NOISE CANCELLING HEADPHONES 700
+ CHARGING CASE

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

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

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Only use attachments/accessories specified by the manufacturer.
8. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

WARNINGS/CAUTIONS

- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- 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. Overload outputs above rating may result in a risk of fire or injury to persons.
  - 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 to persons.
  - 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.
  - Switch off the charging case when not in use.
- Do NOT use your headphones while driving for phone calls or any other purpose.

- Do NOT use the headphones with noise canceling on at any time the inability to hear surrounding sounds may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc., and follow applicable laws regarding headphone use.
  - Remove the headphones, or use the headphones with noise cancelling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.
  - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.
- Remove headphones immediately if you experience a warming sensation or loss of audio.
- Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.
- The battery provided with this product may present a risk of fire or chemical burn if mishandled.
- Do NOT use the headphones as aviation communication headsets except in case of emergency.
  - No incoming audio will be heard with a discharged or improperly installed battery. This could result in the potential of missed communications while piloting an aircraft.
  - Extremely loud ambient noise levels common to many propeller-driven aircraft may impair your ability to receive incoming audio communications, particularly during takeoff and climb out.
  - The headphones are not engineered for noise conditions, altitude, temperature or other environmental conditions common in non-commercial aircraft, resulting in possible interference to critical communications.

Contains small parts which may be a choking hazard. Not suitable for children under age 3.

This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the product.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Do NOT wear the headphones while charging.
- The headphones do not play audio while charging.

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

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

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

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

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

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.

Maximum transmit power is below regulatory limits such that SAR testing is not necessary and exempt per applicable regulations.

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

Management Regulation for Low-power Radio-frequency Devices

Article XII

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

Article XIV

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

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

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

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

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

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; "0" is 2010 or 2020.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plant 9, No. 353 North Riying 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 ⎓

Charging Temperature Range: 32° F to 113° F (0° C to 45° C)

Discharging Temperature Range: -4° F to 140° F (-20° C to 60° C)

Headphones Model: 423352

Charging Case Model: 431738

The CMIIT ID is located on the right earcup.

Patents: www.bose.com/patents

Please complete and retain for your records

The serial and model numbers are located in the earcup and inside of the charging case.

Serial number: _____

Model number: _____

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

Security Information

This product is capable of receiving security updates from Bose via the Bose Music app. To receive security updates, you must complete the product setup process in the Bose Music app. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available.**

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Package: Mbed TLS 2.16.1

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Version 2.0, January 2004

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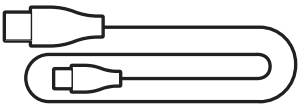
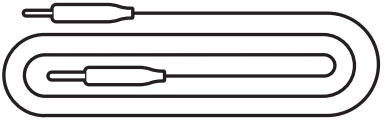
Confirm that the following parts are included:

Bose Noise Cancelling Headphones 700

Charging case



USB-C to USB-A



Audio cable

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

Visit: worldwide.Bose.com/Support/HP700

The Bose Music app lets you set up and control the headphones from any mobile device such as a smartphone or tablet. Using the app, you can configure Google Assistant, Amazon Alexa, or Tencent Xiaowei Assistant, choose your voice prompt language, adjust noise cancelling levels, and manage headphone settings.

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

DOWNLOAD THE BOSE MUSIC APP

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

   NOTE: If you're located in mainland China, download the Bose 音乐 app.

Download on the App Store

GET IT ON Google Play

2. Follow the app instructions.

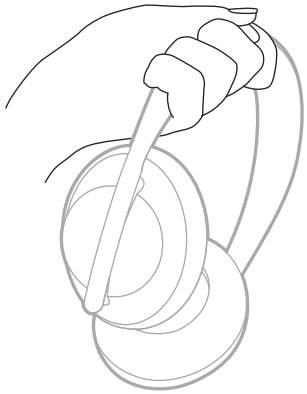
ADD THE HEADPHONES TO AN EXISTING ACCOUNT

In the Bose Music app, go to the My Products screen and add your Bose Noise Cancelling Headphones 700.

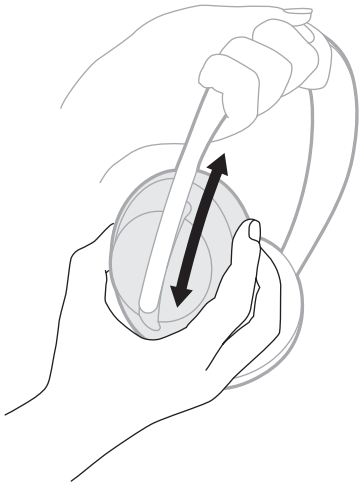
ADJUST THE HEADPHONES

Before placing the headphones on your head, adjust the position of the earcups on the headband to ensure proper fit.

1. With the outer earcup facing toward you, firmly grip the side of the headband.



2. With your other hand, grip the earcup. Move the earcup up or down to adjust the position.



3. Repeat steps 1-2 for the other earcup.

BUTTON ORIENTATION

The inner scrims (cloth covers) of the headphone earcups are marked with an **L** (left earcup) and **R** (right earcup). There are two buttons on the right earcup and one on the left earcup.

Match the right earcup with your right ear and the left earcup with your left ear. Place the headphones on your head with the buttons facing behind you. Once the headphones are on your head, use your thumbs to press the buttons.

POWER ON/OFF

Press and release the Power/*Bluetooth* button.

After powering on the headphones, you hear a voice prompt, and the status lights glow (see page 43).

AUTO-OFF

Auto-off conserves the headphone battery by using motion-detection. The headphones power off when you have not moved the headphones for 1 hour.

