

Please read the important Safety instructions enclosed in the carton.
For additional information about your headphones or for replacement accessories, refer to:
global Bose.com/Support

Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or a power approved wall charger (not supplied). USB ports on PCs, laptops, or other powered devices may have 16 hours of battery life. **Note:** Before charging, be sure the headset is at room temperature, between 41°F (5°C) and 104°F (40°C).

Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Clothing clip
- D. StayHear+ tips, Small (white)
- E. Headband, installed (grey), Large (black)
- F. USB charging cable
- G. Carry case

Powering on

Slide the power switch on the control module to On. The headphones will turn on in Noise Cancelling, which reduces most noise around you. **Note:** When the power is off, the headphones will still provide an automatic power-off. For best quality audio, turn the power on.

Switching modes

Press the Mode button on the side of the headphones to switch to Aware mode, which lets you hear sounds around you, such as traffic noise.

Connecting to your device

Connect the Bose® QuietComfort® 20 headphones to the 3.5 mm headphone connector on your device.

- Volume + with an inline microphone and 3-button remote
- Volume - with an inline microphone and 3-button remote
- Answer/End with an inline microphone and 3-button remote
- Answer/End with an inline microphone and 3-button remote

Action Headphone control
Adjust volume Press + or -
Play/Pause Press and release Answer/End.
Skip track Press and release Answer/End twice quickly.
Previous track Press and release Answer/End once quickly.
Answer or end a call Press and release Answer/End once quickly.
Switch to incoming call Press and hold Answer/End.
Switch to outgoing call While on a call, press Answer/End once. Press and release again to return to first call.
Switch to end call While on a call, press Answer/End once. Press and release again to return to first call.
Switch to end call While on a call, press Answer/End once. Press and release again to return to first call.

Note: The 5 marking on the back of the remote indicates that these Bose® QuietComfort® 20 headphones are designed for use with Samsung Galaxy devices and select Android devices. Full compatibility may not be available for some devices. Refer to your device user's guide to see if it works with your model.

Importance of Proper Fit

For optimum 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. You may need to try all three sizes to determine the best fit. To best fit, try speaking aloud. Your voice should sound muffled in both ears. If not, select another size. Each tip is marked with an L or an R. Be sure to attach the left tip (L) to the left earpiece and the right tip (R) to the right earpiece.

Fitting the headphone to your ear

1. Insert the headphone into the ear so the tip gently rests in the opening of the ear canal.
2. Tilt the headphone back and press the tip wing under the ear ridge until it is secure. The tips should fit snugly yet securely in the bowl of the ear.

Changing ear tips

1. Gently peel the edges of the attached tip away from the earpiece, using care not to tear the tip. **CAUTION:** To prevent damage, do not pull on the tip.
2. Position the opening of the new tip over the nozzle and the small slot over the nozzle hook.
3. Ease the base of the tip down around the base of the earpiece until the tip is fully secured.

Recognizing the lights

| Color | Status while in use: | Status while charging: |
|------------------|--|--|
| Green (solid) | Power on. More than 3 hours of battery life remaining. | Charging complete. |
| Green (blinking) | Power on. Less than 3 hours of battery life remaining. | N/A |
| Amber (blinking) | N/A | Charging error. See "Temperature range." |
| Red | N/A | Error. See "Temperature range." |
| None (Off) | Power off or battery depleted. | N/A |

Mode indicator

| Color | Indicates: |
|------------|----------------------|
| Green (On) | Power Cancelling on. |
| None (Off) | Aware mode on. |

Troubleshooting

- Poor sound quality**
Make sure the headphones are powered on and securely plugged into the headphone connector on the device.
Try another StayHear+ tip size.
Try another device or music application.
Clean the connector with isopropyl alcohol and dry with a clean cloth.
If you experience loud noise, turn off the power switch.
Poor or no noise reduction
Make sure the power is switched on and the Mode indicator is on (green).
Try another StayHear+ tip size. See "Importance of Proper Fit."
Ensure that headphones are properly charged.
Short battery life (less than 16 hours)
When charging, be sure both ends of the USB cable are properly connected and verify that the Battery Indicator is blinking amber.
Device is not responding to remote button commands
Make sure you are using a compatible device.
Make sure the headphones are properly charged and securely plugged into the headphone connector on the device.
Microphone not working
Make sure the headphones are securely plugged into the headphone connector on the device.
Make sure the microphone is not blocked.
Try another call.
Try another device.

Technical information

- Temperature range**
Charge the battery when the temperature is between 41°F (5°C) and 104°F (40°C) only.
- For your records**
Serial Number (on Warranty Card):

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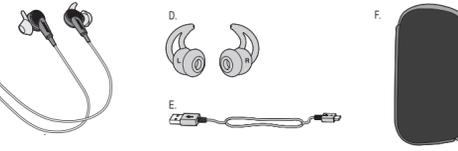
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Components

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- C. Clothing clip
- D. StayHear+ tips, Small (white)
- E. Headband, installed (grey), Large (black)
- F. USB charging cable
- G. Carry case

Powering on

Slide the power switch on the control module to On. The headphones will turn on in Noise Cancelling, which reduces most noise around you. **Note:** When the power is off, the headphones will still provide an automatic power-off. For best quality audio, turn the power on.

Switching modes

Press the Mode button on the side of the headphones to switch to Aware mode, which lets you hear sounds around you, such as traffic noise.

Connecting to your device

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- Answer/End with an inline microphone and 3-button remote
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| Green (blinking) | Power on. Less than 3 hours of battery life remaining. | N/A |
| Amber (blinking) | N/A | Charging error. See "Temperature range." |
| Red | N/A | Error. See "Temperature range." |
| None (Off) | Power off or battery depleted. | N/A |

Mode indicator

| Color | Indicates: |
|------------|----------------------|
| Green (On) | Power Cancelling on. |
| None (Off) | Aware mode on. |

Troubleshooting

- Poor sound quality**
Make sure the headphones are powered on and securely plugged into the headphone connector on the device.
Try another StayHear+ tip size.
Try another device or music application.
Clean the connector with isopropyl alcohol and dry with a clean cloth.
If you experience loud noise, turn off the power switch.
Poor or no noise reduction
Make sure the power is switched on and the Mode indicator is on (green).
Try another StayHear+ tip size. See "Importance of Proper Fit."
Ensure that headphones are properly charged.
Short battery life (less than 16 hours)
When charging, be sure both ends of the USB cable are properly connected and verify that the Battery Indicator is blinking amber.
Device is not responding to remote button commands
Make sure you are using a compatible device.
Make sure the headphones are properly charged and securely plugged into the headphone connector on the device.
Microphone not working
Make sure the headphones are securely plugged into the headphone connector on the device.
Make sure the microphone is not blocked.
Try another call.
Try another device.

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Powering on

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Switching modes

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Connecting to your device

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| None (Off) | Power off or battery depleted. | N/A |

Mode indicator

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Troubleshooting

- Poor sound quality**
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Try another StayHear+ tip size.
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