

**BOSE**

NOISE-MASKING  
**SLEEPBUDS™**

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

### Important Safety Instructions

1. To avoid accidental ingestion, keep the sleepbuds™ away from children and pets. The sleepbuds™ contain a silver-zinc battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the sleepbuds™ in the charging case with the charging lid closed, and keep out of the reach of children and pets.
2. Do NOT allow children to use the sleepbuds™.
3. Clean the sleepbuds™ and charging case only with a dry cloth. For additional cleaning instructions, see page 26.
4. Only use attachments/accessories specified by the manufacturer.

### WARNINGS/CAUTIONS

- When using this product, basic precautions should always be followed, including the following:
  - Read all the instructions before using the charging case.
  - To reduce the risk of injury, close supervision is necessary when the charging case is used near children.
  - Do not expose charging case to water, rain, liquids or snow.
  - Use of a power supply or charger not recommended or sold by power pack manufacturer may result in a risk of fire or injury to persons.
  - Do not use the charging case in excess of its output rating.
  - Do not use a charging case that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
  - Do not disassemble the charging case. Incorrect reassembly may result in risk of fire or injury to persons.
  - Do not open, crush or expose a charging case to fire or excessive temperature. Exposure to fire or temperature above 212° F, 100° C may cause explosion.
  - Have servicing performed by a qualified repair person using only identical replacement parts.
- Do NOT use your sleepbuds at any time in which the inability to hear surrounding sounds may present a danger to yourself or others. If engaging in any activity requiring attention to your surroundings (e.g., attending to children, driving, riding a bicycle or walking in or near traffic, a construction site or railroad, etc.), remove the sleepbuds or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- Do NOT submerge the sleepbuds in water. Do NOT expose the sleepbuds to moving water (e.g., from a faucet, etc.). Do NOT wear the sleepbuds while showering or bathing, or when participating in water sports, e.g., swimming, waterskiing, surfing, etc.



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 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.
- Do NOT make unauthorized alterations to this product.
- Use this product only with the power supply provided.
- The provided power supply has not been tested for use at altitudes greater than 2000 meters.



仅适用于 2000m 以下地区安全使用  
Use at altitude less than 2000 meters only.

- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

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

- Reorient or relocate the receiving 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 Industry 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 Industry 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: A94424611

IC: 3232A-424611

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

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

Frequency band of operation 2400 to 2480 MHz.

Maximum power spectral density less than 10 dBm/MHz EIRP.

### **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 batteries 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.



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.



Removal of the rechargeable batteries in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see <http://products.bose.com/static/compliance/index.html> for further information.



### China Restriction of Hazardous Substances Table

Names and Contents of Toxic or Hazardous Substances or Elements						
Part Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	X	0	0	0	0	0
Cables	X	0	0	0	0	0
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.						

### Taiwan Restriction of Hazardous Substances Table

Equipment name: Bose® noise-masking sleepbuds™, Type designation: 424611						
Unit	Restricted substances and its chemical symbols					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	o	o	o	o	o
Metal Parts	-	o	o	o	o	o
Plastic Parts	o	o	o	o	o	o
Speakers	-	o	o	o	o	o
Cables	-	o	o	o	o	o
<b>Note 1:</b> "o" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. <b>Note 2:</b> The "-" indicates that the restricted substance corresponds to the exemption.						

**Please complete and retain for your records**

The serial number is located on the bottom of the charging case.

Serial number: \_\_\_\_\_

Model number: 424611

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 <http://global.Bose.com/register>

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "8" is 2008 or 2018.

**China Importer:** Bose Electronics (Shanghai) Company Limited, Part C, Plan 9, No. 353 North Ruying Road, China (Shanghai) Pilot Free Trade Zone

**EU Importer:** Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands

**Taiwan Importer:** Bose Taiwan Branch, 9F-A1, No.10, Section 3, Minsheng East Road, Taipei City 104, Taiwan  
Phone Number: +886-2-2514 7676

**Mexico Importer:** Bose de México, S. de R.L. de C.V. , Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545

**Input Rating:** 5V  150mA

**Charging temperature range:** 41° F – 113° F (5° C – 45° C)

**Discharging temperature range:** 41° F – 113° F (5° C – 45° C)

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**BOSE® SLEEP APP**

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Download the free Bose Sleep app, which you'll need to control your sleepbuds™, select masking sounds, manage wake-up alarms, adjust volume and configure advanced settings.

