

QUIETCOMFORT 45

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

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

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

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

Important Safety Instructions

Do not use this apparatus near water.

Clean only with a dry cloth.

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

WARNINGS/CAUTIONS

- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones with noise canceling mode at any time the inability to hear surrounding sounds may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc., and follow applicable laws regarding headphone use.
  - Turn the headphones off, or use the headphones with noise canceling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.
  - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones, even with Aware mode.
- 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.
- Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.
- Do NOT use the headphones as aviation communication headsets.



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

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

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

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

This device complies with part 15 of the FCC Rules and with ISED Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

Meets IMDA Requirements.

FCC ID: A94437310

IC: 3232A-437310

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

For Europe:

Frequency band of operation 2400 to 2483.5 MHz.

Maximum transmit power less than 20 dBm EIRP.



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

Management Regulation for Low-power Radio-frequency Devices

Article XII

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

Article XIV

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

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

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

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



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





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

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

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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)

Model 437310. The CMIIT ID is located inside the earcup under the scrim

Please complete and retain for your records

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

Serial number: _____

Model number: _____

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

Security Information

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

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Package: Mbed TLS 2.16.1

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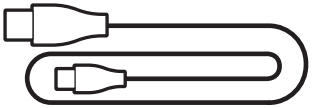
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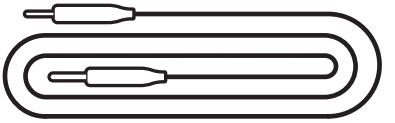
Bose QuietComfort 45 headphones



Carry case



USB Type-C® cable



3.5 mm to 2.5 mm audio cable

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

Visit: worldwide.Bose.com/Support/QC45

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

Using the app, you can manage *Bluetooth* connections, manage headphone settings, choose your voice prompt language, and access new features through updates.

NOTE: If you've already created a Bose account for another Bose product, add the headphones to your existing account (see the bottom of page 15).

DOWNLOAD THE BOSE APP

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



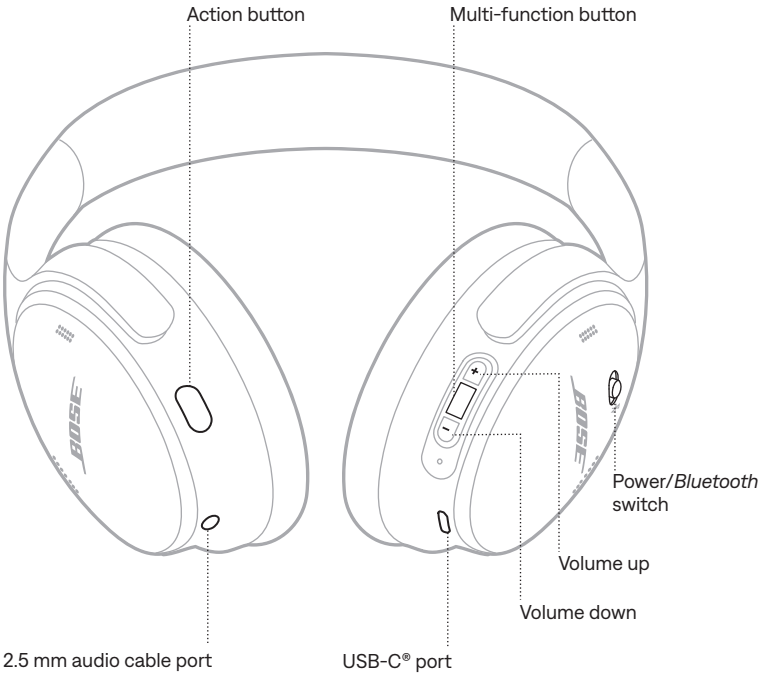
Download on the App Store

GET IT ON Google Play

2. Follow the app instructions.

ADD THE HEADPHONES TO AN EXISTING ACCOUNT

To add your Bose QuietComfort 45 headphones, open the Bose app and add your headphones.


Action button
Multi-function button
Power/*Bluetooth*
switch
Volume up
Volume down
2.5 mm audio cable port
USB-C® port

POWER ON

On the right earcup, slide the Power/*Bluetooth* switch to the right.

A voice prompt announces the battery level, and the status light glows according to the current charge level (see page 32).