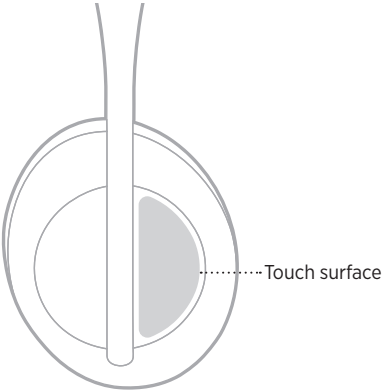
To wake the headphones, press the Power/*Bluetooth* button.

TIP: You can also set the headphones to power off when no audio is playing. To enable auto-off for audio, use the Bose Music app. You can access this option from the Settings menu.

Use touch control by swiping or tapping the touch surface of the headphones. With touch control, you can play or pause audio, skip forward or backwards, change the volume, and perform basic call functions.

TOUCH SURFACE AREA

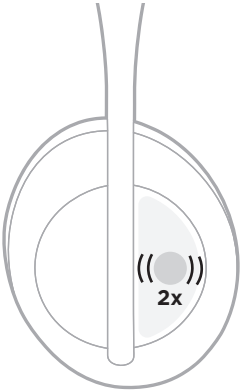
The touch surface is located on the front of the right earcup.



MEDIA PLAYBACK AND VOLUME FUNCTIONS

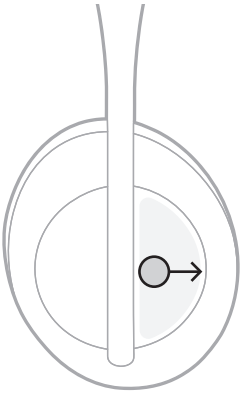
Play/Pause

Double-tap to play or pause audio.



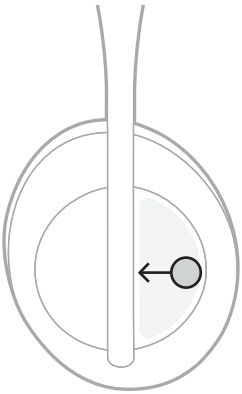
Skip forward

Swipe forward to skip to the next track.



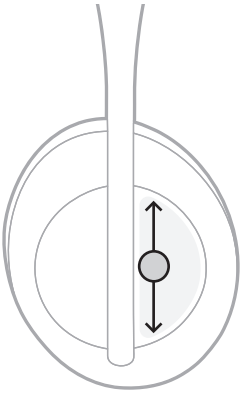
Skip backward

Swipe backward to skip to the previous track.



Change the volume

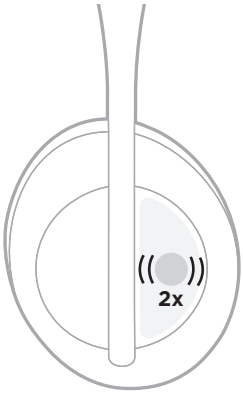
- Swipe up to increase the volume.
- Swipe down to decrease the volume.



CALL FUNCTIONS

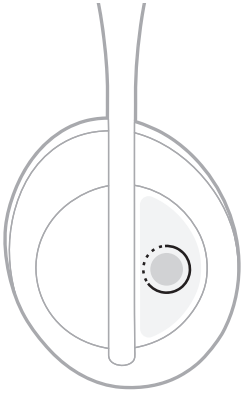
Answer/End a call

Double-tap to answer or end a call.



Decline an incoming call

Tap and hold for 1 second to decline an incoming call.



Mute a call

While on a call, press and release the Voice Assistant button to mute the microphone.

Call notifications

A voice prompt announces incoming callers and call status.

To disable call notifications, use the Bose Music app. You can access this option from the Settings menu.

NOTE: Disabling voice prompts also disables call notifications.

CUSTOMIZE SHORTCUT

You can customize a shortcut for the tap and hold action on the headphones to perform one of two functions:

- Announce the battery level (default).
- Disable/Enable the wake word for Amazon Alexa (not applicable for Google Assistant, Tencent Xiaowei Assistant, or mobile device voice control).

NOTE: For more information about Voice Assistant options, see page 25.

To customize touch control, use the Bose Music app. You can access this option from the Settings menu.

Once customized, tap and hold for your preferred function.

VOICE ASSISTANT OPTIONS

You can program the headphones to quickly and easily access Google Assistant, Amazon Alexa, Tencent Xiaowei Assistant, or voice control capabilities on your mobile device.

OPTIONS	HOW TO USE
Google Assistant	Use the Voice Assistant button (see page 26). **NOTE:** At this time, you cannot use your voice to access Google Assistant. New features are added periodically.
Amazon Alexa	Use your voice and/or the Voice Assistant button (see page 29).
Tencent Xiaowei Assistant	Use the Voice Assistant button (see page 32). **NOTES:** • Tencent Xiaowei Assistant is only available in mainland China. • You cannot use your voice to access mobile device voice control.
Mobile device voice control	Use the Voice Assistant button (see page 33). **NOTE:** You cannot use your voice to access mobile device voice control.

NOTE: You cannot set the headphones to access Google Assistant, Amazon Alexa, and Tencent Xiaowei Assistant at the same time.

SET UP YOUR VOICE ASSISTANT

Before you begin, make sure your mobile device is connected to a Wi-Fi® or cellular data network.

To set up your Voice Assistant, use the Bose Music app. You can access this option from the Settings menu.

NOTE: If you're located in mainland China, use the Bose 音乐 app.

