

**BOSE**

**QUIETCOMFORT EARBUDS**

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

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

 This product conforms to all applicable Electromagnetic Compatibility Regulations 2016 and all other applicable UK regulations. The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)

Bose Corporation hereby declares that this product is in compliance with the essential requirements per Radio Equipment Regulations 2017 and all other applicable UK regulations. The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)

## Important Safety Instructions

Clean only with a dry cloth.

Only use attachments/accessories specified by the manufacturer.

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

- To avoid accidental ingestion, keep the product away from children and pets. The product contains a battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the product out of reach of children and pets.
- Product is not intended for use by children.
- To avoid hearing damage, do not use your headphones at a high volume. Turn the volume down on your product before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable, moderate listening level.
- Use of these headphones while operating a vehicle is not recommended and may be prohibited by law in some locations. Use caution and follow applicable laws regarding headphone use while operating a vehicle. Stop using your headphones immediately if they interfere with your ability to remain attentive or if they interfere with your ability to hear surrounding sounds, including alarms and warning signals, while operating a vehicle.
- Use caution if using these headphones while performing any activity that requires your attention. Do not use the headphones when the inability to clearly 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, railroad, etc.
- Do NOT use the earbuds if they emit any loud unusual noise. If this happens, remove the earbuds and contact Bose customer service.
- Do NOT submerge the product in water or expose the product to water for extended periods.

**⚠ WARNING**

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH** of **CHILDREN**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Do not force discharge, recharge, disassemble, heat above 185°F (85°C) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- Non-rechargeable batteries are not to be recharged.
- This product contains non-replaceable batteries.
- Battery Type: 1254PF4F | Nominal Battery Voltage: 3.85VDC



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.
- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- Do NOT use the earbuds without the supplied eartips attached.
- Use this product only with an agency-approved LPS power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- The battery provided with this product may present a risk of fire, explosion or chemical burn if mishandled, incorrectly replaced or replaced with an incorrect type.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.
- To avoid hazardous radiation exposure from the internal laser component, use the product only as specified in the instructions. The earbuds should not be adjusted or repaired by anyone except properly qualified service personnel.
- Do not place or install near any heat sources, such as fireplaces, radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.
- Complies with 21 CFR 1040.10 and 1040.11 except for conformance with IEC 60825-1 Ed. 3 as described in Laser Notice 56, date May 8, 2019.

CLASS 1 LASER PRODUCT  
KLASSE 1 LASER PRODUKT  
LUOKAN 1 LASER LAITE  
KLASS 1 LASER APPARAT

These earbuds are classified as a CLASS 1 LASER PRODUCT according to EN / IEC 60825-1:2014.

**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 product or 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.

**FCC ID:** A94318 | **IC:** 3232A-318 | **Case Model:** 442318 | **Right Earbud Model:** 318R | **Left Earbud Model:** 318L

The earbuds in this system have been certified in accordance with the provisions set out in the Radio Law.



XXX-XXXXXX (L)

XXX-XXXXXX (R)

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. | Frequency band of operation: 111 kHz - 148 kHz. | Maximum transmit power less than 37.7 dBuA/m.

## SAR Information

Earbud	Measured 1-g SAR W/kg	Measured 10-g SAR W/kg
Left	0.970	0.190
Right	0.590	0.150



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.

## Low-power Radio-frequency Devices Technical Regulations

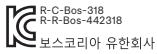
Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices. The low power radio-frequency devices shall not influence aircraft 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 is operated in compliance with the Telecommunications Management 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.

廢電池請回收



Names and Contents of Toxic or Hazardous Substances or Elements						
Part Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr <sup>VI</sup> )	Polybrominated Biphenyl (PBB)	Polybrominated diphenyl ether (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.

Equipment name: Earbuds and Charging Case Type designation: 442318						
Unit	Restricted substances and its chemical symbols					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr <sup>VI</sup> )	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	O	O	O	O	O
Metal Parts	-	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	-	O	O	O	O	O
Cables	-	O	O	O	O	O

**Note 1:** "O" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

**Note 2:** The "-" indicates that the restricted substance corresponds to the exemption.

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "4" is 2014 or 2024. | **Location of Manufacture:** The seventh digit in the serial number indicates the location of manufacture.

**Importers:** Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100 | Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands | Bose de México S. de R.L. de C.V., Avenida Prado Sur #150, Piso 2, Interior 222 y 223, Colonia Lomas de Chapultepec V Sección, Miguel Hidalgo, Ciudad de México, C.P. 11000 Phone Number: +5255 (5202) 3545 | Bose Limited (H.K.), 9F, No.10, Sec. 3, Minsheng E. Road, Zhongshan Dist. Taipei City 10480, Phone Number: +886-2-2514 7676 | Bose Limited, Bose House, Quayside Chatham Maritime, Chatham, Kent, ME4 4QZ, United Kingdom

**Input Rating for Charging Case:** 5Vdc, 0.65A | **Output Voltage:** 5Vdc | **Output Current:** 75mA x2 | **Output Capacity:** 300mAh | **IPXX Rating:** IPX4 (for the earbuds)

**Input Rating for Earbuds:** 5Vdc, 0.075A

Model: 442318. The CMIIT ID is located on the carton.

The **Bose Terms of Use** apply to this product: [www.Bose.com/termsofuse](http://www.Bose.com/termsofuse)

**License Disclosures:** To view the license disclosures that apply to the third-party software packages included as components of the Bose QuietComfort Earbuds, use the Bose QCE app. You can access this option from the Settings menu.

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### **Please complete and retain for your records**

The earbud date code is located on the earbud under the band. The charging case serial number is located on the bottom of the case. The model numbers are located on the bottom of the charging case.

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

Model number: 442318

Please keep your receipt. Now is a good time to register your Bose product. You can easily do this by going to [www.Bose.com/ProductRegistration](http://www.Bose.com/ProductRegistration)

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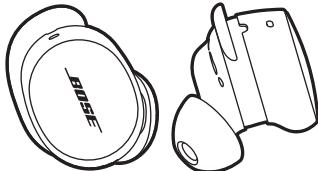
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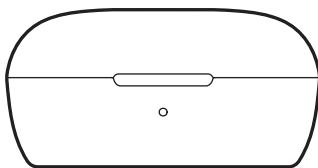
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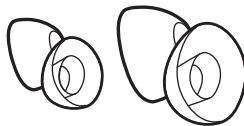
Confirm that the following parts are included:



Bose QuietComfort Earbuds



Charging case



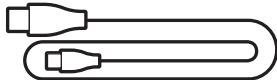
Eartips (sizes small and large)

**NOTE:** Medium eartips are attached to the earbuds. For help identifying the eartip sizes, see page 17.



Stability bands (sizes 2 and 3)

**NOTE:** Size 1 bands are attached to the earbuds. For help identifying the band sizes, see page 17.



USB Type-C® to USB-A cable

**NOTE:** If any part of your product appears to be missing or damaged, don't use it. Visit [support.Bose.com/QCE](http://support.Bose.com/QCE) for troubleshooting articles, videos, and product repair or replacement.

