

**BOSE**<sup>®</sup>

owners.bose.com/companion5



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# COMPANION<sup>®</sup> 5

## MULTIMEDIA SPEAKER SYSTEM

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Owner's Guide | Guía de usuario | Notice d'utilisation



## Welcome, new owner. A site just for you.

Thank you for choosing the Companion® 5 multimedia speaker system from Bose.

We encourage you to visit us online at [owners.bose.com/companion5](http://owners.bose.com/companion5). This website allows you to access helpful information about your new Companion 5 system.

### Visit the site to:

- Find setup tips and view FAQs.
- Learn more about your product.
- Register your Companion 5 system.
- Discover other Bose® products.

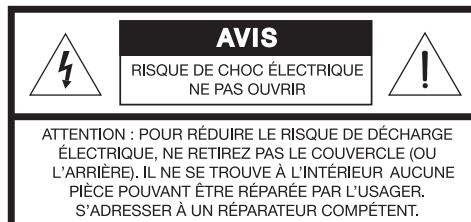
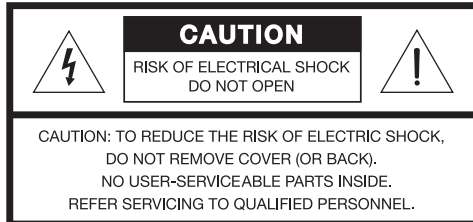


Just log on for a simple way to get the most from your new Companion system.  
[owners.bose.com/companion5](http://owners.bose.com/companion5)

**Please read this guide**

Please take the time to follow the instructions in this guide carefully. It will help you set up and operate your speaker system properly. Please save this guide for future reference.

- ⚠ WARNING:** To reduce the risk of fire or electrical shock, do not expose the product to rain or moisture.
- ⚠ WARNING:** The apparatus shall not be exposed to dripping or splashing, and objects filled with liquids, such as vases, shall not be placed on the apparatus. As with any electronic products, use care not to spill liquids into any part of the system. Liquids can cause a failure and/or a fire hazard.



The lightning flash with arrowhead symbol within an equilateral triangle alerts the user to the presence of uninsulated dangerous voltage within the system enclosure that may be of sufficient magnitude to constitute a risk of electrical shock.



The exclamation point within an equilateral triangle, as marked on the system, is intended to alert the user to the presence of important operating and maintenance instructions in this owner's guide.


- ⚠ WARNING:** To prevent electric shock, match the wide blade of the line cord plug to the wide slot of the AC (mains) receptacle. Insert fully.
- ⚠ WARNING:** No naked flame sources, such as lighted candles, should be placed on or near the apparatus.
- ⚠ CAUTION:** Make no modifications to the system or accessories. Unauthorized alterations may compromise safety, regulatory compliance, and system performance.
- ⚠ CAUTION:** Long-term exposure to loud music may cause hearing damage. It is best to avoid extreme volume when using headphones, especially for extended periods.

**CE** This product conforms to all EU Directive requirements as applicable by law. The complete Declaration of Conformity can be found at [www.Bose.com/compliance](http://www.Bose.com/compliance).

**Notes:**

- Where the mains plug or appliance coupler is used as the disconnect device, such disconnect device shall remain readily operable.
- This product must be used indoors. It is neither designed nor tested for use outdoors, in recreation vehicles, or on boats.

# IMPORTANT SAFETY INSTRUCTIONS

1. **Read these instructions** – for all components before using this product.
2. **Keep these instructions** – for future reference.
3. **Heed all warnings** – on the product and in the owner's guide.
4. **Follow all instructions.**
5. **Do not use this apparatus near water or moisture** – Do not use this product near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, near a swimming pool, or anywhere else that water or moisture are present.
6. **Clean only with a dry cloth** – and as directed by Bose Corporation. Unplug this product from the wall outlet before cleaning.
7. **Do not block any ventilation openings. Install in accordance with the manufacturer's instructions** – To ensure reliable operation of the product and to protect it from overheating, put the product in a position and location that will not interfere with its proper ventilation. For example, do not place the product on a bed, sofa, or similar surface that may block the ventilation openings. Do not put it in a built-in system, such as a bookcase or a cabinet that may keep air from flowing through its ventilation openings.
8. **Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.**
9. **Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wider blade or third prong are provided for your safety. If the provided plug does not fit in your outlet, consult an electrician for replacement of the obsolete outlet.**
10. **Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.**
11. **Only use attachments/accessories specified by the manufacturer.**
12. **Use only with the cart, stand, tripod, bracket or table specified by the manufacturer or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.** 
13. **Unplug this apparatus during lightning storms or when unused for long periods of time** – to prevent damage to this product.
14. **Refer all servicing to qualified service 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** – Do not attempt to service this product yourself. Opening or removing covers may expose you to dangerous voltages or other hazards. For help in solving problems, contact Bose Customer Service. Refer to the address sheet included with the system.
15. **To prevent risk of fire or electric shock, avoid overloading wall outlets, extension cords, or integral convenience receptacles.**
16. **Do not let objects or liquids enter the product** – as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
17. **See product enclosure for safety related-markings.**
18. **Use proper power sources** – Plug the product into a proper power source, as described in the operating instructions or as marked on the product.

## Information about products that generate electrical noise

If applicable, 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, this 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, you are 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 to an outlet on a different circuit than the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This product complies with the Canadian ICES-003 Class B specifications.

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# INTRODUCTION

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## **Your Companion® 5 multimedia speaker system**

Thank you for purchasing a Bose® Companion® 5 multimedia speaker system, which delivers the superb acoustic performance needed to enjoy the full audio impact of music, movies, games, and other entertainment sources from your computer.

