

Owner's Guide

Guía del usuario

Notice d'utilisation

사용자 안내서

用戶指南

使用者指南

BOSE

QUIETCOMFORT® 35 SERIES II
WIRELESS HEADPHONES

IMPORTANT SAFETY INSTRUCTIONS

Please read and keep all safety and use instructions.

WARNINGS/CAUTIONS

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



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



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

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- 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, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

This device complies with part 15 of the FCC Rules and with Industry 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 Industry Canada radiation exposure limits set forth for general population. It must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IMDA Requirements.

CAN ICES-3 (B)/NMB-3(B)

Management Regulation for Low-power Radio-frequency Devices

Article XII

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

Article XIV

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

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

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

 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 EU directive requirements. The complete declaration of conformity can be found at: www.Bose.com/compliance

Frequency band of operation 2400 to 2480 MHz.

Bluetooth: Maximum transmit power less than 20 dBm EIRP

Bluetooth Low Energy: Maximum power spectral density less than 10 dBm/MHz EIRP



廢電池請回收

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

REGULATORY INFORMATION



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.



Li-ion Removal of the rechargeable lithium ion battery in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see <https://www.bose.com/compliance> for further information.



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 (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speaker	X	0	0	0	0	0
Cables	X	0	0	0	0	0
This table is prepared in accordance with the provisions of SJ/T 11364.						
0: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.						
X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.						

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; “6” is 2006 or 2016.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plan 9, No. 353 North Riyang Road, China (Shanghai) Pilot Free Trade Zone

EU Importer: EU Importer: Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands

Taiwan Importer: Bose Taiwan Branch, 9F-A1, No.10, Section 3, Minsheng East Road, Taipei City 104, Taiwan
Phone Number: 886 2 2514 7676

Mexico Importer: Bose de México, S. de R.L. de C.V. , Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545

Input Rating: 5V $\overline{\text{---}}$ 1A

Charging temperature range: TBD

Discharging temperature range: TBD

REGULATORY INFORMATION

“Made for iPod,” “Made for iPhone,” and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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. Please note that the use of this accessory with iPod, iPhone or iPad may affect wireless performance.

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Android, Google Play, Google Assistant and the Google Play logo are trademarks of Google Inc.

The *Bluetooth*[®] word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Bose Corporation is under license.

The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

Bose Corporation Headquarters: 1-877-230-5639

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BOSE® CONNECT APP

Download the Bose Connect app to keep your software up-to-date, personalize your headphone settings, easily manage *Bluetooth* connections and access new features.

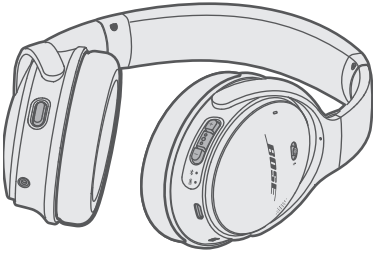
What can I do with the Bose Connect app?

- Easily connect to and switch between multiple mobile devices with a single swipe.
- Share music with friends.
- Customize your headphone experience:
 - Name your headphones.
 - Select a voice prompt language or disable voice prompts.
 - Enable silent mode by disabling vibration.
 - Set the bass level.
 - Adjust the auto-off timer.
- Find answers to frequently asked questions.
- Keep headphones up to date with the latest software.

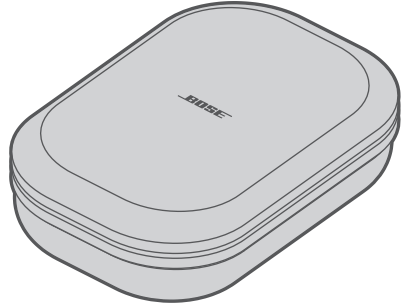


Contents

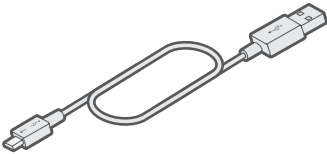
Confirm that the following parts are included:



