

BOSE

ULTRA OPEN EARBUDS

Please read and keep all safety and use instructions.



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



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

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

Important Safety Instructions

Only use attachments/accessories specified by the manufacturer.

Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



WARNINGS/CAUTIONS

- To avoid accidental ingestion, keep the product away from children and pets. The product contains a battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the product out of reach of children and pets.
- Product is not intended for use by children.
- To avoid hearing damage, do not use your headphones at a high volume. Turn the volume down on your product before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable, moderate listening level.
- To avoid hearing damage, do not insert the earbud speaker directly into your ear canal. Wear the earbuds with the speaker resting on the inner surface of your ear and the barrel behind your ear. For more information about how to wear the earbuds, see page 13.
- Use of this product while operating a vehicle may be prohibited by law in some locations. Use caution and follow applicable laws. Stop using this product immediately if it interferes with your ability to remain attentive or interferes with your ability to hear surrounding sounds, including alarms and warning signals, while operating a vehicle.
- Use caution if using these headphones while performing any activity that requires your attention. Do not use the headphones when the inability to clearly hear surrounding sounds may present a danger to yourself or others, for example while riding a bicycle or walking in or near traffic, a construction site, railroad, etc.
- Do NOT submerge the product in water or expose the product to water for extended periods.
- Remove product immediately if you notice heat coming from the product.

IMPORTANT SAFETY INSTRUCTIONS



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



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

- Do NOT make unauthorized alterations to this product.
- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- Use this product only with an agency-approved LPS power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- The battery provided with this product may present a risk of fire or chemical burn if mishandled, incorrectly replaced or replaced with an incorrect type.
- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX4 and IPX1 are not permanent conditions, and resistance might decrease as a result of normal wear.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

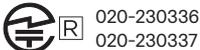
This device complies with part 15 of the FCC Rules and with ISED Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may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

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

FCC ID: A94926L / A94926R | **IC:** 3232A-926L / 3232A-926R

Case Model: 438926 | **Right Earbud Model:** 926R | **Left Earbud Model:** 926L

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



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

For Europe: Frequency band of operation 2400 to 2483.5 MHz. | Maximum transmit power less than 20 dBm EIRP.

SAR Information

Earbud	Measured 1-g SAR W/kg	Measured 10-g SAR W/kg
Left	0.46	0.18
Right	0.57	0.22



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

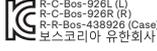
Low-power Radio-frequency Devices Technical Regulations

Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices. The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Management Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

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



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



R-C-Bos-926L (L)
R-C-Bos-926R (R)
R-R-Bos-438926 (Case)
보스코리아 유한회사

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	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O

This table is prepared in accordance with the provisions of SJ/T 11364.
 O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.
 X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.



Equipment name: Earbuds and Charging Case **Type designation:** 438926

Unit	Restricted substances and its chemical symbols					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr ⁺⁶)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	o	o	o	o	o
Metal Parts	-	o	o	o	o	o
Plastic Parts	o	o	o	o	o	o
Speakers	-	o	o	o	o	o
Cables	-	o	o	o	o	o

Note 1: "o" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.
Note 2: The "-" indicates that the restricted substance corresponds to the exemption.

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

Importers: Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100 | Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands | Bose de México S. de R.L. de C.V., Avenida Prado Sur #150, Piso 2, Interior 222 y 223, Colonia Lomas de Chapultepec V Sección, Miguel Hidalgo, Ciudad de México, C.P. 11000 Phone Number: +5255 (5202) 3545 | Bose Limited (H.K.), 7F., No.2, Sec. 3, Minsheng E. Road, Zhongshan Dist. Taipei City 10480, Phone Number: +886-2-2514 7676 | Bose Limited, Bose House, Quayside Chatham Maritime, Chatham, Kent, ME4 4QZ, United Kingdom

Output Capacity: 350mAh | **IPXX Rating:** IPX4 (for the earbuds), IPX1 (for the charging case)

Input Rating Left Earbud: 5VDC, 0.013A | **Input Rating Right Earbud:** 5VDC, 0.013A

The CMIIT ID is located on the carton.

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

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

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

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Please complete and retain for your records

The earbud date code is located on the flat inner surface of the earbud. The model numbers and charging case serial number are located in the charging case lid.

Serial number: -----

Model number: 438926

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

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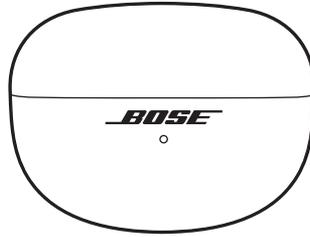
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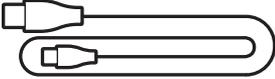
Confirm that the following parts are included:



Bose Ultra Open Earbuds



Charging case



USB Type-C® to USB-A cable

NOTE: If any part of your product appears to be missing or damaged, don't use it. Visit support.bose.com/UOE for troubleshooting articles, videos, and product repair or replacement.

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

Using the app, you can manage *Bluetooth* connections, manage earbud settings, adjust the audio, choose your voice prompt language, and get any future updates and new features made available by Bose.

NOTE: If you have already created a Bose account for another Bose product, see "Add the earbuds to an existing account."

DOWNLOAD THE BOSE APP

1. On your device, download the Bose app.



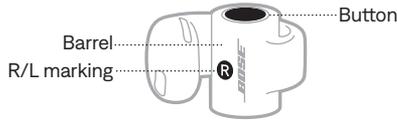
2. Follow the app instructions.

ADD THE EARBUDS TO AN EXISTING ACCOUNT

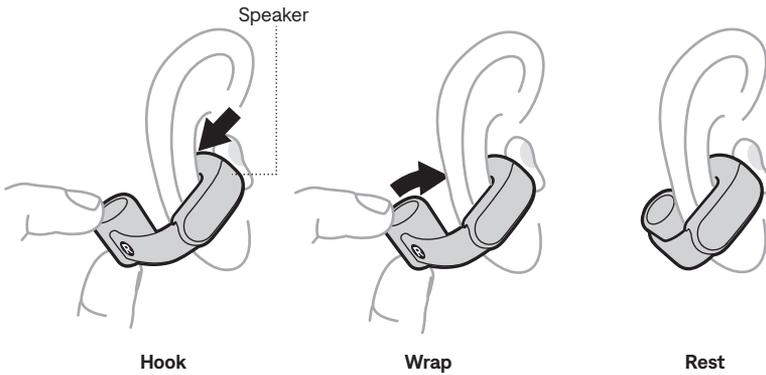
To add your Bose Ultra Open Earbuds, open the Bose app, then add the earbuds from the product list screen.

PUT ON THE EARBUDS

1. Hold the barrel-shaped part of the earbud so that the button is on top and the **R** (right) or **L** (left) marking is facing you.



2. Hook the earbud speaker in your ear, then wrap the barrel around so it rests behind your ear.



3. For best sound quality and performance, adjust the earbud so that it's at about a 45° angle on your ear. If it doesn't feel comfortable or secure, slide it up or down slightly to find the best position for you.

