Cue the music.

BOSE

QUIETCOMFORT ULTRA EARBUDS

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

Clean only with a dry cloth.

Only use attachments/accessories specified by the manufacturer.

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

WARNINGS/CAUTIONS

- To avoid accidental ingestion, keep the product away from children and pets. The product contains a battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the product out of reach of children and pets.
- 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 these headphones while operating a vehicle is not recommended and may be prohibited by law in some locations. Use caution and follow applicable laws regarding headphone use while operating a vehicle. Stop using your headphones immediately if they interfere with your ability to remain attentive or if they interfere with your ability to hear surrounding sounds, including alarms and warning signals, while operating a vehicle.
- Use caution if using these headphones while performing any activity that requires your attention. Do not use the headphones when the inability to clearly hear surrounding sounds may present a danger to yourself or others, for example while riding a bicycle or walking in or near traffic, a construction site, railroad, etc.
- Do NOT use the earbuds if they emit any loud unusual noise. If this happens, remove the earbuds and contact Bose customer service.
- Do NOT submerge the product in water or expose the product to water for extended periods.
- Remove product immediately if you notice heat coming from the product.

⚠ WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours.**
- **KEEP** new and used batteries **OUT OF REACH of CHILDREN**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Do not force discharge, recharge, disassemble, heat above 185° F (85° C) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- Non-rechargeable batteries are not to be recharged.
- This product contains non-replaceable batteries.
- Battery Type: 1454 | Nominal battery voltage: 3.85V



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.

- Do NOT make unauthorized alterations to this 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.
- Do NOT use the earbuds without the supplied eartips attached.
- Use this product only with an agency-approved LPS power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- The battery provided with this product may present a risk of fire or chemical burn if mishandled, 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.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.
- To avoid hazardous radiation exposure from the internal laser component, use the product only as specified in the instructions. The earbuds should not be adjusted or repaired by anyone except properly qualified service personnel.
- Do not place or install near any heat sources, such as fireplaces, radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.
- Complies with 21 CFR 1040.10 and 1040.11 except for conformance with IEC 60825-1 Ed. 3 as described in Laser Notice 56, date May 8, 2019.



This product is classified as a CLASS 1 CONSUMER LASER PRODUCT according to EN 50689:2021 and IEC 60825-1:2014.

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.

FCC ID: A94408L / A94408R | **IC**: 3232A-408L / 3232A-408R

Case Model: 441408 | **Right Earbud Model**: 408R | **Left Earbud Model**: 408L

The earbuds in this system have been certified in accordance with the provisions set out in the Radio Law.

020-230152 (L)
020-230144 (R)

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.

SAR Information

Earbud	Measured 1-g SAR W/kg	Measured 10-g SAR W/kg
Left	0.381	0.161
Right	0.211	0.092

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 an 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.

Power State Information: 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 Commission Regulation (EU) 2023/826. For information about power consumption for different standby modes and the period after which the product automatically reverts to those modes, visit www.Bose.com/compliance and select this regulation.

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

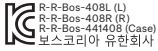


Please dispose of used batteries properly, following local regulations. Do not incinerate.









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)**	**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.

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.



	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; "3" is 2013 or 2023. | **Location of Manufacture**: The seventh digit in the serial number indicates the location of manufacture.

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 ⎓ 1.2A | **Output Voltage**: 5VDC | **Output Current**: 160mA x 2 | **Output Capacity**: 680mAh | **IPXX Rating**: IPX4 (for the earbuds)

Input Rating Left Earbud: 5VDC, 0.016A | **Input Rating Right Earbud**: 5VDC, 0.016A

The CMIIT ID is located on the carton.

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 Earbuds, use the Bose app. You can access this information from the Settings menu.

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

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Please complete and retain for your records

The earbud date code is located on the earbud under the band. The charging case serial number is located in the charging case well between the earbuds. The model numbers are located in the charging case lid.

Serial number: _____
Model number: 441408

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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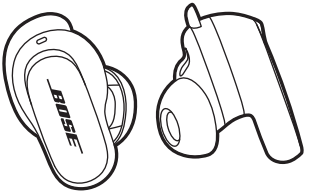
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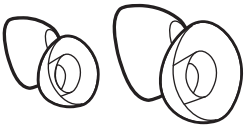
Confirm that the following parts are included:



Bose QuietComfort Ultra Earbuds



Charging case



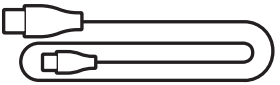
Eartips (sizes small and large)

NOTE: Medium eartips are attached to the earbuds. For help identifying the eartip sizes, see page 18.



Stability bands (sizes 2 and 3)

NOTE: Size 1 bands are attached to the earbuds. For help identifying the band sizes, see page 18.



USB Type-C® to USB-A cable

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

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

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

NOTE: If you have already created a Bose account for another Bose product, see "Add the earbuds to an existing account."

DOWNLOAD THE BOSE APP

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





2. Follow the app instructions.

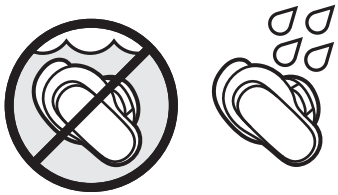
ADD THE EARBUDS TO AN EXISTING ACCOUNT

To add your Bose QuietComfort Ultra Earbuds, open the Bose app and add your earbuds.

The earbuds are rated IPX4 water resistant. They are designed to be sweat and weather resistant but aren't meant to be submerged under water.

CAUTIONS:

- Do NOT swim or shower with the earbuds.
- Do NOT submerge the earbuds.



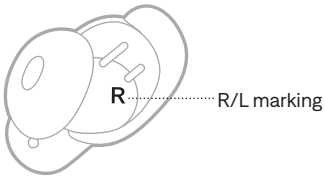
NOTES:

- To prevent corrosion, regularly clean the charging contacts on the earbuds with a dry, soft cotton swab or equivalent.
- IPX4 isn't a permanent condition, and resistance might decrease as a result of normal wear.

INSERT THE EARBUDS

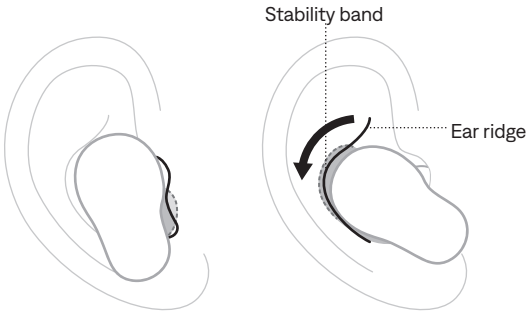
1. Insert the earbud so the eartip gently rests at the opening of your ear canal.

   NOTE: Each earbud is marked with either an **R** (right) or **L** (left).



