

Owner's Guide  
Brugervejledning  
Bedienungsanleitung  
Gebruikershandleiding  
Guía del usuario  
Käyttöohje  
Notice d'utilisation  
Manuale di istruzioni  
Kezelési útmutató  
Brukerveiledning  
Podręcznik użytkownika  
Bruksanvisning  
ຄູ່ມືຜູ້ໃຊ້  
사용자 안내서  
用戶指南  
使用者指南  
取扱説明書  
دليل المالك

**BOSE**

**SOUNDWEAR™**  
COMPANION® SPEAKER

# IMPORTANT SAFETY INSTRUCTIONS

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

## **Important Safety Instructions**

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Only use attachments/accessories specified by the manufacturer.
6. 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, does not operate normally, or has been dropped.

## **WARNINGS/CAUTIONS**

- Do NOT use the speaker at a high volume for any extended period.
  - To avoid hearing damage, use your speaker at a comfortable, moderate volume level.
  - Turn the volume down on your device before wearing the speaker or placing it near your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Use caution while driving and follow applicable laws regarding use of a mobile phone and personal speaker.
- Focus on your safety and that of others if you use the personal speaker while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc. Remove the personal speaker or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.



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).
- The product label is located on the bottom of the product.

**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. This transmitter 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)

 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)

#### For Europe:

#### Frequency band of operation 2400 to 2483.5 MHz:

*Bluetooth:* Maximum transmit power less than 20 dBm EIRP.

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

### 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.

# REGULATORY INFORMATION

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



廢電池請回收

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

**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.



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; “8” is 2008 or 2018.

**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 --- 1.5A

## LEGAL INFORMATION

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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.

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.

The Japan Radio Law approval number, Telecommunication Business Law approval number, Giteki mark, and serial number are located on the center underside of the speaker, beneath the cover.

Bose Corporation Headquarters: 1-877-230-5639

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## BOSE® CONNECT APP

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

### What can I do with the Bose Connect app?

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- Easily connect to and switch between multiple mobile devices with a single swipe.
- Customize your speaker experience:
  - Name your speaker.
  - Select a voice prompt language or disable voice prompts.
  - Enable silent mode by disabling vibration.
  - Use the dialogue adjust feature to increase clarity of speech for podcasts, radio talks or audiobooks.
  - Adjust the auto-off timer.
- Find answers to frequently asked questions.

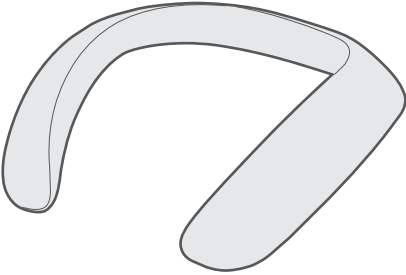




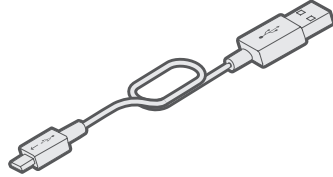
## Contents

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Confirm that the following parts are included:



Bose® SoundWear™ Companion® speaker  
(with included cover)