The Bose QCE app lets you set up and control the earbuds from any mobile device, such as a smartphone or tablet.

Using the app, you can manage *Bluetooth* connections, manage earbud settings, adjust the audio, change the voice prompt language, set an earbud to use voice control for your phone camera, and get any future updates and new features made available by Bose.

## DOWNLOAD THE BOSE QCE APP

1. On your device, download the Bose QCE app.

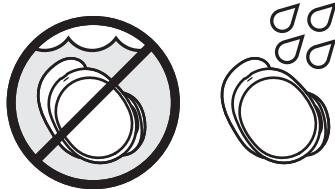


2. Follow the app instructions.

The earbuds are rated IPX4 water resistant. They are designed to be sweat and weather resistant but aren't meant to be submerged under water.

**CAUTIONS:**

- Do NOT swim or shower with the earbuds.
- Do NOT submerge the earbuds.



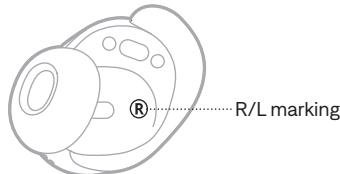
**NOTES:**

- To prevent corrosion, regularly clean the charging contacts on the earbuds with a dry, soft cotton swab or equivalent.
- IPX4 isn't a permanent condition, and resistance might decrease as a result of normal wear.

## INSERT THE EARBUDS

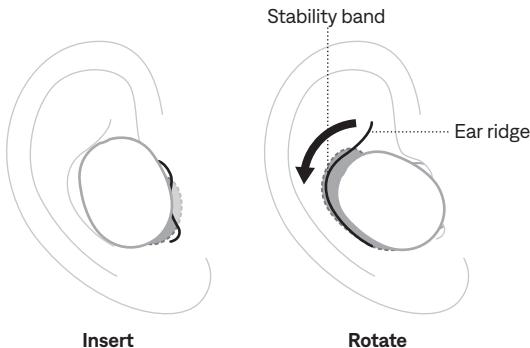
1. Insert the earbud so the eartip gently rests at the opening of your ear canal.

**NOTE:** Each earbud is marked with either an **R** (right) or **L** (left).



2. Slightly rotate the earbud back until the eartip creates a comfortable seal at your ear canal and the stability band rests against your ear ridge.

**NOTE:** You may need to rotate the earbud back and forth for the eartip to create a comfortable seal. However, rotating it too far back or forward may impact audio and microphone sound quality.



3. Check the fit (see page 15).
4. Repeat steps 1 – 3 to insert the other earbud.

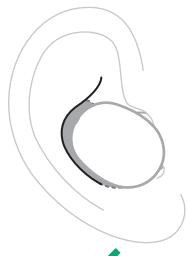
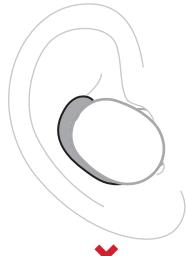
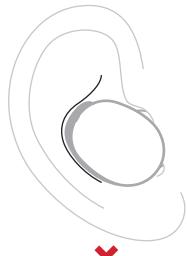
## CHECK YOUR FIT

For the best fit, audio performance, and noise cancellation, use a mirror to make sure you're using the correct size eartips and stability bands. You may need to try a different size eartip or stability band for each ear.

### Eartips

FIT	WHAT TO CHECK
Proper fit	 <p>The eartip gently rests at the opening of your ear canal to create a comfortable seal. Background noise should sound muffled.</p> <p><b>NOTE:</b> Noise cancellation may impact the ability to hear muffled noise.</p>
Too much pressure	 <p>The eartip feels uncomfortable and squished in your ear canal.</p>
Too loose	 <p>The eartip rests too deep in your ear canal, feels loose in your ear, or falls out when you move your head.</p>

## Stability bands

FIT	WHAT TO CHECK
<b>Proper fit</b>	 The band doesn't stick out or feel squished against your ear ridge.
<b>Too big</b>	 The band is sticking out or feels squished under your ear ridge.
<b>Too small</b>	 The band doesn't reach your ear ridge.

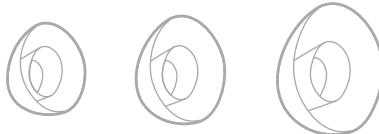
## TRY ANOTHER SIZE

Wear the earbuds for an extended period of time. If the earbuds don't feel comfortable or secure, or noise cancellation or sound quality isn't as expected, try another size eartip or stability band.

You may need to try all three eartip or band sizes or use a different size eartip or band for each ear.

### Eartips

Three sizes of eartips are included with the earbuds: small, medium, and large.



Medium eartips come attached to the earbuds. If they feel too small, try large eartips. If they feel too big, try small eartips.

### Stability bands

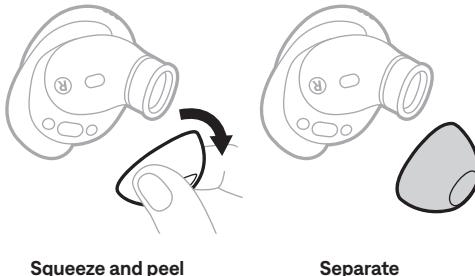
The stability bands are marked with size **1** (small), **2** (medium), or **3** (large) and an **R** (right) or **L** (left).



Size 1 bands come attached to the earbuds. If they feel too small, try size 2 bands.

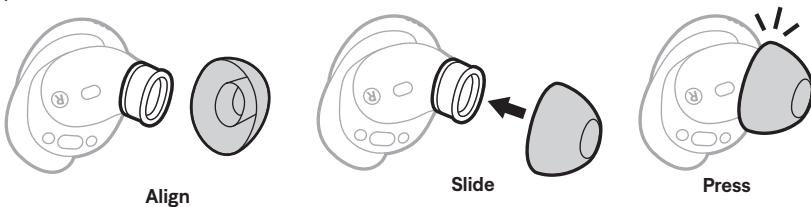
## CHANGE THE EARTIPS

1. Holding the earbud, gently squeeze the eartip and peel it away from the earbud.



**CAUTION:** To prevent tearing, do NOT pull on the edge of the eartip.

2. Choose a new eartip size (see page 17).
3. Align the oval base of the eartip with the oval earbud nozzle, slide the eartip on the nozzle, and press the eartip onto the nozzle until you feel it snap securely into place and hear it click.



