

***BOSE***

**HEARPHONES™**

CONVERSATION-ENHANCING  
HEADPHONES

# IMPORTANT SAFETY INSTRUCTIONS

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

- Use caution and follow applicable laws regarding mobile phone and headphone use if using the headphones for calls while driving. Some jurisdictions impose specific limitations, such as single earpiece configuration, on the use of such products while driving. Do NOT use the headphones for any other purpose while driving.
- Do NOT use the headphones with World Volume below 0 or with “Focused” or “Front” microphone directivity selected whenever the inability to 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 or railroad tracks).
  - Where appropriate, adjust the headphones to ensure you can hear surrounding sounds, including alarms and warning signals.
  - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones.
  - Be aware that it may be more difficult to identify where a sound is coming from when using the headphones, particularly in “Focused” or “Front” directivity.
- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose® customer service.
- Do NOT submerge or expose the headphones for extended period to water, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc.
- Remove headphones immediately if you experience a warming sensation or loss of audio.



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.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do NOT expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

This is not a hearing instrument or hearing aid as defined in the Hearing Instrument Consumer Protection Act of Illinois, but a personal amplifier and not intended to replace a properly fitted and calibrated hearing instrument.

**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. 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 exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**Input Rating:** 5V  1A



**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "6" is 2006 or 2016.

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The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

"Made for iPod," "Made for iPhone," and "Made for iPad" mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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. Please note that the use of this accessory with iPod, iPhone or iPad may affect wireless performance.

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## GETTING STARTED

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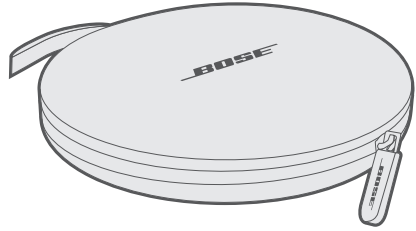
### Unpacking

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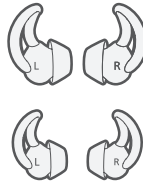
Carefully unpack the carton and confirm the following parts are included:



Bose® Hearphones™

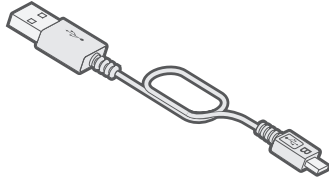


Carry case



StayHear®+ tips:  
Large (black) and Small (white)

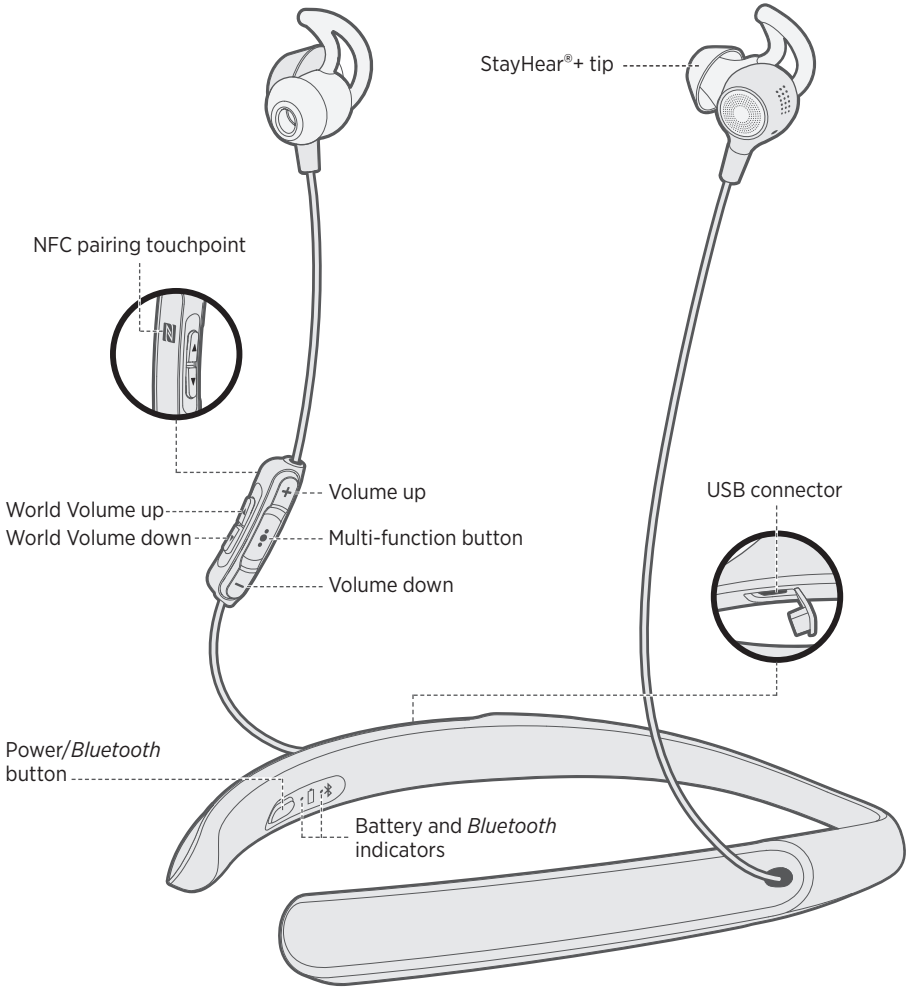
**Note:** Medium (gray) tips are attached to the earbuds.