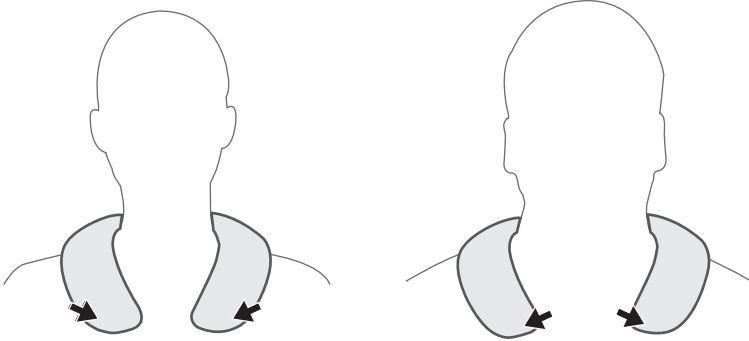
USB cable

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

## Adjust for comfort

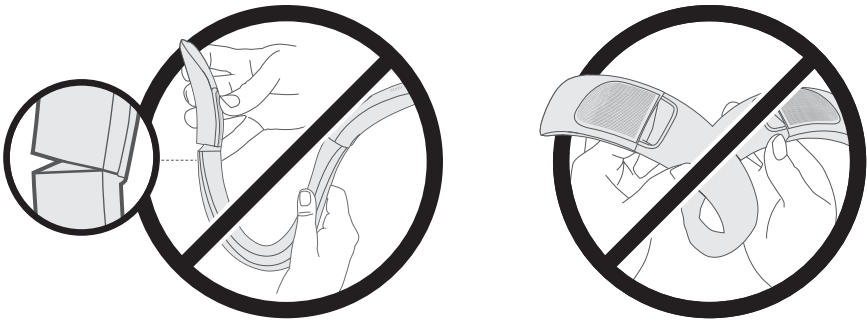
---

Your speaker is flexible to allow you to adjust to what feels comfortable for you.



### CAUTIONS:

- Avoid excessively bending your speaker. Only invert the flexible speaker ends when removing or attaching the cover.
- Do NOT bend your speaker so that it folds back onto itself.
- Do NOT tightly wrap your speaker around objects.
- Use caution when storing your speaker to avoid crushing.



## Water resistance

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Your speaker is rated IPX4 water resistant and can withstand a light splash of water.

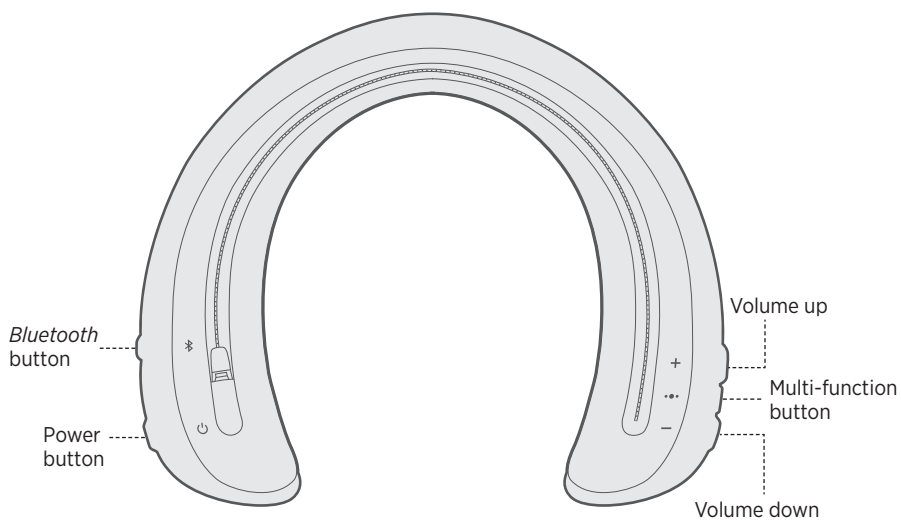
**CAUTION:** Do NOT swim or shower with this speaker. Never submerge your speaker in any pool of water.



## SPEAKER CONTROLS

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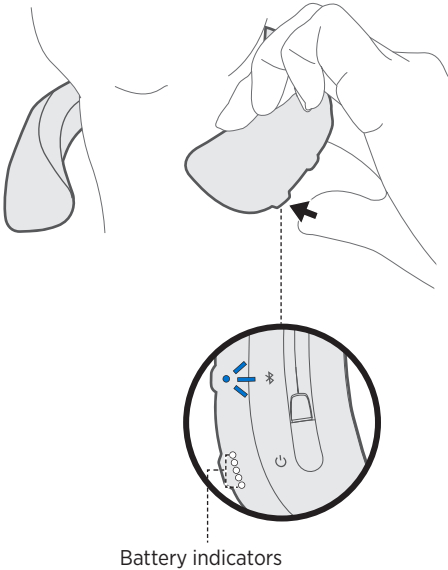
Controls are located on the outer edge of the speaker.