4. Repeat steps 1 – 3 for the other earbud, as needed.

**NOTE:** You may need to use a different size eartip for each ear.

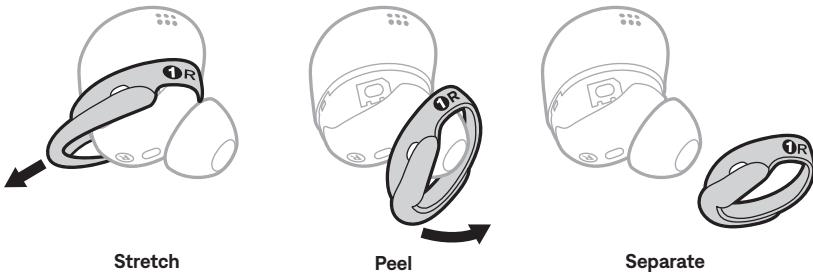
5. Insert the earbuds (see page 14).
6. Check the fit (see page 15).

### NOTES:

- If you change the eartip, you may need to change the stability band so the band rests comfortably against your ear ridge (see page 19).
- To see how-to videos about changing the eartips, visit: [support.Bose.com/QCE](http://support.Bose.com/QCE)

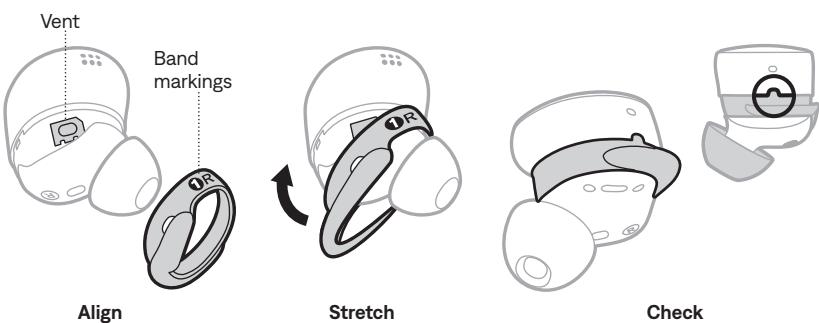
## CHANGE THE STABILITY BANDS

1. Holding the earbud, gently grab the stability band scoop and peel the band toward you, over the eartip, and away from the earbud.



**CAUTION:** To prevent tearing, do NOT pull on the thin part of the band.

2. Choose a new band size (see page 17). Select the band marked with either an **R** (right) or **L** (left), depending on the earbud.
3. With the band markings facing you and the band scoop facing away from you, align the hole in the band with the vent on the earbud.
4. Gently stretch the band over the eartip, making sure the hole in the band aligns with the vent on the earbud and that the tab on the top of the band fits in the notch on the top of the earbud.
5. Press down until the band fits securely into place, then check for alignment.



6. Repeat steps 1 – 5 for the other earbud, as needed.

**NOTE:** You may need to use a different size band for each ear.

7. Insert the earbuds (see page 14).

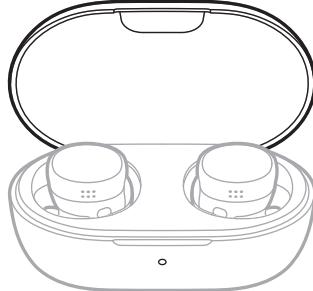
8. Check the fit (see page 15).

**NOTE:** To see how-to videos about changing the bands, visit: [support.Bose.com/QCE](http://support.Bose.com/QCE)

## POWER ON

Open the charging case.

The earbuds power on. The status light glows according to the earbuds battery status (see page 36).

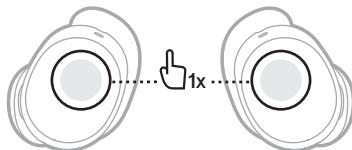


### NOTES:

- Before using the earbuds for the first time, you must wait 3 seconds before you can remove the earbuds from the case. The earbuds ship with a partial charge and require 3 seconds in the case to activate the battery.
- When you remove the earbuds from the charging case, close the case to help preserve the battery life and keep the case free of debris.

## While using the earbuds

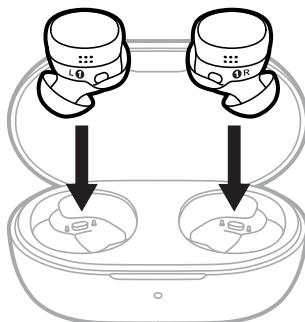
Touch and hold both each earbud for 1 second to power them on.



**NOTE:** You must power on each earbud separately.

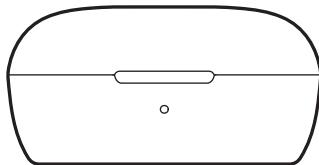
## POWER OFF

1. Place both earbuds in the charging case.



2. Close the case.

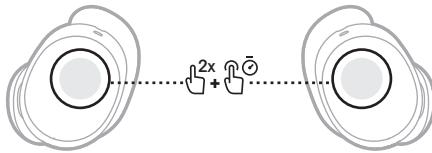
The status light glows according to the earbuds battery level (see page 36). The earbuds disconnect from your device and power off.



## While using the earbuds

Double-tap then touch and hold each earbud for 1 second until you hear a tone.

The earbuds power off.



### NOTES:

- You must power off each earbud separately.
- When you power off an earbud, audio pauses on the other earbud.

## STANDBY

Standby conserves the earbud battery when an earbud is out of the case and not in use. The earbud switches to Standby when you remove them from your ear and don't move it for 10 minutes.

To wake the earbud, insert the earbud in your ear.

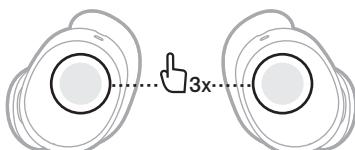
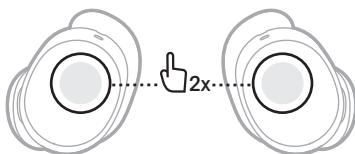
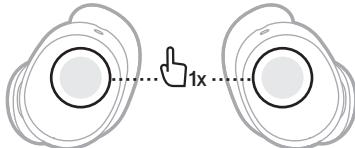
The touch surface is located on the outer surface of both earbuds. With touch control, you can play/pause audio, change the volume, perform basic call functions, adjust the audio, and change the mode.