ACCESS GOOGLE ASSISTANT

Your headphones allow you to get help from Google hands-free, making them the perfect companion to stay connected when you're on the go. Get things done without stopping what you're doing - like playing your favorite songs, texting and calling, getting quick answers, and managing your calendar and reminders. You can even have your notifications and messages read aloud to you, so you can keep your phone in your pocket without missing anything important. Just ask Google. Talk to Google on headphones to help when you commute, exercise or just want "me time." It brings the best of Google together in a natural and personalized way to help get things done fast.

For more information on what Google Assistant can do, visit:
https://support.google.com/headphones

NOTE: Google Assistant isn't available in certain languages and countries.

Use the Voice Assistant button

The Voice Assistant button is used to access Google Assistant. It's located on the right earcup.

THINGS TO TRY	WHAT TO DO
Talk to Google Assistant	Press and hold the Voice Assistant button until you hear a tone. After you hear a tone, say your request. **NOTE:** For examples of things to try, see page 28.
Get your notifications	Press the Voice Assistant button.
Reply to a message	After receiving a message notification, press and hold the Voice Assistant button to respond. When you're done, release the button.
Stop Google Assistant	Double-press the Voice Assistant button.

Things to try

THINGS TO TRY	WHAT TO SAY
Enjoy entertainment	Continue podcast
Keep in touch	Call Mom
Find your way	Take me to the nearest coffee shop
Get answers	When is my next meeting?

NOTE: For more examples of questions and things you can do, visit: https://support.google.com/headphones

ACCESS AMAZON ALEXA

The headphones are Amazon Alexa enabled. With Alexa, you can ask to play music, hear the news, check the weather, control smart home devices, and more. Using Alexa on your headphones is as simple as asking. Just ask or use the Voice Assistant button and Alexa responds instantly.

For more information about what Alexa can do, visit:
https://www.amazon.com/usealexa

NOTE: Alexa isn't available in certain languages and countries.

Custom access

During initial set up, the app prompts you to choose your preferred way to access Alexa. If you choose Alexa for your Voice Assistant, you can customize it to be accessed using:

- The Voice Assistant button only.
- Your voice and the Voice Assistant button.

Use your voice

Start with “Alexa,” then say:

THINGS TO TRY	EXAMPLES OF WHAT TO SAY
Talk to Alexa	What can you do?
Play audio	Play Beethoven. **NOTE:** Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
Play from a specific audio service	Play NPR on TuneIn.
Skip to the next song	Next song.
Plan your day	What’s the weather?
Add to your shopping list	Add eggs to my shopping list.
Send a message (Alexa-to-Alexa messaging only)	Send a message to Tom.
Discover more skills	What new skills do you have?
Stop Alexa	Stop.

Disable the wake word

To disable the wake word for Amazon Alexa, use the Bose Music app. You can access this option from the Settings menu.

NOTES:

- After disabling the wake word, you can still use the Voice Assistant button (see page 31).
- You can also customize touch control to disable/enable the wake word (see page 24).

Use the Voice Assistant button

The Voice Assistant button is used to control Amazon Alexa. It's located on the right earcup.

THINGS TO TRY	WHAT TO DO
Talk to Alexa	Press and release the Voice Assistant button. After you hear a tone, say your request. For a list of things to try, visit: https://www.amazon.com/usealexa
Stop Alexa	Press and release the Voice Assistant button.

ACCESS TENCENT XIAOWEI ASSISTANT

The headphones have been adapted for the Tencent Xiaowei Assistant. Just press and hold the Voice Assistant button to request and control music/audio content or get news and weather information.

For more information about what the Tencent Xiaowei Assistant can do, visit: https://Xiaowei.weixin.qq.com/

NOTES:

- Tencent Xiaowei Assistant is only available in mainland China.
- To use and set up the Tencent Xiaowei Assistant, download the Tencent Xiaowei app.

Use the Voice Assistant button

The Voice Assistant button is used to control the Tencent Xiaowei Assistant. It's located on the right earcup.

腾讯小微

THINGS TO TRY	WHAT TO DO
Talk to Tencent Xiaowei Assistant	Press and hold the Voice Assistant button until you hear a tone. After you hear a tone, say your request. For a list of things to try, visit: https://Xiaowei.weixin.qq.com/
Stop Tencent Xiaowei Assistant	Double-press the Voice Assistant button.

ACCESS MOBILE DEVICE VOICE CONTROL

You can set the headphones to access voice control on your mobile device. Once set, the headphone microphone acts as an extension of the microphone in your mobile device.

Press and hold the Voice Assistant button to access mobile device voice control. You hear a tone that indicates voice control is active.

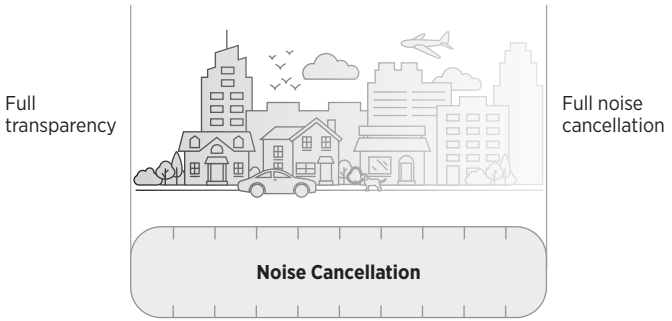
Noise cancellation reduces unwanted noise, providing a clearer, more lifelike audio performance. Each time you power on the headphones, noise cancellation is fully enabled at the highest level.

NOTE: To use the last set noise cancelling level when powering on, use the Bose Music app. You can access this option from the Settings menu.