## Power on/off

Press the Power button .

The battery indicators glow solid white, and a voice prompt announces the battery level.



## Auto-off timer

The auto-off timer conserves the battery when the speaker is not being used. The speaker switches off when audio has stopped and no buttons have been pressed for three hours.

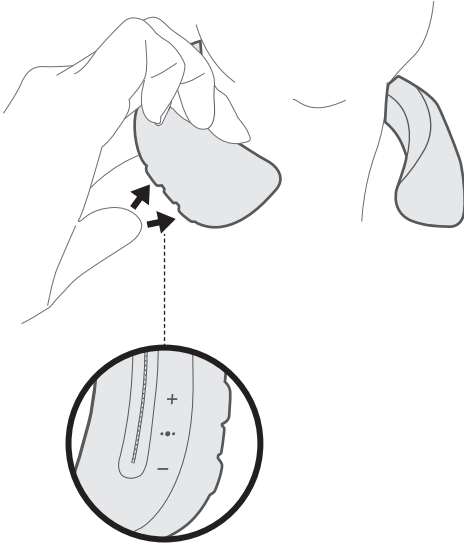
**Note:** To adjust the time it takes for your speaker to automatically power off or to disable the auto-off timer, use the Bose® Connect app.

## Speaker functions

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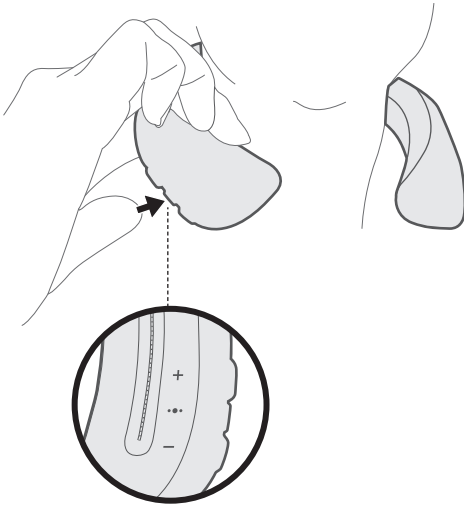
The controls for speaker functions are located on the outer right edge of the speaker.

### Volume functions



Function	What to do
Volume Up	Press <b>+</b> .
Volume Down	Press <b>-</b> .

## Media playback functions

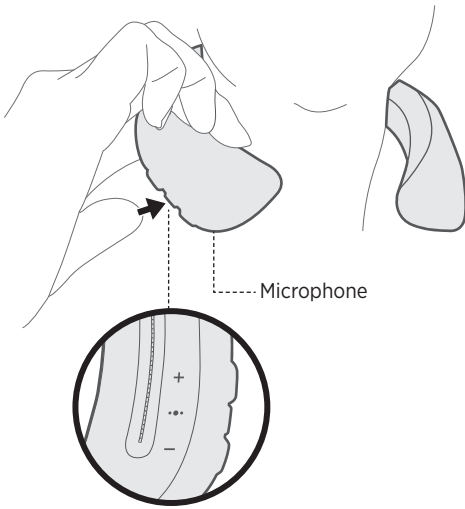


Function	What to do
Play/Pause	Press the Multi-function button ●●●.
Skip Forward	Press ●●● twice quickly.
Skip Backward	Press ●●● three times quickly.
Fast Forward	Press ●●● twice quickly and hold the second press.
Rewind	Press ●●● three times quickly and hold the third press.

# SPEAKER CONTROLS

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## 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 ●●●.
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.
Access voice control to make a call	While not on a call, press and hold ●●● for one second. Your mobile 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.