2. Slightly rotate the earbud back until the eartip creates a comfortable seal at your ear canal and the stability band rests against your ear ridge.

   NOTE: You may need to rotate the earbud back and forth for the eartip to create a comfortable seal. However, rotating it too far back or forward may impact audio and microphone sound quality.



3. Check the fit (see page 16).

4. Repeat steps 1 – 3 to insert the other earbud.

   When you insert the earbuds, the audio is personalized to your ears for the best audio performance and noise cancellation.

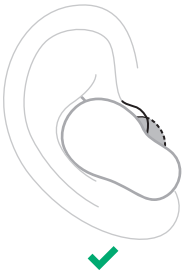
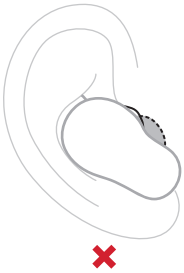
   NOTE: If you're sharing the earbuds, place them in the charging case to clear the audio personalization between each user.

CHECK YOUR FIT

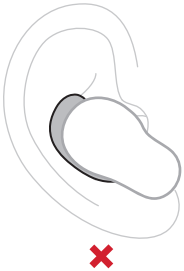
For the best fit, audio performance, and noise cancellation, use a mirror to make sure you're using the correct size eartips and stability bands. You may need to try a different size eartip or stability band for each ear.

TIP: You can also check your fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu.

Eartips

FIT	WHAT TO CHECK	
Proper fit		The eartip gently rests at the opening of your ear canal to create a comfortable seal. Background noise should sound muffled. **NOTE:** Noise cancellation may impact the ability to hear muffled noise.
Too much pressure		The eartip feels uncomfortable and squished in your ear canal.
Too loose		The eartip rests too deep in your ear canal, feels loose in your ear, or falls out when you move your head.

Stability bands

FIT	WHAT TO CHECK	
Proper fit		The band doesn't stick out or feel squished against your ear ridge.
Too big		The band is sticking out or feels squished under your ear ridge.
Too small		The band doesn't reach your ear ridge.

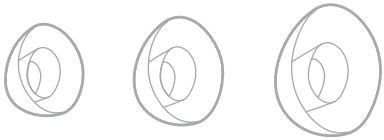
TRY ANOTHER SIZE

Wear the earbuds for an extended period of time. If the earbuds don't feel comfortable or secure, or noise cancellation or sound quality isn't as expected, try another size eartip or stability band.

You may need to try all three eartip or band sizes or use a different size eartip or band for each ear.

Eartips

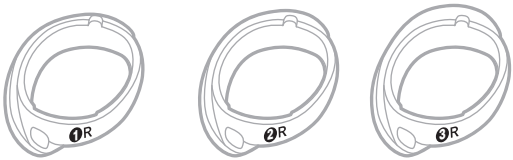
Three sizes of eartips are included with the earbuds: small, medium, and large.



Medium eartips come attached to the earbuds. If they feel too small, try large eartips. If they feel too big, try small eartips.

Stability bands

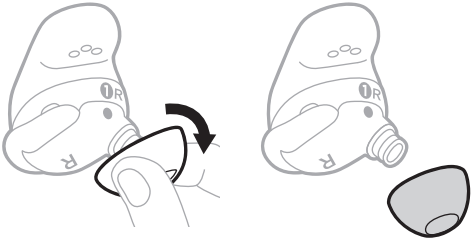
The stability bands are marked with size **1** (small), **2** (medium), or **3** (large) and an **R** (right) or **L** (left).



Size 1 bands come attached to the earbuds. If they feel too small, try size 2 bands.

CHANGE THE EARTIPS

1. Holding the earbud, gently squeeze the eartip and peel it away from the earbud.

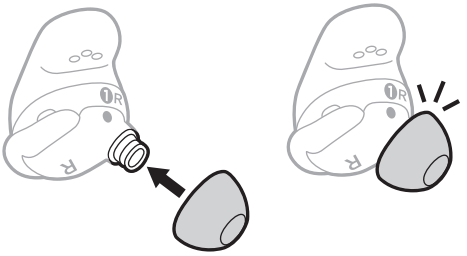


Squeeze and peel **Separate**

CAUTION: To prevent tearing, do NOT pull on the edge of the eartip.

2. Choose a new eartip size (see page 18).

3. Align the eartip with the earbud nozzle and press the eartip onto the nozzle until you feel it snap securely into place and hear it click.



Align **Press**

4. Repeat steps 1 – 3 for the other earbud, as needed.

   NOTE: You may need to use a different size eartip for each ear.

5. Insert the earbuds (see page 15).

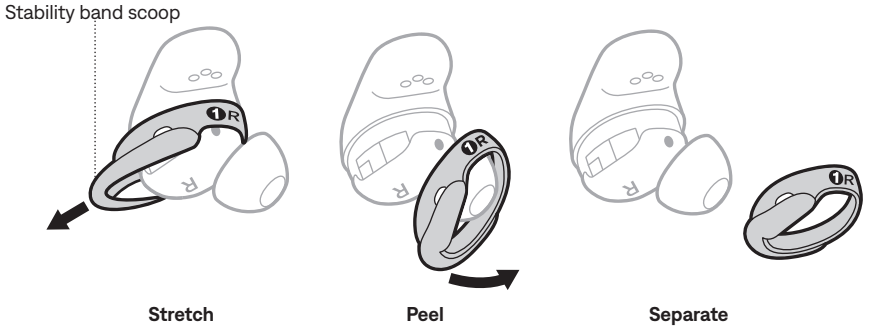
6. Check the fit (see page 16).

NOTES:

- If you change the eartip, you may need to change the stability band so the band rests comfortably against your ear ridge (see page 20).
- To see how-to videos about changing the eartips, visit: support.Bose.com/QCUE
- If you need additional eartip sizes, contact Bose customer service or visit: support.Bose.com/QCUE

CHANGE THE STABILITY BANDS

1. Holding the earbud, gently grab the stability band scoop and peel the band toward you, over the eartip, and away from the earbud.



CAUTION: To prevent tearing, do NOT pull on the thin part of the band.

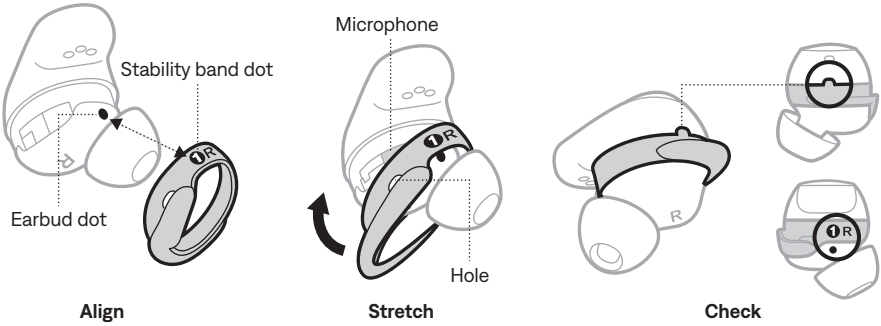
2. Choose a new band size (see page 18). Select the band marked with either an **R** (right) or **L** (left), depending on the earbud.