USB cable

If any part of your product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service (see page 24).

# Headphone components

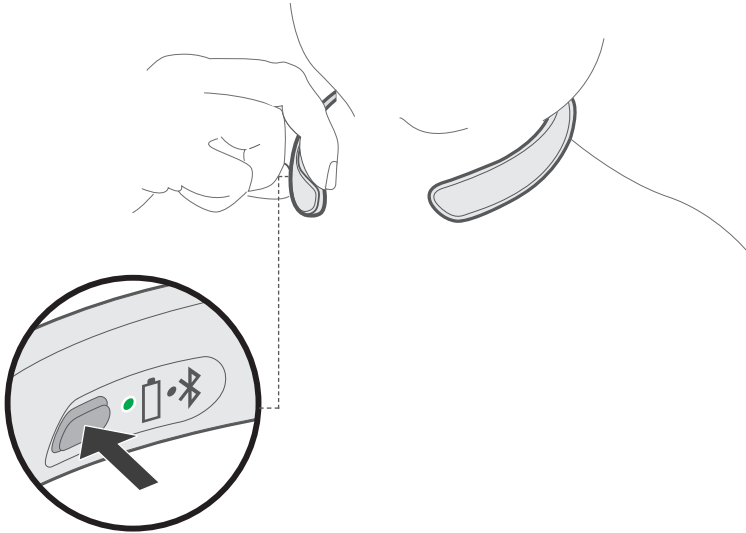


## Powering on/off

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**To power on:** Press the Power/*Bluetooth* button.

The battery indicator glows green, amber or red (see page 14). You hear “Battery <number> percent.”



**To power off:** Press and hold the Power/*Bluetooth* button until the battery indicator blinks two times, and you hear the power-down tones.



Download the free Bose® Hear app to personalize your conversation-enhancement settings and complete your headphone experience.

