

**BOSE**

## QUIETCONTROL™ 30



OWNER'S GUIDE • BRUGERVEJLEDNING  
BEDIENUNGSANLEITUNG • GEBRUIKERSHANDLEIDING  
GUÍA DEL USUARIO • KÄYTTÖOHJE • NOTICE D'UTILISATION  
MANUALE DI ISTRUZIONI • KEZELÉSI ÚTMUTATÓ  
BRUKERVEILEDNING • PODRĘCZNIK UŻYTKOWNIKA  
MANUAL DO PROPRIETÁRIO • BRUKSANVISNING  
តួដំឡើង • 사용자 안내서 • 用户指南 • 使用者指南 • 取扱説明書 • دليل المالك

# IMPORTANT SAFETY INSTRUCTIONS

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

- 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 your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Use caution and follow applicable laws regarding mobile phone and headphone use if using the headphones for phone calls while driving. Some jurisdictions impose specific limitations, such as single earpiece configuration, on the use of such products while driving. Do NOT use the headphones for any other purpose while driving.
- Do NOT use the headphones with noise canceling mode 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.
  - Turn the headphones off, 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, even with Aware mode.
- 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.



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.
- 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).

## Regulatory Information

**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 be operating in conjunction with any other antennas or transmitters.

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.

[www.bose.com/patents](http://www.bose.com/patents)



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)

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



**Please dispose of used batteries properly, following local regulations.**

Do not incinerate.



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 <http://products.Bose.com/static/compliance/index.html> for further information.

REGULATORY INFORMATION



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	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	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. 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.						

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; “7” is 2007 or 2017.

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

**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 — — 1A

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

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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?

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- Unlock the full potential of your QuietControl™ 30 wireless headphones.
- Easily connect to and switch between multiple mobile devices with a single swipe.
- Customize your headphone experience:
  - Name your headphones.
  - Select a voice prompt language or disable voice prompts.
  - Adjust the standby timer.
- Control noise cancellation to let in or block outside sounds.
- Share music with friends.
- Keep your headphones up-to-date with the latest software.
- Find answers to frequently asked questions.



## WHAT'S IN THE CARTON

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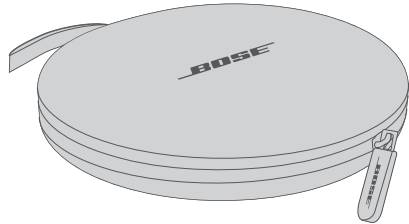
### Contents

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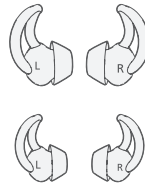
Carefully unpack the carton and confirm that the following parts are included:



Bose® QuietControl™ 30  
wireless headphones

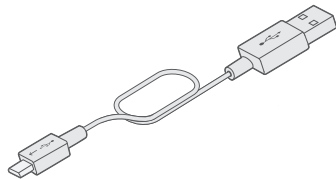


Carry case



StayHear®+ QC® tips:  
Large (black) and Small (white)

**Note:** Medium (gray) tips are  
attached to the earbuds.



USB cable

**Note:** If any part of the product is damaged, do not use it. Contact your authorized Bose® dealer immediately or Bose customer service.  
Visit: [global.Bose.com/Support/QC30](http://global.Bose.com/Support/QC30)



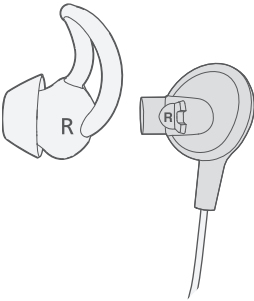
## Choose the correct StayHear®+ QC® tip

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For optimal audio performance, it is important to choose the correct size StayHear®+ QC® tip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

To test the fit, try speaking aloud with the headphones off. Your voice should sound muffled in both ears; if not, select another tip size.

Each StayHear+ QC tip and earbud is marked with either an **L** or an **R**. Be sure to attach the left tip to the left earbud and the right tip to the right earbud.