3. With the band markings facing you and the band scoop facing away from you, align the dot on the band with the gray dot on the bottom of the earbud.

4. Gently stretch the band over the eartip, making sure the dots align and the tab on the band fits in the notch on the top of the earbud.

NOTE: Aligning the band correctly makes sure that the hole on the side of the band is over the earbud microphone so the microphone isn't blocked.

5. Press down until the band fits securely into place, then check for alignment.



6. Repeat steps 1 – 5 for the other earbud, as needed.

   NOTE: You may need to use a different size band for each ear.

7. Insert the earbuds (see page 15).

8. Check the fit (see page 16).

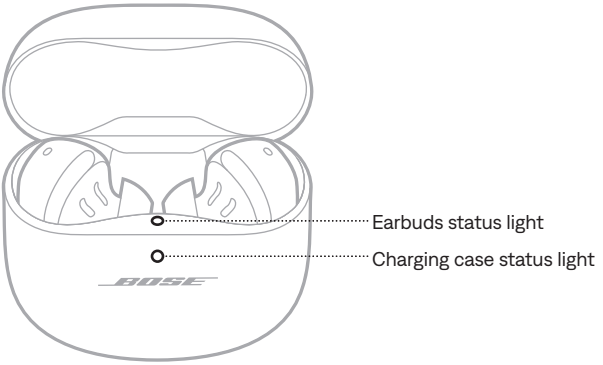
NOTES:

- To see how-to videos about changing the bands, visit: support.Bose.com/QCUE
- If you need additional stability band sizes, contact Bose customer service or visit: support.Bose.com/QCUE

POWER ON

Open the charging case.

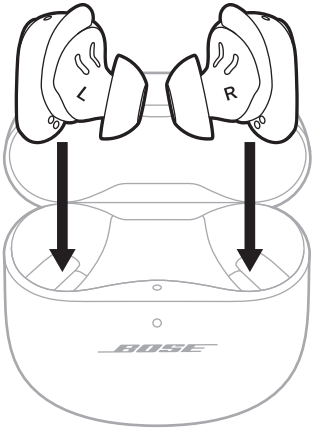
The earbuds power on. The earbuds status light blinks white and then glows according to the charging status (see page 40). The charging case status light glows according to the battery level (see page 41).



NOTE: When you remove the earbuds from the charging case, close the case to help preserve the battery life and keep the case free of debris.

POWER OFF

1. Place both earbuds in the charging case.



   The earbuds disconnect from your mobile device.

2. Close the case.

   The earbuds power off. The charging case status light glows according to the battery level (see page 41).



STANDBY

Standby conserves the earbud battery when an earbud is out of the case and not in use. The earbud switches to Standby when you remove it from your ear and don't move it for 10 minutes.

To wake the earbud, insert the earbud in your ear.

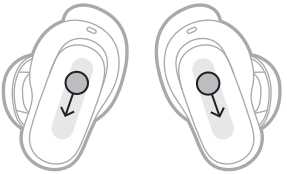
Use touch control by tapping or swiping the touch surface of either earbud. With touch control, you can play/pause audio, change the volume, perform basic call functions, and use a shortcut to change the mode or change immersive audio settings (see page 28).

TOUCH SURFACE AREA

The touch surface is located on the outer surface of both earbuds. It controls media playback, volume, phone calls, and your shortcut.



MEDIA PLAYBACK AND VOLUME

CONTROL	WHAT TO DO	
Play/Pause	Tap an earbud.	
Increase the volume	Swipe up on an earbud.	
Decrease the volume	Swipe down on an earbud.	

CONTROL	WHAT TO DO	
Skip to the next track	Double-tap an earbud.	
Skip to the previous track	Triple-tap an earbud.	

PHONE CALLS

CONTROL	WHAT TO DO	
Answer a call	Tap an earbud.	
End/Decline a call	Double-tap an earbud.	
Answer a second incoming call and put the current call on hold	Tap an earbud.	

CONTROL	WHAT TO DO	
Decline a second incoming call and stay on current call	Double-tap an earbud.	

Call notifications

A voice prompt announces incoming callers and call status.

To stop call notifications, disable voice prompts using the Bose app. You can access this option from the Settings menu.

MODES

For information about changing the mode, see page 34.

IMMERSIVE AUDIO SETTINGS

For information about changing the immersive audio setting, see page 32.

MOBILE DEVICE VOICE CONTROL

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

NOTE: To access mobile device voice control using the earbuds, it must be set as a shortcut (see page 28).

CONTROL	WHAT TO DO	
Access mobile device voice control	Touch and hold an earbud until you hear a tone. Release, then say your request.	
Stop mobile device voice control	Tap an earbud.	

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

- Cycle through modes (see page 33)
- Cycle through immersive audio settings (see page 31)
- Reconnect to a mobile device (see page 43)
- Use your mobile device voice control (see page 27)

NOTE: By default, cycling through modes is enabled on both earbuds.

USE YOUR SHORTCUT

Touch and hold an earbud.



CHANGE OR DISABLE YOUR SHORTCUT

To change or disable a shortcut or to assign a different shortcut to each earbud, use the Bose app. To access this option, tap Shortcut on the main screen.

NOTE: If you assign a different shortcut to each earbud, you must touch and hold the appropriate earbud. If you remove an earbud, you can only use the shortcut assigned to the earbud in your ear.

In-ear detection uses sensors to identify when you're wearing both earbuds or just a single earbud.

You can automatically play/pause audio, answer phone calls (if enabled), and adjust noise cancellation by inserting or removing an earbud.

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

AUTO PLAY/PAUSE

When you remove an earbud, audio pauses on both earbuds.

To resume audio, reinsert the earbud.

NOTE: If you want to use a single earbud, you can tap the earbud in your ear to resume audio.

AUTO ANSWER CALL

You can answer phone calls by inserting an earbud.

NOTE: To enable this feature, use the Bose app. You can access this option from the Settings menu.

AUTO TRANSPARENCY

When you remove an earbud, the mode adjusts to Aware mode on the earbud in your other ear (see page 33).

When you reinsert the earbud, the earbud in your ear adjusts to the previous noise cancelling level.

NOTE: If you want to use a single earbud, you can use your shortcut to cycle through the modes and choose the appropriate mode.

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

By default, the earbuds power on in Quiet mode. Noise cancellation is fully enabled (see page 33).

CHANGE THE NOISE CANCELLATION SETTING

You can switch between preset noise cancellation settings by changing the mode. For information about modes, see page 33.

