Cue the music.

BOSE

QUIETCOMFORT ULTRA HEADPHONES

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

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

UK CA 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

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

Important Safety Instructions

Do not use this apparatus near water.

Clean only with a dry cloth.

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

- Place your hands around the middle of each earcup when rotating, folding, and placing the headphones in the case and removing from the case. Keep your fingers away from the hinges to avoid pinching.

- 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 this product 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 headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.

- Remove product immediately if you notice heat coming from the product.

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

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

- To reduce the risk of fire or electrical shock do NOT expose this product to rain, dripping, splashing, or moisture and do not place liquid filled objects such as vases, on or near the 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.

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

- Do NOT make unauthorized alterations to this product.

- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.

- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

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, whichcan be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

· Reorient or relocate the receiving antenna.

· Increase the separation between the equipment and receiver.

· Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

· Consult the dealer or an experienced radio/TV technician for help.

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

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

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

Meets IMDA Requirements.

FCC ID: A94440108 | **IC**: 3232A-440108

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.

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 a 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.

China Restriction of Hazardous Substances Table

Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O

This table is prepared in accordance with the provisions of SJ/T 11364.

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.

Taiwan Restriction of Hazardous Substances Table

Equipment name: Headphones Type designation: 440108						
	Restricted substances and its chemical symbols					
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	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: "○" 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; "3" is 2013 or 2023.

China Importer: Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100| **EU Importer**: Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands | **Taiwan Importer**: Bose Taiwan Branch, 9F-A1, No. 10, Section 3, Minsheng East Road, Taipei City 104, Taiwan Phone Number: +886-2-2514 7676 | **Mexico Importer**: Bose de México, S. de R.L. de C.V., Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545 | **UK Importer**: Bose Limited, Bose House, Quayside Chatham Maritime, Chatham, Kent, ME4 4QZ, United Kingdom

Input Rating: 5V ⎓ 0.5A | **Charging Temperature Range**: 32° F to 113° F (0° C to 45° C) | **Discharging Temperature Range**: -4° F to 140° F (-20° C to 60° C)

The CMIIT ID is located inside the earcup under the scrim.

⚠ **Security Information**: This product is capable of receiving security updates from Bose automatically when connected to the Bose Music app. In order to receive security updates via the mobile application, you must complete the product setup process in the Bose Music app. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available via btu.Bose.com**

The **Bose Terms of Use** apply to this product: worldwide.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 Ultra Headphones, use the Bose Music app. You can access this information from the Settings menu.

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Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

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Android and Google Play are trademarks of Google LLC.

Snapdragon Sound is a product of Qualcomm Technologies, Inc. and/or its subsidiaries.

This product incorporates Spotify software which is subject to third-party licenses found here: www.spotify.com/connect/third-party-licenses

Spotify is a registered trademark of Spotify AB.

USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.

Bose, Bose Music, the Bose Music logo, QuietComfort, and SimpleSync are trademarks of Bose Corporation. | Bose Corporation Headquarters: 1-877-230-5639 | ©2023 Bose Corporation. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.

Please complete and retain for your records

The serial and model numbers are located inside the earcup under the scrim.

Serial number:
Model number: 440108

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

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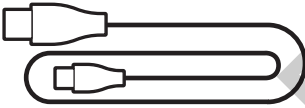
TROUBLESHOOTING

CONTENTS

Confirm that the following parts are included:

Bose QuietComfort Ultra Headphones

Carry case

USB Type-C® cable
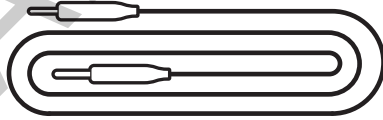
3.5 mm to 2.5 mm audio cable

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

Visit: support.Bose.com/QCU

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

Using the app, you can manage *Bluetooth* connections, manage headphone settings, adjust the audio, choose your voice prompt language, and get updates and new features.

NOTE: If you've already created a Bose Music account for another Bose product, add the headphones to your existing account (see the bottom of page 11).

DOWNLOAD THE BOSE MUSIC APP

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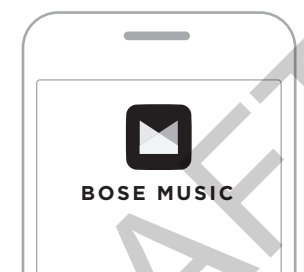
2. Follow the app instructions.

ADD THE HEADPHONES TO AN EXISTING ACCOUNT

To add your Bose QuietComfort Ultra Headphones, open the Bose Music app and add your headphones.

The headphone controls are located on the back of the right earcup.