Bose® QuietComfort® 35 wireless headphones



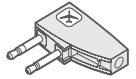
Carry case



USB cable



2.5 mm audio cable



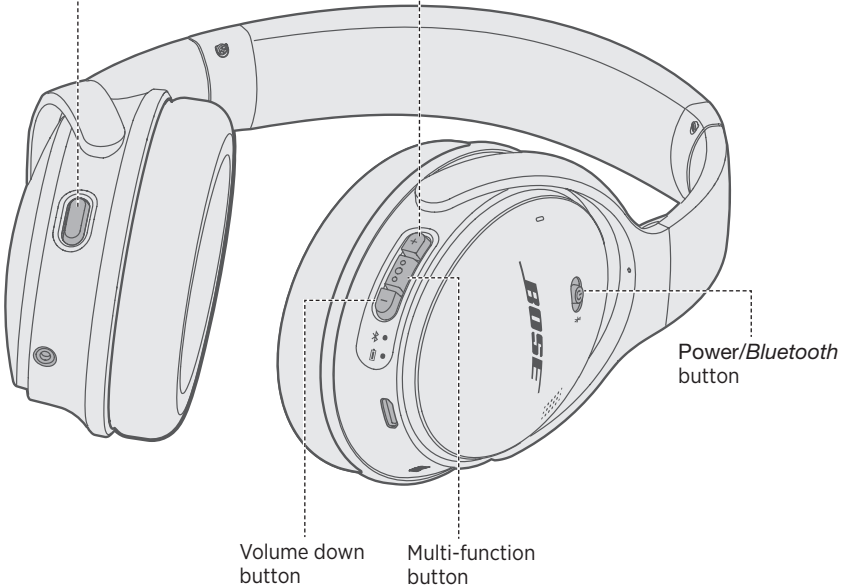
Airline adapter

Note: If any part of your product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service. Visit global.Bose.com/Support/TBD

HEADPHONE CONTROLS

<Fourth> button

Volume up button



Power/Bluetooth button


Volume down button

Multi-function button

Power on

Slide the Power/*Bluetooth* button  to the right.


If wearing the headphones, you hear a voice prompt announce the battery level.

If holding the headphones, you see the battery indicator  glow green, amber, or red (to indicate the current battery charge level).



Note: When powered on, noise cancelling is fully enabled.

Power off

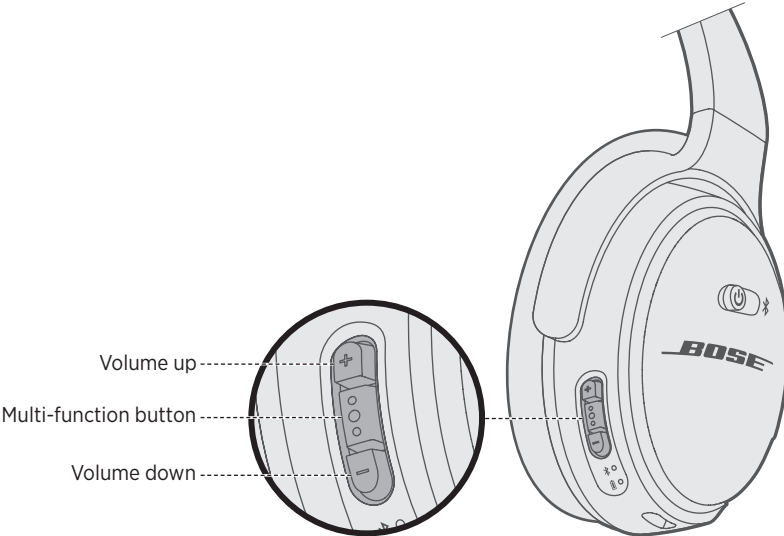
Slide  to the left.



Note: When the headphones are powered off, noise cancelling is disabled.