## Features

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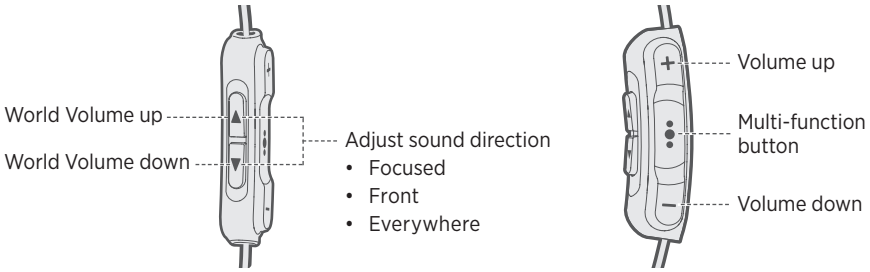
- Pair your mobile device.
- Control World Volume to amplify and reduce environmental sounds.
- Adjust base and treble to fine tune live sounds.
- Change the direction from which you hear sounds:
  - **Focused:** Focus on a conversation with someone in a noisy setting.
  - **Front:** Concentrate on a conversation with people in front of you and reduce noise from behind.
  - **Everywhere:** Hear sounds from all directions.
- Adjust balance between left and right ears.
- Mute sounds in both ears or in one ear for single earbud use.
- Increase the high frequency emphasis with various “Boost” settings for listening to phone calls, podcasts or music.
- Define, select and save modes for easy access to useful combinations of settings.
- Disable voice prompts.
- Enable device auto-off after specified time interval.
- Compatible with most Apple and Android™ devices.
- Keep your headphones up-to-date with the latest software.



# HEADPHONE CONTROLS

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The headphone controls are located on the inline remote below the right earbud.



## World Volume functions

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Use the World Volume buttons ▲ and ▼ to control the level of sound in your environment.

Function	What to do
Increase World Volume (amplify environmental sounds)	Press ▲ until the desired setting is reached.
Decrease World Volume (reduce environmental sounds)	Press ▼ until the desired setting is reached.
<b>Note:</b> You hear a tone when you can no longer increase or decrease World Volume.	

## Sound direction functions

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Press ▲ and ▼ simultaneously to focus on sounds coming from different areas in your environment.

Function	What to do
Focus on a conversation with someone in a noisy setting	Press ▲ and ▼ simultaneously until you hear a low-frequency tone.
Concentrate on a conversation with people in front of you and reduce noise from behind	Press ▲ and ▼ simultaneously until you hear a medium-frequency tone.
Listen to sounds from all directions	Press ▲ and ▼ simultaneously until you hear a high-frequency tone.

## Media playback and volume functions

Function	What to do
Play/pause	Press ●●●.
Skip forward	Press ●●● twice.
Skip backward	Press ●●● three times.
Fast forward	Press ●●● twice and hold the second press.
Rewind	Press ●●● three times and hold the third press.
Volume up	Press + .
Volume down	Press - .

## Call functions

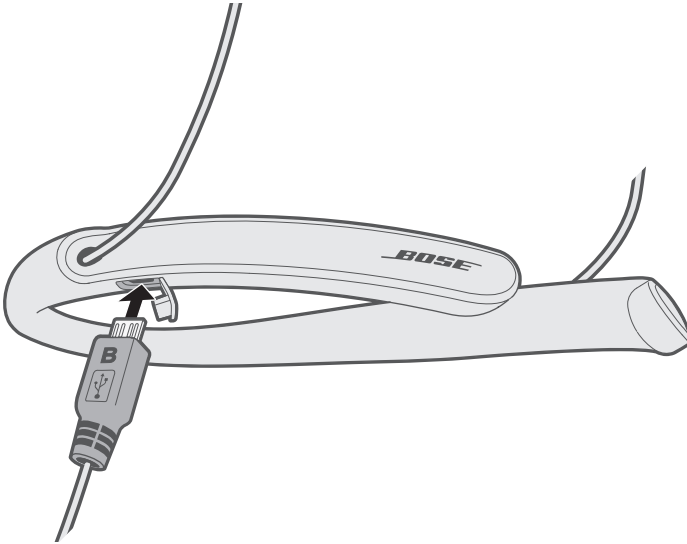
Function	What to do
Answer a call	Press ●●●. <b>Note:</b> When you answer a call using your phone's touch screen, you hear the call through the phone, not the headphones.
End a call	Press ●●●.
Decline an incoming call	Press and hold ●●●.
Answer a second incoming call and put the current call on hold	While on a call, press ●●● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●●● for one second.
Switch between two calls	With two active calls, press ●●● twice.
Create a conference call	With two active calls, press and hold ●●● for one second.
Activate voice control	While not on a call, press and hold ●●● for one second. Refer to your device owner's guide for compatibility and information on using this feature.
Mute/unmute a call	While on a call, press + and - simultaneously.