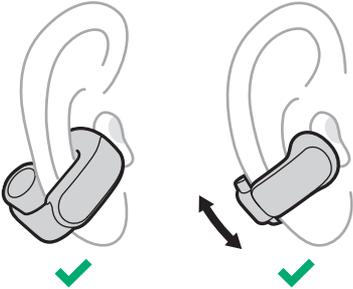


4. Check the fit (see page 14).
5. Repeat steps 1 – 4 to put on the other earbud.

CHECK YOUR FIT

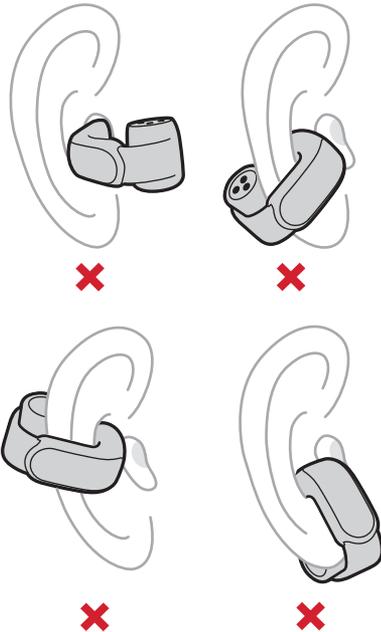
Move your head up and down and side to side to make sure the earbuds are stable and comfortable. Then, check your fit using a mirror.

PROPER FIT



- The earbud barrel is behind your ear and the button is facing upwards.
- The earbud speaker is resting on the inner surface of your ear and isn't inserted into your ear canal.
- The earbud sits at about a 45° angle on your ear, although you can slide it up or down slightly for comfort.
- The earbud feels comfortable and secure.

IMPROPER FIT

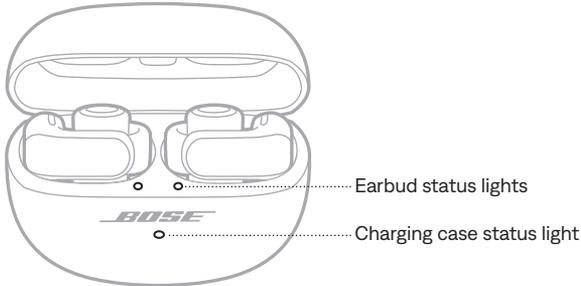


- The earbud barrel is on the front side of your ear or the button is facing downwards.
- The earbud speaker is inserted into your ear canal instead of resting on the inner surface of your ear.
- The earbud is angled downwards towards your chin or mouth.
- The earbud feels uncomfortable, pinches your ear, or feels loose or unstable.

POWER ON

Open the charging case.

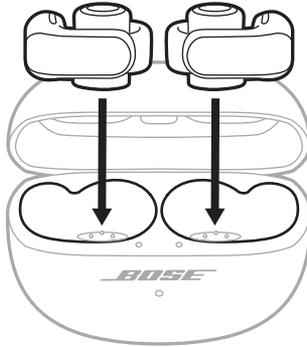
The earbuds power on. The earbud status lights glow according to the earbud charging status (see page 30). The charging case status light glows according to the case battery level (see page 32).



NOTE: When you remove the earbuds from the charging case, close the case to help preserve the battery life and keep the case free of debris.

POWER OFF

1. Place both earbuds in the charging case.



The earbuds disconnect from your device and power off. The earbud status lights glow according to the earbud charging status (see page 32)

2. Close the case.

The charging case status light glows according to the case battery level (see page 32).

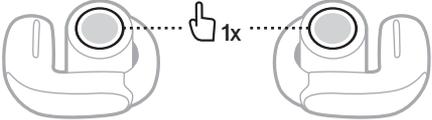
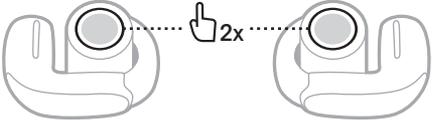
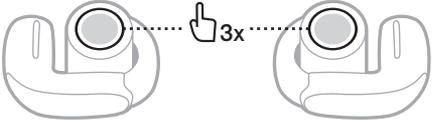


A button is located on the top of the barrel-shaped part of each earbud. The buttons control media playback, volume, phone calls, and your shortcut (see page 20).

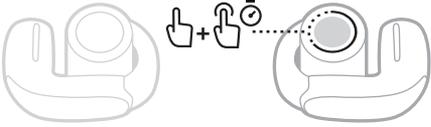
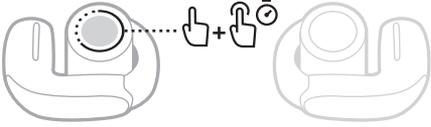


NOTE: You can use either earbud button to control all functions except for volume. When controlling volume, the left and right earbud buttons have different functions (see page 18).

MEDIA PLAYBACK

CONTROL	WHAT TO DO
<p>Play/Pause</p>	<p>Press either earbud button.</p> 
<p>Skip to the next track</p>	<p>Double-press either earbud button.</p> 
<p>Skip to the previous track</p>	<p>Triple-press either earbud button.</p> 

VOLUME FUNCTIONS

CONTROL	WHAT TO DO
<p>Increase the volume</p>	<p>Double-press and hold the right earbud button. The volume increases as you hold the button. Release when you reach the desired volume.</p> 
<p>Decrease the volume</p>	<p>Double-press and hold the left earbud button. The volume decreases as you hold the button. Release when you reach the desired volume.</p> 

TIP: You can also increase or decrease the volume using the volume controls on your device or in the Bose app.

Auto Volume

The earbuds can automatically adjust audio volume depending on the level of noise around you. This helps your audio stay at a consistent volume relative to your surroundings.

When Auto Volume is enabled and the noise level increases above your baseline volume setting, audio volume increases proportionally after a few seconds. When the noise level decreases, audio volume returns to your baseline setting.

NOTES:

- It may take several seconds for audio volume to increase in response to noise.
- When you make or receive a phone call, Auto Volume is temporarily disabled. When you end the call, Auto Volume returns to its previous setting.

Enable Auto Volume

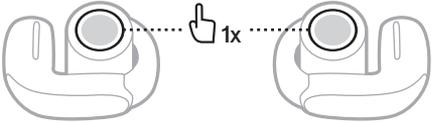
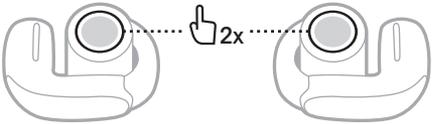
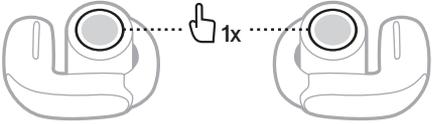
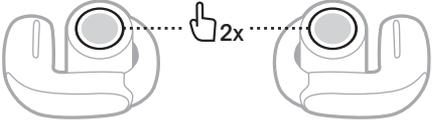
Auto Volume is disabled by default. To enable Auto Volume, use the Bose app. You can access this option from the Settings menu.

Manually adjust volume when Auto Volume is enabled

To manually adjust volume, use the earbud controls (see “Volume functions”) or the volume controls on your device until you hear the volume change.

NOTE: If the earbuds are actively increasing audio volume due to noise, manually adjusting volume may have a minimal or only temporary effect unless you increase the baseline setting above the current level. To decrease volume in this situation, disable Auto Volume using the Bose app.