## FEATURES

Select masking sounds to play through your sleepbuds™.

Set wake-up alarms.

Name your sleepbuds™.

Find answers to frequently asked questions.

Keep your sleepbuds™ up to date and try new features with the latest software.



The sleepbuds™ are designed to mask noise and disturbances while you sleep. Because of this, they can affect your ability to hear other sounds, such as alarms, warning systems, people and pets.

## SET AN APPROPRIATE VOLUME

To balance the levels of noise masking and awareness you want, set an appropriate volume level for your needs. The volume should be high enough to mask noises that are disturbing your sleep, but not so high that you can't hear the sounds you want to hear.

In the Bose® Sleep app, set the volume to the lowest level, then increase it gradually until you reach a comfortable level. The lower the volume, the more likely it is that you'll be able to hear the sounds you want or need to hear.

## TIPS FOR MAINTAINING AWARENESS

If you're concerned about your ability to hear sounds while wearing the sleepbuds™, try the following tips.

### Basic tips

The Bose Sleep app alerts you if you increase the volume above a certain level. For increased awareness, set the volume below this level. Doing this improves your ability to hear certain sounds in your surroundings while wearing the sleepbuds™.

If you sleep with a partner, consider relying on your partner to help you stay aware of your surroundings while wearing the sleepbuds™.

### Advanced tips

These tips make the sleepbuds™ **less effective** at masking noise, but further increase your awareness of your surroundings.

Wear only one sleepbud™.

Set your current masking sound so that it stops after a certain amount of time instead of playing all night. You can do this by setting a sleep timer for your current masking sound in the Bose Sleep app.

## CONTENTS

Confirm that the following parts are included:



Noise-masking sleepbuds™



Portable charging case



Travel bag



StayHear®+ Sleep tips:  
Large (black) and small (white)



USB power supply



USB cable

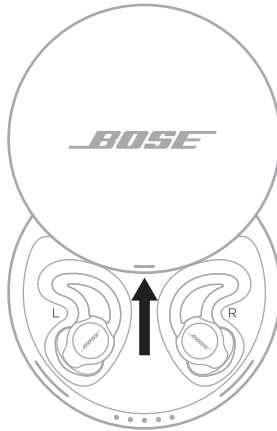
**NOTE:** Medium (gray) tips are attached to the sleepbuds™.

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

Visit: [global.bose.com/Support/Sleepbuds](https://global.bose.com/Support/Sleepbuds)

## OPEN THE CHARGING CASE

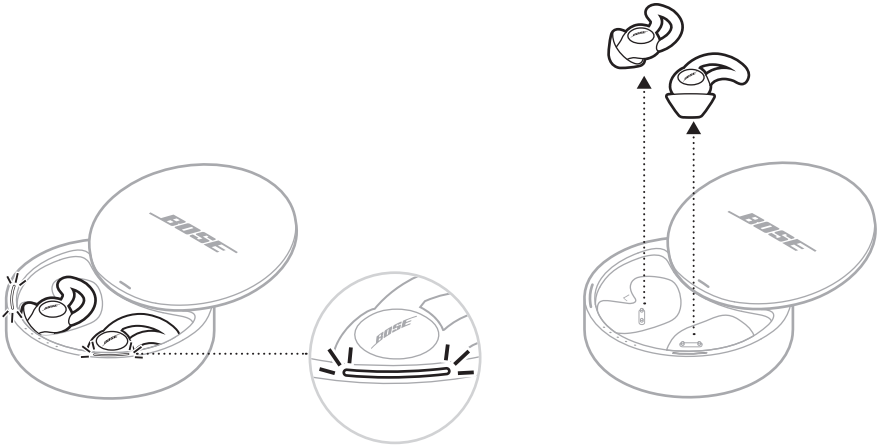
With the Bose® logo facing you, slide the lid of the charging case away from you to open.



Lights on the inside rim of the case show the status of each sleepbud™, the case battery level and the case charging status (see page 22).