### Connecting the USB cable

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

1. Open the hinged door on the inside right neckband.
2. Plug the small end of the USB cable into the USB connector.



3. Plug the other end of the USB cable into a wall charger or computer that is powered on.

While charging, the battery indicator blinks amber. Allow up to two hours to fully charge the battery. When the battery is fully charged, the battery indicator glows green. A full charge powers the headphones for up to 10 hours.

**Note:** The headphones do not play while charging.

## Checking the battery

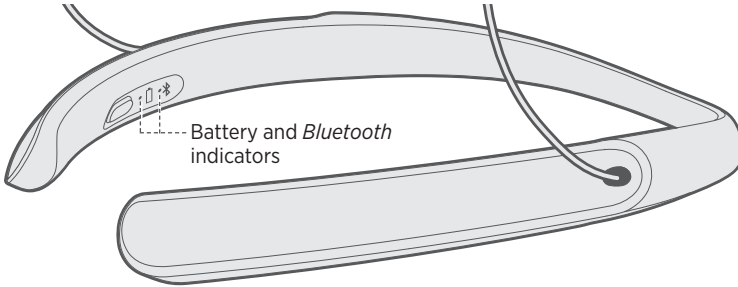
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- Each time you power on the headphones, the voice prompt announces the headphone battery charge level.
- To visually check the battery charge level, press the Power/*Bluetooth* button and check the battery indicator.
- The battery indicator blinks red when the battery needs charging (see page 14).
- If you are connected to an Apple device, the device displays the headphone battery charge level near the upper right corner of the screen.

## STATUS INDICATORS

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The Battery and *Bluetooth* indicators are located on the inside right neckband.



### Battery indicator

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Shows the battery charge level.

Indicator activity	System state
Green	Medium to full charge
Solid amber	Low charge
Blinking red	Need to charge
Blinking amber	Charging
Solid red	Charging error. Contact Bose customer service.

### Bluetooth indicator

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Shows the connection status of a mobile device.

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white	Connected

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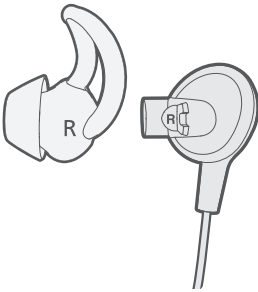
## Choosing the correct StayHear®+ tip

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For optimal audio performance, it is important to choose the correct size StayHear®+ 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:** Make sure your tips fit properly to avoid the earbuds whistling.

Each tip and earbud is marked with either an **L** or an **R**. Be sure to attach the left tip to the left earbud and the right tip to the right earbud.



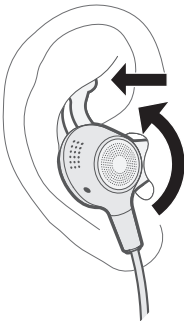
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## Fitting the earbuds to your ear

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The tip allows the earbud to rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