PHONE CALLS

CONTROL	WHAT TO DO
<p>Answer a call</p>	<p>Press either earbud button.</p> 
<p>End/Decline a call</p>	<p>Double-press either earbud button.</p> 
<p>Answer a second incoming call and put the current call on hold</p>	<p>Press either earbud button.</p> 
<p>Decline a second incoming call and stay on current call</p>	<p>Double-press either earbud button.</p> 

Call notifications

A voice prompt announces incoming callers and call status.

To stop call notifications, disable voice prompts using the Bose app. You can access this option from the Settings menu.

ADJUST THE AUDIO EQ

To adjust the bass, midrange, and treble, use the Bose app. You can access these options from the product control screen.

NOTE: At high volumes, the effects of these adjustments may be reduced to avoid distortion.

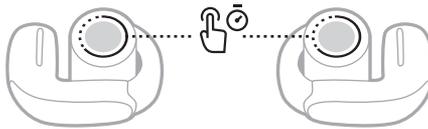
A shortcut enables you to quickly and easily access one of the following functions:

- Cycle through modes (see page 23)
- Cycle through Immersive Audio settings (see page 21)
- Reconnect to a device (see page 35) or switch between connected devices (see page 36)
- Use your device voice control (see page 25)

NOTE: By default, cycling through modes is set as your shortcut on both earbuds.

USE YOUR SHORTCUT

Press and hold either earbud button.



CHANGE OR DISABLE YOUR SHORTCUT

To change or disable a shortcut or to assign a different shortcut to each earbud, use the Bose app. To access this option, tap Shortcut on the product control screen.

NOTE: If you assign a different shortcut to each earbud, you must press and hold the appropriate earbud button. If you place one of the earbuds in the case, you can only use the shortcut assigned to the other earbud.

Immersive Audio takes what you're hearing out of your head and places it in front of you—like you're always in the acoustic sweet spot. It feels like the sound is coming from outside the earbuds, resulting in a more natural listening experience. Immersive Audio works on any streaming content from any source, taking it to new heights with better sound clarity and richer sound quality.

NOTE: When you make or receive a phone call, Immersive Audio is temporarily set to Off (see page 22).

IMMERSIVE AUDIO SETTINGS

SETTING	DESCRIPTION	WHEN TO USE
Motion	<p>Audio sounds like it's coming from two stereo speakers in front of you that follow the movements of your head.</p> <p>NOTE: This setting is used by default in Immersion mode.</p>	<p>Use for the most consistent experience. Best for when you're doing activities that require you to frequently turn your head or look down.</p>
Still	<p>Audio sounds like it's coming from two stereo speakers in front of you that stay where they are when you move your head.</p> <p>NOTES:</p> <ul style="list-style-type: none"> • A few seconds after you stop moving your head, the speakers recenter on your position. • To access this setting, use the Bose app to change the Immersive Audio setting, create a custom mode (see page 23), or set a shortcut to cycle through Immersive Audio settings (see page 22). 	<p>Use for the most realistic and powerful experience. Best for when you're stationary.</p>
Off	<p>Audio sounds like it's coming from your earbuds.</p> <p>NOTE: This setting is used by default in Stereo mode.</p>	<p>Use when you want a classic listening experience or want to conserve battery life.</p>

CHANGE THE IMMERSIVE AUDIO SETTING

You can change the Immersive Audio setting by changing the mode or setting a shortcut to cycle through Immersive Audio settings.

TIP: You can also change the Immersive Audio setting using the Bose app. You can access this option from the product control screen.

Change the mode

For information about changing the mode, see page 24.

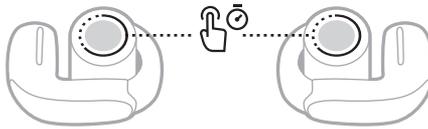
NOTE: You can also create a custom mode with your preferred Immersive Audio setting (see page 23).

Use your shortcut

You can set a shortcut to cycle through Immersive Audio settings. This temporarily customizes the current mode until you power the earbuds off or change the mode.

NOTE: To change the Immersive Audio setting using the earbuds, it must be set as a shortcut (see page 20).

1. Press and hold the earbud button assigned to this shortcut.



A voice prompt announces each Immersive Audio setting in a loop.

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

IMMERSIVE AUDIO WHILE ON A CALL

When you make or receive a phone call, Immersive Audio is temporarily set to Off. When you end the call, the earbuds return to the previous Immersive Audio setting.

CALIBRATE IMMERSIVE AUDIO

If Immersive Audio doesn't sound right or feels too close to you, you can calibrate it to better match the position of the earbuds on your ears. The calibration is saved to the earbuds and used anytime you enable Immersive Audio in the future.

To calibrate Immersive Audio, use the Bose app. You can access this option from the Settings menu.

Listening modes are preset audio settings that you can switch between based on your listening preferences and environment. By default, they consist of commonly-used Immersive Audio settings.

You can choose between two pre-configured modes – Stereo and Immersion – or create up to eight of your own custom modes.

MODES

MODE	DESCRIPTION
Stereo	Audio plays in Bose-optimized stereo audio. Allows you to enjoy a classic listening experience and conserve battery life.
Immersion	Audio plays with Immersive Audio set to Motion. Allows you to immerse yourself in lifelike audio.
Custom	Custom Immersive Audio settings based on your listening preferences and environment. NOTE: You can create up to eight custom modes using the Bose app. To access this option, tap Modes on the product control screen.

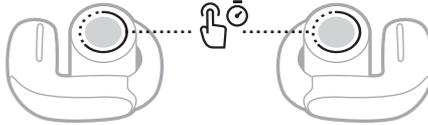
NOTES:

- By default, the earbuds power on with the last mode used. To disable this setting, use the Bose app. You can access this option from the Settings menu.
- For information about Immersive Audio settings, see page 21.

CHANGE THE MODE

NOTE: To change the mode using the earbuds, it must be set as a shortcut (see page 20). By default, cycling through modes is set as your shortcut on both earbuds.

1. To cycle through modes, press and hold either earbud button.



A voice prompt announces each mode in a loop.

2. When you hear the name of your preferred mode, release the button.

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

Add or remove modes from the earbuds

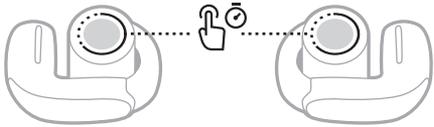
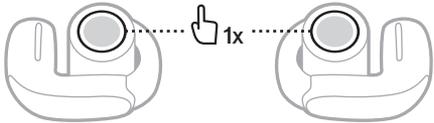
To access modes on the earbuds, they must be set as favorites in the Bose app. By default, Stereo and Immersion modes are set as favorites.

To add or remove modes from the earbuds, tap Modes on the product control screen and customize which modes are set as favorites.

You can set a shortcut to access your device voice control using the earbuds. The microphones on the earbuds act as an extension of the microphone on your device.