## Fit the earbuds to your ear

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The StayHear+ QC tip allows the earbud to rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

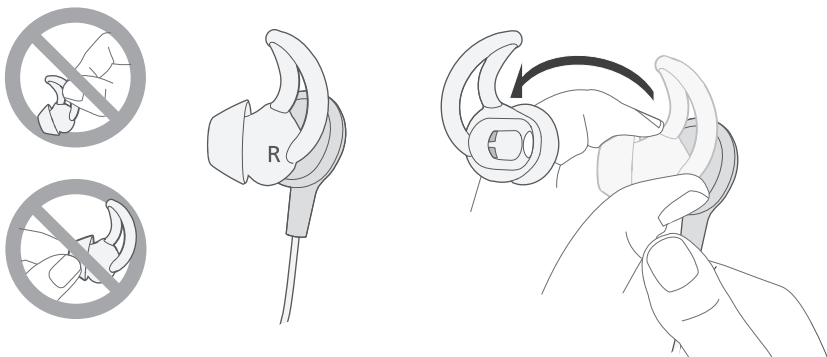
1. Insert the earbud so the StayHear+ QC tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.

### Change the StayHear<sup>®</sup>+ QC<sup>®</sup> tips

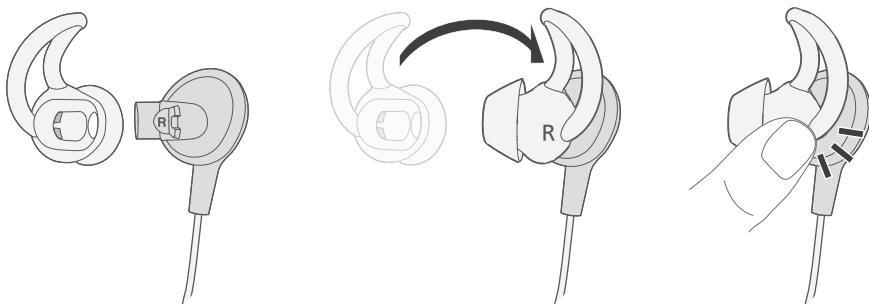
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1. Holding the earbud by the stem, gently grasp the attached StayHear<sup>®</sup>+ QC<sup>®</sup> tip and peel it away from the earbud.