Microphone

Microphone

Multi-function button

Status light

Volume strip

USB-C® port

2.5 mm audio port

Bluetooth/Power button
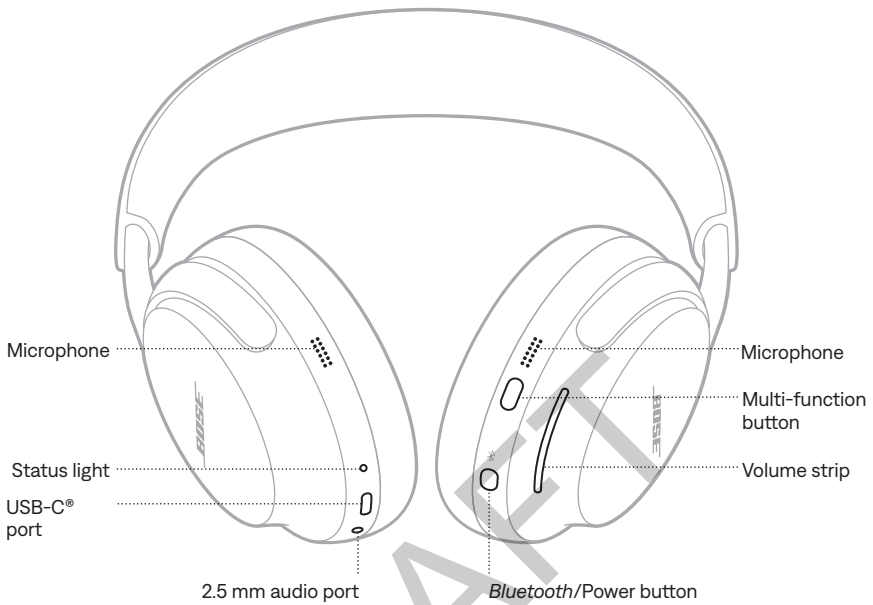
POWER ON

Press the *Bluetooth*/Power button.

A voice prompt announces the battery level, and the status light glows according to the current charge level (see page 35).
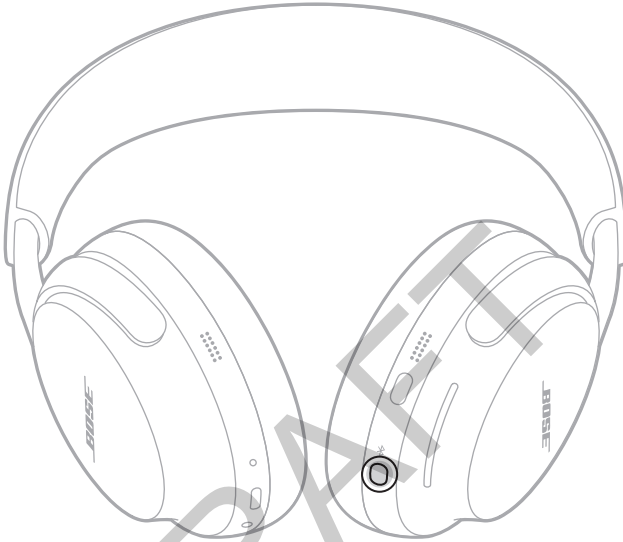
Standby

Standby conserves the headphones battery when they aren't in use. The headphones switch to standby when you remove them from your head for 10 minutes.

To wake the headphones, place them on your head or press the *Bluetooth*/Power button.

POWER OFF

Press and hold the *Bluetooth*/Power button for 2 seconds.

NOTE: When the headphones are powered off, noise cancellation is disabled.

Auto off

The headphones power off when they aren't in use for 24 hours.

NOTE: To change the auto off setting, use the Bose Music app. You can access this option from the Settings menu.

MEDIA PLAYBACK AND VOLUME

The Multi-function button controls media playback.

The volume strip controls the volume.

Multi-function button
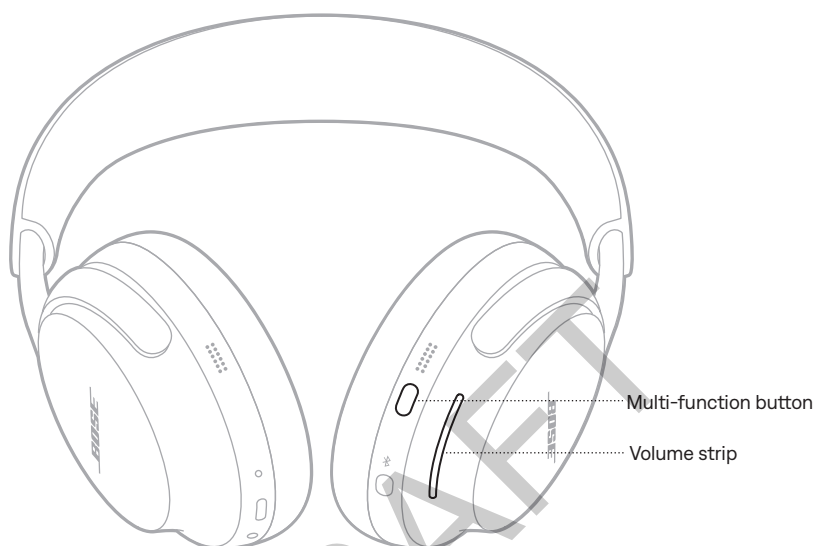
Volume strip

FUNCTION	WHAT TO DO
Play/Pause	Press the Multi-function button.
Skip forward	Double-press the Multi-function button.
Skip backward	Triple-press the Multi-function button.
Volume up	Swipe up on the volume strip.
Volume down	Swipe down on the volume strip.

NOTES:

- To quickly increase the volume, swipe up on the volume strip.
- To quickly decrease the volume, swipe down on the volume strip.

PHONE CALLS

The Multi-function button controls phone calls.

NOTE: There are eight microphones on the headphones: four on the back of the left earcup and four on the back of the right earcup.