## Access voice control

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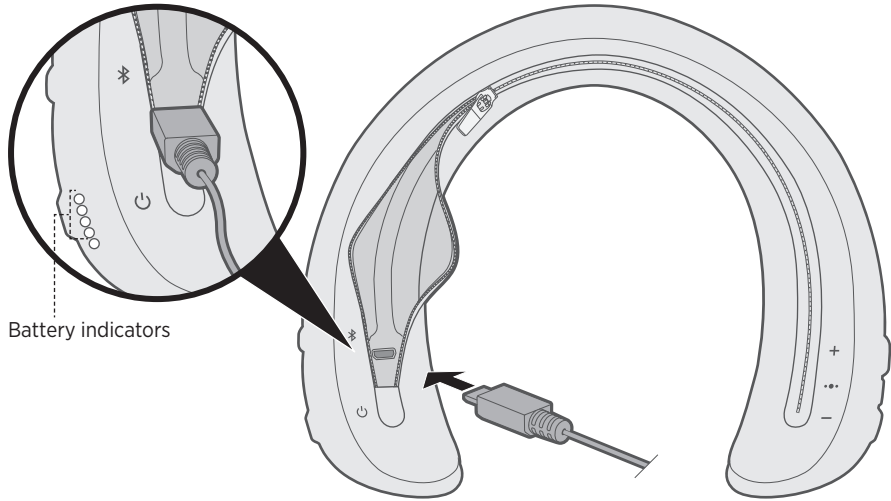
The speaker microphone acts as an extension of the microphone in your mobile device. Using the Multi-function button ●●● on the speaker, you can access the voice control capabilities on your device to make/take calls or ask Siri or Google Now™ to play music, tell you the weather, give you the score of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

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

### Charge the speaker

---

1. Open the zipper on the underside of the cover to access the USB connector.
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 last lit battery indicator blinks white. When the battery is fully charged, all five battery indicators glow solid white.

**Note:** The speaker does not play while charging.


## Charging time


Allow up to three hours to fully charge the battery. A full charge powers the speaker for up to 12 hours.

**Tip:** A 15-minute charge powers the speaker for up to two hours.

## Hear the battery level

Each time you power on the speaker, a voice prompt announces the battery level. When the speaker is in use, a voice prompt announces if the battery needs to be charged.

To hear the battery charge level while using your speaker, press and hold the Power button  until you hear a voice prompt.

**Note:** To visually check the battery, press and hold  while viewing the battery indicators (see page 20).

## Battery storage guidelines

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Do not store your speaker for more than 90 days when fully charged or with a remaining charge of less than 10 percent.

## Safety protection mode

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When your speaker battery is depleted (0%), and remains unplugged for more than 90 days, it enters safety protection mode and is permanently disabled. If your speaker enters safety protection mode, contact Bose customer service.

## STATUS INDICATORS

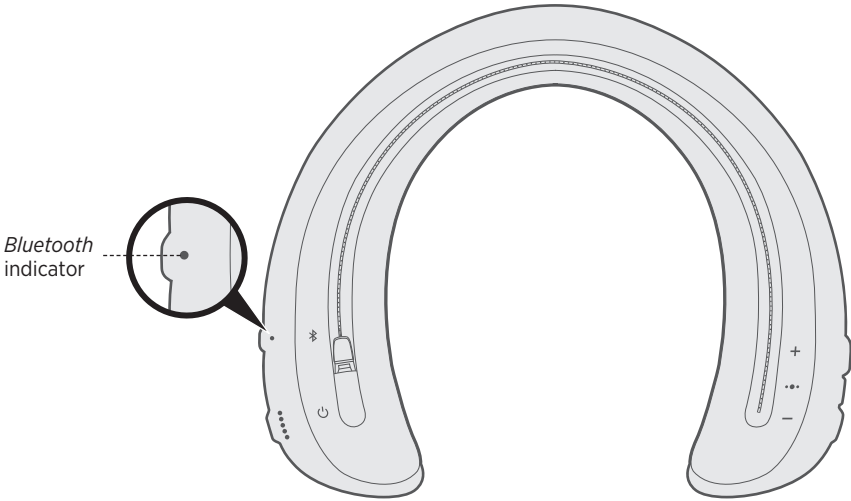
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The *Bluetooth* and battery indicators are located on the underside of the speaker.