**CAUTION:** To prevent tearing, grasp the StayHear+ QC tip by its base. Do not pull on the tip wing.

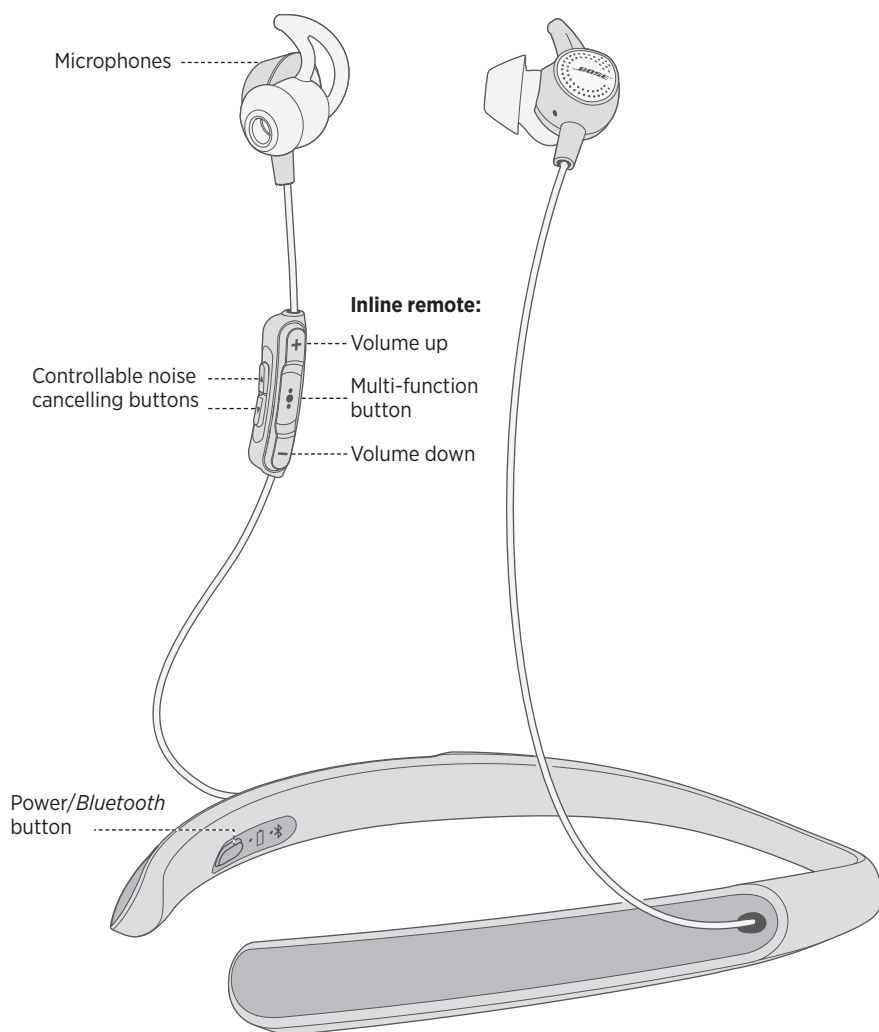


2. Align the opening of the new StayHear+ QC tip with the earbud nozzle and rotate the tip onto the nozzle. Press the base of the tip until it clicks securely into place.



## HEADPHONE CONTROLS

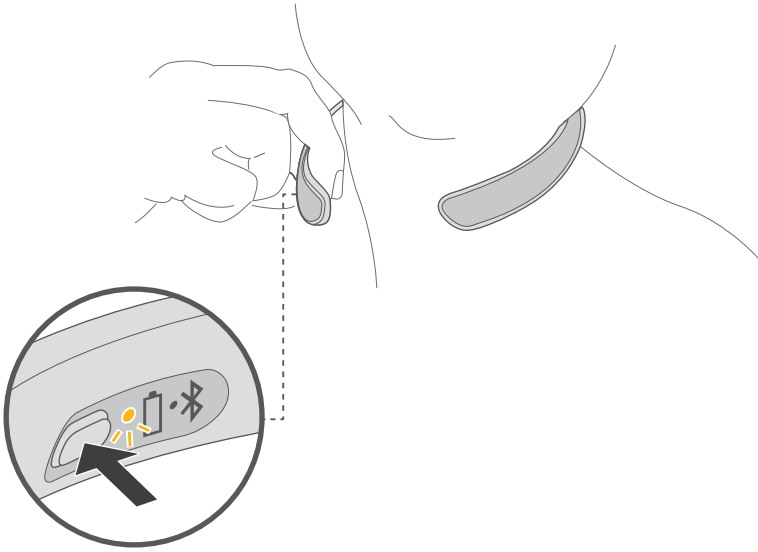
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### Power on

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Press the *Power/Bluetooth* button until the battery indicator glows green, yellow, or red (to indicate the current battery charge level).



**Note:** When first powering on your headphones, noise cancellation is fully enabled.  
For more information, see page 16.

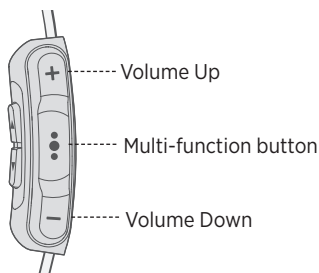
### Power off

---

Press and hold the *Power/Bluetooth* button until the battery indicator blinks three times and you hear the power-down tones.

## Headphone functions

The headphone controls are located on the inline remote below the right earbud.

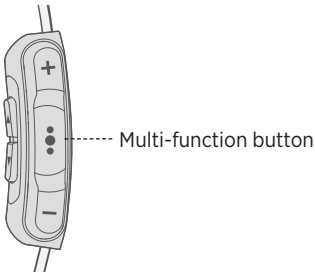


### Media playback and volume functions

Function	What to do
Play/Pause	Press the Multi-function button ●●●.
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



Function	What to do
Answer a call	Press the Multi-function button ●●●.
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.
Create a conference call	With two active calls, press and hold ●●● for one second.
Access voice control to make a call	Press and hold ●●● for one second. Your device may not support voice control. Refer to your device owner's guide for more information.
Mute/unmute a call	While on a call, press + and - simultaneously.