Using TrueSpace® digital surround signal processing technology, the small satellite speakers provide improved spaciousness, bold surround effects, and movie-like realism.

Your system includes:

- Two small, easy-to-place speakers on stands and an Acoustimass® module.
- A USB cable to connect the system to your computer.
- A control pod that allows you to control system volume and connect headphones or portable audio players.

## **Setup help**

The setup instructions in this owner's guide explain how your Companion 5 multimedia speaker system easily connects to your computer.

If you need additional help, please visit <http://owners.bose.com/Companion5> for more information.

## Unpacking

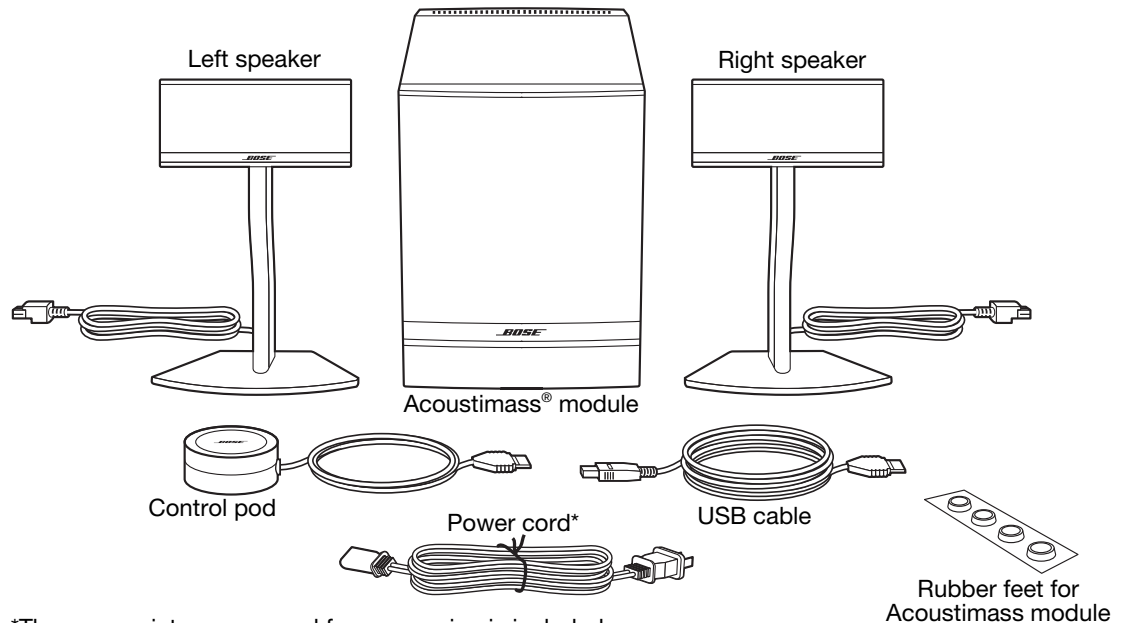
Carefully unpack your system. Save all packing materials, which provide the safest way to transport your system.

If any part of the system appears damaged, do not attempt to use it. Notify Bose or your authorized Bose® dealer immediately. For Bose contact information, refer to the address sheet included in the carton.

Check to be sure your system includes the parts shown in Figure 1.

**Figure 1**

Carton contents



\*The appropriate power cord for your region is included.

**WARNING:** To avoid danger of suffocation, keep plastic bags out of the reach of children.

### For your records

Now is a good time to record the serial number of your new Companion® 5 system here and on your product registration card. The serial number is located on the rear of the Acoustimass module.

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

Purchase date: \_\_\_\_\_

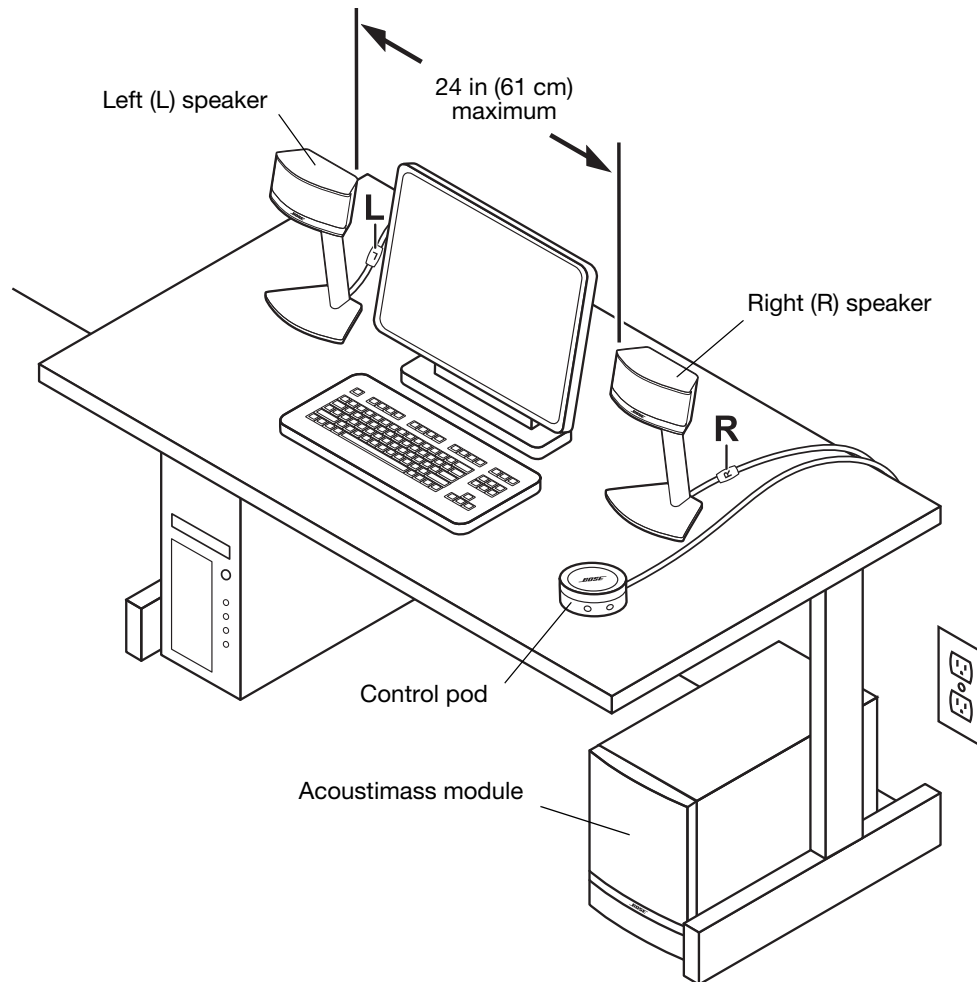
We suggest you keep your sales receipt and a copy of your product registration card together with this owner's guide.