### ***Bluetooth* indicator**

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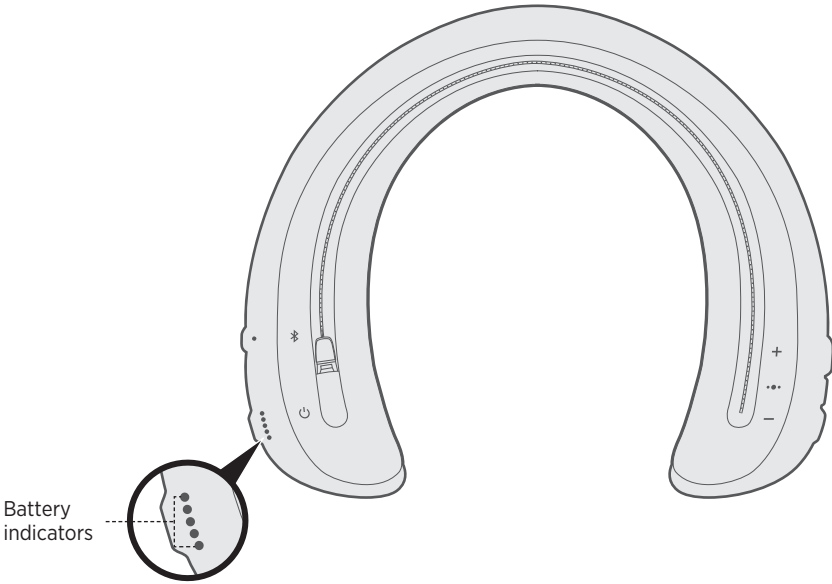
Shows the connection status of a mobile device.



Indicator activity	System state
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white	Connected
Solid blue	Select language


## Battery indicators

Shows the battery charge level.



Indicator activity	Charging percentage
●○○○○	0% - 20%
●●○○○	20% - 40%
●●●○○	40% - 60%
●●●●○	60% - 80%
●●●●●	80% - 100%
⚡○⚡○⚡	Error - contact Bose customer service

**Notes:**

- When charging, the last lit battery indicator blinks white. When the speaker is fully charged, all battery indicators glow solid white.
- To visually check the battery level, press and hold the Power button  while viewing the battery indicators.
- If connected to an Apple device, the device displays the speaker 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 speaker.

**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 speaker:

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

## Change the language

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When you power on the speaker for the first time, the voice prompts are in English.

1. Press and hold the Multi-function button ●●● 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.

## Disable voice prompts

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Disabling voice prompts also disables voice notifications (see page 23).

Press and hold + and – simultaneously until you hear a voice prompt.

**Note:** Repeat to re-enable voice prompts.

## Voice prompt notifications

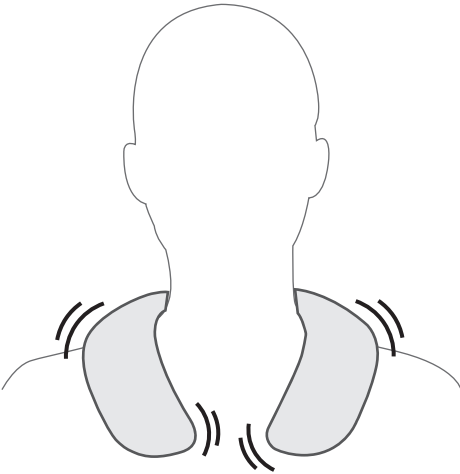
Your speaker identifies incoming callers which are saved in your contact list.

To disable this feature, see page 22. You can also disable voice prompt notifications using the Bose® Connect app.

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

## Vibration notifications

Your speaker provides vibration notifications to notify you of incoming calls.