## POWER ON

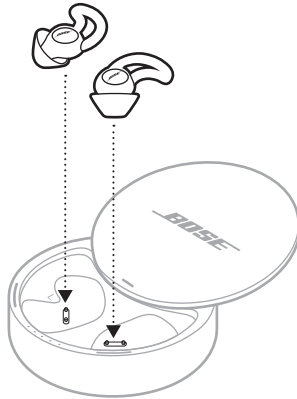
1. Open the charging case (see page 12).
2. Wait for the sleepbuds™ charging lights to slowly blink white (see page 22), then remove the sleepbuds™ from the case.



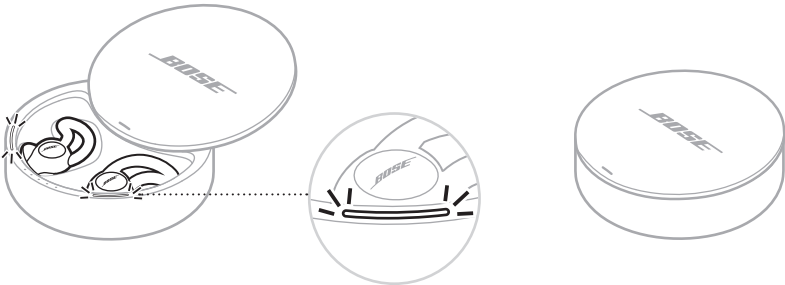
## POWER OFF

1. Place the sleepbuds™ in the charging case.

For information on how to properly store the sleepbuds™, see “Charge the sleepbuds™” on page 18.



2. Wait for the sleepbuds™ charging lights to slowly blink white (see page 22), then close the case.



## CHOOSE THE CORRECT STAYHEAR®+ SLEEP TIPS

For optimal noise masking and stability, it is important to choose the correct size StayHear+ Sleep tip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

**NOTE:** To test the fit of your current StayHear+ Sleep tip size, see page 16.

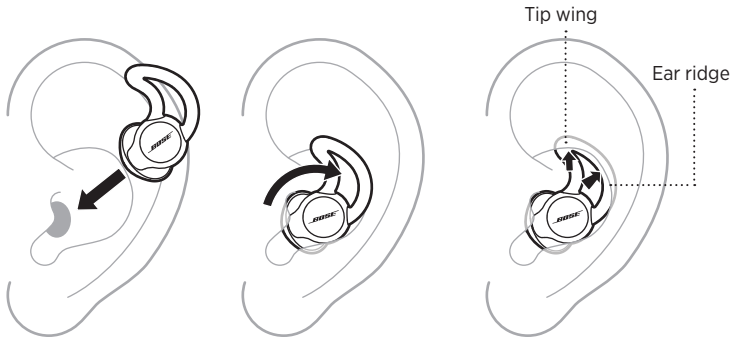
Each sleepbud™ and StayHear+ Sleep tip is marked with either an **L** or an **R**. Make sure to insert the left sleepbud™ into the left tip and the right sleepbud™ into the right tip.



## FIT THE SLEEPBUDS™ IN YOUR EAR

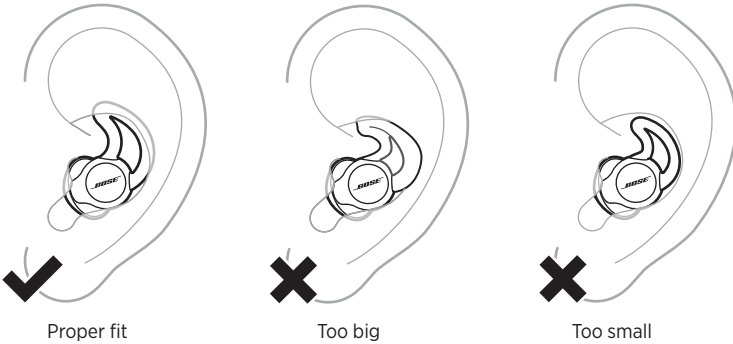
The StayHear+ Sleep tip lets the sleepbud™ rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

1. Place the sleepbud™ in your ear with the Bose® logo facing outwards.
2. Rotate the sleepbud™ back, locking it in place.
3. Press the tip wing to tuck it underneath your ear ridge.



## CHECK YOUR STAYHEAR®+ SLEEP TIP SIZE

To check if your current StayHear+ Sleep tip size is right for you, use a mirror or ask a friend to compare your fit to the size guide below. The tip wing should fit securely under your ear ridge without being compressed.



In addition, try the following:

Try speaking aloud. Your voice should sound muffled in both ears.