NOISE CANCELLING LEVELS

Choose your noise cancelling level based on your listening preferences and environment. You can adjust between full transparency and full noise cancellation. When the headphones are set to full transparency, you hear more outside sounds. When set to full noise cancellation, unwanted outside noise is reduced.

NOTE: To access all noise cancelling levels, use the Bose Music app. You can access this option from the home screen.



Favorites

By default, the headphones are set to three Favorite noise cancelling levels: **1** (full noise cancellation), **2** (some awareness), and **3** (full transparency).

FAVORITE	DESCRIPTION
1	Provides world-class noise cancellation to eliminate virtually all the exterior noise around you.
2	Blocks most low frequency noises, like the rumble of a train or the hum of a vacuum cleaner, but still provides some awareness of your surroundings.
3	Provides full transparency so that you can hear the world around you as if you're not wearing headphones.

NOTE: To customize Favorite noise cancelling levels, use the Bose Music app. You can access this option from the Settings menu.

Cycle through Favorites

NOTE: To customize Favorite noise cancelling levels, use the Bose Music app.

1. Press and release the Noise Control button.

   You hear the current noise cancelling level.

2. Repeat until you hear your preferred level.

CONVERSATION MODE

Conversation mode is a convenient method to simultaneously pause your audio and give you full awareness. This allows you to have a quick conversation with someone or immediately be aware of your surroundings.

Turn on conversation mode

Press and hold the Noise Control button for 1 second.

Turn off conversation mode

To turn off conversation mode, you can:

- Press any button.
- Tap, tap and hold, or swipe the touch surface.

NOTE: If tapping the touch surface, you need to tap at least twice to turn off conversation mode.

The headphones return to the previous noise cancelling level and resume playing audio.

NOISE CANCELLATION WHILE ON A CALL

When you receive a call, the headphones remain at the current noise cancelling level, and Self Voice is activated. Self Voice helps you hear yourself better when speaking on a call through the headphones. To adjust the noise cancelling level while on a call, use the Noise Control button (see page 35).

NOTES:

- To adjust Self Voice or noise cancelling levels, use the Bose Music app. You can access this option from the Settings menu.
- You can't use conversation mode while on a call.

USE NOISE CANCELLATION ONLY

Clear away noisy distractions without audio. Focus on what matters most — your work or whatever your passion.

1. Press and hold the Power/*Bluetooth* button until you hear a voice prompt.

   Your mobile device(s) disconnects and all audio stops playing.

2. Set your preferred noise cancelling level (see page 35).

CHARGE THE HEADPHONES

Use the USB cable

1. Connect the small end of the USB cable into the USB-C port on the right earcup.

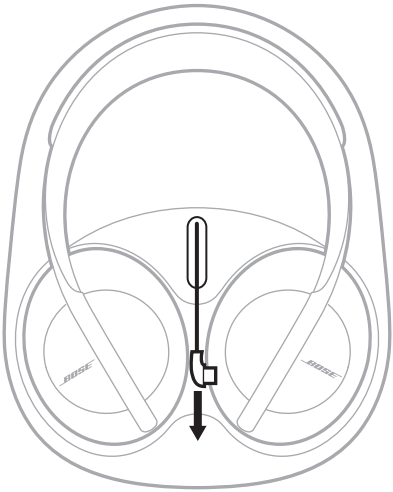
2. Connect the other end into a USB-A wall charger or computer that is powered on.

   While charging, the battery light blinks white. When the battery is fully charged, the battery light glows solid white (see page 41).

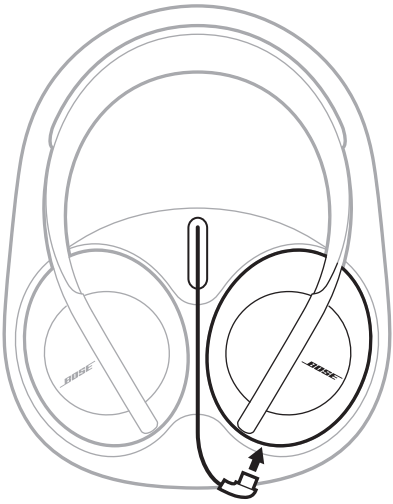
NOTE: The headphones don't play audio or cancel noise while charging.

Use the charging case

1. Rotate the earcups and place the headphones into the case (see page 52).
2. Pull the USB cable down to the edge of the case.

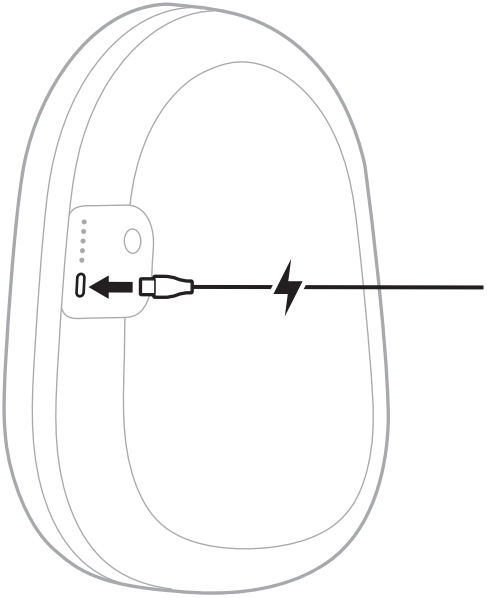


3. Connect the USB cable inside of the case into the USB-C port on the right earcup.



CHARGE THE CASE

1. Connect the small end of the USB cable into the USB-C port on the side of the charging case.



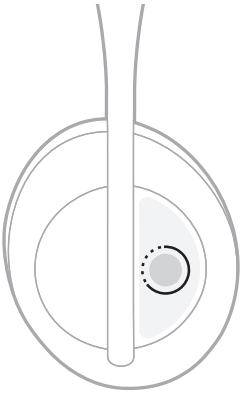
2. Connect the other end into a USB wall charger (not provided) or computer that is powered on.