## Voice prompt notifications

Your headphones identify incoming callers which are saved in your contact list.

To disable this feature, download the Bose® Connect app.

**Note:** Disabling voice prompt notifications also disables voice prompts.

## Noise cancellation while on a call

When you receive a call, the headphones remain at the current noise cancelling level. To increase or decrease noise cancellation while on a call, use the controllable noise cancelling buttons (see page 17).

## Access voice control

The headphone microphone acts as an extension of the microphone in your mobile device. Using the Multi-function button ●●● on the microphone, you can access the voice control capabilities on your device to make/take calls or ask Siri or Google Now™ to play music, tell you the weather, give you the score of a game and more.

Press and hold ●●● to access voice control on your device. You hear a tone that indicates voice control is active.



### How controllable noise cancellation works

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- Noise cancellation reduces unwanted noise providing a clearer, more lifelike audio performance.
- Each time you power on your headphones, noise cancellation is fully enabled at the highest level (12).
- You can use noise cancellation while listening to audio, or you can use noise cancellation only.
- As you increase noise cancellation, unwanted outside noise is reduced.
- As you decrease noise cancellation, you hear more outside sounds.
- When you receive a call, the headphones remain at the current noise cancelling level.

### Noise cancelling levels

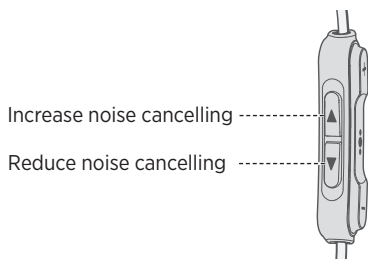
There are 12 levels between full noise cancellation and full awareness. Level 1 is the least amount of noise cancellation, while level 12 is the maximum amount of noise cancellation.



### Adjust noise cancellation

---

Use the controllable noise cancelling buttons on the inline remote or download the Bose® Connect app to control the level of sound in your environment.



#### Increase noise cancellation

To increase noise cancellation and block outside sounds, press and hold ▲ until the desired setting is reached. When you reach the highest level, you hear two tones.

#### Decrease noise cancellation

To reduce noise cancellation and hear more outside sounds, press and hold ▼ until the desired setting is reached. When you reach the lowest level, you hear two tones.

#### Use the Bose Connect app

You can also download the Bose Connect app to adjust noise cancellation.

### Use noise cancellation only

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

1. Power on the headphones (see page 12).
2. Disconnect your mobile device (see page 27).

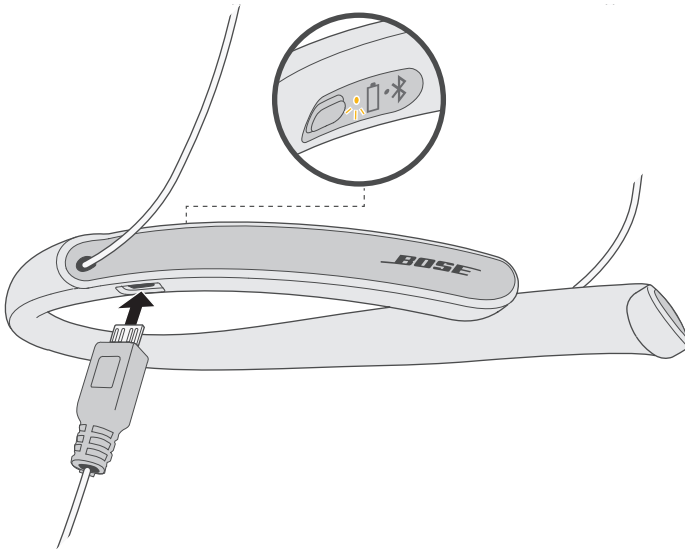
**Tip:** You can also pause or stop audio (see page 13).