Shake your head. The sleepbuds™ should stay secure.

If your current tip size doesn't feel secure, select another size.

**NOTE:** For help changing the tips, see page 17.

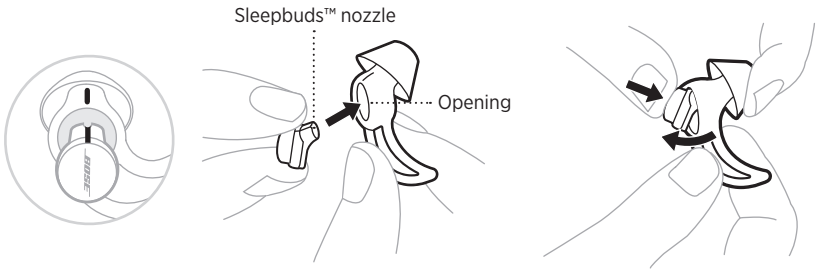


## CHANGE THE STAYHEAR®+ SLEEP TIPS

1. Holding the base of the attached StayHear+ Sleep tip, peel the tip back and gently slide the sleepbud™ out of the tip.

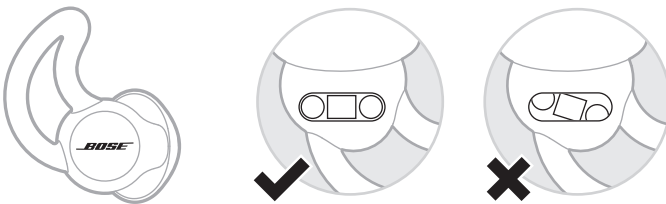


2. Align the raised line near the opening of the new StayHear+ Sleep tip with the groove on the nozzle on the sleepbud™. Slide the nozzle into the opening. Then, gently stretch the base of the tip around the back of the sleepbud™ to hold the sleepbud™ in place.



**NOTE:** Make sure to insert the left sleepbud™ into the left tip and the right sleepbud™ into the right tip (see page 15).

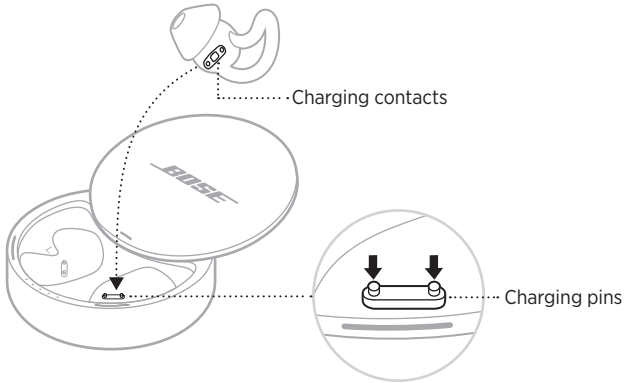
3. Make sure that the sleepbud™ is correctly oriented in the tip. The Bose® logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip.



## CHARGE THE SLEEPBUDS™

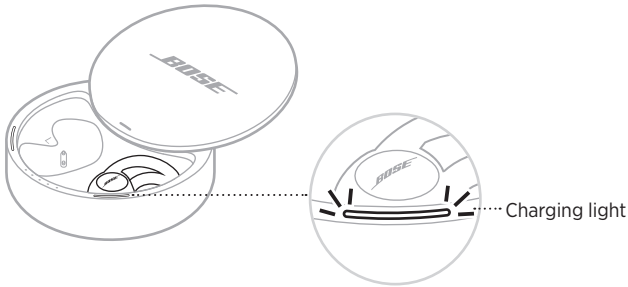
The sleepbuds™ charge while they are in the charging case.

1. Align the charging contacts on the right sleepbud™ with the charging pins on the right side of the case.



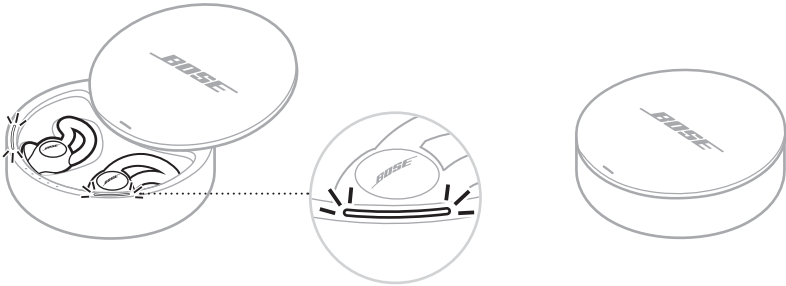
2. Place the sleepbud™ in the case until it magnetically snaps into place.