NOISE CANCELLATION WHILE ON A CALL

When you make or receive a call, the earbuds 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 34).

NOTES:

- Auto transparency is disabled while on a call (see page 29).
- 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:
   - If you're wearing the earbuds, disconnect your mobile device (see page 43).
   - If the earbuds are in the charging case, turn the *Bluetooth* feature off on your mobile device. Then, remove the earbuds from the case and insert them in your ears.
2. Touch and hold an earbud to change the mode (see page 34).

NOTE: To reconnect your mobile device, select the earbuds 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 earbuds, 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 32).

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. **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. **NOTES:** • A few seconds after you stop moving your head, the speakers recenter on your position. • To access this setting, 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 earbuds.	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. You can access this option from the main screen.

Change the mode

For information about changing the mode, see page 34.

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 settings (see page 33).

Use your shortcut

You can change 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 earbuds off or change the mode.

NOTE: To change the immersive audio setting using the earbuds, it must be set as a shortcut (see page 28).

1. Touch and hold an earbud.



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

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

IMMERSIVE AUDIO WHILE ON A CALL

When you make or receive a phone call, immersive audio is temporarily set to Off. When you end the call, the earbuds 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, and 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 cancellation and immersive audio settings based on your listening preferences and environment. **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 earbuds power on in Quiet mode. To set the earbuds 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 30 and page 31.

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 earbuds 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 to 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 change the mode using the earbuds, it must be set as a shortcut (see page 28).

1. To cycle through modes, touch and hold an earbud.



A voice prompt announces each mode in a loop.

2. When you hear the name of your preferred mode, release the earbud.

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

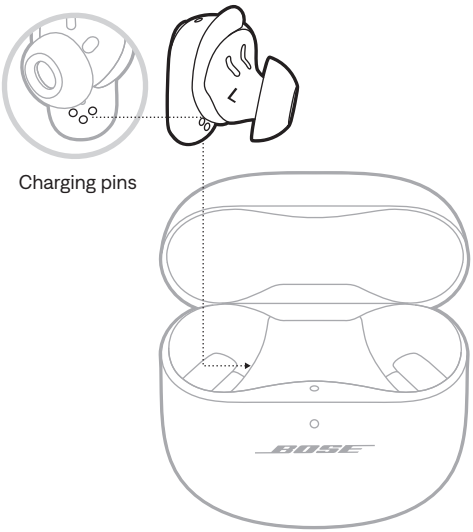
Add or remove modes from the earbuds

To access modes on the earbuds, 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 earbuds, tap Modes on the main screen and customize which modes are set as favorites.

CHARGE THE EARBUDS

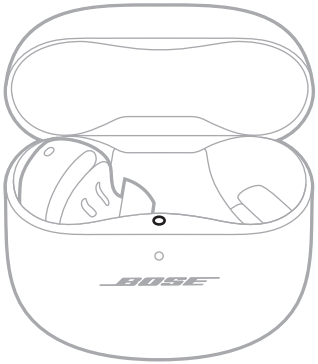
1. Align the charging contacts on the left earbud with the charging pins on the left side of the charging case.



NOTE: Before charging, make sure the earbuds are at room temperature, between 46° F (8° C) and 102° F (39° C).

2. Place the earbud in the case until it magnetically snaps into place.

   The earbuds status light blinks white and then glows according to the charging status (see page 40).



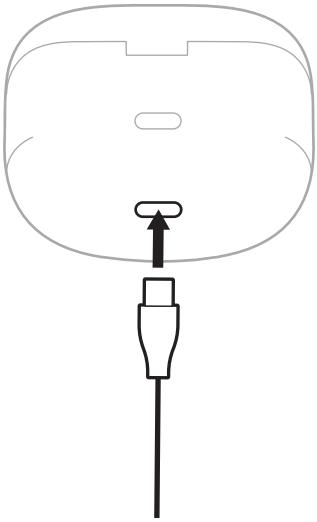
3. Repeat steps 1 – 2 for the right earbud.

NOTE: The earbuds charge if the case is open or closed.

CHARGE THE CHARGING CASE

CAUTION: Use this product only with an agency-approved LPS power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).

1. Connect the small end of the USB cable to the USB-C® port on the bottom of the charging case.



2. Connect the other end to a USB-A wall charger (not provided) or computer.

   The charging case status light glows solid amber (see page 41).

   NOTE: Before charging, be sure the case is at room temperature, between 46° F (8° C) and 102° F (39° C).

CHECK THE EARBUD BATTERY LEVEL

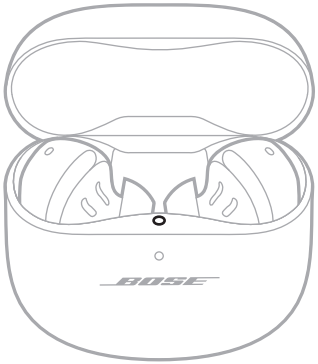
While using the earbuds

- When you remove the earbuds from the charging case and insert them into your ears, a voice prompt announces the earbud battery level.
- Use the Bose app. The earbud battery level is displayed on the main screen.

NOTE: If one earbud has a lower battery level than the other, the voice prompt announces the lower battery level. If the battery is low, you hear “Battery low.”

While charging the earbuds

When you place the earbuds into the charging case, the earbuds status light blinks white and then glows according to the charging status (see page 40).

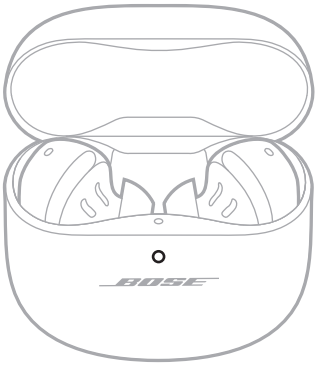


NOTE: If one earbud has a lower battery level than the other, the earbuds status light reflects the lower battery level.

CHECK THE CHARGING CASE BATTERY LEVEL

Open the charging case.

The charging case status light glows according to the battery level (see page 41).



CHARGING TIME

COMPONENT	CHARGING TIME
Earbuds	Up to 2 hours[1]
Charging case	Up to 3 hours

NOTES:

- When the earbud battery level is low, a 20-minute charge with the case closed powers the earbuds for up to 2 hours.[2]
- A full charge powers the earbuds for up to 6 hours with immersive audio set to Off (up to 4 hours with immersive audio set to On).[3]
- When the case is fully charged, you can fully charge the earbuds up to 3 times.[4]
- When the earbuds are inside of the case, the case charging time varies.

1 Testing conducted by Bose in July 2023 using production-representative Bose QuietComfort Ultra Earbuds and Bose QuietComfort Ultra Earbuds charging case. Quick charge testing consisted of inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds for 20 minutes, then resuming *Bluetooth* A2DP audio playback with volume set to 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 hours playback time before battery depletion. Time to achieve fully charged earbuds was determined by inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds to 100% battery charge. Battery life varies based on settings and usage.