**NOTES:**

- You need to wear the earbuds to use touch control.
- You can use either earbud to control media playback and phone calls. When controlling volume, the left earbud and right earbud have different functions (see page 24).
- You can modify the touch control functions to personalize controls for your preference using the Bose QCE app (see page 27).

## MEDIA PLAYBACK

CONTROL	WHAT TO DO
Play/Pause	Tap either earbud.
Skip to the next track	Double-tap either earbud.
Skip to the previous track	Triple-tap either earbud.



## VOLUME

CONTROL	WHAT TO DO
Increase the volume	Tap then touch and hold the right earbud.
Decrease the volume	Tap then touch and hold the left earbud.

## PHONE CALLS

CONTROL	WHAT TO DO
Answer a call	Tap either earbud.
End/Decline a call	Double-tap either earbud.
Answer a second incoming call and put the current call on hold	Tap either earbud.
Decline a second incoming call and stay on current call	Double-tap either earbud.

## **Mute a call**

You can quickly mute/unmute your calls.

To enable call muting, assign a touch control using the Bose QCE app. To access this option, tap Fast Mute from the product control screen.

## **Call notifications**

A voice prompt announces incoming callers and call status.

To stop call notifications, disable voice prompts using the Bose QCE app. To access this option, tap Smart Calls from the product control screen.

## **Amplify your voice**

You can amplify your voice to hear yourself speak more naturally in calls.

To enable voice amplification, use the Bose QCE app. To access this option, tap Smart Calls from the product control screen.

## **EQUALIZER SETTINGS**

To adjust the bass and treble, use the Bose QCE app. To access these options, tap EQ from the product control screen.

## **AUDIO SYNCHRONIZATION**

To synchronize audio between the earbuds and your device, use the Bose QCE app. To access this option, tap Low Latency Audio from the product control screen.

## **MODIFY TOUCH CONTROLS**

To modify touch control functions to personalize controls for your preference, use the QCE app. To access this option, tap Touch Controls from the product control screen.

You can control the earbuds using your voice. The microphone on the earbuds acts as an extension of the microphone on your device.

**NOTE:** You need to have the Bose QCE app running on your device to use voice control.

1. Say "Hey headphones."

You hear a tone.

2. Say your request.

CONTROL	WHAT TO SAY
<b>Answer a call</b>	Accept <b>NOTE:</b> When receiving a call, you don't need to say "Hey headphones."
<b>Decline a call</b>	Reject <b>NOTE:</b> When declining a call, you don't need to say "Hey headphones."
<b>Play audio</b>	Play
<b>Pause audio</b>	Pause
<b>Skip to the next track</b>	Next
<b>Skip to the previous track</b>	Previous
<b>Increase the volume</b>	Volume up <b>NOTE:</b> To quickly increase the volume, say "Volume plus <n>" where n is 1, 2, 3, 4, or 5.
<b>Decrease the volume</b>	Volume down <b>NOTE:</b> To quickly decrease the volume, say "Volume minus <n>" where n is 1, 2, 3, 4, or 5.

CONTROL	WHAT TO SAY
Turn Aware mode on	Aware on
Turn Aware mode off	Aware off
Turn Quiet mode on	Quiet on
Turn Quiet mode off	Quiet off
Take a photo	Take photo <b>NOTE:</b> You need to have the camera app open on your device to take a photo.
Access phone assistant	Assistant (then say your request)

## PERSONALIZE VOICE CONTROL

To enable the earbuds to respond to only your own voice, use the Bose QCE app. To access this option, tap Voice ID from the product control screen.

## DISABLE VOICE CONTROL

To disable voice control, use the Bose QCE app. You can access this option from the Settings menu.

In-ear detection uses sensors to identify when you're wearing both earbuds or just a single earbud.

You can automatically play/pause audio, answer phone calls (if enabled), and adjust noise cancellation by inserting or removing an earbud.

## AUTO PLAY/PAUSE

When you remove an earbud, audio pauses on both earbuds.

To resume audio, reinsert the earbud.

**NOTE:** If you want to use a single earbud, you can tap the earbud in your ear to resume audio.

## AUTO ANSWER CALL

You can answer phone calls by inserting an earbud.

## AUTO TRANSPARENCY

When you remove an earbud, the mode adjusts to Aware mode on the earbud in your other ear.

When you reinsert the earbud, the earbud in your ear adjusts to the previous noise cancelling level.

Noise cancellation reduces unwanted noise, providing a clearer, more lifelike audio performance.

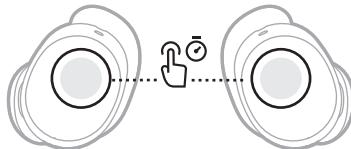
You can choose between two pre-configured noise cancelling modes — Quiet or Aware — or turn noise cancellation off.

## NOISE CANCELLING MODES

MODE	DESCRIPTION
<b>Quiet (default)</b>	Full noise cancellation with Bose-optimized audio. Allows you to block out distractions using the highest level of noise cancellation.
<b>Aware</b>	Full transparency with Bose-optimized stereo audio. Allows you to hear your surroundings while enjoying your audio in stereo.
<b>Off</b>	Allows you to conserve battery life.

## CHANGE THE MODE

1. Touch and hold either earbud for 1 second until you hear a tone.



A voice prompt announces the mode.

2. Repeat until you hear the name of your preferred mode.

**NOTE:** You can also change the mode using the Bose QCE app. To access this option, tap Modes on the product control screen.

## USE NOISE CANCELLATION ONLY

You can use noise cancellation only, without audio or interruptions from phone calls.

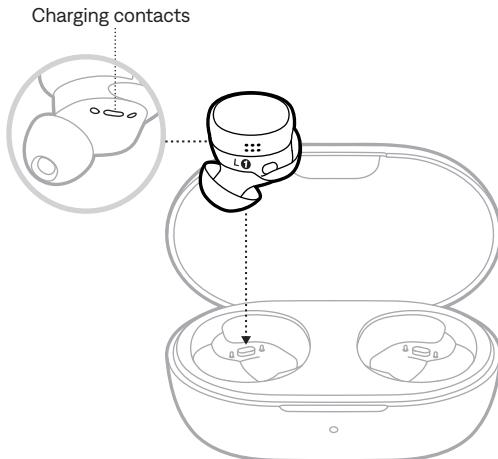
1. Do one of the following:
  - If you're wearing the earbuds, disconnect your device (see page 40).
  - If the earbuds are in the charging case, turn the *Bluetooth* feature off on your device. Then, remove the earbuds from the case and insert them in your ears.
2. Change the mode (see page 29).