The charging light for the right sleepbud™ blinks white.



**NOTE:** If the charging light doesn't blink white when you place the sleepbud™ in the case, you may have placed the sleepbud™ in the case incorrectly or your case battery may be depleted. Place the sleepbuds™ in the case again, then charge the case (see page 20). If the issue persists, see “Sleepbuds™ don't charge” on page 28.

3. Repeat steps 1 and 2 to charge the left sleepbud™.
4. Wait for the sleepbuds™ charging lights to slowly blink white, then close the case.



### Charging time

Allow up to eight hours to fully charge the sleepbuds™.

**NOTE:** A full charge allows up to 16 hours of use.

### Check the battery levels of the sleepbuds™

You can check the battery levels of the sleepbuds™ while using or charging the sleepbuds™.

#### While using the sleepbuds™

In the Bose® Sleep app, check the center of the home screen to see the current battery percentage of the sleepbuds™.

**NOTE:** If the sleepbuds™ have different battery percentages, the home screen shows the lowest percentage.

#### While charging the sleepbuds™

When you place a sleepbud™ in the charging case, the corresponding charging light blinks according to charging status (see page 22).

## CHARGE THE CASE

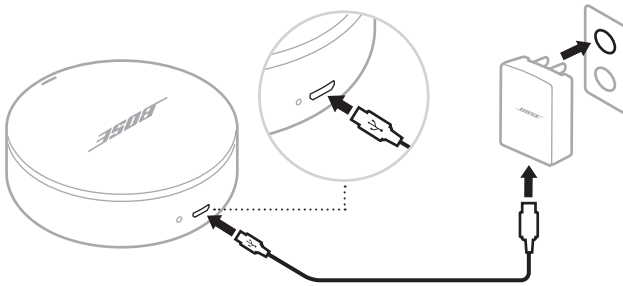
The charging case stores and charges your sleepbuds™ while you're not using them.

### NOTES:

Keep the case connected to AC (mains) power when possible to make sure that your sleepbuds™ are always fully charged. You can also use the case battery to charge the sleepbuds™ while traveling.

Before charging, make sure the sleepbuds™ are at room temperature, between 41° F (5° C) and 113° F (45° C).

1. Connect the small end of the USB cable to the USB connector on the back of the case.



2. Connect the other end to the USB power supply.
3. Plug the USB power supply into an AC (mains) outlet.

## Charging time

When the sleepbuds™ are outside the case, allow up to three hours to fully charge the case. When the sleepbuds™ are inside the case, charging time varies.

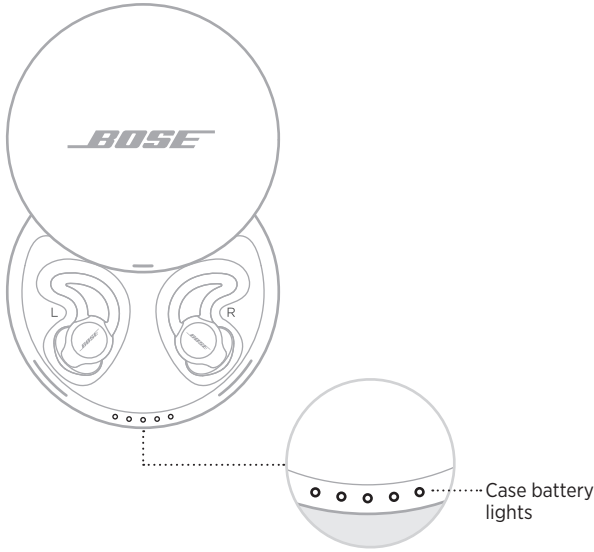
**NOTE:** When the case is fully charged and operating on battery power, you can fully charge the sleepbuds™ once. A single charge of the sleepbuds™ allows up to 16 hours of use.

## Check the case battery level

Open the lid of the charging case (see page 12). The case battery lights glow as follows:

If five lights glow solid, the case battery is fully charged.

If only one light glows solid, the case battery is low. Charge the case battery (see page 20).