Headphone functions

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



Media playback and volume functions

Function	What to do
Play/Pause	Press ● ● .
Skip Forward	Press ● ● ● twice quickly.
Skip Backward	Press ● ● ● three times quickly.
Fast forward	Press ● ● ● twice quickly and hold the second press.
Rewind	Press ● ● ● three times quickly and hold the third press.
Volume Up	Press + .
Volume Down	Press - .

HEADPHONE CONTROLS

Call functions

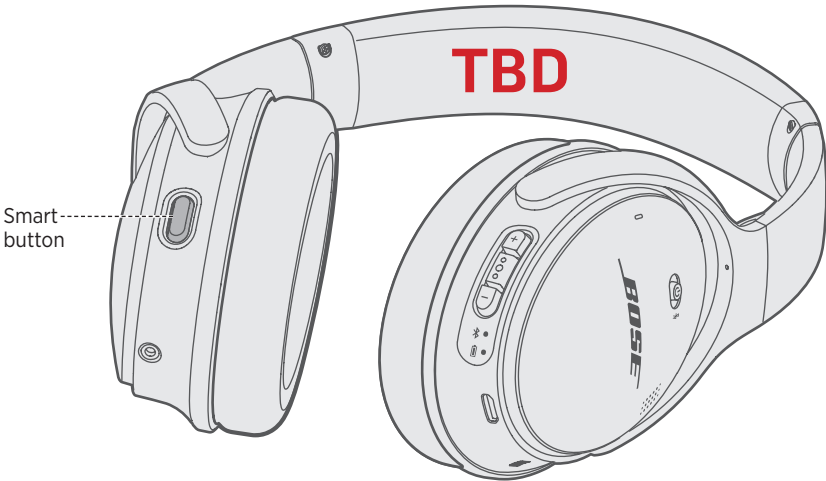
The Multi-function button ●●● and microphone are located on the right earcup.



Function	What to do
Answer a call	Press ●●● .
End a call	Press ●●● .
Decline an incoming call	Press and hold ●●● for one second.
Answer a second incoming call and put the current call on hold	While on a call, press ●●● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●●● for one second.
Switch between two calls	With two active calls, press ●●● twice quickly.
Create a conference call	With two active calls, press and hold ●●● for one second.
Activate voice control	While not on a call, press and hold ●●● for one second. Refer to your mobile device owner's guide for compatibility and usage information about this feature.
Mute/unmute a call	While on a call, press + and - simultaneously.

The Smart button is a programmable button that can be used to access the Google Assistant (not available in all regions) or change noise cancelling settings. The Smart button is located on the bottom of the left earcup.

Note: The Smart button can be programmed for only one function.



Google Assistant

Your headphones have the Google Assistant built in. Easily access your own personal Google with the Smart button.

For more information on what your Google Assistant can do, download the Google Assistant app.

Note: Google Assistant is not available in all regions.

Set up your Google Assistant

1. In the Bose Connect app, select Google Assistant in the Smart Button menu.
2. Download the Google Assistant app.

Note: Use the Google Assistant app to set up and manage Google Assistant features such as notifications and favorite playlists and stations.

Google Assistant functions

Function	What to do
Speak to Google	Press and hold the Smart button while you speak.
Hear notifications	Press the Smart button.
Cycle through favorite playlists and stations	Press the Smart button twice quickly.

Alternative Smart button setting

If Google Assistant is not available in your region, you can set the Smart button to change noise cancelling settings.

Set up noise cancelling

In the Bose Connect app, select Noise Cancelling in the Smart Button menu.

Noise cancelling functions

Function	What to do
Change noise cancelling setting	Press the Smart button.

TBD

Connect the USB cable

1. Plug the small end of the USB cable into the micro-USB connector on the right earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.



Notes:

- While charging, the battery indicator blinks amber.
- When the battery is fully charged, the battery indicator glows green.
- A full charge powers the headphones for up to 20 hours when connected wirelessly and 40 hours when connected with a wire.