   When the charging case is charging, the last lit status light blinks white. When it is fully charged, all five charging case status lights glow solid white (see page 45).

CHECK THE HEADPHONES BATTERY LEVEL

Each time you power on the headphones, a voice prompt announces the battery level. When you're using the headphones and the battery is low, you hear "Battery low, please charge now."

To hear the battery level while using the headphones, tap and hold the touch surface until you hear a voice prompt.

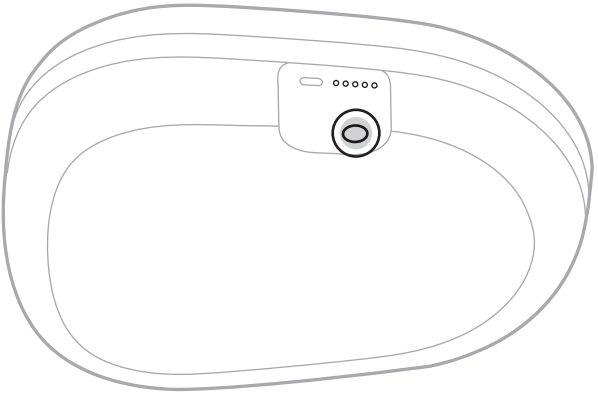


NOTE: By default, the tap and hold action on the headphones is set to announce the battery level. For more information about customizing this action, see page 24.

CHECK THE CHARGING CASE BATTERY LEVEL

Press and release the button on the side of the charging case.

The five charging case status lights glow according to the battery level (see page 45).



CHARGING TIME

COMPONENT	CHARGING TIME
Headphones	2.5 hours
Charging case	3 hours

NOTES:

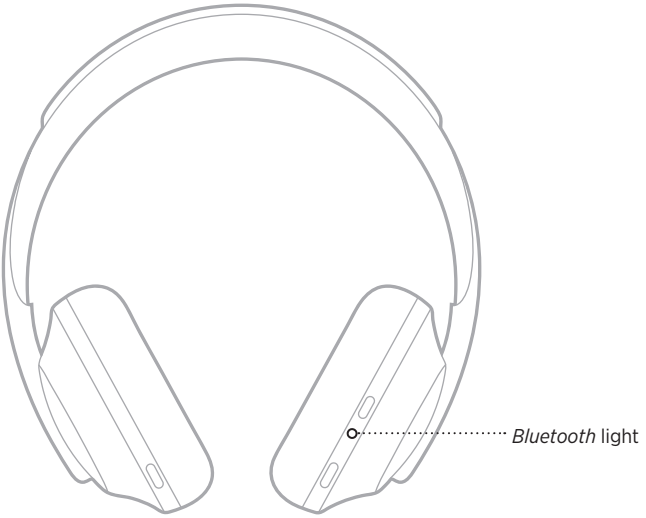
- A 15-minute charge powers the headphones for up to 3.5 hours.
- A full charge powers the headphones for up to 20 hours.
- When the case is fully charged, you can charge the headphones up to 2 times.
- When the headphones and charging case are charging simultaneously, charging time varies.

HEADPHONE STATUS LIGHTS

The *Bluetooth* and battery lights are located on the right earcup.

Bluetooth light

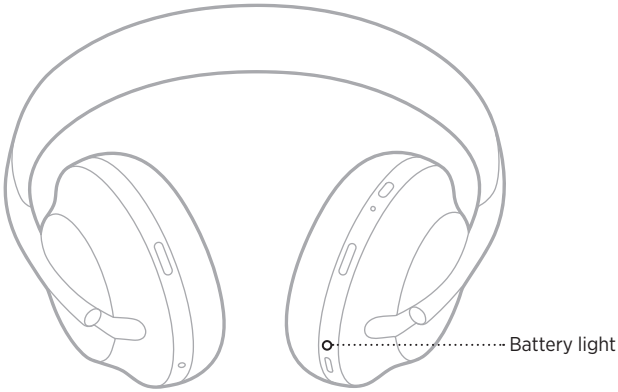
Shows the connection status of a mobile device.



LIGHT ACTIVITY	SYSTEM STATE
Slowly pulses blue	Ready to connect
Blinks blue	Connecting
Solid blue	Connected
Off	Disconnected

Battery light

Shows the battery level.



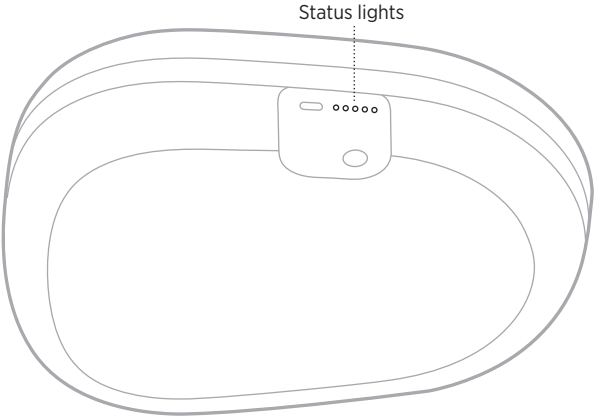
LIGHT ACTIVITY	SYSTEM STATE
Solid white	Medium to full charge
Solid red	Low charge
Blinks red	Need to charge
Blinks red and white	Error - contact Bose customer service
Quickly blinks white	Updating headphones

NOTES:

- While charging, the battery light blinks white. When the headphones are fully charged, the battery light glows solid white.
- If connected to an Apple device, your device displays the battery level on the home screen, Control Center, or notification screen.
- You can also check the battery level of the headphones using the Bose Music app.