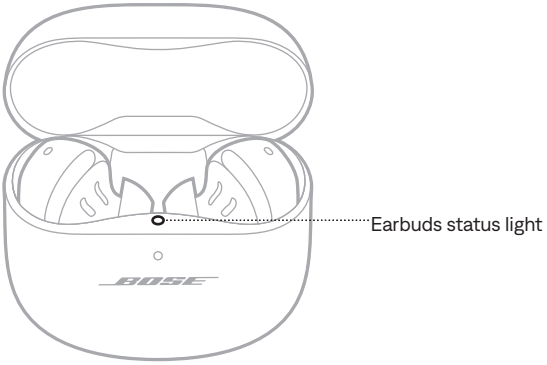
2 See 1.

3 Testing conducted by Bose in June 2023 using production-representative Bose QuietComfort Ultra Earbuds and a variety of music tracks using A2DP *Bluetooth* audio. 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 6 hours before battery depletion. With Immersive Audio on, playback time was up to 4 hours before battery depletion. Battery life varies based on settings and usage.

4 Testing conducted by Bose in July 2023 by inserting production-representative Bose QuietComfort Ultra Earbuds with battery depleted (to the point of no audio playback) into a fully charged Bose QuietComfort Ultra Earbuds charging case and charging earbuds to 100%, then resuming audio playback until battery depletion. Testing resulted in three complete charging cycles by the case before a full charge was no longer possible.

EARBUDS STATUS LIGHT

The earbuds status light is located on the inside surface of the charging case.



Bluetooth status

Shows the *Bluetooth* connection status to mobile devices.

LIGHT ACTIVITY	SYSTEM STATE
Slowly blinks blue	Ready to connect
Quickly blinks blue	Connecting
Solid blue (5 seconds)	Connected
Blinks white 2 times	Device list cleared

Battery, update, and error status

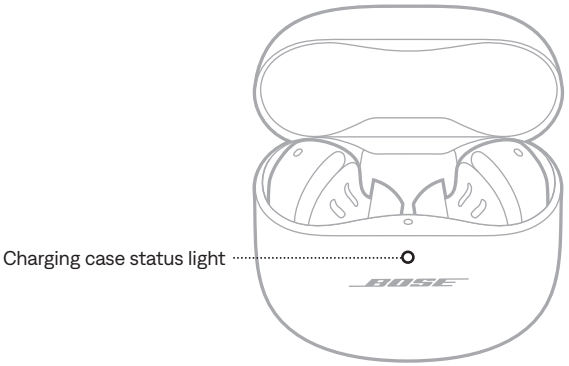
Shows the earbud battery, update, and error status.

LIGHT ACTIVITY	SYSTEM STATE
Blinks white, then glows solid white (5 seconds)	Fully charged
Blinks white, then glows solid amber (5 seconds)	Charging
Blinks white 2 times, slowly blinks blue, and turns off	Reboot complete

LIGHT ACTIVITY	SYSTEM STATE
Blinks white 3 times (repeated)	Updating software
Blinks amber (3 seconds)	Restoring factory settings
Blinks amber and white	Error – contact Bose customer service

CHARGING CASE STATUS LIGHT

The charging case status light is located on the front of the charging case.



Battery, update, and error status

Shows the charging case battery, update, and error status.

LIGHT ACTIVITY	SYSTEM STATE
Solid white	Fully charged (100%) and plugged in
Solid white (5 seconds)	Charged (34% – 99%)
Solid amber (5 seconds)	Low charge (10% – 33%)
Blinks amber 2 times	Need to charge (less than 10%)
Solid amber	Charging
Blinks white 3 times (repeated)	Updating software
Blinks amber and white	Error – contact Bose customer service

You can connect the earbuds to your mobile 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 earbud mobile device list, and the earbuds can be actively connected to up to two mobile devices at a time (multi-point connection). You can play audio from only one mobile device at a time.

NOTES:

- For the best experience, use the Bose app to set up and connect your mobile device (see page 13).
- For information about connecting using Fast Pair, see page 46.

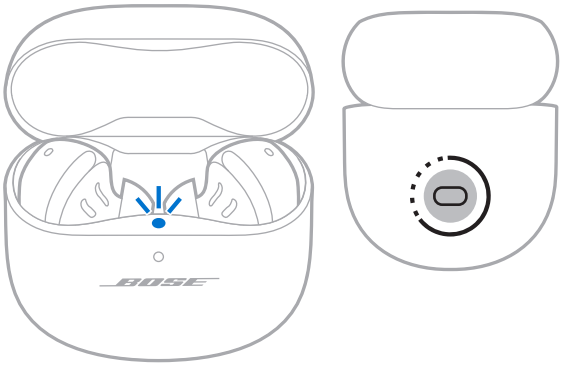
CONNECT USING THE BOSE APP

To connect the earbuds and manage *Bluetooth* settings using the Bose app, see page 13.

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue.

   NOTE: Make sure both earbuds are in the case and the case is open.

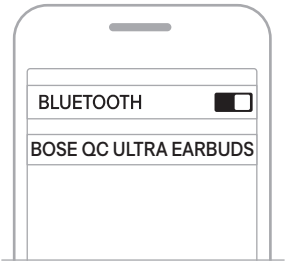


2. On your device, enable the *Bluetooth* feature.

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

3. Select the earbuds from the mobile device list.

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



   The earbuds name appears in the mobile device list. The earbuds status light glows solid blue (see page 40).

DISCONNECT A MOBILE DEVICE

Place the earbuds in the charging case.

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

RECONNECT TO A MOBILE DEVICE

Reconnect to the most recently-connected mobile device

When the earbuds are removed from the case, they connect to the two most recently-connected mobile 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 earbuds try to reconnect with the most recently-connected mobile device.

Reconnect to a different mobile device

You can set a shortcut to reconnect to a different mobile device in the earbud device list.

NOTE: To reconnect to a different device using the earbuds, you must set a shortcut to Switch Devices (see page 28).

1. Touch and hold the earbud assigned to this shortcut.



   A voice prompt announces the name of the first connected mobile device, then the second connected device (if any), followed by the names of the other devices in the earbud device list.

2. When you hear the correct device name, release the earbud.

   You hear a tone that indicates when the mobile device is connected.

TIP: You can also reconnect to a different mobile device using the Bose app (see page 13) or the device *Bluetooth* settings.

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

CONNECT ANOTHER MOBILE DEVICE

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

To connect another mobile device, connect using the Bose app (see page 13), the *Bluetooth* menu on your mobile device (see page 42), or Fast Pair (Android devices only) (see page 46).

NOTES:

- You can only play audio from one mobile 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 mobile device.

SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

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

   The earbuds switch to the second mobile device's audio stream.

