

***BOSE***

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**LIFESTYLE ULTRA** SOUNDBAR

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

Declarations of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)

### Important Safety Instructions

Do not use this apparatus near water.

Clean only with a dry cloth.

Do not block any ventilation openings. Install in accordance with the manufacturer's 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



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.



This product contains a tempered glass surface. Use caution to avoid impact. In the event of breakage, use care in handling broken glass.

- Safe Installation Instructions: Ensure feet under product are clean and free of debris. Place the product on a clean, dust-free, stable, flat, and level surface. For proper support, all feet must be in full contact with surface. Beware of potential fall hazards as audio vibrations can cause the product to move. Do not position above seating or occupied areas.
  - To reduce the risk of fire or electrical shock, do NOT expose this product to rain, dripping, splashing, or moisture and do not place liquid filled objects such as vases, on or near the product.
  - Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
  - Do NOT make unauthorized alterations to this product.
  - Do NOT use a power inverter with this product.
  - Do NOT use in vehicles or boats.
  - Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
  - Only use the following hardware to mount this product: Bose Soundbar Wall Bracket.
  - Do not mount on surfaces that are not sturdy, or that have hazards concealed behind them, such as electrical wiring or plumbing. If you are not sure about installing the bracket, contact a qualified professional installer. Ensure the bracket is installed according to local building codes.
  - Only for mounting on the following surfaces:
    - Wallboard  $\geq \frac{3}{8}$ " (10 mm)
    - Masonry
- If mounted on surfaces other than stated above please contact a professional installer.
- When positioning the product, make sure it is not blocking any ventilation openings on your TV or monitor. Refer to the owner's guide that came with your TV or monitor and install in accordance with the manufacturer's instructions.
  - Due to ventilation requirements, Bose does not recommend placing the product in a confined space such as in a wall cavity or in an enclosed cabinet.

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## IMPORTANT SAFETY INSTRUCTIONS

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- Do not place or install near any heat sources such as fireplaces, radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- The product label is located on the back of the soundbar.

**WARNING:** Do not expose product or mounting components to any chemical substances that are not specified by Bose, including but not limited to lubricants, cleaning agents, contact sprays, or hydrocarbon based solvents. Exposure to such substances can lead to degradation of the plastic material, resulting in cracking and creating a falling hazard.

| 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) | Dybutyl phthalate (DBP) | Diisobutyl phthalate (DIBP) | Butyl benzyl phthalate (BBP) | Bis(2-ethylhexyl) phthalate (DEHP)                                                |
| PCBs                                                                                                                                                                                                                                                                                                                                                                                                                    | X                                          | O            | O            | O                   | O                             | O                                   | O                       | O                           | O                            | O                                                                                 |
| Metal Parts                                                                                                                                                                                                                                                                                                                                                                                                             | X                                          | O            | O            | O                   | O                             | O                                   | O                       | O                           | O                            | O                                                                                 |
| Plastic Parts                                                                                                                                                                                                                                                                                                                                                                                                           | O                                          | O            | O            | O                   | O                             | O                                   | O                       | O                           | O                            | O                                                                                 |
| Speakers                                                                                                                                                                                                                                                                                                                                                                                                                | X                                          | O            | O            | O                   | O                             | O                                   | O                       | O                           | O                            | O                                                                                 |
| Cables                                                                                                                                                                                                                                                                                                                                                                                                                  | X                                          | O            | O            | O                   | O                             | O                                   | O                       | O                           | O                            | O                                                                                 |
| This table is prepared in accordance with the provisions of SJ/T 11364.<br>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.<br>X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572. |                                            |              |              |                     |                               |                                     |                         |                             |                              |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                         |                                            |              |              |                     |                               |                                     |                         |                             |                              |                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                         |                                            |              |              |                     |                               |                                     |                         |                             |                              |                                                                                   |

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "6" is 2016 or 2026.

**Importers:** Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100

**Input Rating:** 100 - 240V ~, 50/60Hz, 96W

Model 443535. The CMII ID is located on the product label on the back of the soundbar.