Check the battery

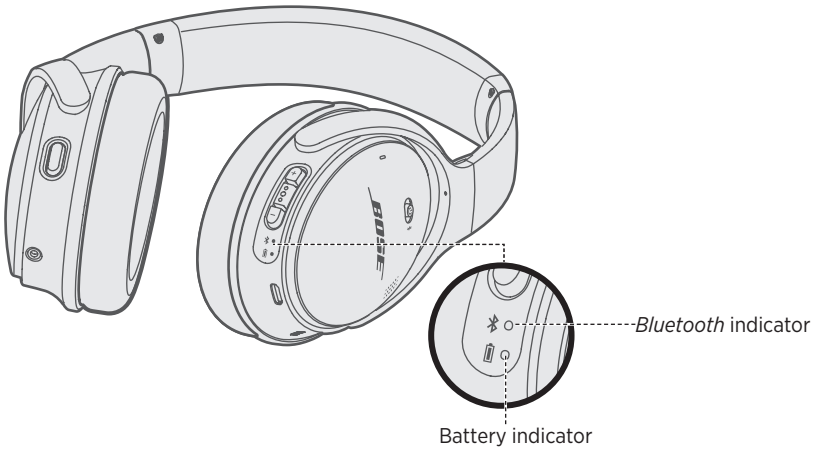
Each time you power on the headphones, the voice prompt announces the headphone battery charge level. To visually check the battery, the indicator is located on the right earcup.

While the headphones are in use, the battery indicator blinks red when the battery needs charging. For more information, see “Battery indicator” on page 18.

Note: If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.

STATUS INDICATORS

The battery and *Bluetooth*[®] indicators are located on the right earcup.



Bluetooth[®] indicator

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white (10 seconds) then powers off	Connected

Battery indicator

Indicator activity	System state
Solid green	Medium to full charge
Blinking amber	Charging
Solid amber	Low charge
Blinking red	Need to charge
Solid red	Charging error; out of temperature range

Note: If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.

Voice prompts guide you through the pairing and connecting processes and announce battery level. You can also customize voice prompts using the buttons on your headphones.

Tip: You can also change the voice prompt language using the Bose® Connect app.

Pre-installed languages

The following languages are pre-installed on your headphones:

- English
- German
- Korean
- Swedish
- Spanish
- Mandarin
- Italian
- Dutch
- French
- Japanese
- Portuguese

To check for additional languages

Download the Bose® Updater. Visit: btu.Bose.com

Change the language

When you turn on the headphones for the first time, the voice prompts are in English. To select a different language:

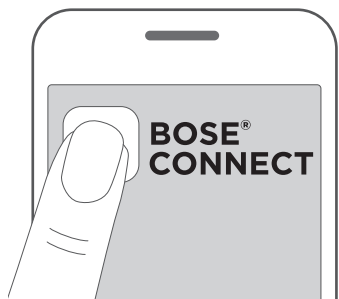
1. Press and hold + and – simultaneously until you hear the voice prompt for the first language option.
2. Press + or – to move through the list of languages.
3. When you hear your language, press and hold ●●● to select.

BLUETOOTH CONNECTIONS

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

Pair your mobile device using the Bose® Connect app (recommended)

1. Power on the headphones (see page 11).
2. Download the Bose Connect app and follow the on-screen connection instructions.



Once paired, if wearing the headphones, you hear “Connected to <device name>.”

If holding the headphones, you see the *Bluetooth* indicator on each earbud glow solid white.

Choose an alternative pairing method

You can pair your mobile device with your speaker using *Bluetooth* wireless technology or Near Field Communication (NFC).



What is NFC?