Microphone .... Microphone

Multi-function button
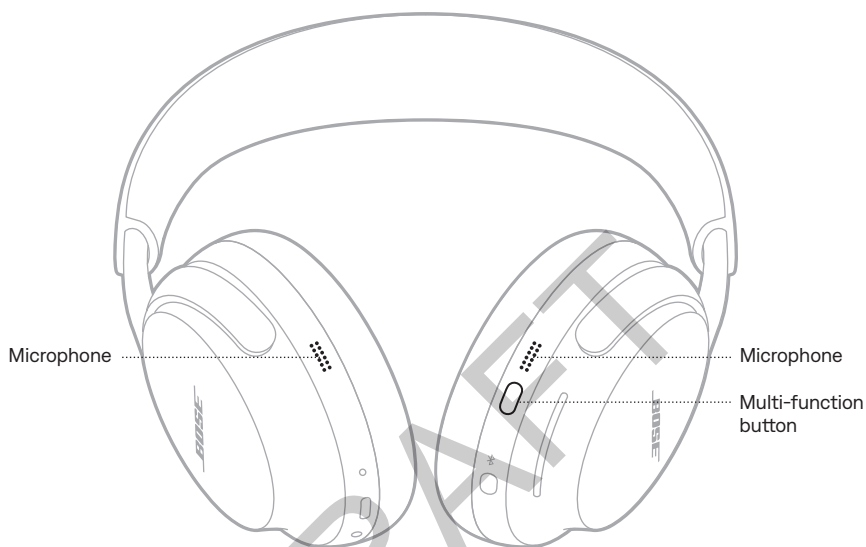
FUNCTION	WHAT TO DO
Answer a call	Press the Multi-function button.
End/Decline an incoming call	Double-press the Multi-function button.
Answer a second incoming call and put the current call on hold	While on a call and a second incoming call is ringing, press the Multi-function button.
Decline a second incoming call and stay on current call	While on a call and a second incoming call is ringing, double-press and hold the Multi-function button.
Mute/Unmute a call	Press the Multi-function button.

NOISE CANCELLATION

The Multi-function button allows you to quickly and easily switch between noise cancelling settings by changing the mode.

To switch between modes, press and hold the Multi-function button.

For information about modes, see page 26.

MOBILE DEVICE VOICE CONTROL

You can set a shortcut to access your mobile device voice control using the headphones.

The microphones on the headphones act as an extension of the microphone on your mobile device.

To activate mobile device voice control, touch and hold the volume strip.

For information about shortcuts, see page 19.

NOTES:

- To access voice control using the headphones, it must be set as a shortcut (see page 19).
- You can't access voice control while on a call.

A shortcut enables you to quickly and easily access one of the following functions:

- Cycle through spatial audio settings (see page 23)
- Access Spotify
- Use your mobile device voice control
- Access battery level

ENABLE YOUR SHORTCUT

To enable your shortcut, use the Bose Music app. You can access this option from the main screen.

USE YOUR SHORTCUT

Touch and hold the volume strip.

CHANGE OR DISABLE YOUR SHORTCUT

To change or disable your shortcut, use the Bose Music app. To access this option, tap Shortcut on the main screen.

On-head detection uses sensors to identify when you're wearing the headphones.

You can automatically play/pause audio and answer phone calls (if enabled).

NOTE: To manage on-head detection features, use the Bose Music app. You can access this option from the Settings menu.

AUTO DISCONNECT

TBD

AUTO PLAY/PAUSE

When you remove the headphones, audio pauses.

To resume audio, put on the headphones.

AUTO ANSWER CALL

You can answer phone calls by putting on the headphones.

NOTE: To enable auto answer, use the Bose Music app. You can access this option from the Settings menu.

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

By default, the headphones power on in Quiet Mode. Noise cancellation is fully enabled (see page 21).

CHANGE NOISE CANCELLATION SETTING

You can switch between preset noise cancellation settings by changing the mode. For information about modes, see page 26.

NOISE CANCELLATION WHILE ON A CALL

When you make or receive a call, the headphones remain at the current noise cancellation setting and Self Voice is activated. Self Voice helps you hear yourself speak more naturally.

To adjust noise cancellation while on a call, change the mode (see page 26).

NOTE: To adjust Self Voice, use the Bose Music app. You can access this option from the Settings menu.

USE NOISE CANCELLATION ONLY

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

1. Do one of the following:
   - Disconnect your mobile device (see page 31).
   - Turn the *Bluetooth* feature off on your mobile device.

2. Press and hold the Multi-function button to change the mode (see page 26).

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

Spatial audio makes audio more immersive by simulating the experience of being in front of two stereo speakers in an ideal listening environment. It feels like the sound is coming from outside your headphones, similar to listening to live music or with surround sound speakers. Spatial audio works on any content from any source, taking immersive audio to new heights.

There are two types of spatial audio — fixed-to-room and fixed-to-head.