CHARGING CASE STATUS LIGHTS

The charging case status lights are located on the side of the charging case. They show the charge status and battery level of the case and charging case error status.



LIGHT ACTIVITY	CHARGING PERCENTAGE
○●●●●	0% - 20%
○○●●●	21% - 40%
○○○●●	41% - 60%
○○○○●	61% - 80%
○○○○○	81% - 100%
✳○●○●✳○	Error - contact Bose customer service

NOTE: When the case is charging, the last lit light blinks according to the current battery level. When it is fully charged and connected to power, all five lights glow solid white.

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

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

NOTE: To get the most out of the headphones, set up and connect your mobile device using the Bose Music app (see page 15).

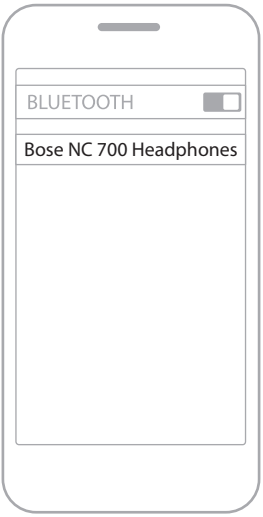
1. Press and hold the Power/*Bluetooth* button until you hear "Ready to connect another device," and the *Bluetooth* light slowly pulses blue.

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

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

3. Select the headphones from the device list.

   TIP: Look for the name you entered for the headphones in the Bose Music app.



   Once connected, you hear "Connected to <*mobile device name*>," and the *Bluetooth* light glows solid blue.

DISCONNECT A MOBILE DEVICE

Use the Bose Music app to disconnect your mobile device.

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

RECONNECT A MOBILE DEVICE

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

NOTES:

- The devices must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your mobile device.

CONNECT AN ADDITIONAL MOBILE DEVICE

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

To connect an additional device, use the Bose Music app. You can access this option from the Settings menu.

TIP: You can also use the *Bluetooth* menu on your mobile device (see page 46).

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

SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

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

CLEAR THE HEADPHONE DEVICE LIST

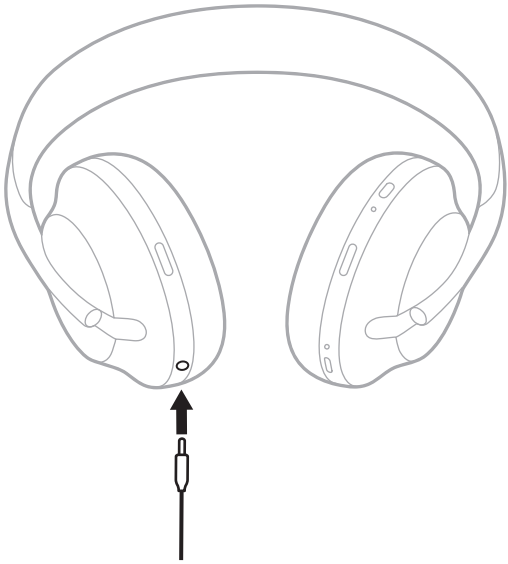
1. Press and hold Power/*Bluetooth* button until you hear "*Bluetooth* device list cleared," and the *Bluetooth* light slowly pulses blue.
2. Delete the headphones from the *Bluetooth* list on your device.

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

CONNECT THE AUDIO CABLE

Use the audio cable to connect a non-wireless device or if the headphone battery is depleted.

1. Insert the cable into the 2.5 mm jack on the right earcup.



2. Insert the other end of the cable into the 3.5 mm jack on your device.

CONNECT TO A BOSE SOUNDBAR OR HOME SPEAKER

With Bose SimpleSync technology, you can connect the headphones to a Bose Soundbar or Bose Home Speaker for a personal listening experience.

Benefits

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

NOTE: SimpleSync technology has a *Bluetooth* range of 30 ft (9 m). Walls and construction materials can affect reception.

Compatible products

You can connect the headphones to any member of the Bose Home Speaker family.

Popular compatible products include:

- Bose Soundbar 700
- Bose Soundbar 500
- Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Home Speaker

New products are added periodically. For a complete list and more information, visit: worldwide.Bose.com/Support/Groups

Connect using the Bose Music app

To connect a compatible Bose product to your headphones, use the Bose Music app. For more information, visit: worldwide.Bose.com/Support/Groups

NOTES:

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

RECONNECT TO A BOSE SOUNDBAR OR HOME SPEAKER

Power on the headphones (see page 18).

The headphones try to connect to the two most recently-connected *Bluetooth* devices, including your soundbar or speaker.

NOTES:

- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the headphones don't connect, connect using the Bose Music app. You can access this option from the Settings menu.

EQUALIZER

The Equllizer adjusts the bass, mids, and treble levels based on your listening preference. Each time you power on, the headphones use your previously-set Equilizer settings.