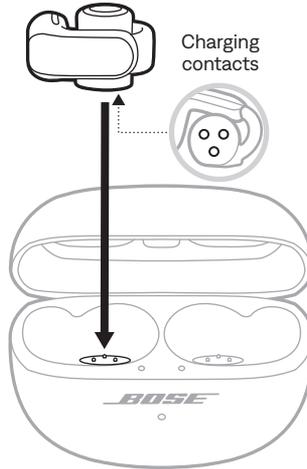
NOTE: To access device voice control using the earbuds, it must be set as a shortcut (see page 20).

DEVICE VOICE CONTROL FUNCTIONS

CONTROL	WHAT TO DO
<p>Access device voice control</p>	<p>Press and hold the earbud button assigned to this shortcut until you hear a tone. Release, then say your request.</p> 
<p>Stop device voice control</p>	<p>Press the earbud button assigned to this shortcut.</p> 

CHARGE THE EARBUDS

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



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

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

The left earbud status light glows according to the charging status (see page 30).



NOTE: If the light quickly blinks amber, the earbud hasn't been placed in the case properly. For solutions, see page 31.

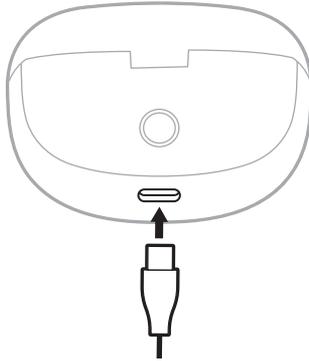
3. Repeat steps 1 – 2 for the right earbud.

NOTE: The earbuds charge if the case is open or closed.

CHARGE THE CHARGING CASE

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

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



2. Connect the other end to a USB-A wall charger (not provided) or computer.
The charging case status light slowly pulses amber (see page 32).

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

CHECK THE EARBUD BATTERY LEVEL

While using the earbuds

- A few seconds after you remove the earbuds from the charging case, a voice prompt announces the earbud battery level.
- Use the Bose app. The earbud battery level is displayed on the product control screen.

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

While charging the earbuds

When you place the earbuds into the charging case, the earbud status lights glow according to the earbud charging status (see page 30).



CHECK THE CHARGING CASE BATTERY LEVEL

Open the charging case.

The charging case status light glows according to the case battery level (see page 32).



CHARGING TIME

COMPONENT	CHARGING TIME
Earbuds	Up to 1 hour ¹
Charging case	Up to 3 hours

NOTES:

- When the earbud battery level is low, a 10-minute charge with the case closed powers the earbuds for up to 2 hours.²
- When the earbuds are fully charged, they can play audio for up to 7.5 hours (up to 4.5 hours with either Immersive Audio or Auto Volume set to On or up to 3.5 hours with both set to On).³
- When the case is fully charged, it can provide up to an additional 19.5 hours of audio playback (up to an additional 12 hours with either Immersive Audio or Auto Volume set to On or up to 9 hours with both set to On).⁴
- When both the earbuds and case are fully charged, the total audio playback time is up to 27 hours (up to 16.5 hours with either Immersive Audio or Auto Volume set to On or up to 12 hours with both set to On).⁵
- When fully charged, the earbuds can stay connected to a device while not playing audio for up to 48 hours.⁶
- When the earbuds are inside of the case, the case charging time varies.

1 Testing conducted by Bose in October 2023 using production-representative Bose Ultra Open Earbuds and Bose Ultra Open Earbuds charging case. Quick charge testing consisted of inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds for 10 minutes, then resuming *Bluetooth* A2DP audio playback with volume set to a loudness of 75 dBA, 3-band EQ set to zero, and Immersive Audio and Auto Volume off, resulting in up to 2 hours of playback time before battery depletion. Time to achieve fully charged earbuds was determined by inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds to 100% battery charge.

2 See 1.

3 Testing conducted by Bose in January 2024 using production-representative Bose Ultra Open Earbuds playing IEC 60268-1 pink noise using A2DP *Bluetooth* audio streaming at an RSSI of 75 dBm. Volume was set to a playback loudness of 75 dBA and 3-band EQ was set to zero. With Immersive Audio and Auto Volume off, playback time was up to 7.5 hours before battery depletion. With either Immersive Audio or Auto Volume on, playback time was up to 4.5 hours before battery depletion. With both Immersive Audio and Auto Volume on, playback time was up to 3.5 hours before battery depletion. Battery life varies based on settings and usage.

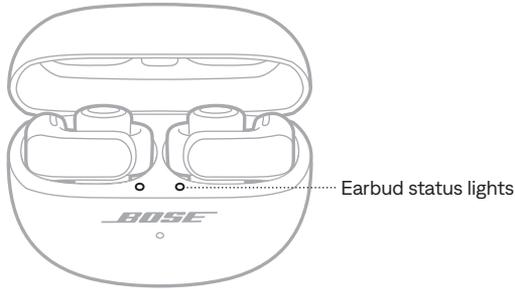
4 Testing conducted by Bose in January 2024 by inserting production-representative Bose Ultra Open Earbuds with battery depleted (to the point of no audio playback) into a fully charged Bose Ultra Open Earbuds charging case and charging earbuds to 100% (or until the case battery was depleted). Then, the earbuds played IEC 60268-1 pink noise using A2DP *Bluetooth* audio streaming at an RSSI of 75 dBm until battery depletion. Volume was set to a playback loudness of 75 dBA and 3-band EQ was set to zero. Testing repeated until the case battery was depleted. Additional earbud playback time added through case charging was up to 19.5 hours with Immersive Audio and Auto Volume off, up to 12 hours with either Immersive Audio or Auto Volume on, and up to 9 hours with both Immersive Audio and Auto Volume on.

5 See 4.

6 Testing conducted by Bose in October 2023 by removing fully charged production-representative Bose Ultra Open Earbuds from a Bose Ultra Open Earbuds charging case, connecting to a phone with no content playing, and maintaining connection until earbud battery depletion.

EARBUD STATUS LIGHTS

The earbud status lights are located on the inside surface of the charging case next to each earbud.



Bluetooth status

Shows the *Bluetooth* connection status.

LIGHT ACTIVITY	SYSTEM STATE
Slowly pulses blue	Ready to connect
Quickly blinks blue	Connecting
Solid blue (5 seconds)	Connected
Blinks white 2 times	Device list cleared

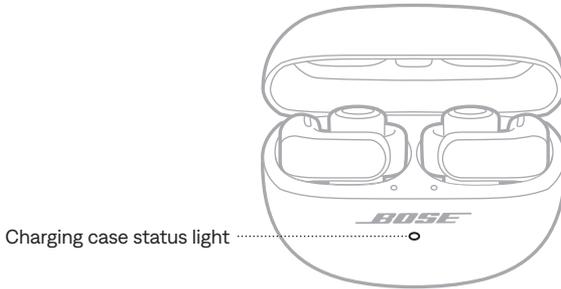
Battery, update, and error status

Shows the earbud battery, update, and error status.

LIGHT ACTIVITY	SYSTEM STATE
Glows solid white	Fully charged
Slowly pulses amber	Charging
Blinks white 2 times, slowly pulses blue, and turns off	Reboot complete
Blinks white 3 times (repeated)	Updating software
Blinks amber (3 seconds)	Restoring factory settings
Quickly blinks amber	<p>Error - earbuds aren't properly placed in the charging case. Try the following solutions:</p> <ul style="list-style-type: none"> • Remove the earbuds and make sure the charging contacts on the earbuds are aligned with the charging pins in the case (see page 26). • Remove the plastic film from the surface of the case under each earbud to prevent it from interfering with earbud placement.
Blinks amber and white	Error – contact Bose customer service

CHARGING CASE STATUS LIGHT

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



Battery, update, and error status

Shows the charging case battery, update, and error status.