## Placing your Companion® 5 system

For optimal performance, use the following guidelines to choose locations and positions for the Acoustimass® module, speakers, and the control pod. Refer to Figure 2, which shows a typical system setup.

**Figure 2**

Typical system setup



### Positioning the speakers

Proper positioning of the speakers will allow you to experience the audio surround effects that your Companion® 5 multimedia speaker system is designed to deliver.

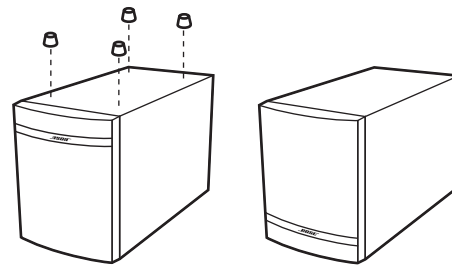
- Place the left and right speaker to the left and right of your computer monitor at about an arm's length away from where you are seated (Figure 2). The bead on each speaker cord is marked L (left) or R (right) to identify left/right placement.
- For optimum performance, position each speaker the same distance from you, and no more than 24 inches (61 cm) apart.
- Aim both speakers straight ahead. Do not angle them inward or outward.
- Keep the speakers away from adjacent large objects or cabinet surfaces. For example, if your computer desk includes a hutch, keep the outside edge of each speaker at least six inches away from any adjacent surface. Avoid placing the speakers inside cubby holes.



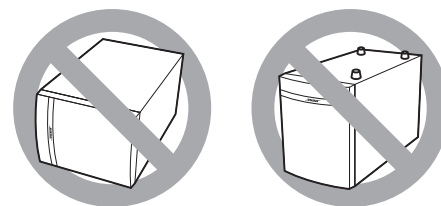
### Positioning the Acoustimass® module

The Acoustimass® module is designed to be the unseen part of the speaker system. For example, you can place it under your computer table or desk.

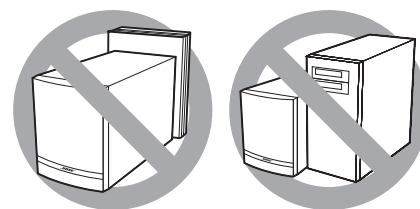
- Put one rubber foot on each corner of the bottom panel of the module.
- Stand the module on its feet on a flat surface.
- **DO NOT BLOCK** the front grille of the module.



- **DO NOT** lay the module on its side or stand it upside down.



- **DO NOT** put any objects or equipment behind it or beside it that may block the ventilation openings at the rear of the module. Adequate ventilation is necessary to prevent the module from overheating.
- Place the module at least 6 inches (15 cm) away from the computer and computer monitor to prevent the module from interfering with your computer system.



- Keep the module away from heat sources such as radiators, baseboards, or quartz heaters.
- Make sure the power cord can reach an AC (mains) outlet and the USB cable can reach the USB connection on your computer.

**⚠ CAUTION:** Do not place computer monitors, floppy disks, hard drives, or other magnetic media within 6 inches (15 cm) of the Acoustimass module. The magnetic field produced by this module can erase magnetic media and interfere with the monitor.

## Making system connections

The following steps and Figure 3 tell you how to make the system connections.

### Before you start:

- Please read the entire setup procedure.
- Make sure your computer is on and the operating system is running.
- **IMPORTANT: Close all other software applications.**

1. Insert the red plug on the right (R) speaker cable into the **R** jack and insert the white plug on the left (L) speaker cable into the **L** jack. The R and L marks on the plugs must face up for each plug to fit correctly into its respective jack.
2. Plug the control pod cable into the **Control Pod** jack.
3. Plug one end of the power cord into the **AC Input** jack on the rear panel of the Acoustimass® module. Plug the other end into an AC (mains) outlet.

#### European systems only

Companion 5 systems in Europe include a small AC power switch on the back of the Acoustimass module, just above the **AC Input** jack. When your Companion 5 system is connected to an AC power outlet, you can use that switch to turn off power to your system to conserve electricity.

4. Plug the appropriate end of the USB cable (supplied) into the **To Computer** jack on the Acoustimass module. Plug the other end into a USB jack on your computer.