1. Insert the earbud so the tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.

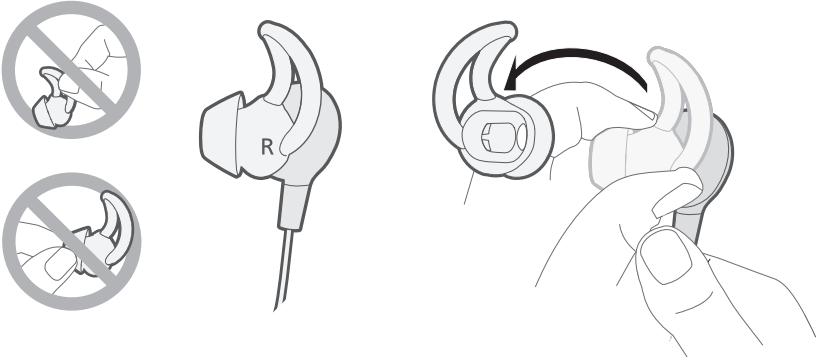


## Changing the StayHear<sup>®</sup>+ tips

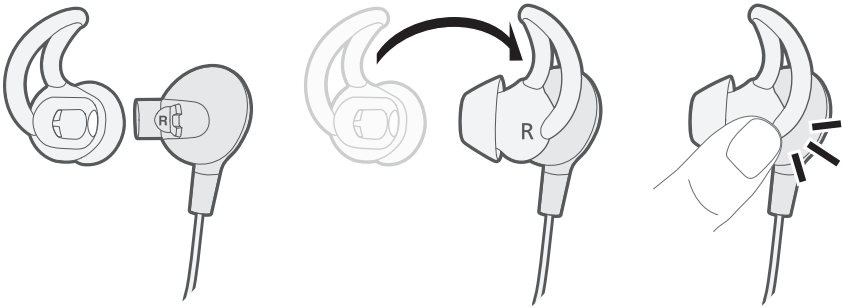
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1. Holding the earbud by the stem, gently grasp the attached StayHear<sup>®</sup>+ tip and peel it away from the earbud.

**CAUTION:** To prevent tearing, grasp the tip by its base. Do not pull on the tip wing.



2. Align the opening of the new tip with the earbud nozzle and rotate the tip onto the nozzle. Press the base of the tip until it clicks securely into place.





World Volume uses adjustable noise cancelling to control the loudness of live voices, television, movies and other environmental sounds. You can adjust World Volume so it is at the right level for your current activity.

## How World Volume works

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- As you increase World Volume, quiet sounds in the environment are amplified more than loud sounds so that all sounds can be heard comfortably.
- As you decrease World Volume, sounds in the environment are reduced, enabling you to focus on your activity, for example, listening to music or podcasts, reading or using your mobile device.

## Getting used to new sounds

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Bose® Hearphones™ may require you getting used to new, higher-frequency sounds and your voice sounding different. When first powering on your headphones, World Volume is set so that sounds are amplified at a slightly higher level than if you were not using the headphones.

In some cases, you may experience the perception that a loud environment is quiet and your voice is loud, which may cause you to lower your voice. Practice listening to new sounds and talking on your own or with a trusted partner in a familiar environment, before you use your headphones for conversation.

**Tip:** If you want to use just one earbud while getting used to new sounds, you can mute the other earbud with the Bose Hear app (see page 9).

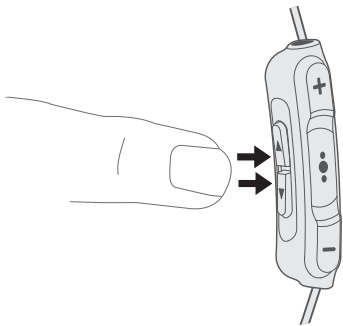
# Adjusting sound direction

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You can adjust your headphones to focus on sounds coming from different areas in your environment.

- **Focused:** Focus on a conversation with someone in a noisy setting.
- **Front:** Concentrate on a conversation with people in front of you and reduce noise from behind.
- **Everywhere:** Hear sounds from all directions, for example, crossing the street, watching television and listening to music.

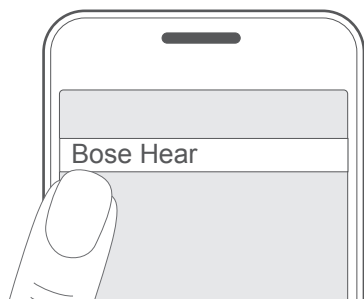
To focus on sounds coming from a particular area, press the World Volume buttons ▲ and ▼ simultaneously.