SPATIAL AUDIO SETTINGS

SETTING	DESCRIPTION
Fixed-to-room	Audio sounds like it's coming from two stereo speakers in front of you that stay where they are when you move your head. **NOTE:** Three seconds after you stop moving your head, the speakers recenter on your position.
Fixed-to-head	Audio sounds like it's coming from two stereo speakers in front of you that follow the movements of your head. **NOTE:** To access this option, use the Bose Music app. Tap Modes on the main screen.
Stereo	Traditional stereo audio that sounds like it's coming from your headphones. **NOTE:** By default, spatial audio is OFF, and audio plays in stereo.

CHANGE SPATIAL AUDIO SETTING

You can change the spatial audio setting by changing the mode or using a shortcut to cycle through the spatial audio settings.

TIP: You can also change the spatial audio setting using the Bose Music app. You can access this option from the main screen.

Change the mode

For information about changing the mode, see page 24.

NOTE: Changing the mode changes the spatial audio setting and the noise cancellation setting.

Use your shortcut

You can set your shortcut to cycle through spatial audio settings without affecting your current mode's noise cancellation setting.

This temporarily customizes the current mode until you power the earbuds off or change modes.

1. Touch and hold the volume strip.

A voice prompt announces each spatial audio setting in a loop.

2. When you hear the name of your preferred setting, release the volume strip.

NOTE: To change the spatial audio setting using the headphones, it must be set as a shortcut (see page 19).

SPATIAL AUDIO WHILE ON A CALL

When you make or receive a call, spatial audio is off and audio is temporarily set to stereo. When you end the call, spatial audio returns to its previous setting.

Listening modes are preset audio settings that you can switch between based on your listening preferences and environment. They consist of noise cancellation and spatial audio settings.

You can choose between three pre-configured modes — Quiet, Aware, or Immersion or create up to four of your own custom modes.

MODES

MODE	DESCRIPTION
Quiet	Full noise cancellation with Bose-optimized stereo audio. Allows you to block out distractions using the highest level of noise cancellation.
Aware	Full transparency with Bose-optimized stereo audio. Allows you to hear your surroundings while enjoying your audio in stereo.
Immersion	Full noise cancellation with fixed-to-room spatial audio. Allows you to block out distractions and immerse yourself into life-like audio.
Custom	Custom noise control (noise cancellation or wind blocking) and spatial audio settings based on your listening preferences and environment. **NOTE:** You can create up to four custom modes using the Bose Music app. To access this option, tap Modes on the main screen.

NOTE: By default, the headphones power on in Quiet Mode. To set the headphones to power on with the last mode used, use the Bose Music app. You can access this option from the Settings menu.

NOTE: For more information about noise cancellation and spatial audio settings, see page 24 and page 23.

Aware Mode with ActiveSense

The dynamic noise cancellation of Aware Mode with ActiveSense technology allows you to hear your surroundings while reducing unwanted noise.

Aware Mode with ActiveSense allows the headphones to automatically turn on noise cancellation when sudden or loud noises occur near you, so you can maintain awareness without intermittent noise interrupting your audio. Once the noise stops, noise cancellation automatically turns off again.

To enable ActiveSense, use the Bose Music app. To access this option, tap Modes on the main screen, then tap Aware.

CHANGE THE MODE

1. To cycle through modes, press and hold the Multi-function button.

A voice prompt announces each mode in a loop.

2. When you hear the name of your preferred setting, release the Multi-function button.

NOTE: To access modes on the headphones, they must be set as favorites in the Bose Music app. To set your favorite modes, tap Modes on the main screen.

TIP: You can also change the mode using the Bose Music app. To access this option, tap Modes on the main screen.

Add or remove modes from the headphones

To access modes on the headphones, they must be set as favorites in the Bose Music app. By default, Quiet, Aware, and Immersion mode are set as favorites. You can have up to four favorites at once.

To add or remove favorites from the headphones, tap Modes on the main screen.

You can connect the headphones to your mobile device using the Bose Music app, the *Bluetooth* menu on your mobile device, or Google Fast Pair (Android devices only).

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

NOTE: For the best experience, use the Bose Music app to set up and connect your mobile device (see page 11).

CONNECT USING THE BOSE MUSIC APP

To connect the headphones and manage *Bluetooth* settings using the Bose Music app, see page 11.

CONNECT USING THE BLUETOOTH MENU ON YOUR MOBILE DEVICE

1. Press and hold the *Bluetooth*/Power button.

    You hear "Ready to connect," and the status light blinks blue.

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

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

3. Select your headphones from the device list.

   NOTE: Look for the name you entered for your headphones in the Bose Music app.
   If you didn't name your headphones, the default name appears.

Once connected, you hear "Connected to <*device name*>," and the status light glows solid blue for 10 seconds.

CONNECT USING GOOGLE FAST PAIR (ANDROID DEVICES ONLY)

In one tap, the headphones enable quick, effortless *Bluetooth* pairing with your Android device.

NOTES:

- To use Google Fast Pair, you need an Android device running Android 6.0 or later.
- Your Android device must have *Bluetooth* and Location features enabled.

1. Press and hold the *Bluetooth*/Power button until you hear "Ready to connect," and the status light blinks blue.

2. Place your headphones next to your Android device.

   A notification displays on your Android device prompting you to pair the headphones.

   NOTE: If you don't see a notification, check that notifications are enabled for the Google Play Services app on your device.

3. Tap the notification.

   Once the headphones are connected, a notification appears confirming the connection is complete.