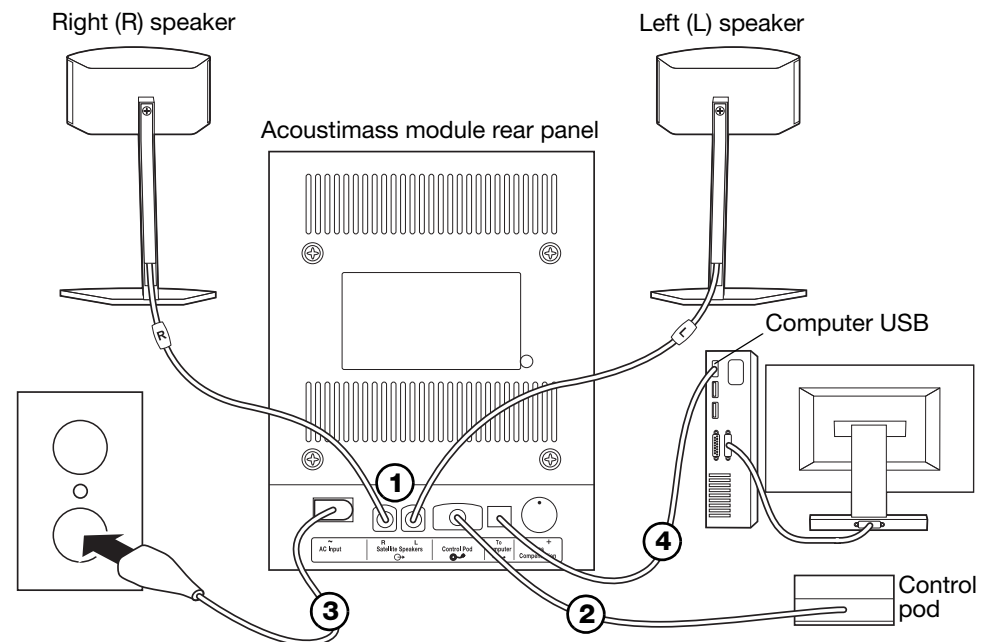
**IMPORTANT: For optimum performance, connect the USB cable directly to a USB jack on your computer rather than connecting through a USB hub.**

5. **For Windows® XP computers**, go to “Windows® XP audio setup” on page 11.  
**For Windows® Vista computers**, go to “Windows® Vista audio setup” on page 13.  
**For Mac OS® X computers**, go to “Mac OS® X audio setup” on page 15.

**Note:** Make sure all cable plugs are fully inserted into their respective jacks.

**Figure 3**

Connection overview



**Note:** The system turns on in Inactive mode when you plug in the power cord. See “System modes” on page 16.

**Note:** Bose recommends using a safety agency-approved surge protector on all electronic equipment. Voltage variations and spikes can damage electronic components in any system. A quality suppressor can eliminate the vast majority of failures attributed to surges and may be purchased at electronics stores.

## Windows® XP audio setup

### **IMPORTANT!**

**Do not unplug any cables during this setup procedure.**

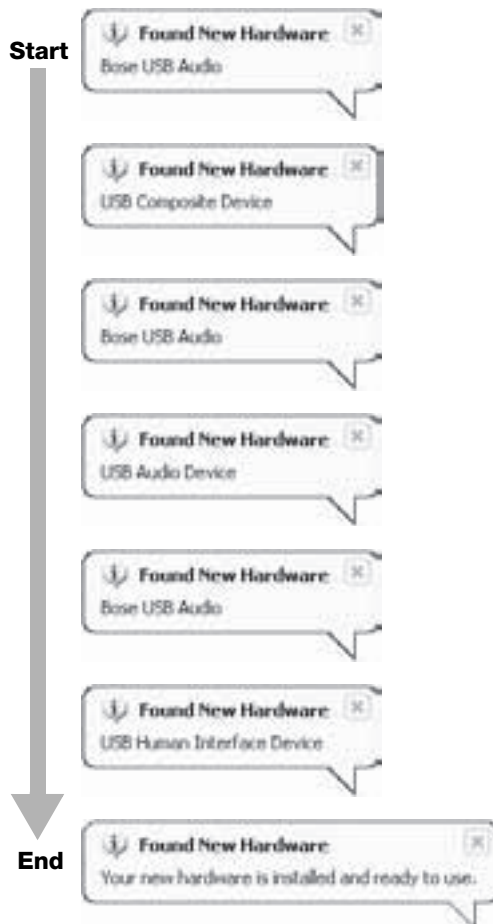
**For additional help with your audio setup, please visit <http://owners.bose.com/Companion5>.**

1. After plugging in the USB cable, wait for a series of “Found New Hardware” messages to appear on your computer screen (Figure 4) (this takes about 30 seconds). If any other messages appear that interrupt this setup process, refer to “Troubleshooting” on page 19.

**Note:** If you do not see these messages, the capability to display them may be disabled in your computer. Wait two minutes before proceeding to the next step.