Alert	Notification
Long pulse	Vibration enabled
Long, repeating pulses	Incoming call
Short pulse	Voice control activated

**Note:** To disable vibration notifications, use the Bose Connect app.

## BLUETOOTH CONNECTIONS

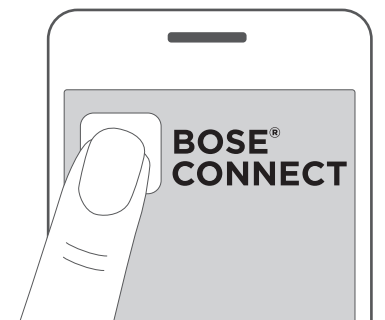
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*Bluetooth* wireless technology lets you stream music from mobile devices such as smartphones, tablets and laptop computers. Before you can stream music from a device, you must connect the device with your speaker.

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

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With your speaker powered on, download the Bose Connect app and follow the on-screen connection instructions.

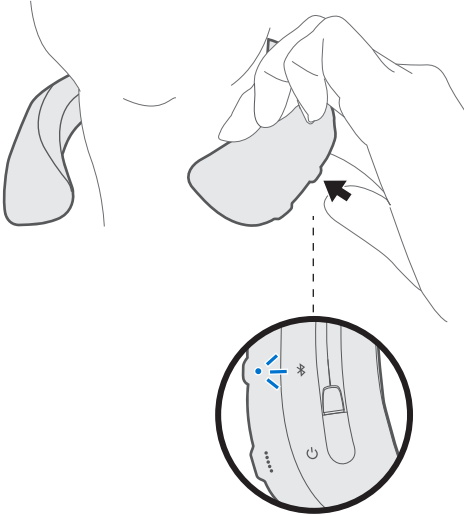


Once connected, you hear “Connected to <mobile device name>,” and the *Bluetooth* indicator glows solid white.



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

1. With your speaker powered on, press and hold the *Bluetooth* button  until you hear “Ready to connect another device,” and the *Bluetooth* indicator blinks blue.



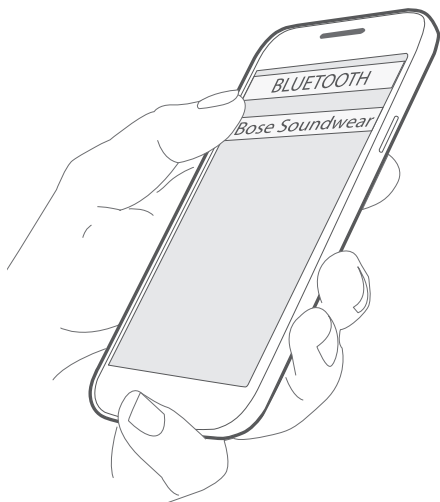
2. On your device, enable the *Bluetooth* feature.

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

## BLUETOOTH CONNECTIONS

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3. Select your speaker from the device list.



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

**Tip:** Look for the name you entered for your speaker in the Bose® Connect app.

## Disconnect a mobile device

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Disable the *Bluetooth* feature on your device.

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

## Reconnect a mobile device


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When powered on, the speaker 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 speaker. These *Bluetooth* connections are controlled with the *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.

## Connect an additional mobile device

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

To connect an additional device, download the Bose® Connect app (see page 24) or use the *Bluetooth* menu on your mobile device (page 25).

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

## Identify connected mobile devices

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Press  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 connected mobile device

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1. Press the *Bluetooth* button  to hear which device is connected.
2. Press  again within three seconds to connect to the next device in the speaker pairing list.
3. Repeat until you hear the correct device name.
4. Play audio on the connected device.

## Clear the speaker pairing list

---

1. Press and hold  for 10 seconds until you hear “*Bluetooth* device list cleared” and the *Bluetooth* indicator blinks blue.
2. Delete your speaker from the *Bluetooth* list on your device.  
All devices are cleared, and the speaker is ready to connect.