LIGHT ACTIVITY	SYSTEM STATE
Solid white	Fully charged (100%) and plugged in
Solid white (5 seconds)	Charged (34% – 99%)
Solid amber (5 seconds)	Low charge (10% – 33%)
Blinks amber 2 times	Need to charge (less than 10%)
Slowly pulses amber	Charging and plugged in
Blinks white 3 times (repeated)	Updating software
Blinks amber and white	Error – contact Bose customer service

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

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

NOTES:

- For the best experience, use the Bose app to set up and connect your device (see page 12).
- For information about connecting using Fast Pair, see page 38.

CONNECT USING THE BOSE APP

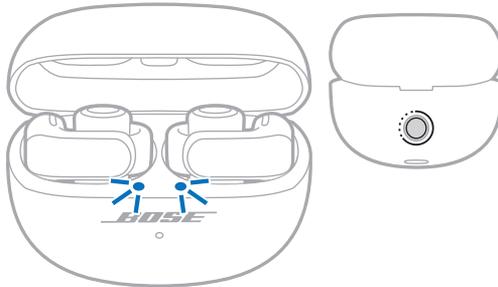
To connect the earbuds and manage *Bluetooth* settings using the Bose app, see page 12.

CONNECT USING THE *BLUETOOTH* MENU ON YOUR DEVICE

1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbud status lights slowly pulse blue.

NOTE: Make sure both earbuds are in the case and the case is open.

TIP: You can also make the earbuds ready to connect even if you don't have the case nearby. To do so, use the Bose app to set a shortcut to Switch Devices (see page 20). Then, press and hold the earbud button assigned to that shortcut until you hear "Ready to connect."



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

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

3. Select the earbuds from the device list.

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



The earbuds name appears in the device list. The earbud status lights glow solid blue (see page 30).

DISCONNECT A DEVICE

Place the earbuds in the charging case.

TIP: You can also use the Bose app or your *Bluetooth* settings to disconnect your device. Disabling the *Bluetooth* feature on your device disconnects the earbuds and all other devices.

RECONNECT TO A DEVICE

Reconnect to the most recently-connected device

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

NOTES:

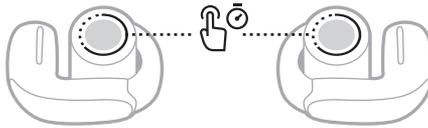
- The devices must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your device.
- If the multi-point connection feature is disabled, the earbuds try to reconnect to the most recently-connected device.

Reconnect to a different device

You can set a shortcut to reconnect to a different device in the earbud device list.

NOTE: To reconnect to a different device using the earbuds, you must set a shortcut to Switch Devices (see page 20).

1. Press and hold the earbud button assigned to this shortcut.



A voice prompt announces the name of the first connected device, then the second connected device (if any), followed by the other devices in the earbud device list.

2. When you hear the correct device name, release the button.

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

TIP: You can also reconnect to a different device using the Bose app (see page 12) or the device *Bluetooth* settings.

NOTE: If two devices are already connected to the earbuds, the newly-connected device replaces the older of the two connections.

CONNECT ANOTHER DEVICE

By default, the earbuds can be actively connected to up to two devices at a time (multi-point connection).

To connect another device, connect using the Bose app (see page 12), the *Bluetooth* menu on your device (see page 33), or Fast Pair (Android devices only) (see page 38).

NOTES:

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

SWITCH BETWEEN TWO CONNECTED DEVICES

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

The earbuds switch to the second device's audio stream.

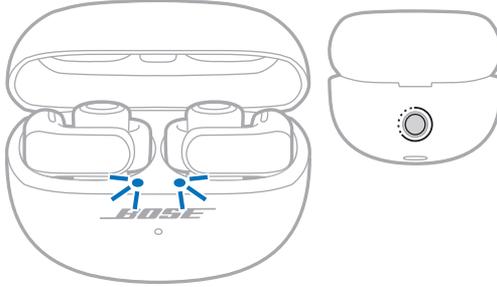
NOTES:

- Your earbuds receive phone calls from both devices, regardless of which device is playing audio.
- Switching between devices is disabled during phone calls.

CLEAR THE EARBUD DEVICE LIST

1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 15 seconds until the earbud status lights blink white 2 times and then slowly pulse blue.

NOTE: Make sure both earbuds are in the case and the case is open.



2. Delete the earbuds from the *Bluetooth* list on your devices.

All devices are cleared, and the earbuds are ready to connect (see page 12).

ANDROID DEVICES ONLY

If you have an Android device, you can access the following additional connection features.

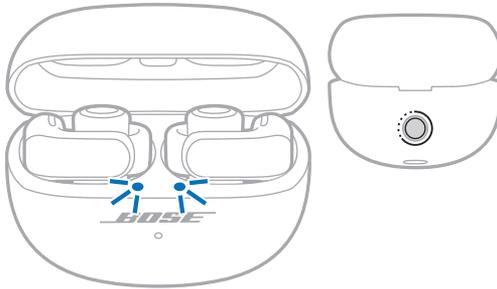
Connect using Fast Pair

In one tap, the earbuds enable quick, effortless *Bluetooth* pairing with your Android devices.

NOTES:

- To use Fast Pair, you need an Android device running Android 6.0 or higher.
 - Your Android device must have the *Bluetooth* and Location features enabled.
1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbud status lights slowly pulse blue.

NOTE: Make sure both earbuds are in the case and the case is open.



2. Place the case next to your Android device.

A notification appears on your device prompting you to pair the earbuds.

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

3. Tap the notification.

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

NOTE: You can also tap the button on the notification to download the Bose app and finish setting up the earbuds.

Snapdragon Sound technology

Bose Ultra Open Earbuds feature Snapdragon Sound technology. Snapdragon Sound optimizes Qualcomm® audio technologies across connected devices to ensure the best sound quality, connection stability, and latency for your streaming audio.

To experience Snapdragon Sound, you need a Snapdragon Sound-certified device, such as a compatible Android device. Once you connect the earbuds, your device will automatically stream audio using the aptX Adaptive *Bluetooth* codec.

NOTE: To see which Snapdragon Sound features the earbuds support and check if your device is compatible, visit: support.bose.com/UOE

CONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

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

Benefits

- Use independent volume controls on each product to lower or mute your Bose Smart Soundbar while keeping the earbuds as loud as you like.
- Hear your music clearly from the next room by connecting the earbuds to your Bose Smart Speaker.
- Access Personal Surround and add a new dimension to your movies and TV by connecting the earbuds to a compatible Bose Smart Soundbar (see page 42).