### Charge the headphones

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

1. Open the hinged door on the inside right neckband.
2. Plug the small end of the USB cable into the USB connector.



3. Plug the other end of the USB cable into a wall charger or computer that is powered on.

While charging, the battery indicator blinks amber. When the battery is fully charged, the battery indicator glows solid green.

**Note:** Before charging, be sure the headphones are at room temperature, between 50° F (10° C) – 104° F (40° C).

## Charging time

Allow up to three hours to fully charge the battery. A full charge powers the headphones for up to 10 hours.

**Note:** The headphones do not play while charging.

## Check the battery level

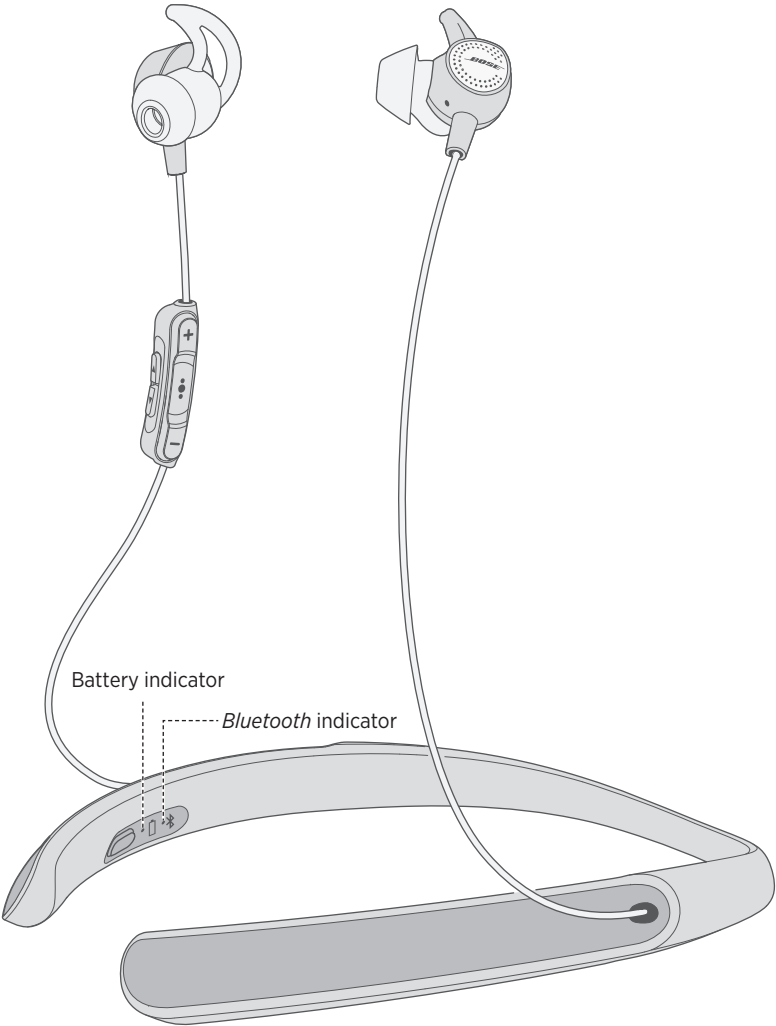
Each time you power on the headphones, a voice prompt announces the battery level. When the headphones are in use, the battery indicator blinks red when the battery needs charging. For more information, see page 21.

**Note:** To visually check the battery, view the battery indicator on the inside right of the neckband.

# STATUS INDICATORS

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The *Bluetooth* and battery indicators are located on the inside right neckband.



## ***Bluetooth* indicator**

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Shows the connection status of a mobile device.

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white	Connected

## **Battery indicator**

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Shows the battery charge level.

Indicator activity	System state
Green	Medium to full charge
Amber	Low charge
Blinking red	Need to charge

### **Notes:**

- To visually check the battery, view the battery indicator on the inside right of the neckband.
- 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

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Voice prompts guide you through the *Bluetooth* connection process, announce the battery level and identify connected devices. You can customize voice prompts using the buttons on your headphones.

**Tip:** You can also easily manage voice prompts using the Bose® Connect app.

## Pre-installed languages

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The following languages are pre-installed on your headphones:

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

### Check for additional languages

Additional languages may be available. To check for language updates, download the Bose® Updater.