## COVER REPLACEMENT

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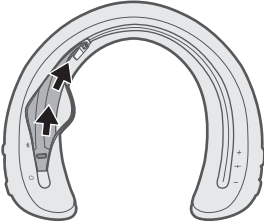
You can customize your speaker with different colored accessory covers (not provided). Accessory covers can be purchased through Bose customer service. Visit: [global.bose.com/Support/SWC](https://global.bose.com/Support/SWC)

### Remove the cover

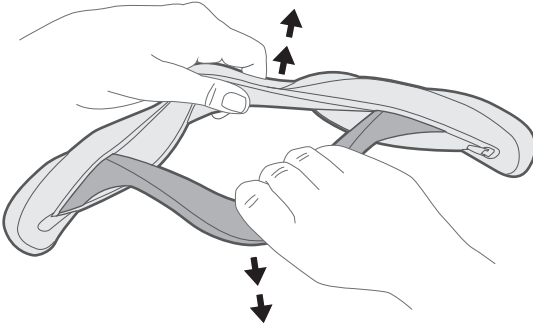
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Remove the cover to clean the speaker or to attach a new accessory cover.

1. Unzip the cover.

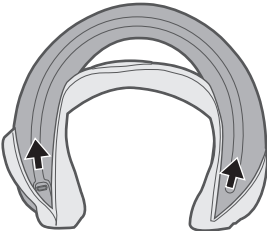


2. Bend the ends of the speaker outward to flatten the speaker and pull it away from the cover.



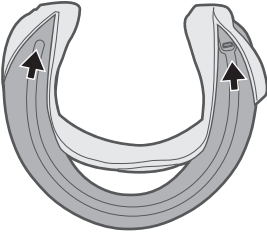
**Note:** While your speaker is flexible and can bend horizontally, do NOT bend your speaker so that it folds back onto itself. Minimize excessive bending.

3. Bend the ends of the speaker inward and remove the tips of the speaker from the cover.

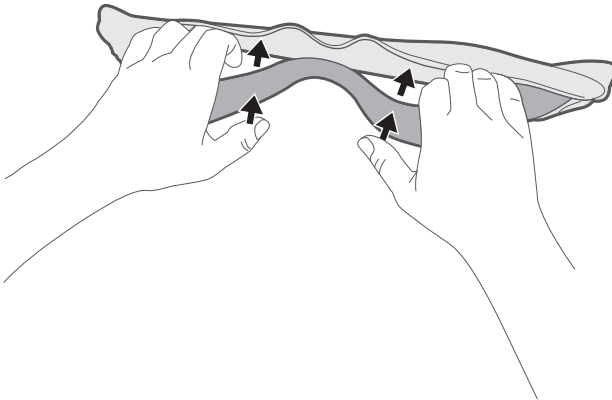


## Attach the cover

1. Anchor the tips of the speaker into the ends of the cover.



2. Bend outward on the ends while pushing inward on the speaker to flatten and fit it into the cover.



**Note:** While your speaker is flexible and can bend horizontally, do NOT bend your speaker so that it folds back onto itself. Minimize excessive bending.

3. Pull the cover over the speaker and zip it closed.



## Clean the speaker and cover

---

Your speaker and cover may require periodic cleaning.

Component	Cleaning procedure
Cover	<ol style="list-style-type: none"><li>1. Remove the cover from the speaker.</li><li>2. Wash by hand with lukewarm water and a mild detergent.</li><li>3. Hang to dry.</li></ol> <p><b>Note:</b> Make sure you thoroughly dry the cover before putting it back on.</p>
Speaker	<ol style="list-style-type: none"><li>1. Remove the cover from the speaker.</li><li>2. Clean the surface of the speaker with a soft, damp cloth (water only).</li></ol> <p><b>Notes:</b></p> <ul style="list-style-type: none"><li>• Do not use any solvents, chemicals or cleaning solutions containing alcohol, ammonia or abrasives.</li><li>• Do not allow any liquids to spill into any openings.</li><li>• Make sure you thoroughly dry the speaker before putting the cover back on.</li></ul>



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## Replacement parts and accessories

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

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## Limited warranty

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Your speaker is 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.