*Bluetooth* wireless technology lets you stream music from mobile devices such as smartphones, tablets and laptop computers. Before you can stream music from a mobile device, you must pair the device with your headphones.

## Pairing your mobile device using the Bose® Hear app (recommended)

1. Power on your headphones (see page 8).
2. Download the Bose Hear app, and follow the on-screen instructions.



Once paired, you hear “Connected to <device name>.” The *Bluetooth* indicator glows solid white.

## Choosing an alternate pairing method

If you are unable to pair your mobile device using the Bose Hear app, you can pair using the *Bluetooth* settings menu or Near Field Communication (NFC).

### What is NFC?

NFC is a technology that enables mobile devices to establish wireless communication with each other by simply tapping the devices together. Refer to your device owner’s guide to see if your model supports NFC.

<p><b>If your device does not support <i>Bluetooth</i> pairing via NFC or if you are unsure:</b></p>	<p>Follow the instructions for “Pairing your mobile device using the <i>Bluetooth</i> menu” on page 20.</p>
<p><b>If your device supports <i>Bluetooth</i> pairing using NFC:</b></p>	<p>Follow the instructions for “Pairing your mobile device using NFC” on page 21.</p>

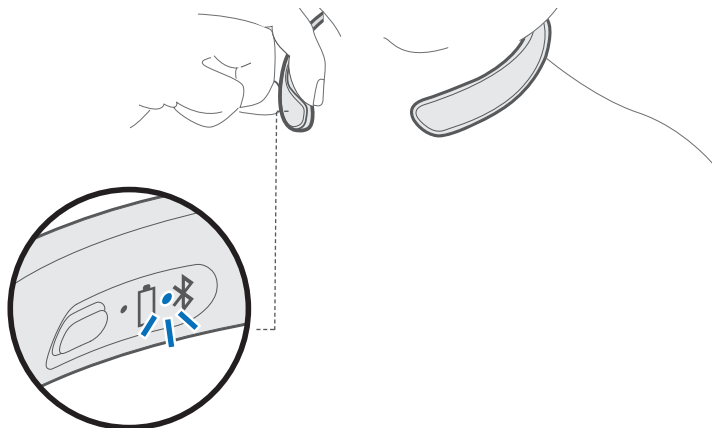
**Note:** If your device supports *Bluetooth* pairing via NFC, you can use either pairing method.

## Pairing your mobile device using the *Bluetooth* menu

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1. With your headphones powered on, press and hold the *Power/Bluetooth* button until you hear “Ready to pair.”

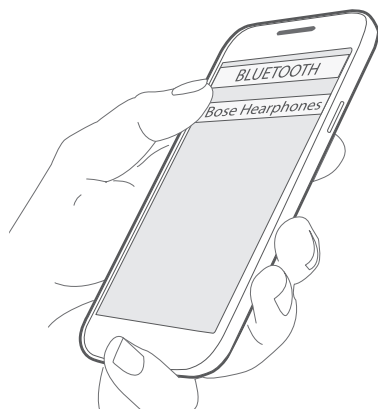
The *Bluetooth* indicator blinks blue.



2. On your mobile device, turn on the *Bluetooth* feature.

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

3. Select your Bose® Hearphones™ from the device list.



Once paired, you hear “Connected to <device name>.” The *Bluetooth* indicator glows solid white.