Visit: [btu.bose.com](https://btu.bose.com)

## Change the language

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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* 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.

## Choose your pairing method

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

### What is NFC?

NFC uses *Bluetooth* technology to let two devices establish wireless communication with each other by simply tapping the devices together. Refer to your device owner's guide to see if your model supports NFC.

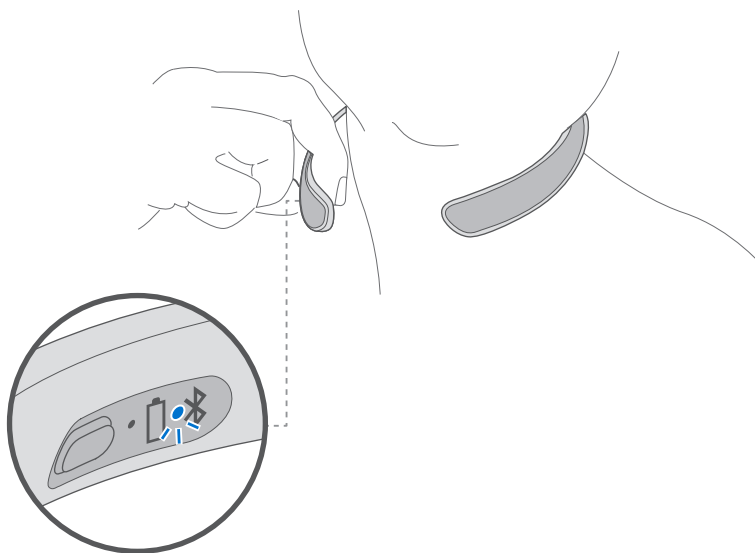
If your device does not support <i>Bluetooth</i> pairing via NFC or if you are unsure:	Follow the instructions for "Pair using the <i>Bluetooth</i> menu on your mobile device" on page 24.
If your device supports <i>Bluetooth</i> pairing using NFC:	Follow the instructions for "Pair using NFC" on page 26.

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

### Pair using the *Bluetooth* menu on your mobile device

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1. With your headphones powered on, press and hold the *Power/Bluetooth* button until you hear “Ready to pair” or the *Bluetooth* indicator blinks blue.

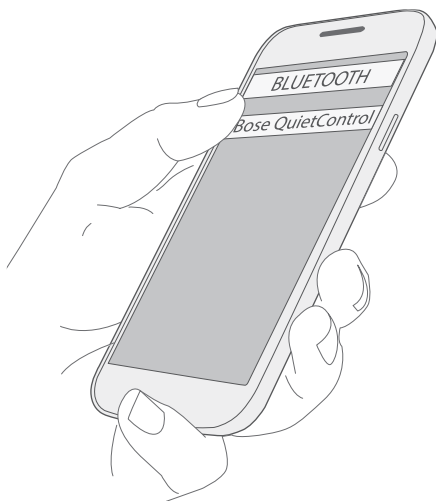


2. On your device, turn on the *Bluetooth* feature.

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



3. Select your headphones from the device list.

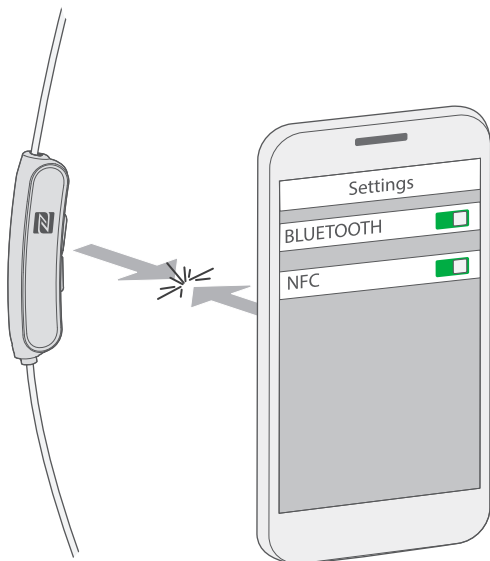


Once paired, you hear “Connected to <device name>” or the *Bluetooth* indicator glows solid white.