For more information, see “Charging case battery lights” on page 23.

## BATTERY PROTECTION

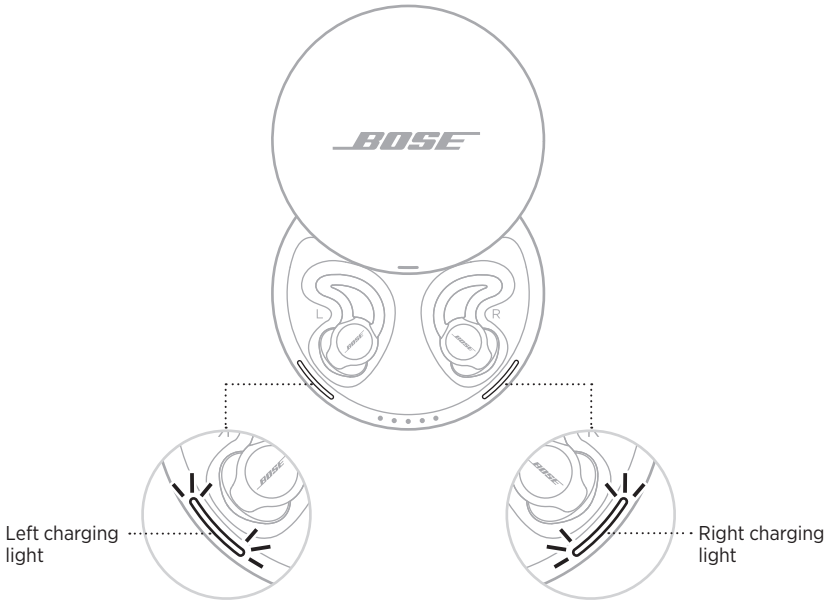
The battery protection feature conserves the batteries of the sleepbuds™ when the case battery becomes depleted. The sleepbuds™ switch off when they have been left in a case with a depleted battery for a week.

To wake the sleepbuds™, do the following:

1. Connect the case to power (see page 20).
2. Place the sleepbuds™ in the case (see page 18).
3. Wait for the sleepbuds™ charging lights to slowly blink white (see page 22), then close the case.
4. Open the case, wait for the sleepbuds™ charging lights to slowly blink white again, then remove the sleepbuds™ from the case.

## SLEEPBUDS™ CHARGING LIGHTS

Shows the charging status of each sleepbud™. The charging lights are located on the inside rim of the charging case next to the sleepbuds™.



### LIGHT ACTIVITY

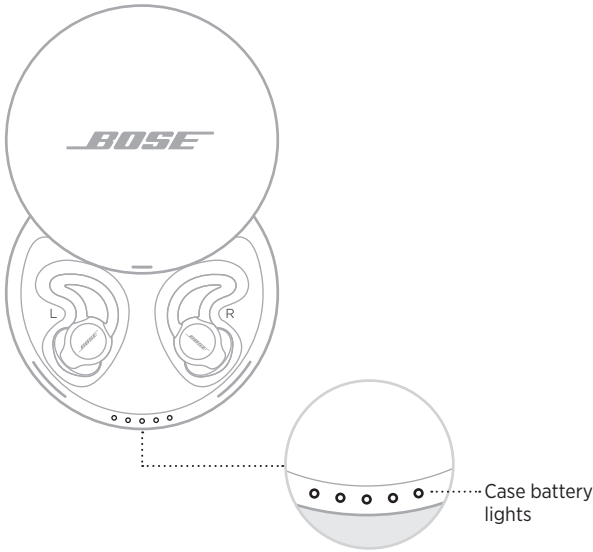
### CHARGING STATUS

<b>Blinking white</b>	Waking up or going to sleep. Do NOT remove the sleepbuds™ from the case or close the case during this state.
<b>Slowly blinking white</b>	Charging.
<b>Solid white</b>	Fully charged.

**NOTE:** If the case isn't connected to power, the lights turn off after two minutes of inactivity.

## CHARGING CASE BATTERY LIGHTS

Shows the battery level and charging status of the charging case. Five battery lights are located on the inside front rim of the case.