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

Compatible products

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

Popular compatible products include:

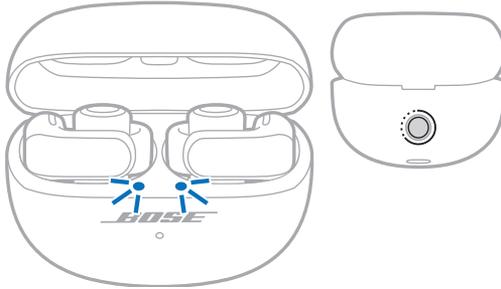
- Bose Smart Ultra Soundbar/Bose Ultra Soundbar
- Bose Smart Soundbar 900
- Bose Smart Soundbar 700/Bose Soundbar 700
- Bose Smart Soundbar 600
- Bose Soundbar 500
- Bose Smart Speaker 500/Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Smart Speaker/Bose Portable Home Speaker

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

Connect using the Bose app

1. With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbud status lights slowly pulse blue.

NOTE: Make sure both earbuds are in the case and the case is open.



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

NOTES:

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

RECONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

Use the Bose app to reconnect the earbuds to a previously-connected compatible Bose product. For more information, visit: support.bose.com/Groups

NOTES:

- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the earbuds don't reconnect, see "Earbuds don't reconnect to a previously-connected Bose Smart Soundbar or Speaker" on page 55.

ACCESS PERSONAL SURROUND WITH A COMPATIBLE BOSE SMART SOUNDBAR

If you connect the earbuds to a compatible Bose Smart Soundbar, you can add another layer of immersion to your movies and TV with Personal Surround.

NOTE: Compatible soundbars currently include Bose Smart Ultra Soundbar and Bose Smart Soundbar. New soundbars are added periodically.

Benefits

- Make your favorite content even more spacious and immersive. The earbuds enhance your soundbar audio by playing a mix of center, height, and surround audio channels along with it, like individual surround speakers.
- Customize audio settings for your preferences. Increase the center channel level for greater dialogue clarity, or increase the height and surround channel level for more immersion.

NOTE: Personal Surround works on content from all sources from your soundbar.

Disable Personal Surround

Personal Surround is enabled by default when you connect the earbuds to a compatible Bose Smart Soundbar. You can disable Personal Surround if you want to independently control the earbud and soundbar volume or play all audio channels from both products.

To disable Personal Surround, use the Bose app. You can access this option from the main screen.

Adjust Personal Surround audio settings

To adjust the earbud volume, center channel level, or height and surround channel level relative to your soundbar, use the Bose app. To access these options, on the main screen, tap ●●● on the volume slider for the group.

Immersive Audio and shortcuts while Personal Surround is enabled

If you connect the earbuds to a compatible Bose Smart Soundbar while Personal Surround is enabled, Immersive Audio is temporarily set to Off and your shortcuts are temporarily disabled on both earbuds.

Once you disconnect the earbuds from your soundbar or disable Personal Surround, Immersive Audio returns to its previous setting and your shortcuts are re-enabled.

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

The charging case is rated IPX1 water resistant. It's designed to be resistant to light water exposure, such as light vertical rainfall, but isn't meant to be splashed or submerged.

CAUTIONS:

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

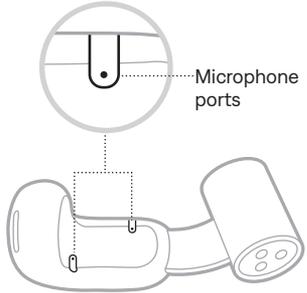
**NOTES:**

- To prevent corrosion, regularly clean the charging contacts on the earbuds with a dry, soft cotton swab or equivalent.
- IPX4 and IPX1 aren't permanent conditions, and resistance might decrease as a result of normal wear.

STORE THE EARBUDS

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

CLEAN THE EARBUDS AND CHARGING CASE

COMPONENT	PROCEDURE
Earbuds	Wipe with a soft cotton swab or damp cloth (water only).
Microphone ports	<p>To prevent oil or debris buildup, regularly wipe with a soft cotton swab or gently brush with a soft bristle brush.</p> <p>CAUTION: Do NOT blow air into or vacuum the microphone ports, as this may damage the earbud.</p> 
Charging contacts (on earbuds)	To prevent corrosion, wipe only with a dry, soft cotton swab or equivalent.
Charging case	Wipe with a soft cotton swab or damp cloth (water only).

CAUTION: Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/UOE

LIMITED WARRANTY

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

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

UPDATE THE EARBUDS

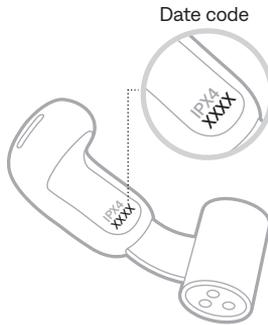
The earbuds begin updating automatically when connected to the Bose app and an update is available. Follow the app instructions.

UPDATE THE CHARGING CASE

If Bose customer service tells you to update the charging case, you can do so using the Bose updater website. On your computer, visit: btu.bose.com and follow the on-screen instructions.

VIEW THE EARBUD DATE CODE

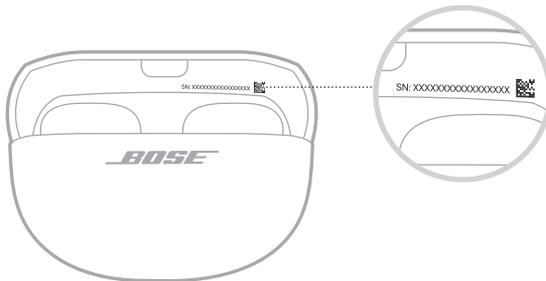
Remove the earbud from the charging case and flex the barrel open. The date code is located on the flat inner surface of the earbud.



VIEW THE CHARGING CASE SERIAL NUMBER

Remove the earbuds from the charging case.

The charging case serial number is located in the charging case lid.



TRY THESE SOLUTIONS FIRST

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

- Charge the earbuds and the charging case (see page 26).
- Place the earbuds in the charging case, then close the case (see page 16). Re-open the case and remove the earbuds (see page 15).
- Check the earbud status lights (see page 30) and charging case status light (see page 32).
- Check the earbud fit using a mirror (see page 14).
- Move your device closer to the earbuds (30 ft or 9 m) and away from any interference or obstructions.
- Increase the volume on the earbuds, your device, and the music app.
- Make sure your device supports *Bluetooth* connections (see page 33).
- Download the Bose app and run available software updates (see page 12).
- Connect a different device (see page 12).