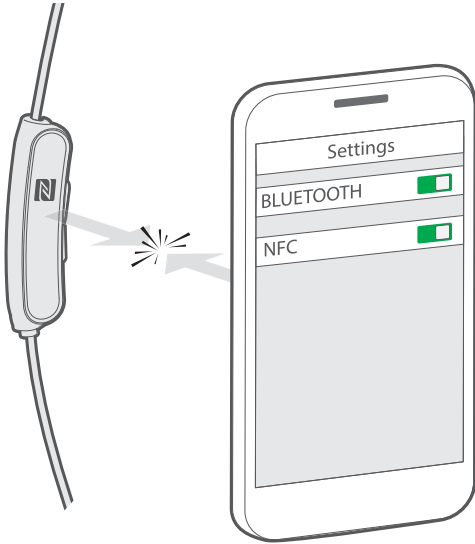
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## Pairing your mobile device using NFC

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1. With your headphones powered on, unlock your mobile device and turn on the *Bluetooth* and NFC features. Refer to your device owner's guide to learn more about these features.
2. Tap the NFC touchpoint on your device to the back of the inline remote.

Your device may prompt you to accept pairing.



Once paired, you hear “Connected to <device name>.” The *Bluetooth* indicator glows solid white.

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## Disconnecting a device

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- Turn off the *Bluetooth* feature on your device.
- If your device supports NFC, tap the NFC touchpoint on your device to the back of the inline remote.

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## Reconnecting a device

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

**Note:** The devices must be within range and powered on.

- If your device supports NFC, tap the NFC touchpoint on your device to the back of the inline remote.

## MANAGING MULTIPLE CONNECTIONS

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You can store up to eight paired mobile devices in the headphone pairing list, and your headphones can be actively connected to two devices at a time.

**Note:** You can only play audio from one device at a time.

### Identifying connected mobile devices

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Press the *Power/Bluetooth* button to hear which devices are currently connected.

### Switching between two connected devices

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

### Reconnecting a previously paired device

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1. Press the *Power/Bluetooth* button to hear which device is connected.
2. Press the *Power/Bluetooth* button again within three seconds to connect to the next device in the headphone pairing list.
3. Repeat until you hear the correct device name.
4. Play audio on the connected device.

### Clearing the headphone pairing list

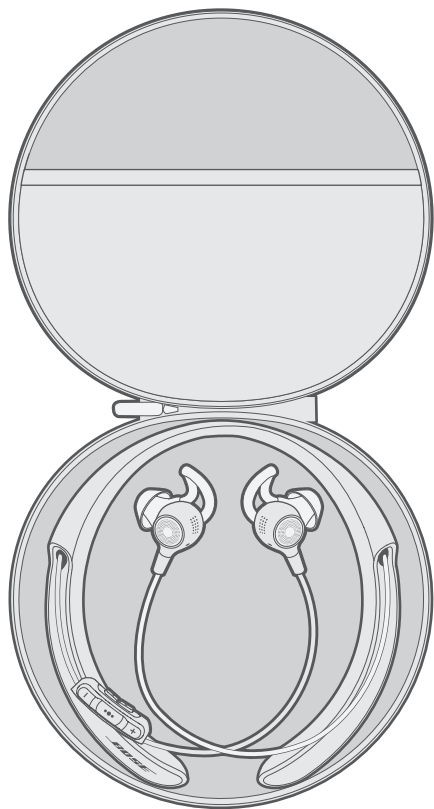
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1. Press and hold the *Power/Bluetooth* button for 10 seconds until you hear “*Bluetooth* device list cleared.”
2. Delete your headphones from the *Bluetooth* list on your mobile device.  
All devices are cleared and the headphones are ready to pair a new device.

## Storing

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- Turn off the headphones when not in use.
- Before storing the headphones for more than a few months, fully charge the battery.
- Place the headphones in the carry case for storage.



### Cleaning

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Your headphones may require periodic cleaning.

- **StayHear®+ tips:** Remove the tips from the earbuds and wash them with a mild detergent and water. Make sure you thoroughly rinse and dry the tips before attaching them to the earbuds.
- **Headphone nozzles:** Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.
- **Cleaning the neckband:** Clean only with a soft, dry cloth. Do not use cleaning solvents or detergents.