DISCONNECT A MOBILE DEVICE

To disconnect a mobile device, use the Bose Music app.

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

RECONNECT A MOBILE DEVICE

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

NOTES:

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

CONNECT ANOTHER MOBILE DEVICE

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

To connect another device, connect using the Bose Music app (see page 11), the *Bluetooth* menu on your mobile device (see page 28), or Google Fast Pair (Android devices only) (see page 30).

NOTES:

- You can only play audio from one device at a time.
- To manage a multi-point connection, use the Bose Music app. You can access this option from the Settings menu.
- Disabling a multi-point connection disconnects the second connected device.

IDENTIFY CONNECTED MOBILE DEVICES

Press the *Bluetooth*/Power button and release to hear which device is currently connected.

SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

1. Pause audio on your first mobile device.

2. Play audio on your second mobile device.

   NOTE: Your headphones receive phone calls from both devices, regardless of which device is playing audio.

RECONNECT A PREVIOUSLY CONNECTED DEVICE

1. Press the *Bluetooth*/Power button and release to hear which device is connected.

2. Within 2 seconds, press the *Bluetooth*/Power button and release again to connect to the next device in the headphone device list.

3. Repeat until you hear the correct device name.

   You hear a tone that indicates when the device is connected.

4. Play audio on the connected mobile device.

NOTE: If two devices are already connected to the headphones, the newly-connected device replaces the second device that was previously connected.

CLEAR THE HEADPHONE DEVICE LIST

1. Press and hold the *Bluetooth*/Power button and Multi-function button until you hear "*Bluetooth* device list cleared. Ready to connect."
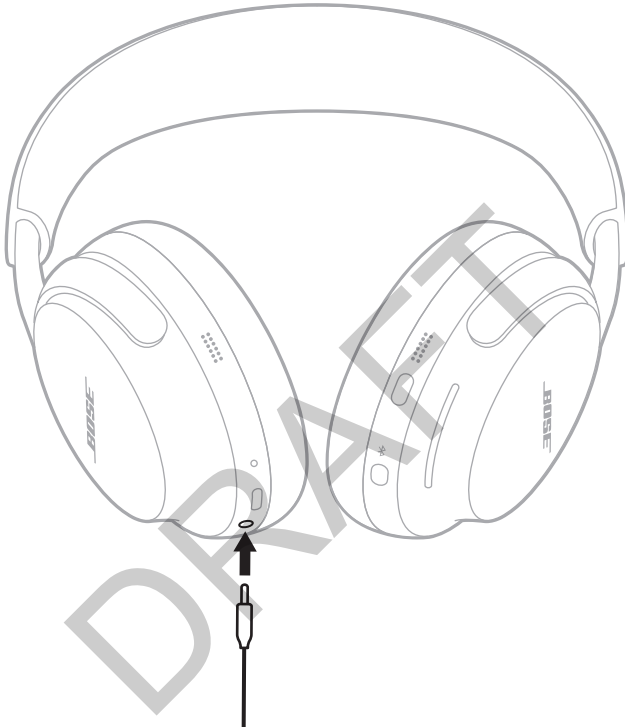

2. Delete your headphones from the *Bluetooth* list on your mobile device.

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

CONNECT THE AUDIO CABLE

Use the 2.5 mm to 3.5 mm cable to connect a non-wireless device or to continue using the headphones if the battery is depleted.

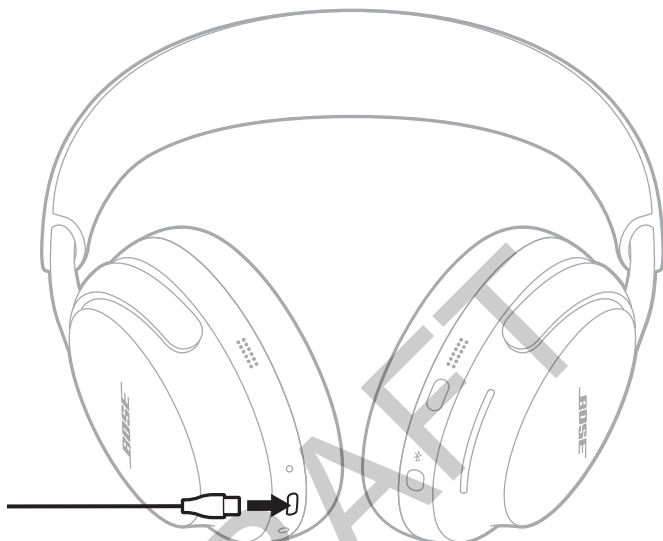1. Connect the cable into the 2.5 mm port on the left earcup.

2. Connect the other end of the cable into the 3.5 mm port on your device.

NOTE: You can use the headphones powered on or off when the audio cable is connected.

CHARGE THE HEADPHONES

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

2. Connect the other end into a USB wall charger.

NOTE: When the headphones begin charging, the status light blinks white for 10 seconds. When fully charged, the status light glows solid white.

Charging time

Allow up to 2.5 hours to fully charge the headphones.

Hear the battery level

Each time you power on the headphones, a voice prompt announces the battery level. When the headphone battery is low, you hear "Battery low."

NOTE: To visually check the battery, see the status light located on the right earcup. For more information, see "Battery status" on page 35.