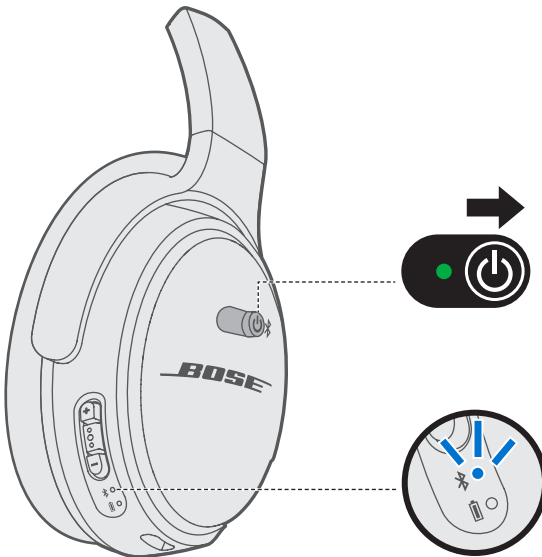
NFC enables a *Bluetooth* connection by simply tapping two devices together. Refer to your device owner's guide to see if your model supports NFC.

If your mobile device does not support <i>Bluetooth</i> pairing via NFC or if you are unsure:	Follow the instructions for "Pair using the <i>Bluetooth</i> menu on your mobile device" on page 21.
If your mobile device supports <i>Bluetooth</i> pairing using NFC:	Follow the instructions for "Pair using NFC on your mobile device" on page 23.

Note: If your device supports *Bluetooth* pairing via NFC, you can use either pairing method.

Pair using the *Bluetooth* menu on your mobile device

- Slide the *Bluetooth* button  to the right.
If wearing the headphones, you hear "Battery level percent. Ready to pair."
If holding the headphones, you see the *Bluetooth* indicator  blink blue.

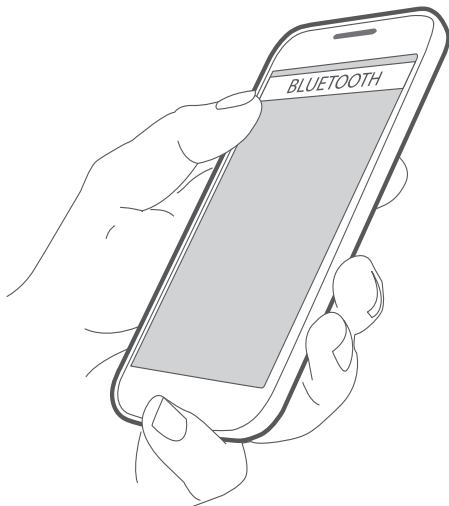


BLUETOOTH CONNECTIONS

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

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

3. Select your headphones from the device list.



Once paired, if wearing the headphones, you hear “Connected to <device name>.”

If holding the headphones, you see the *Bluetooth* indicator on each earbud glow solid white.

Pair using NFC on your mobile device

1. With your headphones powered on, unlock your device and enable the *Bluetooth* and NFC features. Refer to your device owner's guide to learn more about these features.
2. Tap the NFC touchpoint on your device to the left underside of the headphones. Your device may prompt you to accept pairing.



Once paired, if wearing the headphones, you hear “Connected to <device name>.”

If holding the headphones, you see the *Bluetooth* indicator on each earbud glow solid white.

Disconnect a mobile device

- Disable the *Bluetooth* feature on your device.

Tip: You can also disconnect your mobile device using the Bose® Connect app.

Reconnect a mobile device





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

Note: The devices must be within range (30 ft. or 9 m) and powered on.

Your headphones can remember up to eight paired *Bluetooth*® devices in its pairing list and can be actively connected to two devices at a time.

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

Pair an additional mobile device

1. Slide  to  and release to hear which device is connected.
2. Within two seconds, slide  to  and release again to connect to the next device in the headphone pairing list. Repeat until you hear the correct device name.
3. Play audio on the connected *Bluetooth* device.



Switch between two connected mobile devices

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

Identify connected mobile devices

Slide  to  and release to hear which device is currently connected.