**NOTE:** To reconnect your device, select the earbuds from the *Bluetooth* list on your device.

## CHARGE THE EARBUDS

**NOTE:** Before charging, make sure the earbuds are at room temperature, between 46° F (8° C) and 102° F (39° C).

1. Align the charging contacts on the left earbud with the charging pins on the left side of the charging case.



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

The status light glows according to the earbud's battery status (see page 36).



3. Repeat steps 1 – 2 for the right earbud.

### NOTES:

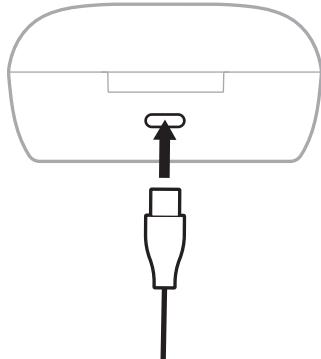
- The earbuds charge if the case is open or closed.
- If you close the charging case, the earbuds disconnect from your device.

## CHARGE THE CHARGING CASE

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

**NOTE:** Before charging, be sure the case is at room temperature, between 46° F (8° C) and 102° F (39° C).

1. Connect the small end of the USB cable to the USB-C® port on the back of the charging case.



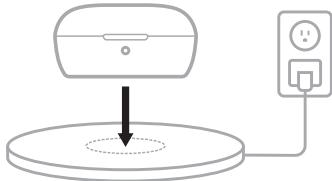
2. Connect the other end to a USB-A wall charger (not provided) or computer.

The status light glows according to the case charging status (see page 36).

### Charge wirelessly

You can use a compatible third-party wireless charger (not provided) to charge the case.

Place the charging case in the center of your wireless charger.



The status light glows according to the charging case charging status (see page 36).

**NOTE:** For more information, refer to your wireless charger owner's guide.

## CHECK THE EARBUD BATTERY LEVEL

### While using the earbuds

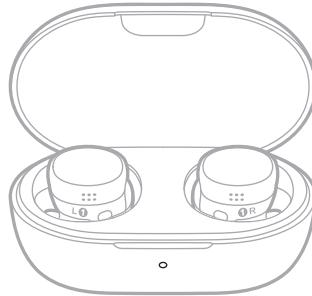
- When you remove the earbuds from the charging case and insert them into your ears, a voice prompt announces the earbud battery level.
- Use the Bose QCE app. The earbud battery level is displayed on the product control screen.

**NOTE:** If one earbud has a lower battery level than the other, the voice prompt announces the lower battery level. If the battery is low, you hear "Battery low."

**TIP:** You can also predict how much time you have before the earbuds need to be charged. To access this option, tap Battery Prediction on the product control screen.

### While charging the earbuds

When you place the earbuds into the charging case, the status light glows according to battery status.

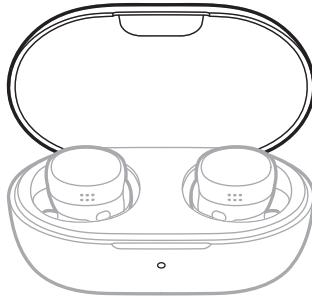


**NOTE:** If one earbud has a lower battery level than the other, the status light reflects the lower battery level.

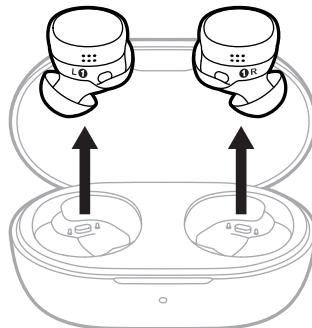
## CHECK THE CHARGING CASE BATTERY LEVEL

1. Open the charging case.

The status light glows according to the earbuds battery status (see page 36).



2. Remove both earbuds from the case.



The status light glows according to the charging case battery status (see page 36).



**NOTE:** If the charging case contains one earbud, the status light glows according to the earbud battery status.

## CHARGING TIME

COMPONENT	CHARGING TIME
<b>Earbuds</b>	Up to 2 hours
<b>Charging case</b>	Up to 2 hours

### NOTES:

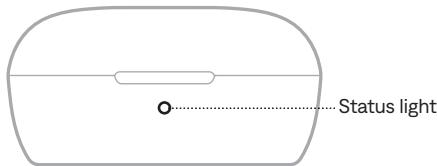
- A full charge powers the earbuds for up to **9** hours.<sup>1</sup>
- When the case is fully charged, you can fully charge the earbuds up to 3 times for up to 24 hours of listening time.<sup>2</sup>
- When the earbud battery level is low, a 20-minute charge powers the earbuds for up to 2 hours.<sup>3</sup>
- When the earbuds are inside of the case, the case charging time varies.

1 Testing conducted by Bose in **MONTH** 2024 using production-representative Bose QuietComfort Earbuds and IEC 60268-1 pink noise using A2DP *Bluetooth* audio streaming at RSSI signal strength of 75 dB. Volume set to playback loudness of 75dB, 3-band EQ set to zero in Quiet Mode (full noise cancellation). Playback time was up to **9** hours before battery depletion. Battery life varies based on settings and usage.

2 Testing conducted by Bose in **MONTH** 2024 by inserting production-representative Bose QuietComfort Earbuds with battery depleted (to the point of no audio playback) into a fully charged Bose QuietComfort Earbuds charging case and charging earbuds to 100%, then resuming audio playback until battery depletion. Testing resulted in three (3) complete charging cycles by the case before a full charge was no longer possible.

3 Testing conducted by Bose in **MONTH** 2024 using production-representative Bose QuietComfort Earbuds and Bose QuietComfort Earbuds charging case. Quick charge testing consisted of inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds for 20 minutes, then resuming *Bluetooth* A2DP audio playback with volume set to loudness of 75 dB, 3-band EQ set to zero, in Quiet Mode (full noise cancellation), resulting in up to **2** hours of playback time before battery depletion.

The status light is located on the front of the charging case.



## BATTERY STATUS

### Charging case (no earbuds)

Shows the charging case battery status when the case isn't connected to power and the earbuds aren't in the case.

LIGHT ACTIVITY	CASE SYSTEM STATE
<b>Solid green (5 seconds)</b>	High charge (81% - 100%)
<b>Solid amber (5 seconds)</b>	Medium charge (30% - 80%)
<b>Solid red (5 seconds)</b>	Low charge (1% - 29%)

### Earbuds

Shows the earbud battery status when the charging case isn't connected to power and the earbuds are in the case.