**Figure 4**

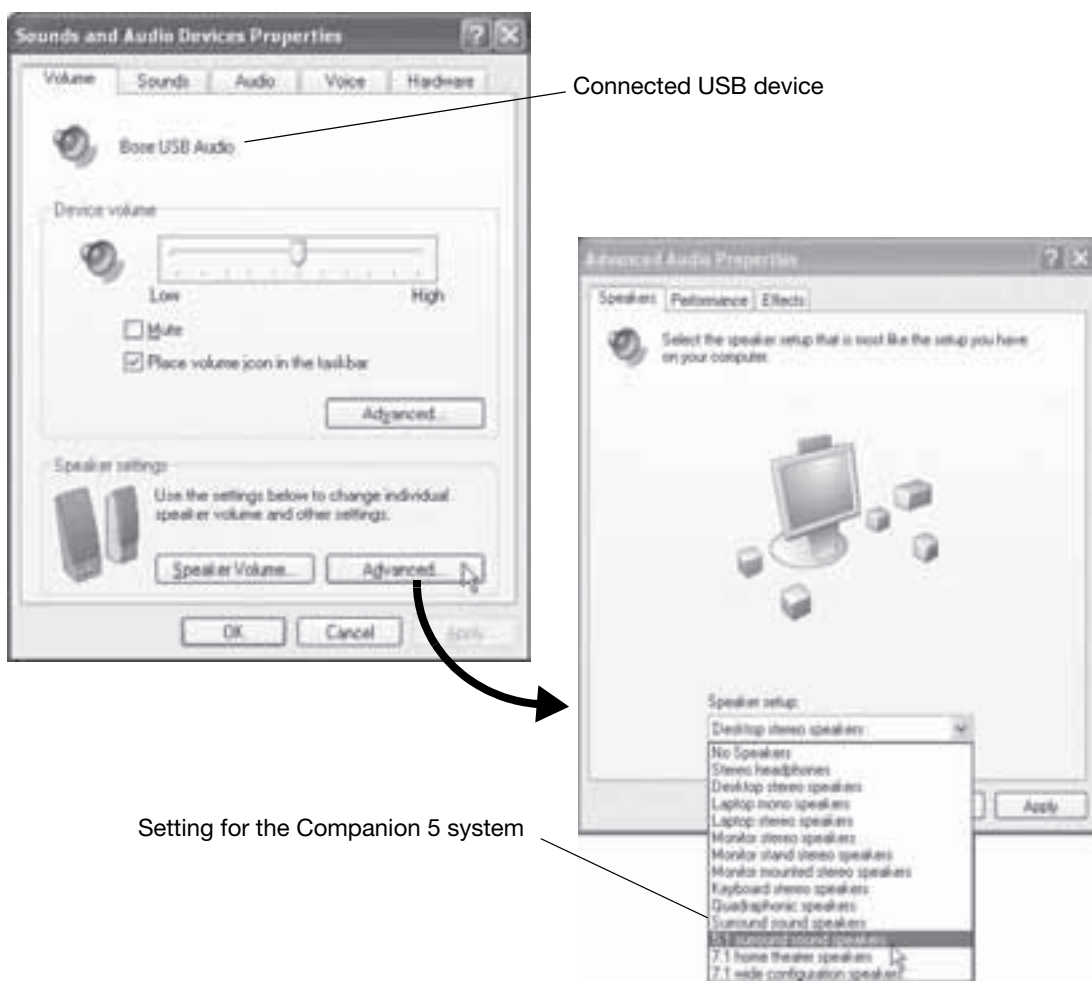
“Found New Hardware”  
typical message sequence



- In the Windows XP Control Panel, open **Sounds and Audio Devices Properties** (Figure 5).

**Figure 5**

*Sounds and Audio Devices Properties and Advanced Audio Properties*



- Under the **Volume** tab, verify that **Bose USB Audio** is the connected USB device.
- Under **Speaker settings**, click the **Advanced** button to open **Advanced Audio Properties**.
- In the **Speaker setup** drop list, select **5.1 surround sound speakers**.
- Click **Apply** and then **OK**.

**Your Companion® 5 multimedia speaker system is now ready to use.**

**Note:** If you remove the USB connection to your Companion 5 system and plug it in again later, perform this procedure again to check the settings.

## Windows® Vista audio setup

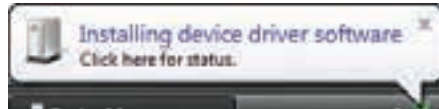
### IMPORTANT!

- Do not unplug any cables during this setup procedure.
- For additional help with your audio setup, please visit <http://owners.bose.com/Companion5>.

1. Plug in the USB cable. Wait for the device driver installation message to appear on your computer screen (Figure 6).

**Figure 6**

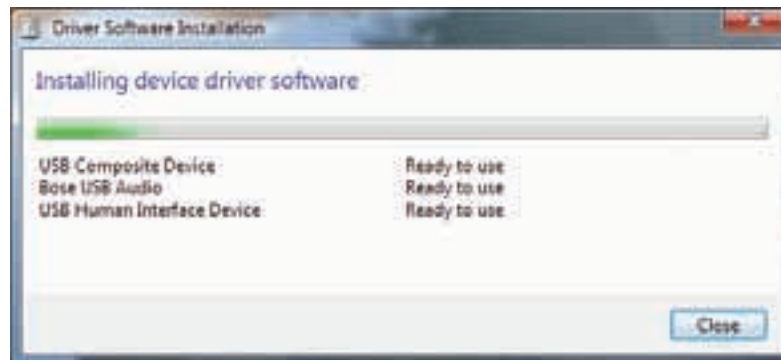
Device driver installation message



- If any other messages appear that interrupt this setup process, refer to “Troubleshooting” on page 19.
  - If you do not see this messages, the capability to display it may be disabled in your computer. Wait two minutes before proceeding to the next step.
2. Click in the bubble to display the installation status (Figure 7). Wait for the installation to finish.