TIP: You can also hear the battery level using a shortcut. The battery level must be set as a shortcut using the Bose Music app (see page 19).

The status light is located on the left earcup.

BLUETOOTH STATUS

Shows the *Bluetooth* connection status.

LIGHT ACTIVITY	SYSTEM STATE
Blinking blue	Ready to connect
Solid blue (5 seconds)	Connected
Blinks white 2 times	Device list cleared

BATTERY STATUS

Shows the battery level.

LIGHT ACTIVITY	SYSTEM STATE
Solid white	Medium to full charge
Solid amber	Low charge

TIP: You can also check the battery level using the Bose Music app.

CHARGING STATUS

Shows the charging status.

LIGHT ACTIVITY	SYSTEM STATE
Solid amber	Charging
Solid white	Full charge

UPDATE AND ERROR STATUS

Shows the update or error status.

LIGHT ACTIVITY	SYSTEM STATE
Fast blinking white (10 seconds)	Updating software (via USB)
Blinks white 3 times (repeated)	Updating software (wirelessly)
Blinking amber and white	Error - contact Bose customer service

CONNECT A BOSE SMART SPEAKER OR SOUNDBAR

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

Benefits

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

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

Compatible products

You can connect the headphones to any Bose Smart Speaker or Bose Smart Soundbar.

Popular compatible products include:

- Bose Smart Soundbar 900
- Bose Smart Soundbar 700/Bose Soundbar 700
- Bose Smart Soundbar 600
- Bose Soundbar 500
- Bose Smart Speaker 500/Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Smart Speaker/Bose Portable Home Speaker

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

Connect using the Bose Music app

1. On the headphones, press and hold the *Bluetooth*/Power button.

   You hear "Ready to connect another device," and the status light blinks blue.

2. Use the Bose Music app to connect the headphones to a compatible Bose product. For more information, visit: support.Bose.com/Groups

NOTES:

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

RECONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

Power on the headphones (see page 13).

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

NOTES:

- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the headphones don't reconnect, see "Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker" on page 48.
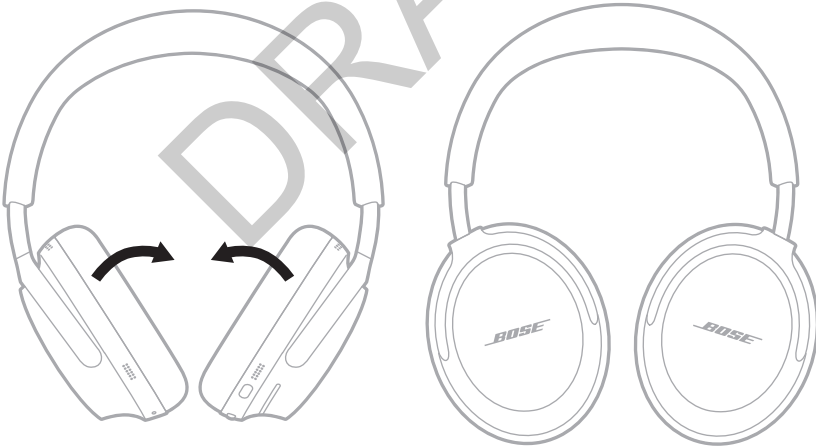
STORE THE HEADPHONES

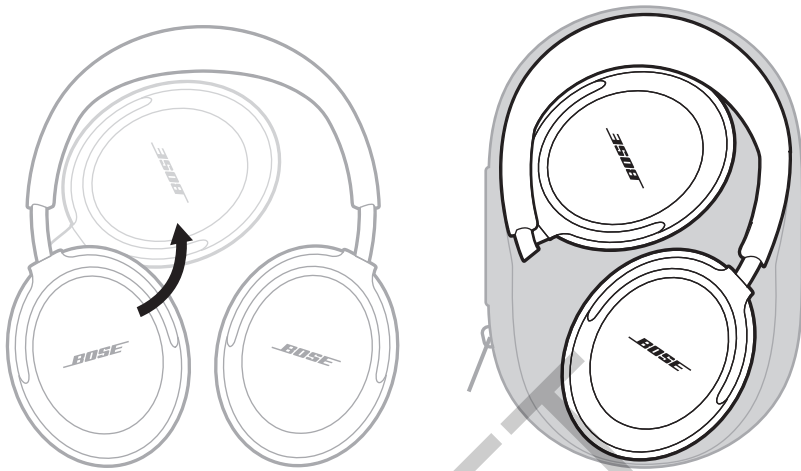The earcups rotate for easy, convenient storage. Place the headphones flat into the case.

1. Place your hands around each earcup.

Left earcup   Right earcup

1. Rotate both earcups inward so they lay flat.

2. Fold the left earcup up toward the headband.

NOTES:

- Make sure to power off the headphones when not in use.
- Before storing the headphones for more than a few months, make sure the battery is fully charged.

CLEAN THE HEADPHONES

Wipe the outside surfaces with a soft, dry cloth.

Don't allow moisture to get inside the earcups.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/QCU

LIMITED WARRANTY

Your headphones are covered by a limited warranty. Visit our website at worldwide.Bose.com/Warranty for details of the limited warranty.