### Pair using NFC

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1. With your headphones powered on, unlock your device and turn on 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 back of the inline remote.  
Your device may prompt you to accept pairing.



Once paired, you hear “Connected to <device name>” or the *Bluetooth* indicator glows solid white.

## Disconnect a mobile device

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Disable the *Bluetooth* feature on your device.

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

## Reconnect a mobile device

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

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

## MULTIPLE *BLUETOOTH* CONNECTIONS

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You can pair additional devices to your headphones. These *Bluetooth* connections are controlled with the *Power/Bluetooth* button. Voice prompts guide you through controlling multiple connections. Before connecting an additional mobile device, make sure this feature is enabled.

**Tip:** You can also easily manage multiple connected devices using the Bose® Connect app.

## Pair an additional mobile device

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You can store up to eight paired devices in the headphones pairing list, and your headphones can be actively connected to two devices at a time.

To connect an additional device, pair using your preferred method (see page 23).

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

## Identify connected mobile devices

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Press the *Power/Bluetooth* button to hear which devices are currently connected.

## Switch between two connected mobile devices

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

## Reconnect a previously paired mobile device

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1. Press the *Power/Bluetooth* button to hear which device is connected.
2. Press the *Power/Bluetooth* button again within three seconds 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 device.

## Clear the headphone pairing list

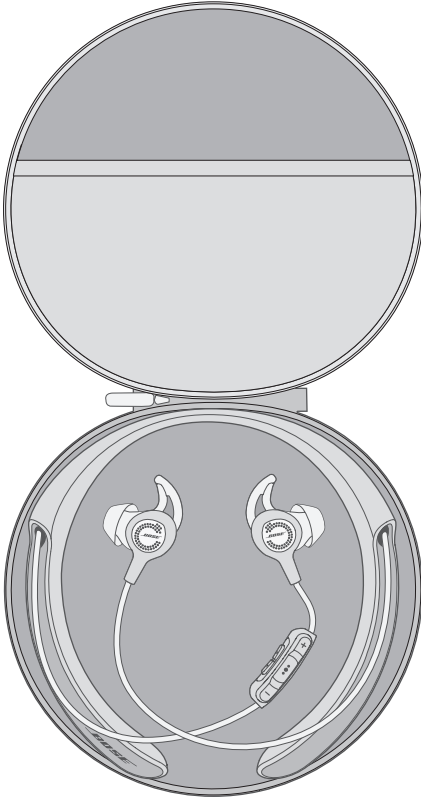
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1. Press and hold the *Power/Bluetooth* button for 10 seconds, until you hear “*Bluetooth* device list cleared.”
2. Delete your headphones from the *Bluetooth* list on your device.  
All devices are cleared and the headphones are ready to pair.

### Store your headphones

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- Turn off the headphones when not in use.
- Before storing the headphones for more than a few months, fully charge the battery.
- Place the headphones in the carry case for storage.



## Clean your headphones

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Your headphones may require periodic cleaning.

Component	Cleaning procedure
StayHear® + QC® tips	Remove the tips from the earbuds and wash them with a mild detergent and water. <b>Note:</b> Make sure you thoroughly rinse and dry the tips before attaching them to the earbuds.
Headphone nozzles	Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.
Neckband	Clean only with a soft, dry cloth. Do not use cleaning solvents or detergents.

## Replacement parts and accessories

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Replacement parts and accessories can be ordered through Bose customer service. Visit: [global.bose.com/Support/QC30](https://global.bose.com/Support/QC30)

## Limited warranty

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Your headphones are covered by a limited warranty. Visit our website at [global.bose.com/warranty](https://global.bose.com/warranty) for details of the limited warranty.

To register your product, visit [global.bose.com/register](https://global.bose.com/register) for instructions. Failure to register will not affect your limited warranty rights.

Common solutions

If you experience problems with your headphones:

- Power on the headphones (see page 12).
- Check the state of the status indicators (see page 21).
- Make sure your mobile device supports *Bluetooth* technology (see page 23).
- Charge the battery (see page 18).
- Increase the volume on your headphones, device and music app.
- Move your device closer to the headphones and away from any interference or obstruction.