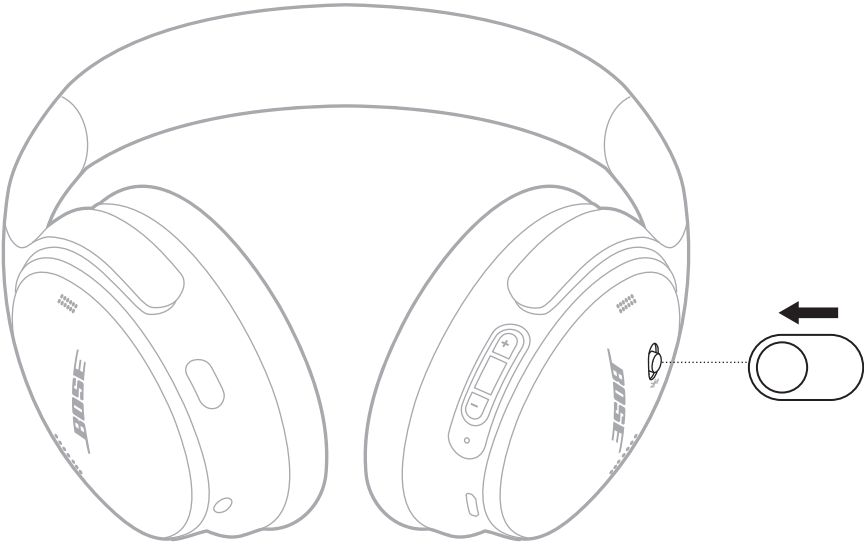
Standby timer

The standby timer conserves the battery when the headphones are not being used.

To set up and customize the standby timer, use the Bose app.

POWER OFF

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

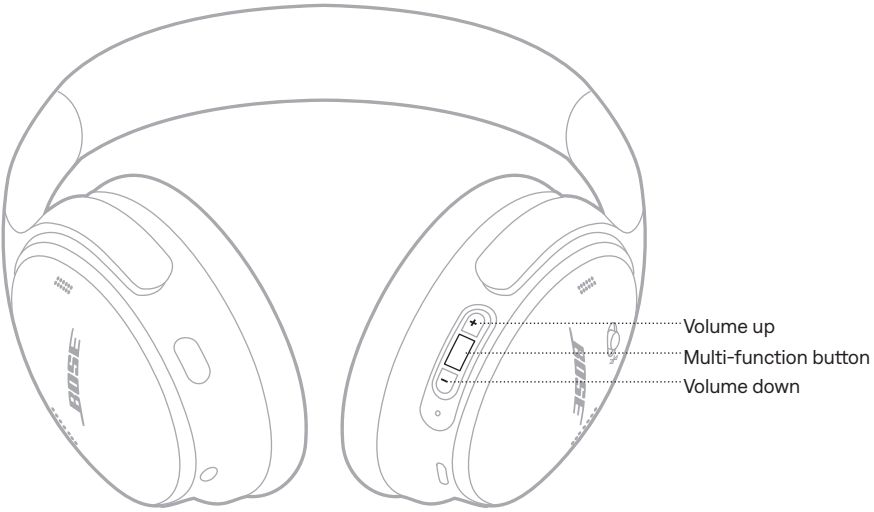


NOTE: When the headphones are powered off, noise cancellation is disabled.

HEADPHONE FUNCTIONS

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

Media playback and volume



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

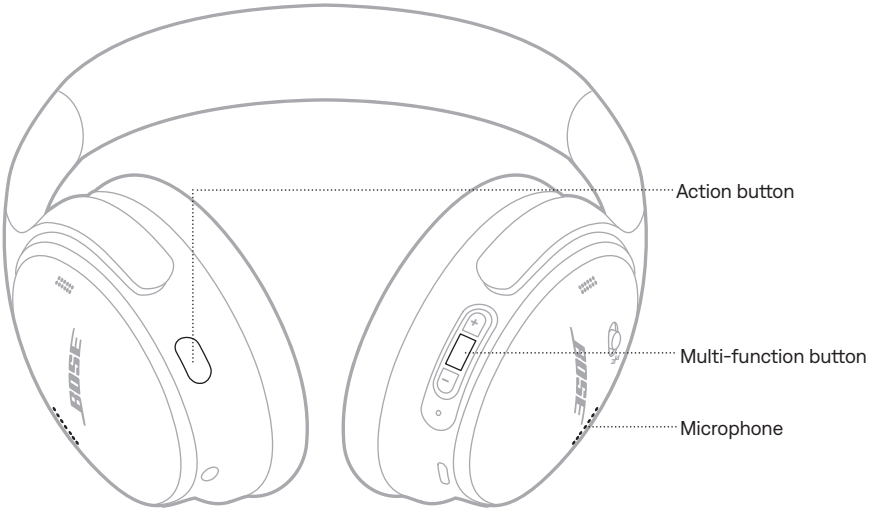
NOTES:

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

Phone calls

The Multi-function button is located on the back of the right earcup. The microphone is located near the front of the right earcup.

The Action button is located on the back of the left earcup.

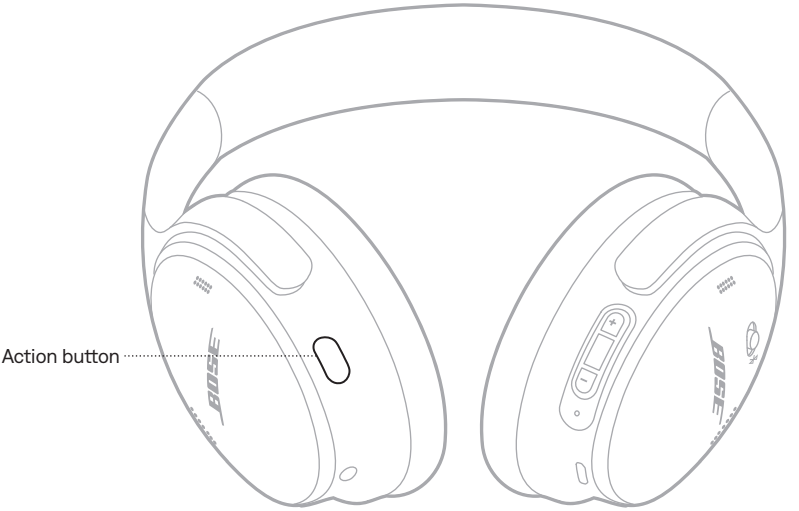


FUNCTION	WHAT TO DO
Answer/End a call	Press the Multi-function button.
Decline an incoming call	Press and hold the Multi-function button for 1 second.
Answer a second incoming call and put the current call on hold	While on a call and a second incoming call is ringing, press the Multi-function button.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

Action button

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

The Action button is located on the back of the left earcup.



To switch between Quiet Mode and Aware Mode, press the Action button.

For information about noise cancelling modes, see page 24.

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

- Access Spotify (see page 23)
- Access battery level

NOTE: By default, accessing battery level is enabled.

USE YOUR SHORTCUT

Press and hold the Action button.



CHANGE OR DISABLE YOUR SHORTCUT

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

Spotify Tap is music to your ears, quite literally. Get the tunes playing with a simple gesture.

NOTE: To use Spotify Tap, it must be set as your shortcut in the Bose app and the Spotify app must be up to date.

1. Press and hold the Action button to play a recommendation based on your listening taste.



2. Press and hold the Action button again for the next recommendation made just for you.

Noise cancelling reduces unwanted noise, providing a clearer and more lifelike audio performance. You can choose between two pre-configured noise cancelling modes — Quiet or Aware — or create up to two of your own custom modes.

Quiet Mode allows you to block out distractions using the highest level of noise cancellation.

Aware Mode provides full transparency and allows you to hear your surroundings while enjoying your audio.

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

NOISE CANCELLING MODES

MODE	DESCRIPTION
Quiet	World-class noise cancellation with Bose-optimized audio.
Aware	Hear your surroundings while enjoying your audio.
Custom	Custom noise control (noise cancellation or wind block) based on your listening preferences and environment. **NOTE:** You can create up to two custom modes using the Bose app. To access this option, tap Modes on the main screen.

NOTE: When powered on, the headphones default to the last mode you used.

CHANGE THE NOISE CANCELLING MODE

To change the noise cancelling mode, press the Action button.

A voice prompt announces the selected noise cancelling mode.

TIP: You can also change the noise cancelling mode using the Bose app.

ACCESS VOICE CONTROL

You can use the headphones to access voice control on your mobile device. To access voice control, press and hold the Multi-function button for 1 second.