### Replacement parts and accessories

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

### Customer service

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- [global.bose.com/Support/Hearphones](https://global.bose.com/Support/Hearphones)
- Bose customer service: 800-761-2673

### Limited warranty

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Your Bose® Hearphones™ wireless headphones are covered by a limited warranty. Visit [global.bose.com/Support/Hearphones](https://global.bose.com/Support/Hearphones) for details about the Bose Hearphones limited warranty and instructions on how to register. Failure to register will not affect your limited warranty rights.

### Technical information

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**Input Rating:** 5V  $\overline{\text{---}}$  1A



If you experience problems with your headphones:

- Check the state of status indicators (see page 14).
- Make sure your mobile device supports *Bluetooth* or pairing via NFC technology (see page 19).

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.

## Common solutions

The following table lists symptoms and possible solutions to common problems.

Symptom	Solution
Headphones don't power on	<ul style="list-style-type: none"> <li>• Power on the headphones (see page 8).</li> <li>• Charge the battery.</li> </ul>
Headphones don't pair with mobile device	<ul style="list-style-type: none"> <li>• On your device:                             <ul style="list-style-type: none"> <li>- Turn the <i>Bluetooth</i> feature off and then on.</li> <li>- Delete your headphones from the <i>Bluetooth</i> list on your device. Pair again (see page 19).</li> </ul> </li> <li>• Move your device closer to the headphones and away from any interference or obstructions.</li> <li>• Pair a different device (see page 19).</li> <li>• Visit: <a href="http://global.Bose.com/Support/Hearphones">global.Bose.com/Support/Hearphones</a> to see how-to videos.</li> <li>• Clear the headphone pairing list (see page 22). Pair again.</li> </ul>
Headphones don't pair with NFC-enabled device	<ul style="list-style-type: none"> <li>• Make sure your device supports NFC.</li> <li>• Unlock your device and turn on the <i>Bluetooth</i> and NFC features.</li> <li>• Tap the NFC touchpoint on the back of your device to the back of the inline remote.</li> </ul>
No sound when playing audio from device	<ul style="list-style-type: none"> <li>• Power on the headphones, and charge the battery.</li> <li>• Increase the volume on your headphones and device.</li> <li>• Press the <i>Power/Bluetooth</i> button to hear the connected device. Make sure you are using the correct device.</li> <li>• Move your device closer to the headphones and away from any interference or obstruction.</li> <li>• Use a different music source.</li> <li>• Pair a different device (see page 19).</li> <li>• If two devices are connected, pause the first device and play the other device.</li> <li>• If two devices are connected, move the devices within range of the headphones (30 ft. or 9 m).</li> </ul>

## TROUBLESHOOTING

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Symptom	Solution
Poor sound quality when playing audio from mobile device	<ul style="list-style-type: none"><li>• Use a different music source.</li><li>• Pair a different mobile device (see page 19).</li><li>• Disconnect the second device.</li><li>• Move the device closer to the headphones and away from any interference or obstructions.</li><li>• Clear any debris or wax buildup from the earbuds and headphone nozzles.</li></ul>
No World Volume	<ul style="list-style-type: none"><li>• Make sure the power is switched on and the power indicator glows solid green.</li></ul>
World Volume won't adjust	<ul style="list-style-type: none"><li>• Power off the headphones and then power on.</li><li>• Charge the headphones.</li></ul>
Headphones don't charge	<ul style="list-style-type: none"><li>• Open the hinged door on the inside right neckband and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones.</li><li>• Secure both ends of the USB cable.</li><li>• Make sure the headphones are at room temperature, between 50° F (10° C) and 104° F (40° C). If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.</li></ul>
StayHear <sup>®</sup> + tips falling off	Securely attach the tips to the earbuds (see page 16).
Lost StayHear <sup>®</sup> + tips	Contact Bose customer service for replacement tips.
Earbuds whistle	Decrease World Volume. Make sure your StayHear <sup>®</sup> + tips fit properly (see page 15).
Sound of own voice is too loud	Practice listening to new sounds and talking on your own or with a trusted partner in a familiar environment before you use your headphones for conversation.

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