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

SERIAL NUMBER LOCATION

The serial number is located inside the left earcup under the scrim. The scrim is the inner screen that covers and protects the components inside the earcup.

To view the serial number, grab the scrim at the top edge and gently peel it away.

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

012345Z03650001AE

Scrim
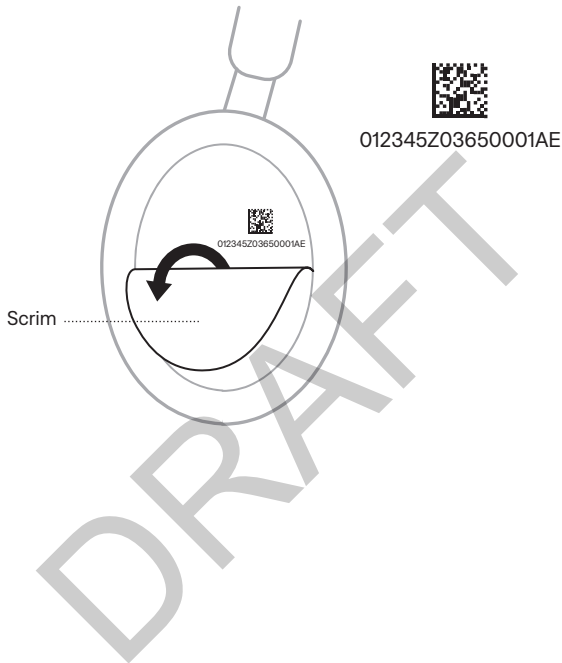
TRY THESE SOLUTIONS FIRST

If you experience problems with your headphones:

- Charge the headphones (see page 34).
- Power on the headphones (see page 13).
- Check the headphones status light (see page 35).
- Make sure your mobile device supports *Bluetooth* connections (see page 28).
- Move your mobile device closer to the headphones (30 ft or 9 m) and away from any interference or obstructions.
- Increase the volume on your headphones, mobile device, and music app.
- Connect another mobile device (see page 31).

If you couldn't 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/QCU

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

Visit: worldwide.Bose.com/contact

OTHER SOLUTIONS

SYMPTOM	SOLUTION
Headphones don't power on	Make sure the headphones aren't in Standby mode. To wake the headphones, place them on your head.
	If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature.
Headphones don't connect with mobile device	Disconnect the back-up audio cable.
	Disconnect the USB charging cable.
	On your mobile device:
	- Disable the *Bluetooth* feature and then re-enable.
	- Delete your Bose QuietComfort Ultra Headphones from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again.
	Clear the headphones device list (see page 32). Connect again (see page 28).
	Visit support.Bose.com/QCU to see how-to videos.
	Reset the headphones (see page 48).

SYMPTOM	SOLUTION
Headphones don't respond during app setup	Uninstall the Bose Music app on your mobile device. Reinstall the app (see page 11). Make sure you're using the Bose Music app for setup (see page 11). Make sure you have given the Bose Music app access to *Bluetooth* connections in your mobile device Settings menu. Make sure the *Bluetooth* feature is on in your mobile device Settings menu.
Bose Music app can't find headphones	Uninstall the Bose Music app on your mobile device. Reinstall the app (see page 11). Make sure you have given the Bose Music app access to *Bluetooth* connections in your mobile device Settings menu. Press and hold the *Bluetooth*/Power button until the status light blinks blue.
Bose Music app doesn't work on mobile device	Make sure your mobile device is compatible with the Bose Music app and meets minimum system requirements. For more information, refer to the app store on your mobile device. Uninstall the Bose Music app on your mobile device. Reinstall the app (see page 11).
Headphones don't charge	Secure the ends of the USB charging cable (see page 34). Make sure the USB cable is correctly aligned with the port on the headphones. Try USB cable. Try a different USB-A wall charger, USB cable, or AC (mains) power source. If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.
Intermittent *Bluetooth* connection	Clear the headphones device list (see page 32). Connect again (see page 28). Reset the headphones (see page 48).
Can't adjust noise cancellation	Power off and on the headphones (see page 12). If using the Multi-function button, try using the Bose Music app to adjust the noise cancelling level.

| SYMPTOM	SOLUTION
No sound	Make sure the volume is turned up (see page 15).
	If the headphones have been exposed to high or low temperatures, let the headphones return to room temperature.
	Reset the headphones (see page 48).
	Press play on your mobile device to make sure audio is playing.
	Press the *Bluetooth*/Power button to hear the connected device. Make sure you are using the correct device.
	Play audio from a different application or music service.
	Play audio from content stored directly on your device.
	Restart your mobile device.
	If two mobile devices are connected, pause your other device first.
	If two mobile devices are connected, move the devices within range of the headphones (30 ft or 9 m).
	Disable on-head detection features using the Bose Music app (see page 20).
Can't adjust volume	Make sure your finger is making good contact with the volume strip.
	Make sure your fingers are dry.
	If your hair is wet, make sure it isn't interfering with the volume strip.
	If wearing gloves, remove them before touching the volume strip.
	Disable on-head detection features using the Bose Music app (see page 20).