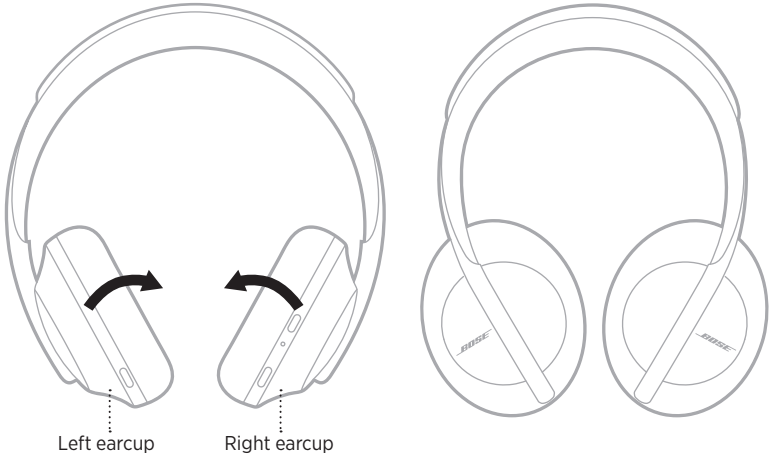
NOTES:

- To access the Equalizer, make sure the headphones are up to date.
- To adjust Equalizer settings, use the Bose Music app. You can access this option from the Settings menu.

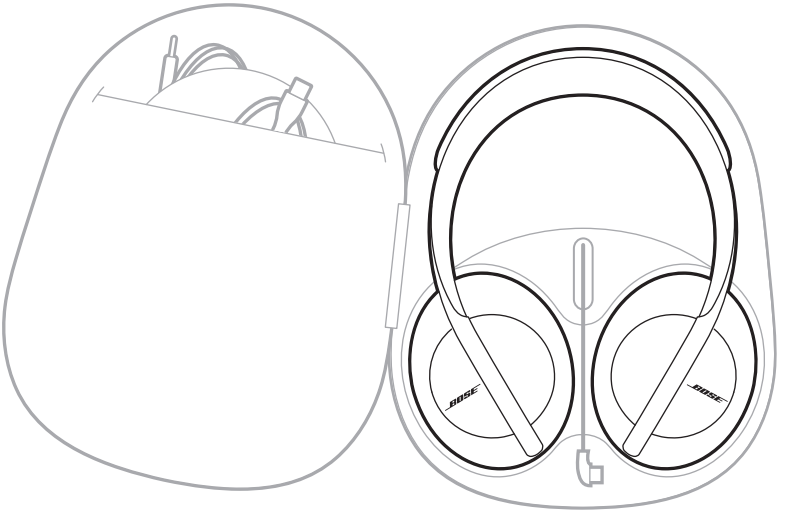
STORE THE HEADPHONES

The earcups rotate for easy, convenient storage.

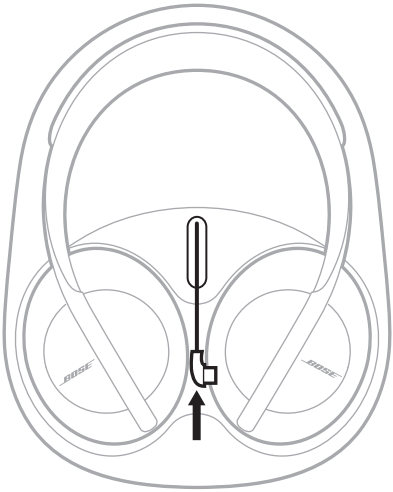
1. Adjust the earcups so that the headband is at its smallest size (see page 16).
2. Rotate both earcups inward so they lay flat.



3. Place the headphones flat into the case.



4. Dock the USB cable by feeding it into the case.



NOTES:

- Make sure to power off the headphones when not in use.
- When storing for an extended period of time, disconnect the headphones from the charging case. When disconnected, the charging case remains off.

CLEAN THE HEADPHONES AND CHARGING CASE

The headphones and charging case may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Do NOT allow moisture to get inside the earcups or the 2.5 mm jack.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: worldwide.Bose.com/Support/HP700

LIMITED WARRANTY

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

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

HEADPHONES SERIAL NUMBER LOCATIONS

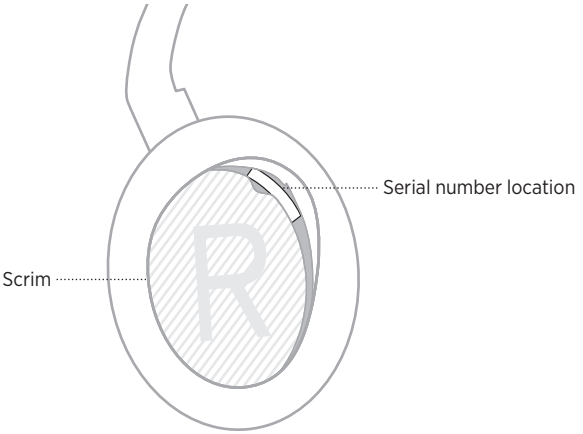
The serial number is located:

- On the carton outer label.
- In the Bose Music app, under Technical Info.
- In the right earcup, underneath the scrim (cloth insert).

View the serial number on the headphones (not recommended)

1. On the right earcup, slightly pull the top of the right earcup cushion back.
2. Push down the scrim at the top-right edge to reveal the label.

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



CHARGING CASE SERIAL NUMBER LOCATION

The charging case serial number is located inside of the case. For assistance on locating the serial number, contact Bose customer service.

Visit: worldwide.Bose.com/contact

TRY THESE SOLUTIONS FIRST

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

- Charge the battery (see page 38).
- Power on the headphones (see page 18).
- Check the status lights (see page 43).
- Make sure your mobile device supports *Bluetooth* connections (see page 46).
- Download the Bose Music app and run available software updates.
- Move your device closer to the headphones and away from any interference or obstructions.
- Increase the volume on the headphones, mobile device, and music app.
- Connect another mobile device (see page 46).