OTHER SOLUTIONS

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

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

Visit: worldwide.Bose.com/contact

SYMPTOM	SOLUTION
Earbuds don't power on	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30).</p> <p>If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature.</p> <p>See "Earbuds don't charge" on page 53.</p>

SYMPTOM	SOLUTION
Earbuds don't connect with device	<p>Connect using the <i>Bluetooth</i> menu on your device (see page 33).</p> <p>Disable the <i>Bluetooth</i> feature on your device and then re-enable.</p> <p>Clear the earbud device list (see page 36). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 12).</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Connect again (see page 12).</p> <p>Make sure both earbuds are in the charging case securely (see page 25).</p> <p>Visit: support.Bose.com/UOE to see how-to videos.</p> <p>Reboot the earbuds and charging case (see page 56).</p>
Earbuds don't respond during app setup	<p>Uninstall the Bose app on your device. Reinstall the app (see page 12).</p> <p>Make sure you're using the Bose app for setup (see page 12).</p> <p>Make sure you have given the Bose app access to <i>Bluetooth</i> connections in your device Settings menu.</p> <p>Make sure the <i>Bluetooth</i> feature is on in your device Settings menu.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Remove the earbuds.</p>
Bose app can't find earbuds	<p>Uninstall the Bose app on your device. Reinstall the app (see page 12).</p> <p>Make sure you have given the Bose app access to <i>Bluetooth</i> connections in your device Settings menu.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Remove the earbuds.</p> <p>With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbud status lights slowly pulse blue.</p> <p>See "Earbuds don't connect with device."</p>

SYMPTOM	SOLUTION
Bose app doesn't work on device	<p>Make sure your device is compatible with the Bose app and meets minimum system requirements. For more information, refer to the app store on your device.</p> <p>Uninstall the Bose app on your device. Reinstall the app (see page 12).</p>
Earbuds aren't comfortable or secure	<p>Make sure that you're putting the earbuds on correctly (see page 13).</p> <p>Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p> <p>Visit: support.Bose.com/UOE to see how-to videos.</p>
Can't wear earbuds comfortably with earrings or piercings	<p>Remove any earrings or piercings before putting on the earbuds. When the earbuds are secure, put your earrings or piercings back on.</p> <p>Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If your earrings or piercings make that position uncomfortable, slide the earbuds up or down slightly to find the best position for you.</p> <p>If the magnets on the bottom of the earbud barrels stick to your earrings or piercings, slide the earbuds up or down slightly to separate them.</p>
Intermittent Bluetooth connection	<p>Clear the earbud device list (see page 36). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 12).</p> <p>Move your device closer to the earbuds (30 ft or 9 m) and away from any interference or obstructions.</p> <p>Reboot the earbuds and charging case (see page 56).</p>

SYMPTOM	SOLUTION
No sound	<p>Make sure you're wearing the correct earbud on the correct ear. Look for the L (left) and R (right) markings on the barrel of each earbud.</p> <p>Check the earbud fit using a mirror (see page 14).</p> <p>Visit: support.bose.com/UOE to see how-to videos.</p> <p>Make sure the volume is turned up (see page 17).</p> <p>Press play on your device to make sure audio is playing.</p> <p>Play audio from a different application or music service.</p> <p>Play audio from content stored directly on your device.</p> <p>If two devices are connected, pause your other device first.</p> <p>Clear any debris or wax buildup from the speaker ports.</p> <p>Restart your device.</p>
No sound from one earbud	<p>Check the earbud fit using a mirror (see page 14).</p> <p>Visit: support.bose.com/UOE to see how-to videos.</p> <p>Make sure the software in the Bose app is up to date (see page 45).</p> <p>Clear any debris or wax buildup from the speaker ports.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Remove the earbuds.</p>
Audio and video are out of sync	<p>Close and re-open the application or music service.</p> <p>Play audio from a different application or music service.</p> <p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Remove the earbuds.</p>

SYMPTOM	SOLUTION
Poor sound quality	<p>Make sure you're wearing the correct earbud on the correct ear. Look for the L (left) and R (right) markings on the barrel of each earbud.</p> <p>Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p> <p>Visit: support.Bose.com/UOE to see how-to videos.</p> <p>Make sure you're using the Bose app for setup (see page 12).</p> <p>Try a different audio track.</p> <p>Play audio from a different application or music service.</p> <p>Clear any debris or wax buildup from the speaker ports.</p> <p>If two devices are connected, disconnect the second device.</p> <p>Turn off any audio enhancement features on the device or music app.</p> <p>If you're wearing only one earbud, place the other earbud in the case until it magnetically snaps into place.</p> <p>Make sure your earbuds are connected over the correct <i>Bluetooth</i> profile: Stereo A2DP. Check your device's <i>Bluetooth</i>/audio settings menu to make sure the correct profile is selected.</p> <p>Lower the volume on the earbuds, your device, or the music app.</p> <p>Disable the <i>Bluetooth</i> feature on your device and then re-enable.</p> <p>Clear the earbud device list (see page 36). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 12).</p>
Audio is quiet	<p>Make sure the volume is turned up (see page 17).</p> <p>Make sure you're wearing the correct earbud on the correct ear. Look for the L (left) and R (right) markings on the barrel of each earbud.</p> <p>Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p> <p>Try sliding the earbuds down slightly so that the speaker ports are closer to your ear canal.</p> <p>Clear any debris or wax buildup from the speaker ports.</p>

SYMPTOM	SOLUTION
Too much bass	<p>Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p> <p>Adjust the bass level using the Bose app (see page 19).</p> <p>Try sliding the earbuds up slightly so that the speaker is further away from your ear canal.</p>
Too little bass	<p>Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p> <p>Adjust the bass level using the Bose app (see page 19).</p> <p>Try sliding the earbuds down slightly so that the speaker is closer to your ear canal.</p>
Audio volume is different between earbuds	<p>Slide the quieter earbud down slightly on your ear until it matches the volume of the other earbud.</p>
Immersive Audio doesn't sound right or feels too close to you	<p>Using the Bose app, calibrate Immersive Audio to better match the position of the earbuds on your ears. You can access this option from the Settings menu.</p>
Microphone doesn't pick up sound	<p>The earbuds may be angled too far downwards towards your mouth or chin. Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p> <p>Try another phone call.</p> <p>Clear any debris or wax buildup from the microphone ports (see page 44).</p> <p>Try another compatible device.</p> <p>Move to a quiet location and try again.</p> <p>Disable the <i>Bluetooth</i> feature on your device and then re-enable.</p> <p>Clear the earbud device list (see page 36). Delete the earbuds from the <i>Bluetooth</i> list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 12).</p>

SYMPTOM	SOLUTION
Can't adjust the mode	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Remove the earbuds.</p> <p>If you customized your shortcut to be on a specific earbud, make sure you press and hold the button on the correct earbud.</p> <p>If you customized your shortcut to be on a specific earbud, use the Bose app to assign the shortcut to the other earbud and try again. Visit: support.Bose.com/UOE to see how-to videos.</p> <p>Use the Bose app to adjust the mode. You can access this option from the product control screen (see page 12).</p>
Difficulty hearing caller while on a phone call	<p>Increase the volume using your device.</p>
Earbuds don't respond	<p>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbud status lights display charging status (see page 30). Remove the earbuds.</p> <p>Reboot the earbuds and charging case (see page 56). If that doesn't work, restore the earbuds to factory settings (see page 57).</p>
Earbuds don't respond to button presses	<p>For multi-press functions, vary the speed of presses.</p> <p>Make sure your music app supports the function.</p> <p>If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature.</p> <p>If Auto Volume is enabled, see "Adjusting volume has minimal effect while Auto Volume is enabled" on page 53.</p> <p>Connect a different device and try again.</p> <p>Reboot the earbuds and charging case (see page 56).</p>
Can't access shortcut	<p>Make sure you have set a shortcut using the Bose app (see page 20).</p> <p>If you customized the shortcut to be on a specific earbud, make sure you press and hold the button on the correct earbud.</p> <p>If you customized your shortcut to be on a specific earbud, use the Bose app to assign the shortcut to the other earbud and try again. Visit: support.Bose.com/UOE to see how-to videos.</p>