Clear the headphone pairing list

1. Slide  to  and hold for 10 seconds, until you hear “*Bluetooth*® device list cleared.”
2. Delete your Bose® QuietComfort® headphones from the *Bluetooth* list on your device.

All *Bluetooth* devices are cleared and the headphones are ready to pair a new device.

NOISE CANCELLING

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

Change noise cancelling settings

You can choose your preferred noise cancelling setting based on your listening preferences and environment.

Using the Bose Connect app

To change noise cancelling settings, download the Bose® Connect app.

Using the Smart button

If Google Assistant is not available in your region, you can set the Smart button to change noise cancelling settings. To set the Smart button to change noise cancelling, see “Alternative Smart button setting” on page 16).

Note: The Smart button can only be set to control one feature:

Noise Cancelling only

Using noise cancelling only blocks out sound from the outside world without listening to audio.

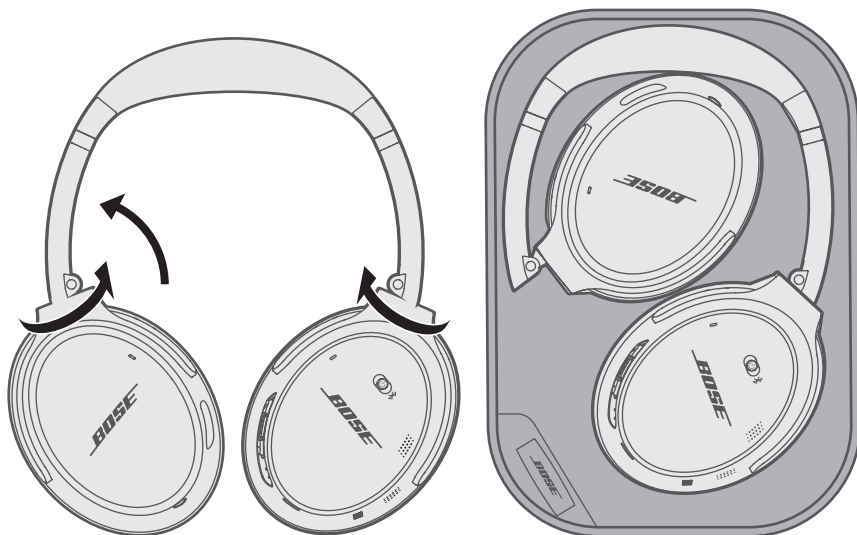
1. Power on headphones (see page 2) **TBD**
2. Disconnect your mobile device (see page 26).

Tip: You can also pause or stop audio (see “Headphone functions” on page 13).

Store your headphones

The earcups rotate for easy, convenient storage. Place the headphones flat into the case with the earcups surrounding the two soft dividers.

1. Rotate both earcups inward so they lay flat.
2. Fold the left earcup up towards the headband.



Notes:

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

Clean the headphones and charging case

The headphones do not require scheduled cleaning. Should cleaning be necessary, simply wipe the outside surfaces with a soft, dry cloth. Do not allow moisture to get inside the earcups or the audio input connector. Do not use liquids or sprays.

Replacement parts and accessories

Replacement parts and accessories can be ordered through Bose customer service

Limited warranty

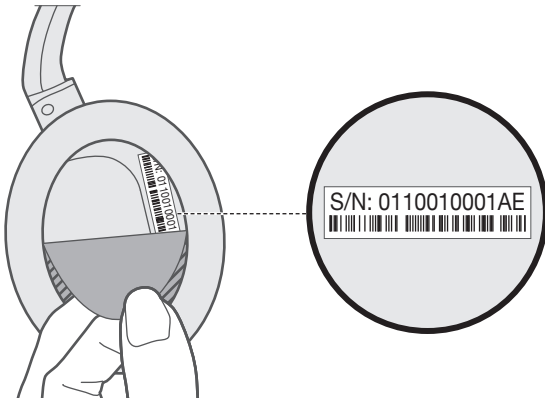
Your QuietComfort® 35 series II headphones wireless headphones wireless headphones are covered by a limited warranty. Details of the limited warranty are provided on the product registration card that is included in the carton. Please refer to the card for instructions on how to register. Failure to register will not affect your limited warranty rights.