**Figure 7**

Device driver installation status



3. Open the control panel and click **Hardware and Sound** (Figure 8).

**Figure 8**

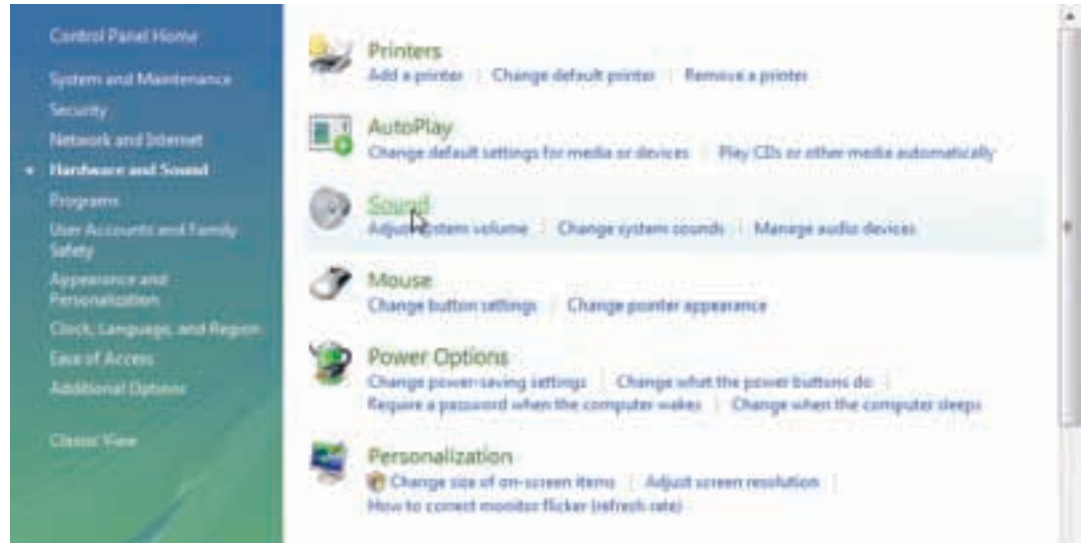
Control panel



4. Click **Sound** in the **Hardware and Sound** control panel (Figure 9).

**Figure 9**

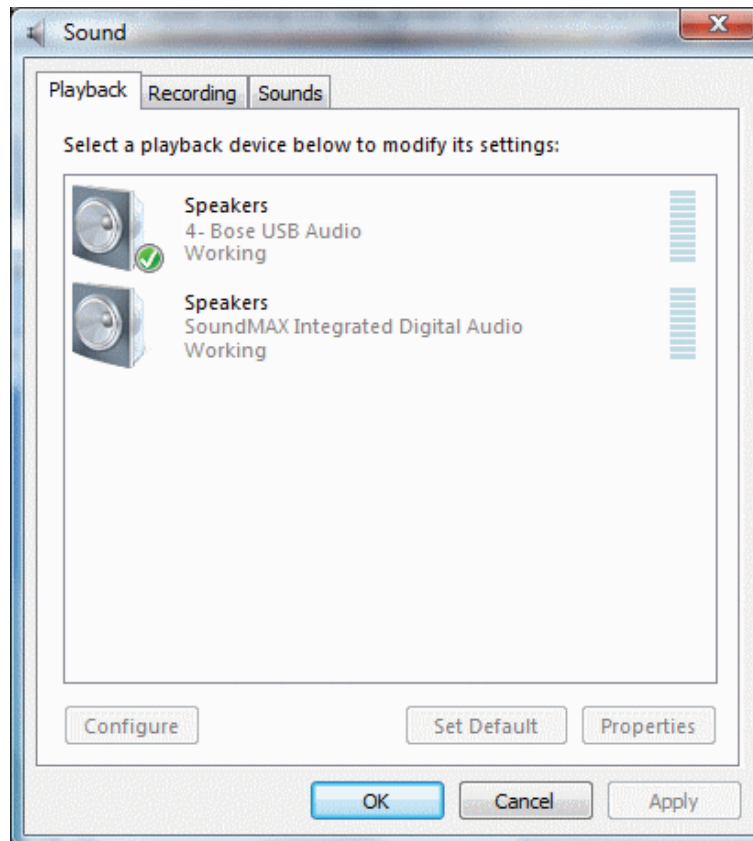
Sounds



5. Verify that the Playback default setting (indicated by a green check) is **Bose USB Audio**. If not Select **Bose USB Audio** and click **Set Default**.

**Figure 10**

Sound control panel



**Your Companion® 5 multimedia speaker system is now ready to use.**

## Mac OS® X audio setup

### **IMPORTANT!**

**Do not unplug any cables during this setup procedure.**  
**For additional help with your audio setup, please visit**  
<http://owners.bose.com/Companion5>.

1. In the **System Preferences**, open the **Sound** control panel (Figure 11).
2. Choose **Bose USB Audio** for sound output and close the control panel.

**Figure 11**

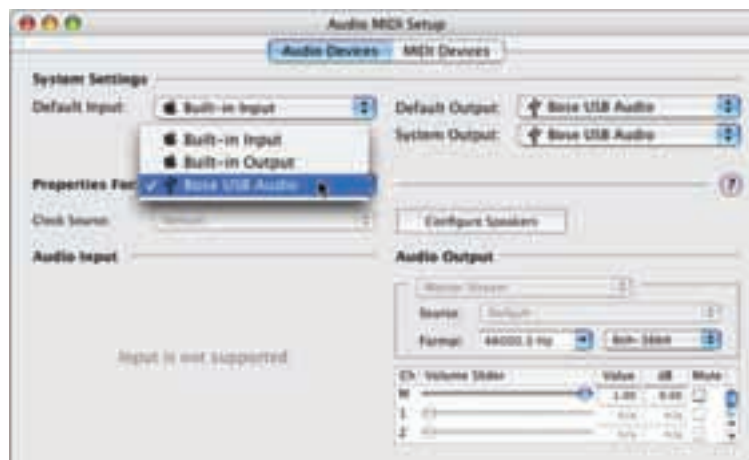
Mac OS® X sound preferences



3. In the Applications folder on your hard drive, open the Utilities folder.
4. Open the **Audio MIDI Setup** control panel (Figure 12).
5. Select **Bose USB Audio** for **Properties For**, **Default Output**, and **System Output**.