LIGHT ACTIVITY	CHARGING PERCENTAGE
● ○ ○ ○ ○	0% - 20%
● ● ○ ○ ○	20% - 40%
● ● ● ○ ○	40% - 60%
● ● ● ● ○	60% - 80%
● ● ● ● ●	80% - 100%
⚡ ● ○ ● ⚡	Charging error. Reset the charging case (see page 25). If the error persists, contact Bose customer service.

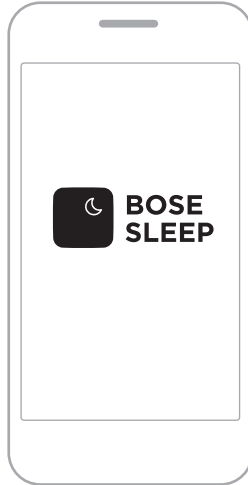
### NOTES:

- When charging, the last lit battery light blinks white. When the charging case is fully charged, all battery lights glow solid white.
- If the case isn't connected to power, the lights turn off after two minutes of inactivity.

*Bluetooth* wireless technology lets you control the sleepbuds™ using the Bose® Sleep app on your mobile device. Before you can control the sleepbuds™, you must download the app and connect your device with the sleepbuds™.

## CONNECT YOUR MOBILE DEVICE

Download the Bose Sleep app and follow the app instructions.



## DISCONNECT A MOBILE DEVICE

Use the Bose Sleep app to disconnect a device.

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

## RECONNECT A MOBILE DEVICE

When the sleepbuds™ power on, the most recently-connected device automatically reconnects with the sleepbuds™.

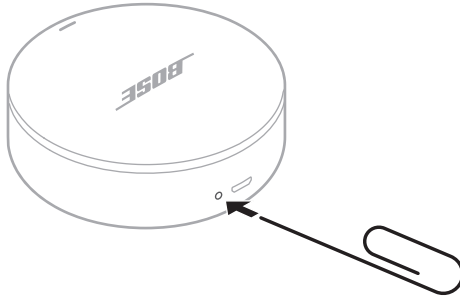
**NOTE:** The device must be within range (30 ft. or 9 m) and powered on.



## RESET THE CHARGING CASE

Resetting the charging case powers the case off and then on. This can help resolve charging issues.

To reset the charging case, insert a thin paper clip into the hole on the back of the case near the USB connector. Press until you feel a click.



## UPDATE THE CHARGING CASE

The Bose® Sleep app alerts you if an update is available for your charging case. To access the update, download the Bose Updater on your computer.

Visit: [btu.Bose.com](https://btu.Bose.com)

## CLEAN THE SLEEPBUDS™ AND CHARGING CASE

Your sleepbuds™ and charging case may require periodic cleaning.

COMPONENT	CLEANING PROCEDURE
<b>StayHear®+ Sleep tips</b>	Remove the tips from the sleepbuds™ and wash them with a mild detergent and water. <b>NOTE:</b> Make sure you thoroughly rinse and dry the tips before reattaching them to the sleepbuds™.
<b>Sleepbuds™ nozzles</b>	Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.
<b>Case charging pins and sleepbuds™ charging contacts</b>	Regularly pat dry with a dry soft cotton swab or equivalent. <b>CAUTION:</b> Do NOT clean the charging pins using a wiping motion, as this can bend the charging pins or force moisture into cracks in the case.
<b>Charging case</b>	Clean 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: [global.bose.com/Support/Sleepbuds](https://global.bose.com/Support/Sleepbuds)

## LIMITED WARRANTY

The sleepbuds™ are covered by a limited warranty. Visit our website at [global.bose.com/warranty](https://global.bose.com/warranty) for details of the limited warranty.

To register your product, visit [global.bose.com/register](https://global.bose.com/register) for instructions. Failure to register will not affect your limited warranty rights.

## TRY THESE SOLUTIONS FIRST

If you experience problems with your sleepbuds™, try these solutions first:

Power off the sleepbuds™ (see page 14), then power them on again (see page 13). Make sure to wait for the sleepbuds™ charging lights to slowly blink white before closing the case or removing the sleepbuds™.

Close and open the charging case, then check the sleepbuds™ and charging case status (see page 22).

Charge the charging case (see page 20) and sleepbuds™ (see page 18).

Move your mobile device closer to the sleepbuds™ (within 30 ft. or 9 m) and away from any interference or obstructions.

Make sure that your device supports *Bluetooth* Low Energy (also called *Bluetooth Smart*). All devices that are compatible with iOS 10 and newer and most devices that are compatible with Android 5.0 and newer support *Bluetooth* Low Energy.