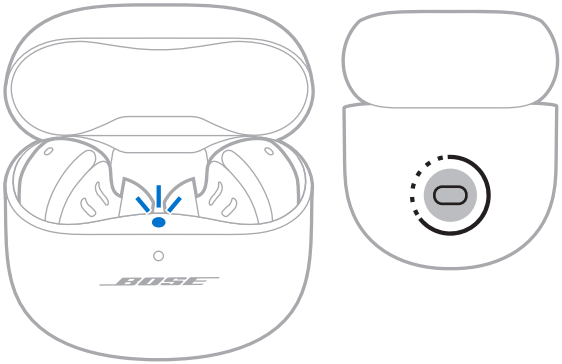
NOTES:

- Your earbuds receive phone calls from both mobile devices, regardless of which mobile device is playing audio.
- Switching between devices is disabled during phone calls.

CLEAR THE EARBUDS MOBILE DEVICE LIST

1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 15 seconds until the earbuds status light blinks white 2 times and then slowly blinks blue.

   NOTE: Make sure both earbuds are in the case and the case is open.



2. Delete the earbuds from the *Bluetooth* list on your mobile devices.

   All mobile devices are cleared, and the earbuds are ready to connect (see page 13).

ANDROID DEVICES ONLY

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

Connect using Fast Pair

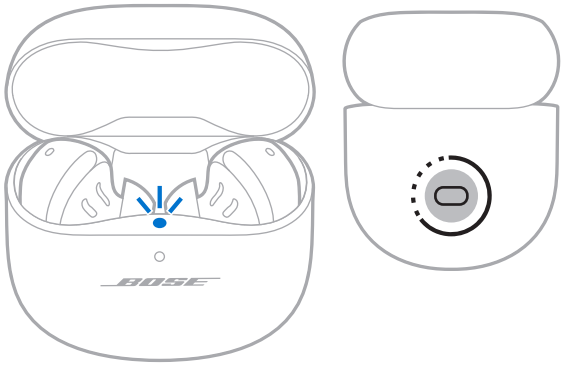
In one tap, the earbuds enable quick, effortless *Bluetooth* pairing with your Android devices.

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 earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue.

   NOTE: Make sure both earbuds are in the case and the case is open.



2. Place the case next to your Android device.

   A notification appears on your device prompting you to pair the earbuds.

   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.

   Once the earbuds are connected, a notification appears confirming that the connection is complete.

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

Snapdragon Sound technology

Bose QuietComfort Ultra Earbuds 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 earbuds, your device will automatically stream audio using the aptX Adaptive *Bluetooth* codec.

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

CONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

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

Benefits

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

Popular compatible products include:

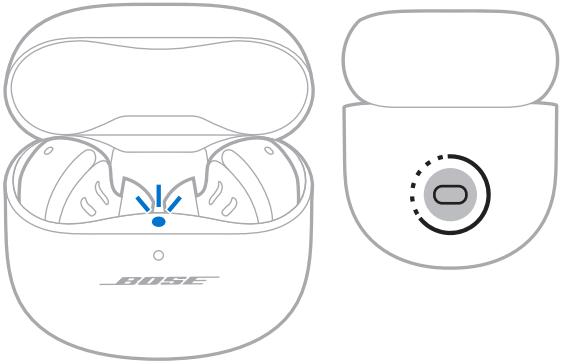
- Bose Smart Soundbar 900
- Bose Smart Soundbar 700/Bose Soundbar 700
- Bose Smart Soundbar 600
- Bose Soundbar 500
- Bose Smart Speaker 500/Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Smart Speaker/Bose Portable Home Speaker

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 earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue.

   NOTE: Make sure both earbuds are in the case and the case is open.



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

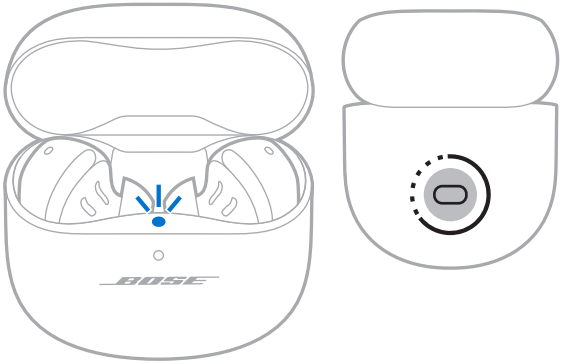
NOTES:

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

Connect using the product controls

1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue.

   NOTE: Make sure both earbuds are in the case and the case is open.



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

RECONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

Use the Bose app to reconnect the earbuds 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 earbuds don't reconnect, see "Earbuds don't reconnect to a previously-connected Bose Smart Soundbar or Speaker" on page 64.

STORE THE EARBUDS

When you're not using the earbuds, store them in the charging case. Close the charging case to help preserve battery life and keep the charging case free of debris.

CLEAN THE EARBUDS AND CHARGING CASE

COMPONENT	PROCEDURE
Eartips and stability bands	Remove the eartips and bands from the earbuds and wash them with a mild detergent and water. **NOTE:** Make sure you thoroughly rinse and dry the eartips and bands before re-attaching them to the earbuds.
Earbud nozzles	Wipe only with a dry, soft cotton swab or equivalent. **CAUTION:** Never insert any cleaning tool into the nozzle.
Charging contacts (on earbuds)	To prevent corrosion, wipe with a dry, soft cotton swab or equivalent.
Charging case	Wipe only with a dry, soft cotton swab or equivalent.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/QCUE

LIMITED WARRANTY

The earbuds 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.

UPDATE THE EARBUDS

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

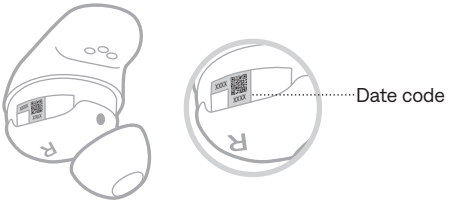
UPDATE THE CHARGING CASE

Update the charging case using the Bose updater website. On your computer, visit: btu.Bose.com and follow the on-screen instructions.

VIEW THE EARBUD DATE CODE

Remove the stability band from the earbud (see page 20).

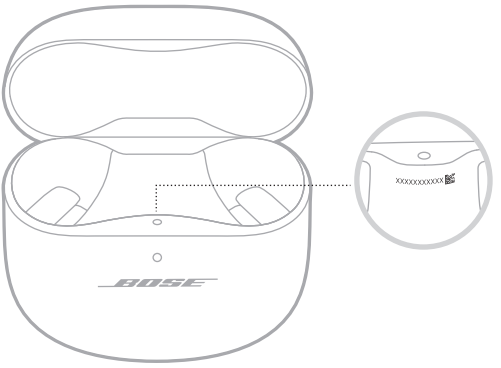
The date code is located on the earbud in the wide area near the microphone.