**Figure 12**

Audio MIDI Setup control panel



**Your Companion® 5 multimedia speaker system is now ready to use.**

## OPERATION

### System modes

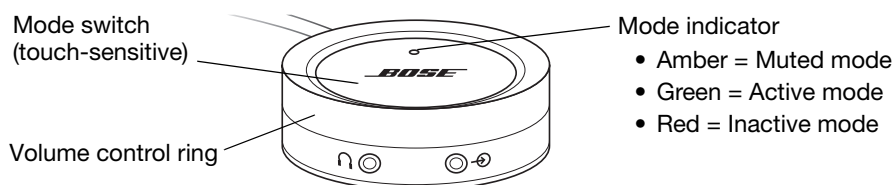
There are three system modes. Each system mode is identified by the color of the mode indicator on the control pod (Figure 13):

- **Muted (Amber):** The system speakers are silenced. You hear no audio from the computer or any connected source. This mode is automatically selected when you connect headphones to the control pod.
- **Active (Green):** You hear the active sound source from the system speakers. The position of the volume control ring sets the volume level.
- **Inactive (Red):** When both the USB connection from your computer and the input signal of a connected audio source are inactive for several minutes, the system mutes the speakers and switches to a reduced power mode. The system returns to the Muted mode when the USB connection becomes active again.

Touch the top center of the control pod to switch between the Muted and Active mode, except when headphones are connected. Plugging in headphones always puts the system in Muted Mode until they are removed.

**Figure 13**

System controls and mode indicator



#### IMPORTANT!

- **The Companion® 5 multimedia speaker system is designed to perform at its best without any additional audio effects. Make sure you disable any audio effects settings and close any effects applications running on your computer.**
- **Make sure the settings in your software application are correct for 5.1 surround sound.**

### Controlling the volume

The volume control ring on the control pod (Figure 13) is the master volume control for any audio coming from your computer or a device connected to the input jack. Rotate the ring clockwise to increase the volume or counterclockwise to decrease it.

#### To set the volume level

To properly set the volume level, you need to adjust both the volume level of the source (your PC or a connected source) and the Companion 5 system:

1. Set the Companion 5 system volume to minimum.
2. Set the source volume near maximum.
3. Start playing music.
4. Slowly increase the volume on the Companion 5 system control pod until the sound reaches a comfortable level.

#### To mute the system

To silence the system, touch the mode switch on the control pod (indicator glows Amber). Touch it again to unmute (indicator glows Green).

**Note:** The system output may be reduced by an internal protection feature if you play music at full volume for a long period of time.

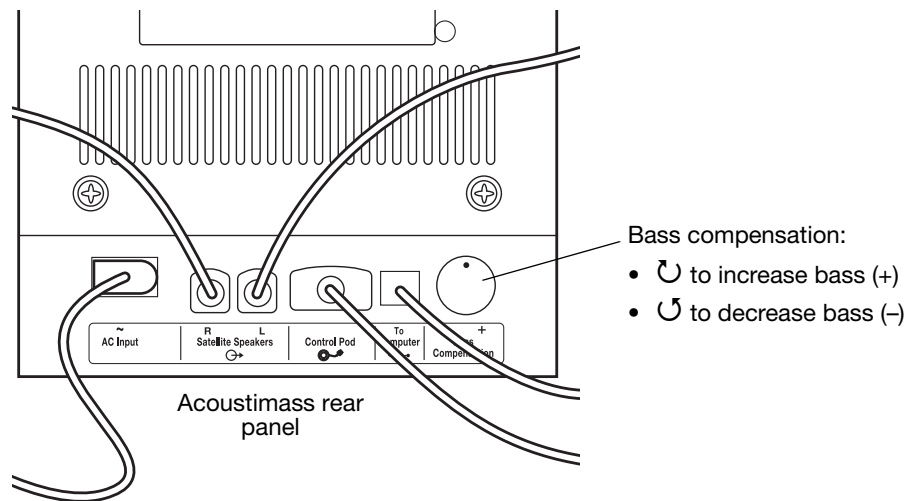


## Adjusting the bass

After listening to your speaker system, you may wish to adjust the sound. Use the bass compensation control (Figure 14) on the Acoustimass® module.

**Figure 14**

*Bass compensation control*



## CONNECTING OTHER DEVICES

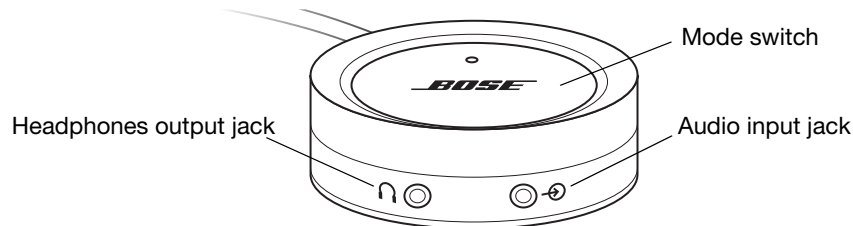
### Connecting headphones

**To connect headphones**, plug the headphones cord into the 3.5-mm stereo headphones jack on the side of the control pod (Figure 15).

- Plugging in headphones automatically mutes the system speakers.
- After disconnecting headphones, touch the mode switch to hear sound from the speakers again.
- To adjust the volume level, use the volume control ring on the control pod.

**Figure 15**

Control pod connectors



### Connecting an audio device

**To connect an audio device** such as a CD/MP3 player, plug the audio cable from the device into the 3.5-mm stereo input jack on the control pod.

To adjust the volume level, turn up the volume on the audio device and use the volume control ring on the control pod.