The Multi-function button is located on the back of the right earcup.

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

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

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

NOTE: For the best experience, use the Bose app to set up and connect your mobile device (see page 15).

1. Slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds.

   You hear “Ready to connect,” and the status light blinks blue.



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

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

3. Select your headphones from the device list.

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



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

DISCONNECT A MOBILE DEVICE

To disconnect your mobile device, use the Bose app.

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

RECONNECT A MOBILE DEVICE

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

NOTES:

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

CONNECT ANOTHER MOBILE DEVICE

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

To connect another device, download the Bose app (see page 15) or use the *Bluetooth* menu on your mobile device (see page 26).

NOTES:

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

IDENTIFY CONNECTED MOBILE DEVICES

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

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 devices, regardless of which device is playing audio.

RECONNECT A PREVIOUSLY CONNECTED DEVICE

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

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

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

CLEAR THE HEADPHONE DEVICE LIST

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

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

CONNECT THE AUDIO CABLE

Use the 2.5 mm to 3.5 mm cable to connect a non-wireless device or to continue using the headphones if the battery is depleted.

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



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

NOTE: You can use the headphones powered on or off when the the audio cable is connected.

CHARGE THE HEADPHONES

1. Connect the small end of the USB cable into the USB-C port on the right earcup.
2. Connect the other end into a USB wall charger.



NOTES:

- When the headphones begin charging, the status light blinks white for 10 seconds. When fully charged, the status light glows solid white.
- The headphones don't play while charging.

Charging time

Allow up to 2.5 hours to fully charge the headphones.

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, please charge now."

NOTE: To visually check the battery, see the status light located on the right earcup. For more information, see "Battery status" on page 32.

The status light is located on the right earcup.



BLUETOOTH STATUS

Shows the *Bluetooth* connection status.

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

BATTERY STATUS

Shows the battery level.

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

TIP: You can also check the battery level using the Bose app.

CHARGING STATUS

Shows the charging status.

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

UPDATE AND ERROR STATUS

Shows the update or error status.

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

CONNECT 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 700/Bose Soundbar 700
- 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: worldwide.Bose.com/Support/Groups

Connect using the Bose app

1. On the headphones, slide the Power/*Bluetooth* switch to the right ᛒ and hold for 3 seconds.

   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: worldwide.Bose.com/Support/Groups

NOTES:

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

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

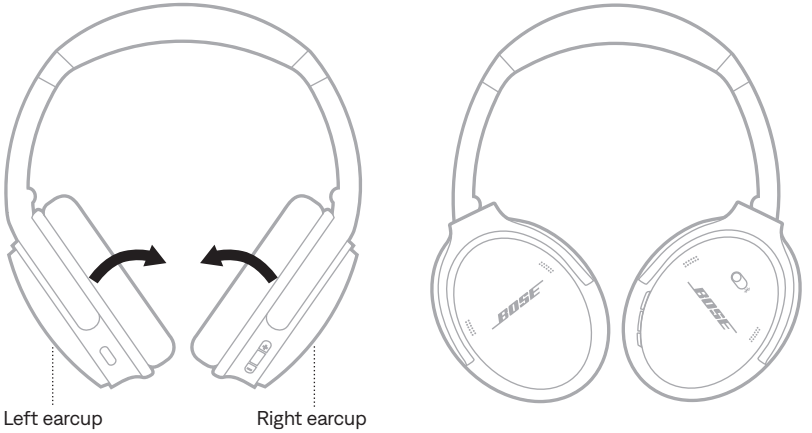
NOTES:

- 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 41.