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: worldwide.Bose.com/contact

PROBLEM	WHAT TO DO
Headphones don't connect with *Bluetooth* device	On your device: • Turn the *Bluetooth* feature off and then on. • Delete the headphones from the *Bluetooth* list on your device. Connect again (see page 46). Visit: worldwide.Bose.com/Support/HP700 to see how-to videos. Clear the headphone device list (see page 48). Connect again. Reboot the headphones (see page 63).
Headphones don't respond during app setup	Make sure you are using the Bose Music app for setup.

PROBLEM	WHAT TO DO
Bose Music app doesn't work on mobile device	Make sure your mobile device is compatible with the Bose Music app and meets minimum system requirements. For more information, refer to the app store on your mobile device. Uninstall the Bose Music app on your mobile device, then reinstall the app (see page 15).
No sound	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. Restart your device. If two devices are connected, pause the first device and play the other mobile device. If two devices are connected, move the devices within range of the headphones (30 ft or 9 m).
No sound (wired connection)	Secure both ends of the audio cable. 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. Restart your device.
Poor sound quality	If in a windy environment, adjust the noise cancelling level (see page 34). Try a different audio track. Play audio from a different application or music service. Disconnect the second device. Turn off any audio enhancement features on the device or music app. On your device: • Turn the *Bluetooth* feature off and then on. • Delete the headphones from the *Bluetooth* list on your device. Connect again (see page 46).

PROBLEM	WHAT TO DO
Doesn't charge	Make sure the USB cable is correctly aligned with the port on the headphones. Secure both ends of the USB cable. If the charging case or headphones have been exposed to high or low temperatures, let them return to room temperature and then try charging again. Try a different USB-A wall charger, USB cable, or AC (mains) power source.
Can't adjust noise cancelling	Power off and on the headphones (see page 18). If using the Noise Control button, try using the Bose Music app to adjust the noise cancelling level.
Microphone doesn't pick up sound	Make sure the microphone openings on the front edge of the headphones are not blocked. Try using your voice assistant and see if your voice assistant hears your voice. Try another voice assistant. Try another phone call. Try another compatible device. Make sure the microphone isn't muted (see page 23). On your device: • Turn the *Bluetooth* feature off and then on. • Delete the headphones from the *Bluetooth* list on your device. Connect again (see page 46).
Loud or windy environment for phone calls	Use the Bose Music app to adjust Self Voice. You can access this option from the Settings menu. Try a different noise cancelling level.
Headphones don't respond to touch control	Make sure you are tapping the touch control surface on the front of the right earcup (see page 19). Make sure your hands are dry. If your hair is wet, make sure it isn't interfering with the touch surface. If wearing gloves, remove them before tapping the touch control surface. For multi-tap functions, vary the tap pressure.

PROBLEM	WHAT TO DO
Charging case doesn't respond to button presses or lights won't turn on	If using the case for the first time, connect it to a power source (see page 40). Reboot the charging case (see page 63).
Voice prompt language unavailable	To customize or disable voice prompts, use the Bose Music app. You can access this option from the Settings menu.
Can't find charging case serial number	Contact Bose customer service. Visit: worldwide.Bose.com/contact
Google Assistant doesn't respond	Make sure Google Assistant has been set up using the Bose Music app (see page 25). Connect your mobile device to a Wi-Fi or cellular data network. Make sure you're in a country where Google Assistant is available. Make sure you are using the most up-to-date version of the Google Assistant app. Make sure your mobile device is compatible. Visit: https://support.google.com/headphones For additional support, visit: https://support.google.com/headphones
Alexa doesn't respond	Make sure the Amazon Alexa app is open. Make sure Alexa has been set up using the Bose Music app (see page 25). Connect your mobile device to a Wi-Fi or cellular data network. Make sure you're in a country where Alexa is available. Make sure the wake word is enabled (see page 30). Make sure you are using the most up-to-date version of the Amazon Alexa app. Make sure your mobile device is compatible. For additional support, visit: https://www.amazon.com/usealexa

PROBLEM	WHAT TO DO
Tencent Xiaowei Assistant doesn't respond	Connect your mobile device to a Wi-Fi or cellular data network. Make sure the Voice Assistant button is set to Tencent Xiaowei Assistant using the Bose Music app. Make sure you're located in mainland China where Xiaowei is available. Make sure you are using the most up-to-date version of the Tencent Xiaowei app. For more information, use the Tencent Xiaowei app.
Headphones don't connect to a Bose Soundbar or Bose Home Speaker	Press and hold the Power/*Bluetooth* button until you hear "Ready to connect another device," and the *Bluetooth* light slowly pulses blue. Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.
Headphones don't reconnect to a previously-connected Bose Soundbar or Bose Home Speaker	Connect using the Bose Music app. You can access this option from the Settings menu.
Delayed audio when connected to a Bose Soundbar or Bose Home Speaker	Download the Bose Music app and run available software updates.

REBOOT THE HEADPHONES

If the headphones are unresponsive, you can reboot them. Rebooting the headphones doesn't clear settings or connected devices.

NOTE: Don't connect the USB cable to the headphones until instructed to do so.

1. Disconnect all cables from the headphones.
2. Connect one end of the USB cable to a USB-A wall charger or computer that is powered on.
3. Press and hold the Power/*Bluetooth* button while connecting the small end of the USB cable into the USB-C port on the right earcup.
4. Release the Power/*Bluetooth* button after 2 seconds.

NOTE: You may need to reboot your headphones twice.

REBOOT THE CHARGING CASE

If the charging case is unresponsive, you can reboot the case.

Press and hold the button on the case until the status lights double blink.

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