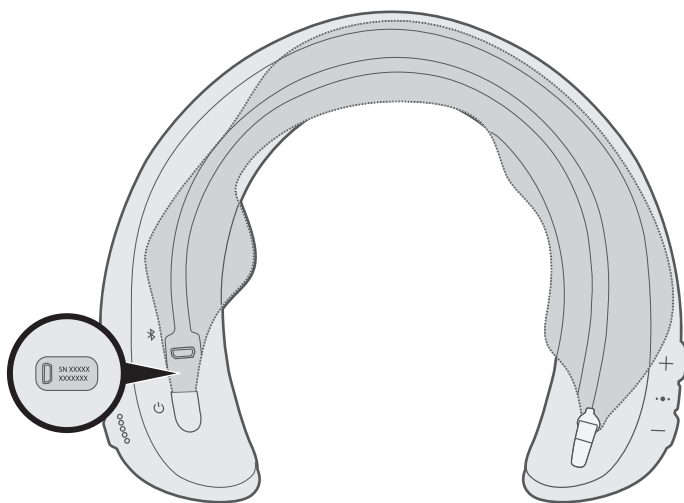
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## Serial number location

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The serial number is located on the underside of the speaker, near the USB connector.

To view the serial number, unzip the cover.



## Common solutions


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If you experience problems with your speaker:

- Power on the speaker (see page 13).
- Check the state of the status indicators (see page 20).
- Make sure your mobile device supports *Bluetooth* technology (see page 24).
- Charge the battery (see page 18).
- Increase the volume on your speaker, device and music app.
- Move your device closer to the speaker and away from any interference or obstruction.
- Try connecting another device (see page 28).

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/SWC](http://global.Bose.com/Support/SWC)

Symptom	Solution
Speaker does not connect with mobile device	<ul style="list-style-type: none"> <li>• On your device:                             <ul style="list-style-type: none"> <li>– Disable and then enable the <i>Bluetooth</i> feature.</li> <li>– Delete your speaker from the <i>Bluetooth</i> list on your device. Connect again (see page 28).</li> </ul> </li> <li>• Connect a different device (see page 29).</li> <li>• Visit: <a href="http://global.Bose.com/Support/SWC">global.Bose.com/Support/SWC</a> to see how-to videos.</li> <li>• Clear the speaker pairing list (see page 29). Connect again.</li> </ul>
No sound	<ul style="list-style-type: none"> <li>• Make sure voice prompts are on. Press the <i>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>• Connect a different device (see page 28).</li> <li>• If two devices are connected, pause audio on the first device and play audio on the other device.</li> <li>• If two devices are connected, move the devices within range of the speaker (30 ft. or 9 m).</li> </ul>
Poor sound quality	<ul style="list-style-type: none"> <li>• Use a different music source.</li> <li>• Connect a different device.</li> <li>• Disconnect the second device.</li> <li>• Disable any audio enhancement features on the device or music app.</li> </ul>

Symptom	Solution
Speaker does not charge	<ul style="list-style-type: none"> <li>• Make sure the connector on the cable is correctly aligned with the connector on the speaker.</li> <li>• Secure both ends of the USB cable.</li> <li>• Try another charging source.</li> <li>• If your speaker has been exposed to high or low temperatures, let it return to room temperature and then try charging again.</li> <li>• Reset your speaker (see “Reset your speaker”).</li> <li>• Your speaker may be in safety protection mode (see page 19).</li> </ul>
Microphone is not picking up sound	<ul style="list-style-type: none"> <li>• Make sure the microphone opening on the left side of the speaker is not blocked.</li> <li>• Try another phone call.</li> <li>• Try another compatible device.</li> </ul>
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>

## Reset your speaker

Factory reset clears connected devices and language settings from your speaker and returns it to the original factory settings.

1. Power on your speaker.
2. Press and hold ●●● and — simultaneously for 10 seconds, until the *Bluetooth* indicator glows blue, and you hear “Ready to connect. To start setup, download the Bose® Connect app” (see page 24).



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***BOSE***

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Framingham, MA 01701-9168 USA  
AM789470 Rev. 04