LIGHT ACTIVITY	EARBUDS SYSTEM STATE
<b>Solid green (5 seconds)</b>	Fully charged
<b>Slowly pulses amber (5 seconds)</b>	Charging

## CHARGING STATUS

### Charging case (no earbuds)

Show the charging case charging status when the case is connected to power (by USB cable or wireless charger) and the earbuds aren't in the case.

LIGHT ACTIVITY	CASE SYSTEM STATE
<b>Solid green</b>	Fully charged
<b>Slowly pulses amber</b>	Charging

### Earbuds

Show the earbuds charging status when the earbuds are in the case and the case is connected to power (by USB cable or wireless charger).

LIGHT ACTIVITY	CASE SYSTEM STATE	EARBUDS SYSTEM STATE
<b>Solid green</b>	Fully charged	Fully charged
<b>Slowly pulses amber</b>	Charging	Fully charged
	Fully charged/charging	Charging

You can connect the earbuds to your device using the Bose QCE app or the *Bluetooth* settings on your device.

You can store up to five devices in the earbuds device list, and the earbuds can be actively connected to up to two devices at a time (multi-point connection). You can connect and play audio from only one device at a time.

**NOTE:** For the best experience, use the Bose QCE app to connect and set up your device (see page 12).

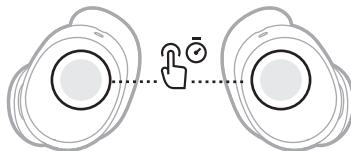
## CONNECT TO A DEVICE

### Using the Bose QCE app

To connect the earbuds and manage *Bluetooth* settings using the Bose QCE app, see page 12.

### Using your device's *Bluetooth* settings

1. Touch and hold either earbud for 4 seconds until you hear "Ready to pair."



2. On your device, access *Bluetooth* settings.
3. Select the earbuds from the list of available products.



The earbuds name appears in the list of connected products.

## CONNECT AN ADDITIONAL DEVICE

The earbuds can be actively connected to two devices at a time (multi-point connection).

To connect an additional device, see page 38.

### NOTES:

- You can only play audio from one device at a time.
- To disable the multi-point connection feature, use the Bose QCE app. You can access this option from the product control screen.
- Disabling the multi-point connection feature disconnects the second connected device.

## RECONNECT TO A DEVICE

When the earbuds are removed from the case, they connect with the two most recently-connected devices.

### NOTES:

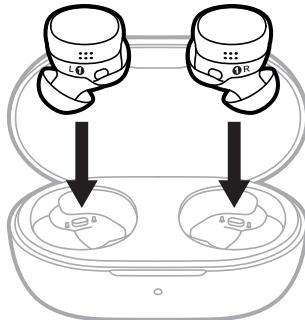
- The devices must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your devices.
- If two devices are already connected to the earbuds, the newly-connected device replaces the older of the two connections.

## SWITCH BETWEEN TWO CONNECTED DEVICES

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

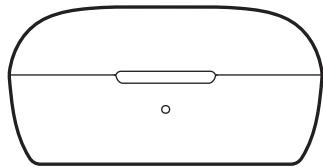
## DISCONNECT A DEVICE

1. Place both earbuds in the charging case.



2. Close the case.

The status light glows according to the earbuds battery level (see page 36). The earbuds disconnect from your device and power off.

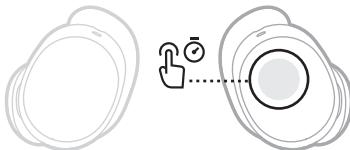


### TIPS:

- You can also disconnect your device using the Bose QCE app. To access this option, tap the product name in the center of the product control screen or the Settings icon in the top-right of the screen.
- You can also use your device's *Bluetooth* settings. Disabling the *Bluetooth* feature on your device disconnects the earbuds and all other *Bluetooth*-connected products.

## CLEAR THE EARBUDS DEVICE LIST

1. Delete the earbuds from your device's *Bluetooth* settings.
2. Touch and hold the right earbud for 7 seconds until you hear "Ready to pair" followed by a tone. Release when you hear the tone.



All devices are cleared, and the earbuds are ready to connect (see page 38).

## STORE THE EARBUDS

When you're not using the earbuds, store them in the charging case. Close the charging case to help preserve battery life and keep the charging case free of debris.

## CLEAN THE EARBUDS AND CHARGING CASE

COMPONENT	PROCEDURE
<b>Eartips and stability bands</b>	Remove the eartips and bands from the earbuds and wash them with a mild detergent and water. <b>NOTE:</b> Make sure you thoroughly rinse and dry the eartips and bands before re-attaching them to the earbuds.
<b>Earbud nozzles</b>	Wipe only with a dry, soft cotton swab or equivalent. <b>CAUTION:</b> Never insert any cleaning tool into the nozzle.
<b>Charging contacts (on earbuds)</b>	To prevent corrosion, wipe with a dry, soft cotton swab or equivalent.
<b>Charging case</b>	Wipe only with a dry, soft cotton swab or equivalent.

## REPLACEMENT PARTS AND ACCESSORIES

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

Visit: [support.Bose.com/QCE](http://support.Bose.com/QCE)

## LIMITED WARRANTY

The earbuds are covered by a limited warranty. Visit our website at [worldwide.Bose.com/Warranty](http://worldwide.Bose.com/Warranty) for details of the limited warranty.

To register your product, visit [worldwide.Bose.com/ProductRegistration](http://worldwide.Bose.com/ProductRegistration) for instructions. Failure to register will not affect your limited warranty rights.

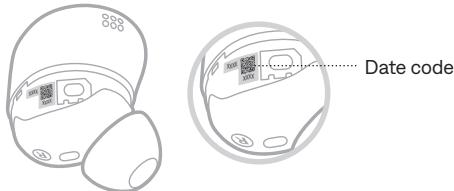
## UPDATE THE EARBUDS

When an update is available, a message displays in the Bose QCE app on the product control screen. To begin the update, tap the message and follow the app instructions.

## VIEW THE EARBUD DATE CODE

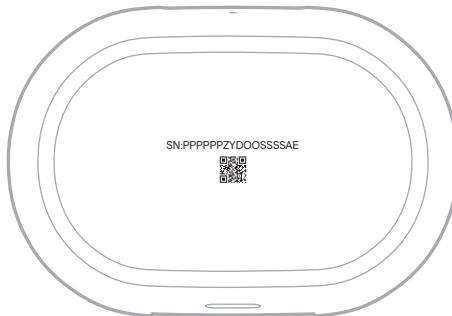
Remove the stability band from the earbud (see page 19).

