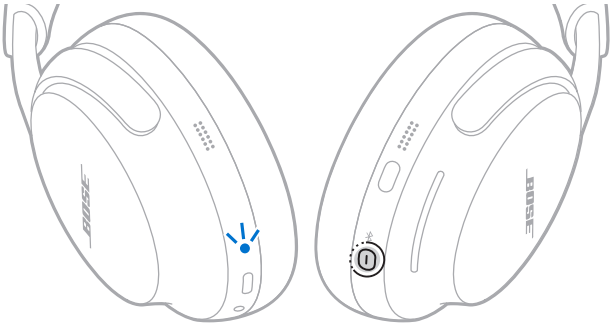
Popular compatible products include:

- Bose Smart Ultra Soundbar
- Bose Smart Soundbar
- 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.



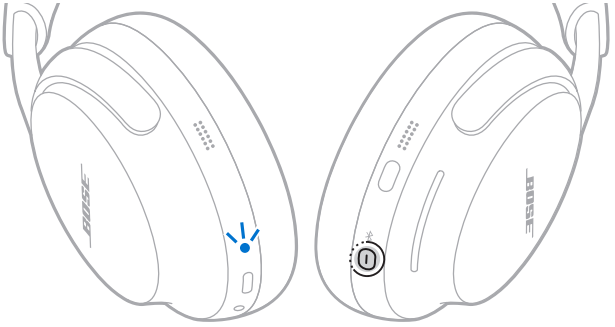
2. Use the Bose app to connect the headphones to a compatible Bose product. For more information, visit: support.Bose.com/groups

**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 "Troubleshooting" on page 49.

## 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.



## 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/qcu2

## LIMITED WARRANTY

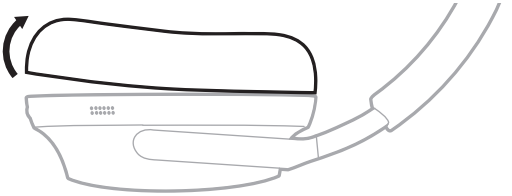
Your headphones are covered by a limited warranty. Visit our website at worldwide.Bose.com/Warranty for details of the limited warranty.

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

## SERIAL NUMBER LOCATION

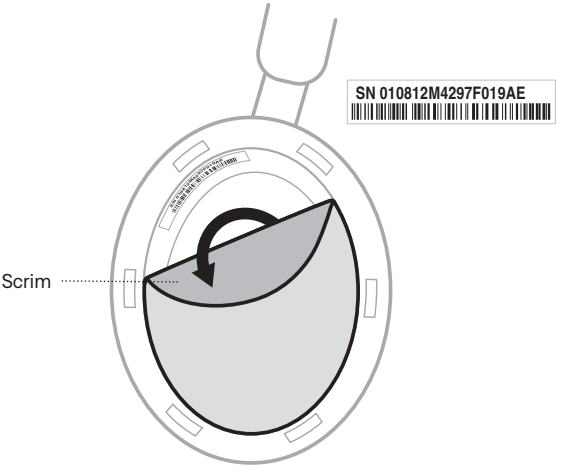
The serial number is located inside the left earcup under the scrim. The scrim is the inner screen that covers and protects the components inside the earcup.

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.

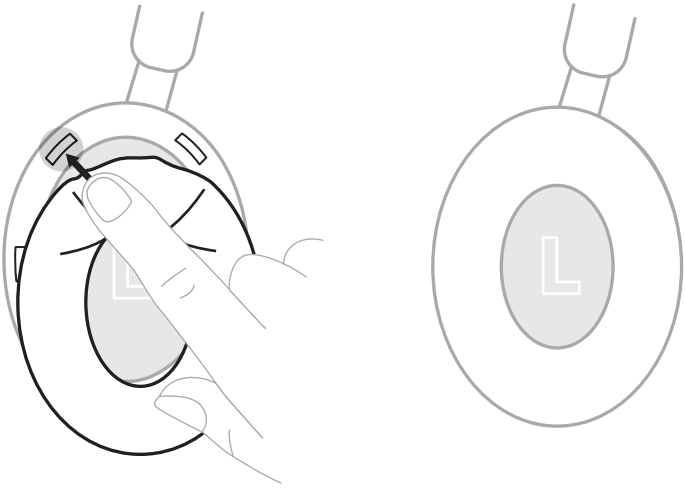
   **CAUTION:** Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



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.

## TROUBLESHOOTING

You can access troubleshooting articles, videos, and other resources at: support.Bose.com/qcu2-og

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

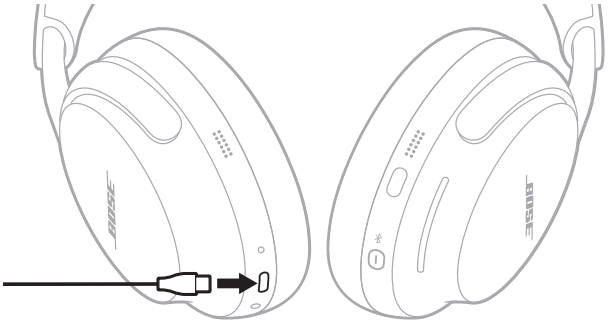
Visit: worldwide.Bose.com/contact

## RESET THE HEADPHONES

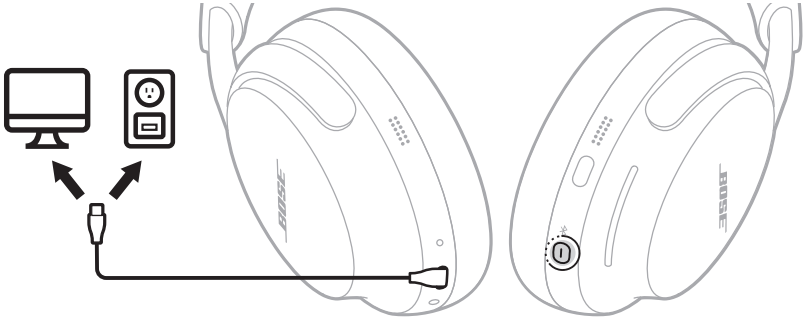
If the headphones are unresponsive, you can reset them.

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 USB-C 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-C cable to a USB-C power source such as a computer or wall charger.



4. Once the USB-C cable is connected to a USB-C 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/qcu2

## 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/qcu2

3. Press and hold the *Bluetooth*/Power button and Multi-function button simultaneously. The status light blinks amber for 5 seconds. Continue holding both buttons for 15 seconds in total until the status light glows solid white.



   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/qcu2




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