This product is covered by a **Bose Limited Warranty**, available at [worldwide.bose.com/Warranty](https://worldwide.bose.com/Warranty)

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

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## WHAT'S IN THE BOX

|                |   |
|----------------|---|
| Contents ..... | 8 |
|----------------|---|

|                                      |   |
|--------------------------------------|---|
| <b>DOLBY ATMOS® TECHNOLOGY</b> ..... | 9 |
|--------------------------------------|---|

## SOUNDBAR PLACEMENT

|                                      |    |
|--------------------------------------|----|
| Recommendations .....                | 10 |
| Wall mount the soundbar .....        | 11 |
| Adjust audio for wall mounting ..... | 11 |

|                                         |    |
|-----------------------------------------|----|
| <b>CONNECT THE SOUNDBAR TO TV</b> ..... | 12 |
|-----------------------------------------|----|

|                                            |    |
|--------------------------------------------|----|
| <b>CONNECT THE SOUNDBAR TO POWER</b> ..... | 13 |
|--------------------------------------------|----|

## BOSE APP SETUP

|                             |    |
|-----------------------------|----|
| Download the Bose app ..... | 14 |
|-----------------------------|----|

## CUSTOMTUNE SOUND CALIBRATION

|                                        |    |
|----------------------------------------|----|
| Run CustomTune Sound calibration ..... | 15 |
|----------------------------------------|----|

## POWER

|                                        |    |
|----------------------------------------|----|
| Power on .....                         | 16 |
| Network Standby .....                  | 16 |
| Enter Network Standby (manually) ..... | 16 |
| Exit Network Standby .....             | 16 |

## SOUNDBAR CONTROLS

|                        |    |
|------------------------|----|
| Media playback .....   | 18 |
| Volume .....           | 19 |
| Adjust the audio ..... | 20 |

## STREAM AUDIO WITH AIRPLAY

|                                            |    |
|--------------------------------------------|----|
| Stream audio from the Control Center ..... | 21 |
| Stream audio from an app .....             | 21 |

## BLUETOOTH® CONNECTIONS

|                                     |    |
|-------------------------------------|----|
| Connect a device .....              | 22 |
| Disconnect a device .....           | 22 |
| Reconnect a device.....             | 23 |
| Connect an additional device.....   | 23 |
| Clear the soundbar device list..... | 23 |

## SOUNDBAR STATUS

|                              |    |
|------------------------------|----|
| Power status.....            | 24 |
| Wi-Fi® status.....           | 24 |
| Bluetooth status.....        | 25 |
| Update and error status..... | 25 |

## WIRED CONNECTION

|                               |    |
|-------------------------------|----|
| Switch to a wired source..... | 26 |
|-------------------------------|----|

## WI-FI CONNECTION

|                                           |    |
|-------------------------------------------|----|
| Connect to a different Wi-Fi network..... | 27 |
| Disable/enable Wi-Fi capability.....      | 27 |

## CONNECT TO A ROKU TV™

|                     |    |
|---------------------|----|
| Roku TV Ready™..... | 28 |
|---------------------|----|

## BUILD A BOSE LIFESTYLE COLLECTION HOME THEATER SYSTEM

|                           |    |
|---------------------------|----|
| Benefits .....            | 29 |
| Compatible products ..... | 29 |

## CARE AND MAINTENANCE

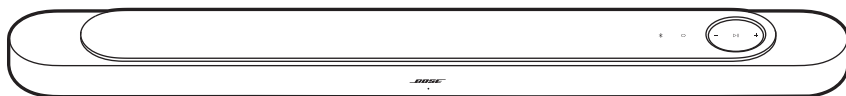
|                                         |    |
|-----------------------------------------|----|
| Update the soundbar .....               | 30 |
| Clean the soundbar.....                 | 30 |
| Replacement parts and accessories ..... | 31 |
| Limited warranty.....                   | 31 |

## TROUBLESHOOTING

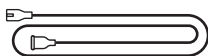
|                                                |    |
|------------------------------------------------|----|
| Try these solutions first .....                | 32 |
| Other solutions.....                           | 32 |
| Reset the soundbar .....                       | 33 |
| Restore the soundbar to factory settings ..... | 33 |

## CONTENTS

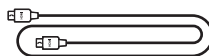
Confirm that the following parts are included:



Bose Lifestyle Ultra Soundbar



Power cord



HDMI cable

**NOTE:** If any part of your product appears to be missing or damaged, don't use it. Visit [support.bose.com/lu-soundbar](https://support.bose.com/lu-soundbar) for troubleshooting articles, videos, and product repair or replacement.