**Note:** When listening to a connected audio device, alerts and sounds from your computer are mixed with the sound from the audio device. You may need to adjust the volume control ring and the volume levels in your computer and the connected device to hear both sources at your preferred levels.

## Cleaning your speaker system

- To clean the surface of your speakers, Acoustimass® module, and control pod, use a soft cloth. You may use an ammonia-free window cleaner to maintain the finish.
- Do not use any sprays near the speakers. Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.
- Do not allow liquids to spill into any openings.
- To clean the speaker grilles, vacuum them carefully.

## Limited warranty

The Companion® 5 system is covered by a limited transferable warranty. Details of the limited warranty are provided on the product registration card that came with your system. Please fill out the information section on the card and mail it to Bose or register your product at <http://owners.bose.com/register>. Failure to do so will not affect your limited warranty rights.

## Troubleshooting

This table provides guidelines for solving problems that you may encounter. For additional help, contact Bose directly or visit the Internet site at <http://owners.bose.com/Companion5>. See the address sheet included in the carton for contact information.

<b>Problem</b>	<b>What to do</b>
Setup was interrupted by the message, "A problem occurred during hardware installation. Your new hardware might not work properly."	<ul style="list-style-type: none"> <li>• You may have removed the USB cable during the hardware installation process. Insert the USB cable and start again.</li> <li>• Try a different USB jack.</li> </ul>
Setup was interrupted by the message, "This USB device can perform faster if you connect it to a Hi-Speed USB 2.0 port. For a list of available ports, click here."	<ul style="list-style-type: none"> <li>• You may have plugged into a USB hub that has a USB 1.0 device connected to it. Remove the USB 1.0 device, or plug the Companion 5 system directly into a USB 2.0 port.</li> </ul>
No sound from the system.	<ul style="list-style-type: none"> <li>• Disconnect the USB cable from your computer and plug it in again.</li> <li>• Make sure connections are secure (See "Making system connections" on page 10).</li> <li>• <i>(Europe only)</i> Make sure the AC power switch is in the on position.</li> <li>• Check your speaker cords for damage that may be causing an open or short circuit.</li> <li>• Turn the volume ring on the control pod clockwise.</li> <li>• If you are using a connected audio device, make sure it is plugged in and the volume control on the device is turned up.</li> <li>• Make sure the speaker system is in the Active mode (control pod indicator is Green).</li> <li>• Disconnect headphones.</li> <li>• Restart your digital audio application. Make sure mute is not set in the application and that the volume is set at a reasonable level.</li> </ul>
The entire speaker system sounds distorted.	<ul style="list-style-type: none"> <li>• Decrease the volume at the sound source and increase the volume on the control pod.</li> <li>• Disable the effects in any audio application running.</li> </ul>

## CARE AND MAINTENANCE

<b>Problem</b>	<b>What to do</b>
I'm hearing clicks, pops, and abnormal sounds on my computer.	<ul style="list-style-type: none"> <li>This may be caused by connecting the speaker system to your computer through a USB hub. Disconnect the Companion® 5 system USB cable from the hub and plug it into a USB jack on your computer.</li> </ul>
Sound from speakers is not loud enough.	<ul style="list-style-type: none"> <li>Increase the volume on your computer or other sound source.</li> </ul>
System sounds "tinny," too much treble.	<ul style="list-style-type: none"> <li>Make sure right (R) and left (L) speakers are on the correct sides of your computer monitor. Check the L and R markings on the speaker cord behind each speaker.</li> <li>Make sure Bass Compensation control on the Acoustimass® module is not turned fully counterclockwise.</li> </ul>
One satellite speaker does not play or sounds distorted.	<ul style="list-style-type: none"> <li>Check all connections between the satellite speakers, control pod, sound source and the Acoustimass module. Make sure all plugs are fully inserted into the jacks on the module.</li> <li>Make sure the speaker cord plug on the speaker in question is fully inserted into its jack on the Acoustimass module.</li> <li>To determine if the problem is in the sound source or the Acoustimass module, connect a different sound source to the control pod. If the Companion 5 speaker system operates properly, the problem is in the original sound source. If the problem remains, then the problem is in the Acoustimass module.</li> <li>Check balance levels on your sound source.</li> </ul>

## Customer service

For additional help in solving problems, contact Bose® Customer Service. Refer to the address sheet included with the system.

## Product specifications

<b>Power rating</b>	USA/Canada..... 120VAC~ 50/60 Hz 300W International.....220VAC~240VAC~ 50/60 Hz 300W Japan..... 100VAC~ 50/60 Hz 300W
<b>Dimensions</b>	Satellite speaker ..... 8.85"H x 5.79"W x 3.83"D (22.5 cm x 14.7 cm x 9.7 cm) Acoustimass module ..... 8.58"H x 6.82"W x 16.74"D (21.8 cm x 17.3 cm x 42.5 cm) Control pod ..... 2.46"DIA x 1.12"H (6.3 cm x 2.9 cm)
<b>Weight</b>	Satellite speaker ..... 1.9 lb (0.85 kg) Acoustimass module ..... 18.3 lb (8.3 kg) Control pod ..... 0.46 lb (0.21 kg)
<b>Finish</b>	Acoustimass module ..... Scratch-resistant, satin-finished vinyl Satellite speakers ..... Painted polymer finish

## Minimum computer system recommendation

- 1 GHz, minimum, Pentium processor or equivalent
- 256 MB RAM, minimum
- USB 2.0
- Microsoft Windows® XP service pack 3, Windows Vista service pack 2, Windows 7, Mac OS® X 10.4.6
- A compatible 5.1 surroundsound decoder residing on your computer



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AM328136 Rev.00