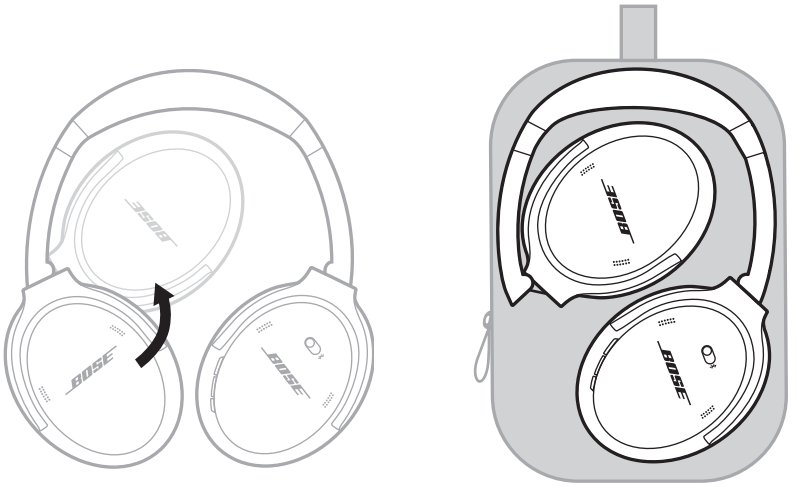
STORE THE HEADPHONES

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

1. Rotate both earcups inward so they lay flat.



2. Fold the left earcup up toward the headband.



NOTES:

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

CLEAN THE HEADPHONES

Wipe the outside surfaces with a soft, dry cloth.

Don't allow moisture to get inside the earcups.

REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service. Visit: worldwide.Bose.com/Support/QC45

LIMITED WARRANTY

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

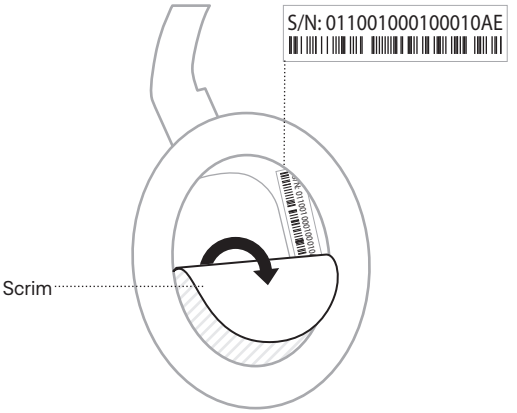
To register your product, visit global.Bose.com/register for instructions. Failure to register will not affect your limited warranty rights.

SERIAL NUMBER LOCATION

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

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

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



TRY THESE SOLUTIONS FIRST

If you experience problems with your headphones:

- Check the state of the status light (see page 32).
- Charge the battery (see page 31).
- Increase the volume on your headphones, mobile device, and music app.
- Try connecting another mobile device (see page 28).

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

Visit: worldwide.Bose.com/contact

OTHER SOLUTIONS

SYMPTOM	SOLUTION
Headphones don't power on	Charge the battery.
Headphones don't connect with your mobile device	Disconnect the back-up audio cable. Disconnect the USB charging cable. On your mobile device: Disable the *Bluetooth* feature and then re-enable. Delete your Bose QuietComfort 45 headphones from the *Bluetooth* list on your device. Connect again. Move your mobile device closer to the headphones and away from any interference or obstructions. Visit worldwide.Bose.com/Support/QC45 to see how-to videos. Clear the connected devices list (see page 29) and connect again.
Battery won't charge	Secure the ends of the USB charging cable. Try another charging source. If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.

SYMPTOM	SOLUTION
No sound	Power on the headphones and charge the battery. Check the state of the status light (see page 32). Slide the Power/*Bluetooth* switch to the right and release to hear the connected device. Make sure you are using the correct device. Move your mobile device closer to the headphones and away from any interference or obstructions. Use a different music source. If two mobile devices are connected, pause your other device first. If two mobile devices are connected, move the devices within range of the headphones (30 ft or 9 m). Try a locally stored music or video file on your mobile device.
Poor sound quality	If in a windy environment, create a custom mode with wind blocking enabled in the Bose app. To access this option, tap Modes on the main screen (page 24) Use a different music source. Connect another mobile device (see page 28). Disconnect the second device. Move your mobile device closer to the headphones and away from any interference or obstructions. Try a locally stored music or video file on your mobile device.
No sound from a device connected by the back-up audio cable	Secure the ends of the back-up audio cable. Increase the volume on your headphones, your mobile device and music source. Connect another device (see page 28).
Poor sound quality from a device connected by audio cable	Secure the ends of the back-up audio cable. Connect another device (see page 28).
Action button doesn't change the noise cancelling mode	Make sure your headphones are powered on. Use the Bose app to change the noise cancelling mode.

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

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

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

RESTORE THE HEADPHONES TO FACTORY SETTINGS

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: worldwide.Bose.com/Support/QC45

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

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

4. When the rest is complete, the LED indicator slowly blinks blue. The headphones are now in their original out-of-box state.



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