The date code is located on the earbud in the wide area near the microphone.



## VIEW THE CHARGING CASE SERIAL NUMBER

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



## TRY THESE SOLUTIONS FIRST

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

- Charge the earbuds (see page 31) and the charging case (see page 32).
- Power the earbuds off (see page 22) then on again (see page 21).
- Check the status light (see page 36).
- Make sure your device supports *Bluetooth* connections (see page 38).
- Download the Bose QCE app and run available software updates (see page 12).
- Move your device closer to the earbuds (30 ft or 9 m) and away from any interference or obstructions.
- Increase the volume on the earbuds, your device, and your music app.
- Connect another device (see page 39).

## OTHER SOLUTIONS

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. You can also access troubleshooting articles, videos, and other resources at: [support.Bose.com/QCE](http://support.Bose.com/QCE)

If you're unable to resolve your issue, contact Bose customer service.

Visit: [worldwide.Bose.com/contact](http://worldwide.Bose.com/contact)

SYMPTOM	SOLUTION
<b>Earbuds don't power on</b>	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36).</p> <p>If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature.</p> <p>Make sure the earbuds aren't in Standby mode. To wake the earbuds, insert the earbuds in your ears.</p> <p>See "Earbuds don't charge" on page 50.</p>

SYMPTOM	SOLUTION
<b>Earbuds don't connect with device</b>	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Connect again (see page 38).</p> <p>Disable the <i>Bluetooth</i> feature on your device and then re-enable.</p> <p>Clear the earbuds device list (see page 41). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 38).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p> <p>Reboot the earbuds (see page 51).</p> <p>Connect using the <i>Bluetooth</i> menu on your device (see page 38).</p>
<b>Earbuds don't reconnect with macOS</b>	<p>Use the Bose QCE app to select your earbuds.</p>
<b>Earbuds don't respond during app setup</b>	<p>Make sure the <i>Bluetooth</i> feature is on in your device's Settings menu.</p> <p>Make sure you're using the Bose QCE app for setup (see page 12).</p> <p>Make sure you have given the Bose QCE app access to <i>Bluetooth</i> connections in your device's Settings menu.</p> <p>Uninstall the Bose QCE app on your device. Reinstall the app (see page 12).</p>
<b>Bose QCE app can't find earbuds</b>	<p>Make sure you're using the Bose QCE app for setup (see page 12).</p> <p>Make sure you have given the Bose QCE app access to <i>Bluetooth</i> connections in your device's Settings menu.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Remove the earbuds.</p> <p>Uninstall the Bose QCE app on your device. Reinstall the app (see page 12).</p> <p>If the earbuds were previously connected to a PC currently running Microsoft Teams, quit the Microsoft Teams app. If this does not resolve the issue, turn off <i>Bluetooth</i> on that PC or leave its <i>Bluetooth</i> range (typically around 30 feet).</p> <p>See "Earbuds don't connect with device."</p>

SYMPTOM	SOLUTION
<b>Bose QCE app doesn't work on device</b>	<p>Make sure you're using the Bose QCE app for setup (see page 12).</p> <p>Make sure your device is compatible with the Bose QCE app and meets minimum system requirements. For more information, refer to the app store on your device.</p> <p>Uninstall the Bose QCE app on your device. Reinstall the app (see page 12).</p>
<b>Eartips aren't comfortable at ear canal</b>	<p>Make sure the eartip isn't resting too deep in your ear canal (see page 15).</p> <p>Try a larger eartip. If that doesn't help, try a smaller eartip (see page 18).</p> <p>Try a smaller stability band (see page 19).</p> <p>Check the earbud fit using a mirror (see page 15).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p>
<b>Stability band isn't comfortable at ear ridge</b>	<p>Try a smaller stability band (see page 19). If you're already using the smallest stability band, try a smaller eartip (see page 18).</p> <p>Check the earbud fit using a mirror (see page 15).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p>
<b>Earbuds aren't secure</b>	<p>Make sure the eartip is resting gently at the opening of your ear canal (see page 14).</p> <p>Try a larger stability band (see page 19).</p> <p>Try a larger eartip (see page 18).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p>
<b>Eartips are falling off</b>	<p>Make sure the eartips are securely attached to the earbuds (see page 18).</p>
<b>Stability bands are falling off</b>	<p>Make sure the bands are securely attached to the earbuds (see page 19).</p> <p>Make sure the bands are positioned on the earbuds correctly (see page 19).</p>
<b>Intermittent Bluetooth connection</b>	<p>Move the device closer to the earbuds.</p> <p>Clear the earbuds device list (see page 41). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 38).</p> <p>Reboot the earbuds (see page 51).</p>

SYMPTOM	SOLUTION
<b>No sound</b>	<p>Make sure you're using the correct eartip and band sizes for each ear (see page 17).</p> <p>Check the earbud fit using a mirror (see page 15).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p> <p>Make sure the volume is turned up (see page 23).</p> <p>Make sure that both eartips fit securely in your ear, and they aren't rotated too far back (see page 14).</p> <p>Make sure your head is upright when inserting the earbuds.</p> <p>Press play on your device to make sure audio is playing.</p> <p>Play audio from a different application or music service.</p> <p>Play audio from content stored directly on your device.</p> <p>Clear any debris or wax buildup from the eartips and earbud nozzles.</p> <p>Restart your device.</p>
<b>No sound from one earbud</b>	<p>Make sure you're using the correct eartip and band sizes for each ear (see page 17).</p> <p>Check the earbud fit using a mirror (see page 15).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p> <p>Make sure the software in the Bose QCE app is up to date (see page 43).</p> <p>Make sure that both eartips fit securely in your ear, and they aren't rotated too far back (see page 14).</p> <p>Make sure your head is upright when inserting the earbuds.</p> <p>Clear any debris or wax buildup from the eartips and earbud nozzles.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Remove the earbuds.</p>
<b>Audio and video are out of sync</b>	<p>Synchronize audio between the earbuds and your device using the Bose QCE app. To access this option, tap Low Latency Audio from the product control screen.</p> <p>Close and re-open the application or music service.</p> <p>Play audio from a different application or music service.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Remove the earbuds.</p>