SYMPTOM	SOLUTION
Poor sound quality	If in a windy environment, create a custom mode with wind block enabled in the Bose Music app. To access this option, tap Modes on the main screen (see page 26).
	Play audio from a different application or music service.
	Play audio from content stored directly on your device.
	Make sure you're using the Bose Music app for setup (see page 11).
	Disconnect the second device.
	Turn off any audio enhancement features on the device or music app.
	Make sure your earbuds are connected over the correct *Bluetooth* profile: Stereo A2DP. Check your device's *Bluetooth*/ audio settings menu to make sure the correct profile is selected.
	On your mobile device:
	• Disable the *Bluetooth* feature and then re-enable.
	• Delete your Bose QuietComfort Ultra Headphones from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again.
	Visit support.Bose.com/QCU to see how-to videos.
	Reset the headphones (see page 48).
No sound from a mobile device connected by an audio cable	Secure the ends of the audio cable (see page 33).
	Press play on your mobile device to make sure audio is playing.
	Play audio from a different application or music service.
	Play audio from content stored directly on your mobile device.
	Restart your mobile device.
Poor sound quality from a mobile device connected by an audio cable	Secure the ends of the back-up audio cable (see page 33).
	Restart your mobile device.
Microphone doesn't pick up sound	Try another phone call.
	On your mobile device:
	• Disable the *Bluetooth* feature and then re-enable.
	• Delete your Bose QuietComfort Ultra Headphones from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again.

SYMPTOM	SOLUTION
Can't change the mode	Make sure the mode is set a favorite in the Bose Music app (see page 27).
	Use the Bose Music app to change the mode. To access this option, tap Modes on the main screen.
Poor noise cancellation	Enable ActiveSense in the Bose Music app (see page 26).
	Check the mode (see page 26).
	Remove the headphones from your head and place back on your head.
	If you're on a phone call or using voice control on your mobile device, lower or turn off Self Voice using the Bose Music app (see page 21).
Difficulty hearing a caller while on a phone call	Increase the volume using your mobile device.
	Try a different mode (see page 26).
Difficulty hearing own voice while on a phone call	Use the Bose Music app to adjust Self Voice. You can access this option from the Settings menu.
Multi-function button doesn't change the mode	Make sure your headphones are powered on.
	Use the Bose Music app to change the mode.
Headphones don't respond	Reset the headphones (see page 48).
Voice prompt language isn't correct	Change the voice prompt language using the Bose Music app (see page 11). You can access this option from the Settings menu.
Not receiving call notifications	Make sure voice prompts are enabled using the Bose Music app (see page 11). You can access this option from the Settings menu.
	Make sure you have given the headphones access to your contacts in your mobile device *Bluetooth* menu.
Headphones don't connect to a Bose Smart Soundbar or Speaker	Press and hold the *Bluetooth*/Power button until you hear "Ready to connect another device," and the *Bluetooth* light blinks blue.
	Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.

SYMPTOM	SOLUTION
Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker	Reconnect a previously-connected device (see page 32).
Delayed audio when connected to a Bose Smart Soundbar or Speaker	Download the Bose Music app and run available software updates.

RESET THE HEADPHONES

1. Connect the small end of the USB cable into the USB-C port on the left earcup.
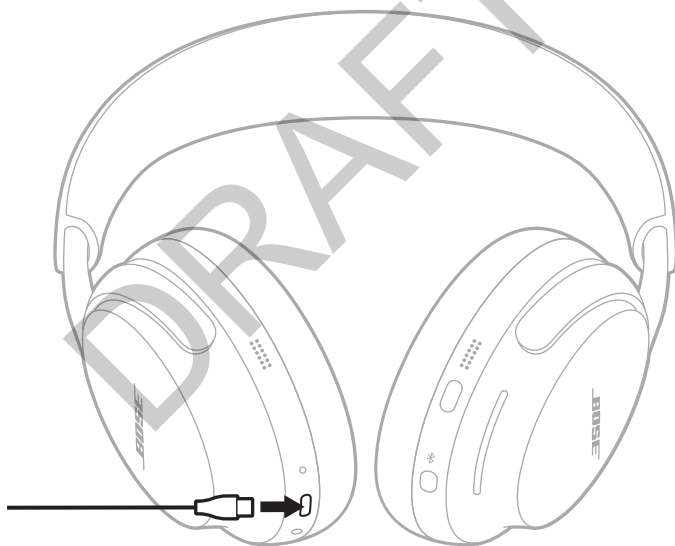
2. Connect the other end into a USB wall charger.

3. Press and hold the *Bluetooth/*Power button.

When the reset is complete, the status light glows according to the current charge level (see page 35).

RESTORE THE HEADPHONES TO FACTORY SETTINGS

A restore to factory settings can clear all settings and return the headphones to their original out-of-box state. After, the headphones 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 headphones, or you have been instructed to do so by Bose customer service.

1. Remove the headphones from the *Bluetooth* list on your device.

2. Remove the headphones from your Bose account using the Bose Music app.

    NOTE: For more information about how to remove the headphones from your Bose account using the Bose Music app, visit: support.Bose.com/QCU

3. Press and hold the *Bluetooth*/Power button and Multi-function button for 15 seconds.

The status light blinks white. After 30 seconds, the status light blinks amber to indicate factory settings are being restored (2 to 3 seconds).

When the restore is complete, the status light slowly blinks blue. The headphones are now in their original out-of-box state.

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