VIEW THE CHARGING CASE SERIAL NUMBER

Remove the earbuds from the charging case.

The charging case serial number is located below the earbuds status light inside the earbud well.



TRY THESE SOLUTIONS FIRST

If you experience problems with the earbuds, try these solutions first:

- Charge the earbuds and the charging case (see page 35).
- Power on the earbuds (see page 22).
- Check the earbuds status light (see page 40) and charging case status light (see page 41).
- Make sure your mobile device supports *Bluetooth* connections (see page 42).
- Download the Bose app and run available software updates (see page 13).
- Move your mobile device closer to the earbuds (30 ft or 9 m) and away from any interference or obstructions.
- Increase the volume on the earbuds, your mobile device, and the music app.
- Connect another mobile device (see page 13).

OTHER SOLUTIONS

If you could not 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/QCUE

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

Visit: worldwide.Bose.com/contact

SYMPTOM	SOLUTION
Earbuds don't power on	Make sure the earbuds aren't in Standby mode. To wake the earbuds, insert the earbuds in your ears. Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature. See "Earbuds don't charge" on page 63.

SYMPTOM	SOLUTION
Earbuds don't connect with mobile device	Connect using the *Bluetooth* menu on your mobile device (see page 42). Disable the *Bluetooth* feature on your mobile device and then re-enable. Clear the earbud device list (see page 45). Delete the earbuds from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 13). Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Connect again (see page 13). Make sure both earbuds are in the charging case securely (see page 35). Visit: support.Bose.com/QCUE to see how-to videos. Reboot the earbuds and charging case (see page 65).
Earbuds don't reconnect with macOS	Use the Bose app to select your earbuds. On the main screen, tap Source, then use the Paired Devices list to reconnect your earbuds to your computer.
Earbuds don't respond during app setup	Uninstall the Bose app on your mobile device. Reinstall the app (see page 13). Make sure you're using the Bose app for setup (see page 13). Make sure you have given the Bose app access to *Bluetooth* connections in your mobile device Settings menu. Make sure the *Bluetooth* feature is on in your mobile device Settings menu.

SYMPTOM	SOLUTION
Bose app can't find earbuds	Uninstall the Bose app on your mobile device. Reinstall the app (see page 13). Make sure you have given the Bose app access to *Bluetooth* connections in your mobile device Settings menu. Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Remove the earbuds. With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue. If the earbuds 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). See "Earbuds don't connect with mobile device."
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. Uninstall the Bose app on your mobile device. Reinstall the app (see page 13).
Eartips aren't comfortable at ear canal	Make sure the eartip isn't resting too deep in your ear canal (see page 16). Try a larger eartip. If that doesn't help, try a smaller eartip (see page 19). Try a smaller stability band (see page 20). Check the earbud fit using a mirror (see page 16). Check the earbud fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu. Contact Bose customer service or visit support.Bose.com/QCUE for additional size eartips and stability bands or to see how-to videos.

SYMPTOM	SOLUTION
Stability band isn't comfortable at ear ridge	Try a smaller stability band (see page 20). If you're already using the smallest stability band, try a smaller eartip (see page 19). Check the earbud fit using a mirror (see page 16). Check the earbud fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu. Contact Bose customer service or visit support.Bose.com/QCUE for additional size eartips and stability bands or to see how-to videos.
Earbuds aren't secure	Make sure the eartip is resting gently at the opening of your ear canal (see page 15). Try a larger stability band (see page 20). Try a larger eartip (see page 19). Contact Bose customer service or visit support.Bose.com/QCUE for additional size eartips and stability bands or to see how-to videos.
Eartips are falling off	Make sure the eartips are securely attached to the earbuds (see page 19).
Stability bands are falling off	Make sure the bands are securely attached to the earbuds (see page 20). Make sure the bands are positioned on the earbuds correctly (see page 20).

SYMPTOM	SOLUTION
Intermittent *Bluetooth* connection	Clear the earbud device list (see page 45). Delete the earbuds from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 13). Move the mobile device closer to the earbuds. Reboot the earbuds and charging case (see page 65).
No sound	Make sure you're using the correct eartip and band sizes for each ear (see page 18). Check the earbud fit using a mirror (see page 16). Check the earbud fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu. Visit: support.Bose.com/QCUE to see how-to videos. Make sure the volume is turned up (see page 24). Make sure that both eartips fit securely in your ear, and they aren't rotated too far back (see page 15). Make sure your head is upright when inserting the earbuds. Press play on your mobile device to make sure audio is playing. Play audio from a different application or music service. Play audio from content stored directly on your device. If two mobile devices are connected, pause your other device first. Clear any debris or wax buildup from the eartips and earbud nozzles. Restart your mobile device. Disable in-ear detection features using the Bose app (see page 29).

SYMPTOM	SOLUTION
No sound from one earbud	Make sure you're using the correct eartip and band sizes for each ear (see page 18). Check the earbud fit using a mirror (see page 16). Check the earbud fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu. Visit: support.Bose.com/QCUE to see how-to videos. Make sure the software in the Bose app is up to date (see page 52). Make sure that both eartips fit securely in your ear, and they aren't rotated too far back (see page 15). Make sure your head is upright when inserting the earbuds. Clear any debris or wax buildup from the eartips and earbud nozzles. If two devices are connected, disconnect the second device. Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Remove the earbuds.
Audio and video are out of sync	Close and re-open the application or music service. Play audio from a different application or music service. Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Remove the earbuds.

SYMPTOM	SOLUTION
Poor sound quality	Check the earbud fit using a mirror (see page 16). Check the earbud fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu. Make sure you're using the correct eartip and band sizes for each ear (see page 18). Visit: support.Bose.com/QCUE to see how-to videos. Make sure you're using the Bose app for setup (see page 13). Try a different audio track. Play audio from a different application or music service. Clear any debris or wax buildup from the eartips and earbud nozzles. If two mobile devices are connected, disconnect the second device. Turn off any audio enhancement features on the device or music app. Make sure your earbuds 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. Disable the *Bluetooth* feature on your mobile device and then re-enable. Clear the earbud device list (see page 45). Delete the earbuds from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 13). If you're sharing the earbuds, place them in the charging case to clear the audio personalization between each user.

SYMPTOM	SOLUTION
Microphone doesn't pick up sound	Make sure the stability bands are positioned properly so the hole on the side of the band is aligned with the microphone on the earbud (see page 20). Make sure the earbuds aren't rotated too far back or forward (see page 15). For the best microphone sound quality, the earbuds should be angled so that they point towards your mouth or chin. Try another phone call. Try another compatible device. Disable the *Bluetooth* feature on your mobile device and then re-enable. Clear the earbud device list (see page 45). Delete the earbuds from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 13).
Can't adjust the mode	Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Remove the earbuds. If you customized your shortcut to be on a specific earbud, make sure you touch and hold the correct earbud. See "Earbuds don't respond to touch control" on page 62. Use the Bose app to adjust the mode. You can access this option from the main screen (see page 13).