The warranty information provided with this product does not apply in Australia and New Zealand. See our website at www.Bose.com.au/en_au/support/policies.html or www.Bose.co.nz/en_nz/support/policies.html for details of the Australia and New Zealand warranty.

Serial Number Location

The serial number is located beneath the right scrim in the back of the earcup. The scrim is the inner screen which 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. Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



If you experience problems with your headphones:

- Check the state of the status indicators (see page 18).
- Charge the battery (see page 17).
- Increase the volume on your headphones, mobile device, and music app.
- Try connecting another mobile device (see page 25).



If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Bose® customer service.

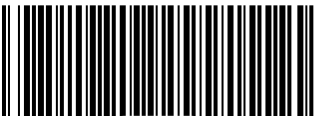
Common solutions

The following table lists symptoms and possible solutions to common problems.

Symptom	Solution
Headphones do not power on	<ul style="list-style-type: none"> • Power on the headphones (see page 11). • Charge the battery.
Headphones do not connect with <i>Bluetooth</i> ® device	<ul style="list-style-type: none"> • Disconnect the back-up audio cable. • Disconnect the USB charging cable. • On your <i>Bluetooth</i> device: <ul style="list-style-type: none"> - Turn the <i>Bluetooth</i> feature off and then on. - Delete your Bose® QuietComfort® headphones from the <i>Bluetooth</i> list on your device. Pair again. • Move your <i>Bluetooth</i> device closer to the headphones and away from any interference or obstructions. • Pair a different <i>Bluetooth</i> device (see page 25). • Visit global.bose.com/support/TBD to see how-to videos. • Clear the headphone pairing list (see page 25) and pair again.
Headphones do not pair with NFC	<ul style="list-style-type: none"> • Make sure your device supports <i>Bluetooth</i> pairing via NFC. • Unlock your device and turn on the <i>Bluetooth</i> and NFC features. • Tap the NFC touchpoint on the back of your <i>Bluetooth</i> device to the NFC touchpoint on the headphones.

TROUBLESHOOTING

No sound	<ul style="list-style-type: none">• Power on the headphones and charge the battery.• Increase the volume on your headphones, your <i>Bluetooth</i> device and music source.• Slide  to  and release to hear the connected device. Make sure you are using the correct device.• Move your <i>Bluetooth</i> device closer to the headphones and away from any interference or obstructions.• Use a different music source.• Pair a different <i>Bluetooth</i> device (see page 25).• If two <i>Bluetooth</i> devices are connected, pause your other device first.• If two <i>Bluetooth</i> devices are connected, move the devices within range of the headphones (30 ft. or 10 m).
Poor sound quality	<ul style="list-style-type: none">• Use a different music source.• Pair a different <i>Bluetooth</i> device.• Disconnect the second device.• Move your <i>Bluetooth</i> device closer to the headphones and away from any interference or obstructions.
No audio from a device connected by the back-up audio cable	<ul style="list-style-type: none">• Power on your device and play music.• Secure the ends of the back-up audio cable.• Increase the volume on your headphones, your <i>Bluetooth</i>[®] device and music source.• Connect a different device.
Poor sound quality from a device connected by audio cable	<ul style="list-style-type: none">• Secure the ends of the back-up audio cable.• Connect another device.
Battery won't charge	<ul style="list-style-type: none">• Secure the ends of the USB charging cable.• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.
No response from Google Assistant	<ul style="list-style-type: none">• Follow Troubleshooting instructions in the Google Assistant app.
Noise cancelling setting does not change	<ul style="list-style-type: none">• Make sure you have selected to correct setting in the Bose Connect app.



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