Check the Bose® Sleep app to make sure that your sleepbuds™ software is up to date.

Make sure that you are using the Bose Sleep app, not a different app, to control your sleepbuds™ (see page 24).

Try connecting another device (see page 24).

## OTHER SOLUTIONS

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: [global.bose.com/Support/Sleepbuds](https://global.bose.com/Support/Sleepbuds)

SYMPTOM	SOLUTION
<b>Sleepbuds™ don't connect with mobile device</b>	<p>On your device:</p> <ul style="list-style-type: none"> <li>Disable and then enable the <i>Bluetooth</i> feature.</li> <li>Disconnect your device from the sleepbuds™ (see page 24).</li> <li>Connect again (see page 24).</li> </ul> <p>Place the sleepbuds™ in the charging case and check the sleepbuds™ charging lights (see page 22). Charge the sleepbuds™.</p> <p>Restart your device. Connect again (see page 24).</p> <p>Connect a different device (see page 24).</p> <p>Visit: <a href="https://global.bose.com/Support/Sleepbuds">global.bose.com/Support/Sleepbuds</a> to see how-to videos.</p> <p>Reset the charging case (see page 25).</p>

SYMPTOM	SOLUTION
<b>Sleepbuds™ don't charge</b>	<p>Make sure the sleepbuds™ are properly placed in the charging case (see page 18).</p> <p>Check the charging case battery lights to make sure that the case battery isn't depleted (see page 23).</p> <p>Make sure that the charging contacts for each sleepbud™ are visible through the back of each StayHear®+ Sleep tip (see page 17).</p> <p>Make sure there is no debris or wax buildup covering the charging contacts on the sleepbuds™ or the charging pins in the case.</p> <p>If the sleepbuds™ have been exposed to high or low temperatures and all of the status lights are blinking white, let the sleepbuds™ return to room temperature. Try charging again.</p> <p>Reset the charging case (see page 25).</p>
<b>Charging case doesn't charge</b>	<p>Secure both ends of the USB cable.</p> <p>Connect the USB cable to a different USB power supply.</p> <p>Use a different USB cable.</p> <p>Connect to a different (AC) mains power source.</p> <p>Check the charging case battery lights to make sure that there isn't a charging error (see page 23).</p> <p>If the sleepbuds™ have been exposed to high or low temperatures and all of the status lights are blinking white, let the sleepbuds™ return to room temperature. Try charging again.</p> <p>Reset the charging case (see page 25).</p>
<b>Sleepbuds™ are uncomfortable</b>	<p>Make sure that both sleepbuds™ fit securely in your ears (see page 15).</p> <p>Make sure that you're using the right size StayHear+ Sleep tip for each sleepbud™ (see page 16). You may need a different size for each ear.</p> <p>Make sure that the sleepbuds™ are correctly oriented in the StayHear+ Sleep tips. The Bose® logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip (see page 17).</p>
<b>No sound</b>	<p>In the Bose Sleep app, increase the volume of the current masking sound.</p> <p>Place the sleepbuds™ in the charging case and check the sleepbuds™ charging lights (see page 22). Fully charge the sleepbuds™.</p> <p>Connect a different device (see page 24).</p>

<b>SYMPTOM</b>	<b>SOLUTION</b>
<b>Poor sound quality</b>	<p>Make sure that both sleepbuds™ fit securely in your ears (see page 15).</p> <p>Make sure that you're using the right size StayHear®+ Sleep tip for each sleepbud™ (see page 16). You may need a different size for each ear.</p> <p>Make sure that the sleepbuds™ are correctly oriented in the StayHear+ Sleep tips. The Bose® logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip (see page 17).</p> <p>Clear any debris or wax buildup from the StayHear+ Sleep tips and sleepbuds™ nozzles.</p>
<b>Sleepbuds™ falling out of ears</b>	<p>Make sure that both sleepbuds™ fit securely in your ears (see page 15).</p> <p>Make sure that you're using the right size StayHear+ Sleep tip for each sleepbud™ (see page 16). You may need a different size for each ear.</p>
<b>StayHear+ Sleep tips falling off</b>	<p>Securely attach the tips to the sleepbuds™ (see page 17).</p> <p>Clean the tips (see page 26).</p>



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