SYMPTOM	SOLUTION
Poor noise cancellation	Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Remove the earbuds. Check if ActiveSense is enabled (see page 33). Check the earbud fit using a mirror (see page 16). Check the earbud fit using the Earbud Seal Test in the Bose app. You can access this option from the Settings menu. Check the mode (see page 33). Remove the earbuds from your ears and reinsert in your ears. 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 30). If you're sharing the earbuds, place them in the charging case to clear the audio personalization between each user. Reboot the earbuds and charging case (see page 65). If that doesn't work, restore the earbuds to factory settings (see page 66).
Difficulty hearing caller while on a phone call	Increase the volume using your mobile device. Try a different mode (see page 33).
Difficulty hearing own voice while on a phone call	Change the mode to Aware mode (see page 34). Use the Bose app to adjust self voice. You can access this option from the Settings menu.
Earbuds don't respond	Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 40). Remove the earbuds. Reboot the earbuds and charging case (see page 65). If that doesn't work, restore the earbuds to factory settings (see page 66).

SYMPTOM	SOLUTION
Earbuds don't respond to touch control	Make sure you're touching the correct touch control surface (see page 24). Make sure your finger is making good contact with the touch control surface (see page 24). For multi-tap functions, vary the tap pressure. Make sure your fingers are dry. If your hair is wet, make sure it isn't interfering with the touch surface. If wearing gloves, remove them before touching the touch control surface. Disable in-ear detection features using the Bose app (see page 29). If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature. Reboot the earbuds and charging case (see page 65).
Can't adjust volume	Make sure volume control is enabled using the Bose app (see page 24). Make sure you're swiping the touch control surface in the correct direction (see page 24). See "Earbuds don't respond to touch control."
Can't access shortcut	Make sure you have set a shortcut using the Bose app (see page 28). If you customized the shortcut to a specific earbud, make sure you touch and hold the correct earbud.

SYMPTOM	SOLUTION
Earbuds don’t charge	Make sure the earbuds are properly placed in the charging case. To help preserve the battery life, the case should be closed while the earbuds are charging (see page 35). Make sure there is no dirt or debris covering the charging contacts on the earbuds or the charging pins in the case. Make sure the stability bands are positioned on the earbuds correctly (see page 20). If the bands are positioned incorrectly, the charging contacts on the earbuds may not align with the charging pins in the case. Make sure the USB cable is correctly aligned with the port on the charging case. Secure both ends of the USB cable. Try another USB cable. Try another wall charger. If the earbuds or charging case have been exposed to high or low temperatures, let the earbuds or case return to room temperature. Charge again (see page 35).
Charging case doesn’t charge	Make sure the USB cable is correctly aligned with the port on the charging case. If the charging case battery is fully depleted, make sure the USB cable is attached long enough for the case to gain an initial charge. If you remove the cable and the charging case status light goes out, reattach the USB cable. Secure both ends of the USB cable. Try another USB cable. Make sure the charging case is closed. To help preserve the battery life, the case should be closed while it’s charging. Try another wall charger. If the charging case has been exposed to high or low temperatures, let the case return to room temperature. Charge again (see page 36). Make sure any charging case accessories are properly installed and don't prevent the USB cable from securely connecting to the port on the charging case.
Voice prompt language isn’t correct	Change the voice prompt language using the Bose app (see page 13). You can access this option from the Settings menu.

SYMPTOM	SOLUTION
Not receiving call notifications	Make sure your mobile device isn't set to Do Not Disturb. Make sure voice prompts are enabled using the Bose app (see page 13). You can access this option from the Settings menu. Make sure you have given the earbuds access to your contacts in your mobile device *Bluetooth* menu.
Earbuds making chirping sound	Make sure the earbud nozzles aren't blocked (see page 19).
Earbuds 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 With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue. Make sure that the earbuds are within 30 ft (9 m) of your soundbar or speaker.
Earbuds don't reconnect to a previously-connected Bose Smart Soundbar or Speaker	With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue. Use the Bose app to connect the earbuds 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.

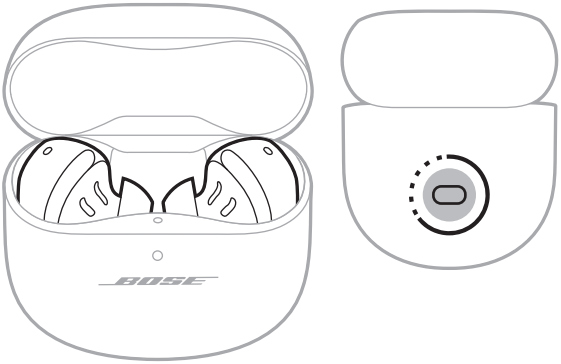
REBOOT THE EARBUDS AND CHARGING CASE

If the earbuds or charging case are unresponsive, you can reboot them.

NOTE: Rebooting the earbuds clears the earbud device list. It doesn't clear other settings.

1. Remove the earbuds from the *Bluetooth* list on your device.
2. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 25 seconds until the earbuds status light blinks white 2 times, slowly blinks blue, and then turns off.

   NOTE: Make sure both earbuds are in the case and the case is open.



When the reboot is complete, the earbuds status light glows according to the charging status (see page 40), and the charging case status light glows according to the battery level (see page 41).

RESTORE THE EARBUDS TO FACTORY SETTINGS

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

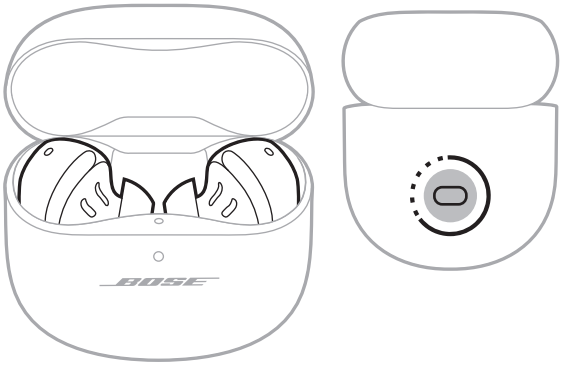
Restoring to factory settings is only recommended if you are having issues with the earbuds or you have been instructed to do so by Bose customer service.

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

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

3. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 25 seconds until the earbuds status light blinks white 2 times, slowly blinks blue, and then turns off.

   NOTE: Make sure both earbuds are in the case and the case is open.



4. Repeat the previous step 2 more times.

   After the third time, the status light blinks amber for 3 seconds to indicate factory settings are being restored.

   When the restore is complete, the status light slowly blinks blue. The earbuds 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/QCUE



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