SYMPTOM	SOLUTION
<b>Poor sound quality</b>	<p>Check the earbud fit using a mirror (see page 15).</p> <p>Make sure you're using the correct eartip and band sizes for each ear (see page 17).</p> <p>Visit: <a href="http://support.Bose.com/QCE">support.Bose.com/QCE</a> to see how-to videos.</p> <p>Make sure you're using the Bose QCE app for setup (see page 12).</p> <p>Try a different audio track.</p> <p>Play audio from a different application or music service.</p> <p>Clear any debris or wax buildup from the eartips and earbud nozzles.</p> <p>Turn off any audio enhancement features on the device or music app.</p> <p>Make sure your earbuds are connected over the correct <i>Bluetooth</i> profile: Stereo A2DP. Check your device's <i>Bluetooth</i>/audio settings menu to make sure the correct audio profile is selected.</p> <p>Disable the <i>Bluetooth</i> feature on your device and then re-enable.</p> <p>Clear the earbuds device list (see page 41). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 38).</p>
<b>Microphone doesn't pick up sound</b>	<p>Make sure the earbuds aren't rotated too far back or forward (see page 14). For the best microphone sound quality, the earbuds should be angled so that they point towards your mouth or chin.</p> <p>Try another phone call.</p> <p>Try another compatible device.</p> <p>Disable the <i>Bluetooth</i> feature on your device and then re-enable.</p> <p>Clear the earbuds device list (see page 41). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 38).</p>
<b>Can't adjust the mode</b>	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Remove the earbuds. See "Earbuds don't respond to touch control" on page 49.</p> <p>Use the Bose QCE app to adjust the noise cancelling mode. You can access this option from the product control screen.</p>

SYMPTOM	SOLUTION
<b>Poor noise cancellation</b>	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Remove the earbuds.</p> <p>Check the earbud fit using a mirror (see page 15).</p> <p>Check the mode (see page 29).</p> <p>Remove the earbuds from your ears and reinsert in your ears.</p> <p>If you're on a phone call or using voice control on your device, lower or turn off voice amplification using the Bose QCE app (see page 25).</p> <p>Reboot the earbuds (see page 51). If that doesn't work, restore the earbuds to factory settings (see page 52).</p>
<b>Difficulty hearing caller while on a phone call</b>	<p>Increase the volume using your device.</p> <p>Try a different mode (see page 29).</p>
<b>Difficulty hearing own voice while on a phone call</b>	<p>Change the mode to Aware mode (see page 29).</p> <p>Use the Bose QCE app to adjust self voice. You can access this option from the product control screen.</p>
<b>Earbuds don't respond to touch control</b>	<p>Make sure you're wearing the earbuds.</p> <p>Make sure you're touching the correct touch control surface (see page 24).</p> <p>Make sure your finger is making good contact with the touch control surface (see page 24).</p> <p>Make sure your fingers are dry.</p> <p>If your hair is wet, make sure it isn't interfering with the touch surface.</p> <p>If wearing gloves, remove them before touching the touch control surface.</p> <p>For multi-tap functions, vary the tap pressure.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The status light glows (see page 36). Remove the earbuds.</p> <p>If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature.</p> <p>Reboot the earbuds (see page 51). If that doesn't work, restore the earbuds to factory settings (see page 52).</p>
<b>Earbuds don't respond to voice control</b>	<p>Make sure the Bose QCE app is running.</p> <p>Make sure you say your request after you hear the tone.</p>

SYMPTOM	SOLUTION
<b>Can't adjust volume</b>	<p>Make sure you're touching the correct touch control surface (see page 24).</p> <p>Make sure you're tapping the correct earbud (see page 24).</p> <p>See "Earbuds don't respond to touch control" on page 49.</p>
<b>Earbuds don't charge</b>	<p>Make sure the earbuds are properly placed in the charging case. To help preserve the battery life, the case should be closed while the earbuds are charging (see page 31).</p> <p>Make sure there is no dirt or debris covering the charging contacts on the earbuds or the charging pins in the case.</p> <p>Make sure the stability bands are positioned on the earbuds correctly (see page 19). If the bands are positioned incorrectly, the charging contacts on the earbuds may not align with the charging pins in the case.</p> <p>Make sure the USB cable is correctly aligned with the port on the charging case.</p> <p>Secure both ends of the USB cable.</p> <p>Try another USB cable.</p> <p>Try another wall charger.</p> <p>If the earbuds or charging case have been exposed to high or low temperatures, let the earbuds or case return to room temperature. Charge again (see page 31).</p>
<b>Charging case doesn't charge</b>	<p>Make sure the USB cable is correctly aligned with the port on the charging case.</p> <p>If the charging case battery is fully depleted, make sure the USB cable is attached long enough for the case to gain an initial charge. If you remove the cable and the charging case status light goes out, reattach the USB cable.</p> <p>Secure both ends of the USB cable.</p> <p>Try another USB cable.</p> <p>Make sure the charging case is closed. To help preserve the battery life, the case should be closed while it's charging.</p> <p>Try another wall charger.</p> <p>If the charging case has been exposed to high or low temperatures, let the case return to room temperature. Charge again (see page 32).</p> <p>Make sure any charging case accessories are properly installed and don't prevent the USB cable from securely connecting to the port on the charging case.</p>

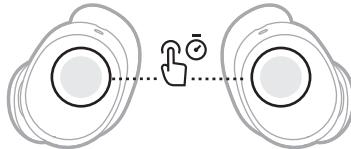
SYMPTOM	SOLUTION
<b>Voice prompt language isn't correct</b>	Change the voice prompt language using the Bose QCE app. You can access this option from the Settings menu.
<b>Not receiving call notifications</b>	Make sure your device isn't set to Do Not Disturb. Make sure voice prompts are enabled using the Bose QCE app. You can access this option from the Settings menu. Make sure you have given the earbuds access to your contacts in your device's <i>Bluetooth</i> menu.
<b>Earbuds making chirping sound</b>	Make sure the earbud nozzles aren't blocked (see page 18).

## REBOOT THE EARBUDS

If the earbuds are unresponsive, you can reboot them.

**NOTE:** Rebooting the earbuds clears the earbuds device list. It doesn't clear other settings.

Touch and hold either earbud for 15 seconds until you hear a tone and both earbuds power off.

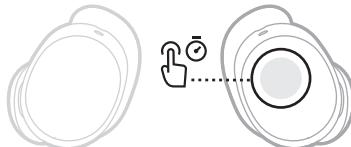


## RESTORE THE EARBUDS

A restore to factory settings clears all settings and return the earbuds to their original out-of-box state. After, the earbuds can be configured as if they were being set up for the first time.

Restoring to factory settings is only recommended if you are having issues with the earbuds or you have been instructed to do so by Bose customer service.

1. Delete the earbuds from your device's *Bluetooth* list.
2. Touch and hold the right earbud for 7 seconds until you hear "Ready to pair" followed by a tone. Release when you hear the tone.



The earbuds are now restored to their original out-of-box state.



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