SYMPTOM	SOLUTION
<p>Adjusting volume has minimal effect while Auto Volume is enabled</p>	<p>If the earbuds are actively increasing audio volume due to noise, manually adjusting volume may have a minimal or only temporary effect unless you increase the baseline setting above the current level. To increase the volume in this situation, keep increasing the volume using the earbud controls or your device controls until you hear the volume change (see page 18). To decrease the volume, disable Auto Volume using the Bose app, then decrease the volume (see page 18).</p>
<p>Audio gets louder when you talk while Auto Volume is enabled</p>	<p>Auto Volume is designed to disregard your voice as much as possible when measuring the level of noise around you. If you notice audio getting louder when you talk, the earbuds may be angled too far downwards towards your mouth or chin. Check the earbud fit using a mirror (see page 14). For best sound quality and microphone performance, adjust the earbuds so that they're at about a 45° angle on your ears. If they don't feel comfortable or secure, slide them up or down slightly to find the best position for you.</p>
<p>Audio gets louder when other people talk while Auto Volume is enabled</p>	<p>Auto Volume categorizes other people's voices as environmental noise, meaning that your audio volume may increase to compensate for loud voices. To prevent this, you can either pause audio during conversations (see page 17) or disable Auto Volume using the Bose app. You can access this option in the Settings menu.</p>
<p>Earbuds don't charge</p>	<p>Make sure the earbuds are properly placed in the charging case. To help preserve the battery life, the case should be closed while the earbuds are charging (see page 25).</p> <p>Make sure there is no dirt, debris, or liquid covering the charging contacts on the earbuds or the charging pins in the case.</p> <p>Remove the plastic film from the surface of the case under each earbud to prevent it from interfering with earbud placement.</p> <p>Make sure the USB cable is correctly aligned with the port on the charging case.</p> <p>Secure both ends of the USB cable.</p> <p>Try another USB cable.</p> <p>Try another wall charger.</p> <p>If the earbuds or charging case have been exposed to high or low temperatures, let the earbuds or case return to room temperature. Charge again (see page 25).</p>

SYMPTOM	SOLUTION
Charging case doesn't charge	<p>Make sure the USB cable is correctly aligned with the port on the charging case.</p> <p>If the charging case battery is fully depleted, make sure the USB cable is attached long enough for the case to gain an initial charge. If you remove the cable and the charging case status light goes out, reattach the USB cable.</p> <p>Secure both ends of the USB cable.</p> <p>Try another USB cable.</p> <p>Make sure the charging case is closed. To help preserve the battery life, the case should be closed while it's charging.</p> <p>Try another wall charger.</p> <p>If the charging case has been exposed to high or low temperatures, let the case return to room temperature. Charge again (see page 27).</p> <p>If the charging case has been exposed to water, wait until the USB-C port is completely dry. Charge again (see page 27).</p> <p>Make sure any charging case accessories are properly installed and don't prevent the USB cable from securely connecting to the port on the charging case.</p>
Earbud battery life is shorter than expected	<p>Battery life varies based on settings and usage. If either Immersive Audio or Auto Volume are set to On, consider disabling them using the Bose app for a longer battery life. For more information, see page 29.</p>
Voice prompt language isn't correct	<p>Change the voice prompt language using the Bose app (see page 12). You can access this option from the Settings menu.</p>
Not receiving call notifications	<p>Make sure your device isn't set to Do Not Disturb.</p> <p>Make sure voice prompts are enabled using the Bose app (see page 12). You can access this option from the Settings menu.</p> <p>Make sure you have given the earbuds access to your contacts in your device <i>Bluetooth</i> menu.</p>
Earbuds don't connect to a Bose Smart Soundbar or Speaker	<p>Make sure you are connecting to a compatible Bose product. For a list of compatible products, visit: support.bose.com/Groups</p> <p>With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbud status lights slowly pulse blue.</p> <p>Make sure that the earbuds are within 30 ft (9 m) of your soundbar or speaker.</p>

SYMPTOM	SOLUTION
Earbuds don't reconnect to a previously-connected Bose Smart Soundbar or Speaker	With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbud status lights slowly pulse blue. Use the Bose app to connect the earbuds to a compatible Bose product. For more information, visit: support.Bose.com/Groups
Delayed audio between products when connected to a Bose Smart Soundbar or Speaker	Download the Bose app and run available software updates.
Poor volume or audio balance from earbuds when connected to a compatible Bose Smart Soundbar and Personal Surround is enabled	You can adjust the earbud volume, center channel level, or height and surround channel level relative to your soundbar using the Bose app. To access these options, on the main screen, tap ●●● on the volume slider for the group.
Can't access shortcuts when connected to a compatible Bose Smart Soundbar that supports Personal Surround	By default, Personal Surround is enabled when you connect the earbuds to a compatible Bose Smart Soundbar (see page 42). Your shortcuts are disabled on both earbuds while Personal Surround is enabled. To access your shortcuts, disable Personal Surround using the Bose app. You can access this option from the main screen.

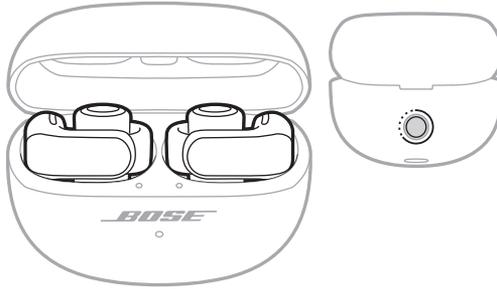
REBOOT THE EARBUDS AND CHARGING CASE

If the earbuds or charging case are unresponsive, you can reboot them.

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

With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 20 seconds until the earbud status lights blink white 2 times, slowly pulse blue, and then turn off.

NOTE: Make sure both earbuds are in the case and the case is open.



When the reboot is complete, the earbud status lights glow according to the charging status, then slowly pulse blue (see page 30). The charging case status light glows according to the case battery level (see page 32).

RESTORE THE EARBUDS TO FACTORY SETTINGS

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

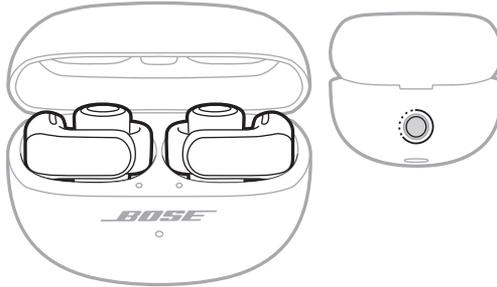
Restoring to factory settings is only recommended if you are having issues with the earbuds or you have been instructed to do so by Bose customer service.

1. Remove the earbuds from the *Bluetooth* list on your device.
2. Remove the earbuds from your Bose account using the Bose app.

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

3. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 20 seconds until the earbud status lights blink white 2 times, slowly pulse blue, and then turn off.

NOTE: Make sure both earbuds are in the case and the case is open.



4. Repeat the previous step 2 more times.

After the third time, the status lights blink amber for 3 seconds to indicate factory settings are being restored.

When the restore is complete, the status lights slowly pulse blue. The earbuds are now in their original out-of-box state.

NOTE: If you're unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/UOE



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