**Note:** The *Bluetooth* antenna is located behind the Bose logo on the right side of the neckband.

- Try connecting another device (see page 23).

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.

Visit: [global.Bose.com/Support/QC30](https://global.Bose.com/Support/QC30)

Symptom	Solution
Headphones don't pair with mobile device	<ul style="list-style-type: none"> <li>• On your mobile device:               <ul style="list-style-type: none"> <li>– Disable and then enable the <i>Bluetooth</i> feature.</li> <li>– Delete your headphones from the <i>Bluetooth</i> list on your device. Pair again.</li> </ul> </li> <li>• Pair a different device (see page 23).</li> <li>• Visit: <a href="https://global.Bose.com/Support/QC30">global.Bose.com/Support/QC30</a> to see how-to videos.</li> <li>• <b>Clear the headphone pairing list:</b> Press and hold the <i>Power/Bluetooth</i> button for 10 seconds until you hear “<i>Bluetooth</i> device list cleared.” Delete your headphones from the <i>Bluetooth</i> list on your device. Pair again.</li> <li>• If your device is in your pocket, remove it and move it closer to the headphones.</li> </ul> <p><b>Note:</b> The <i>Bluetooth</i> antenna is located behind the Bose logo on the right side of the neckband.</p>
Headphones don't pair with NFC-enabled mobile device	<ul style="list-style-type: none"> <li>• Unlock your device and turn on the <i>Bluetooth</i> and NFC features.</li> <li>• Tap the NFC touchpoint on the back of your device to the back of the inline remote.</li> </ul>



Symptom	Solution
No sound	<ul style="list-style-type: none"> <li>• Make sure voice prompts are on. Press the <i>Power/Bluetooth</i> button to hear the connected device. Make sure you are using the correct device.</li> <li>• Use a different music source.</li> <li>• Pair a different device (see page 24).</li> <li>• If two devices are connected, pause audio on the first device and play audio on the other device.</li> </ul>
Poor sound quality	<ul style="list-style-type: none"> <li>• Use a different music source.</li> <li>• Pair a different device.</li> <li>• Disconnect the second device.</li> <li>• Make sure there is a clear line of sight between your headphones and device.</li> <li>• If your device is in your pocket, remove it and move it closer to the headphones.</li> </ul> <p><b>Note:</b> The <i>Bluetooth</i> antenna is located behind the Bose logo on the right side of the neckband.</p> <ul style="list-style-type: none"> <li>• Clear any debris or wax buildup from the earbuds and headphone nozzles.</li> </ul>
No noise cancellation	<ul style="list-style-type: none"> <li>• Increase noise cancellation: Press and hold ▲ until the desired setting is reached.</li> <li>• Update your headphone software by downloading the Bose® Updater. Visit: <a href="http://btu.Bose.com">btu.Bose.com</a></li> </ul>
Noise cancelling won't adjust	<ul style="list-style-type: none"> <li>• Turn the headphone's power off and then on again.</li> <li>• Charge the headphones.</li> <li>• Ensure you are using the correct sized StayHear®+ QC® tip (see page 9).</li> </ul>
Headphones don't charge	<ul style="list-style-type: none"> <li>• Open the hinged door on the inside right neckband and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones.</li> <li>• Secure both ends of the USB cable.</li> <li>• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.</li> </ul>
Microphone is not picking up sound	<ul style="list-style-type: none"> <li>• Make sure the microphone openings on the right earbud (located near the Bose logo) is not blocked.</li> <li>• Try another phone call.</li> <li>• Try another compatible device.</li> </ul>

# TROUBLESHOOTING

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Symptom	Solution
Mobile device not responding to button presses	<ul style="list-style-type: none"><li>• For multi-press functions using the Multi-function button ●●●, vary the speed of presses.</li><li>• Full controls may not be available for some models.</li><li>• Try another compatible device.</li></ul>
StayHear®+ QC® tips falling off	Securely attach the tips to the earbuds (see page 9).
Lost StayHear+ QC tip	Contact Bose® customer service for replacement tips.

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