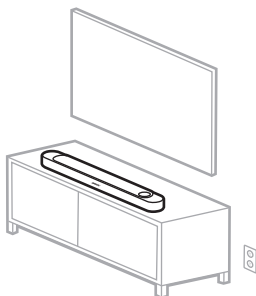


The Bose Lifestyle Ultra Soundbar supports Dolby Atmos® technology. The soundbar uses up-firing and side-firing speakers to deliver high-quality sound from all directions, achieving a superb, immersive, and fully-encompassing surround-sound experience.

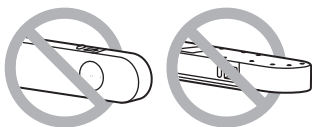
**NOTE:** To use Dolby Atmos technology, both your TV and your content must support Dolby Atmos.

## RECOMMENDATIONS

- Place the soundbar below (preferred) and with its rear surface in front of the TV front surface or above your TV.
- If placing the soundbar on a shelf or TV stand, position the front of the soundbar as close as possible to the front edge of the shelf or stand (flush is preferred) for best sound quality.
- Make sure the up-firing speakers on the top of the soundbar and the side-firing speakers on the side of the soundbar aren't blocked.
- Make sure the soundbar isn't placed in an enclosed cabinet that inhibits sound from projecting above and/or to the sides of the soundbar.
- Make sure the feet under product are clean and free of debris. Place the product on a clean, dust-free, stable, flat, and level surface. For proper support, all feet must be in full contact with surface. Beware of potential fall hazards as audio vibrations can cause the product to move. Do not position above seating or occupied areas.
- Keep the back side of the soundbar at least 0.4 in (1 cm) from any other surface. Blocking the port(s) affects sound quality.
- Make sure there is an AC (mains) power outlet nearby.
- Place the soundbar outside of and away from metal cabinets, other audio/video components, and direct heat sources.
- To avoid wireless interference, keep other wireless equipment at least 1 – 3 ft (0.3 – 0.9 m) away from the soundbar.
- To avoid wireless interference, some Wi-Fi access points may need to be placed up to 8 – 10 ft (2.4 – 3.0 m) away from the soundbar.
- Don't place any objects on top of the soundbar.
- If the soundbar is to be mounted to the wall, use the Bose Soundbar Wall Bracket (optional) and make sure the top of the soundbar is at least 4 in (10 cm) away from the TV (see page 11).



**CAUTION:** Do NOT place the soundbar on its front, back, or top when in use.

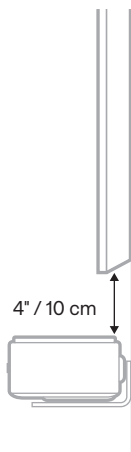


## WALL MOUNT THE SOUNDBAR

You can mount the soundbar on a wall. To purchase the Bose Soundbar Wall Bracket, contact your authorized Bose dealer.

Visit: [support.Bose.com/lu-soundbar](https://support.Bose.com/lu-soundbar)

**NOTE:** Make sure the top of the soundbar is at least 4 in (10 cm) away from the TV.



**CAUTION:** Do NOT use any other hardware to mount the soundbar.

### Adjust audio for wall mounting

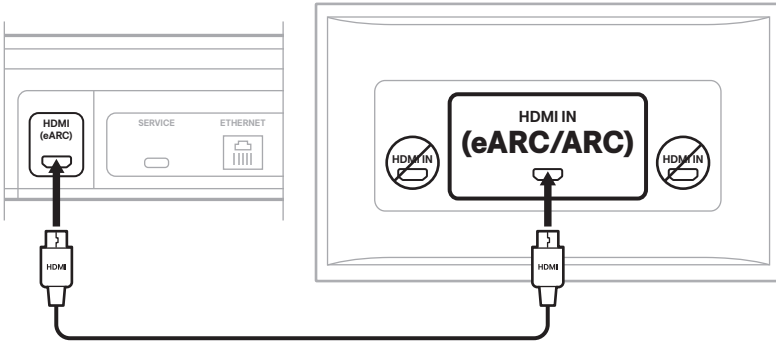
After you mount the soundbar, for the best sound quality Bose recommends running CustomTune sound calibration using the Bose app (see page 15). You can access this option from the Settings menu.

**NOTE:** If you remove the soundbar from the wall, Bose recommends running CustomTune again.

Connect the soundbar to the HDMI IN eARC or ARC port on your TV using the HDMI cable.

1. Connect the HDMI cable to the **HDMI (eARC)** port on the back of the soundbar.
2. Connect the other end of the cable to the **HDMI IN (eARC/ARC)** port on the back of your TV.

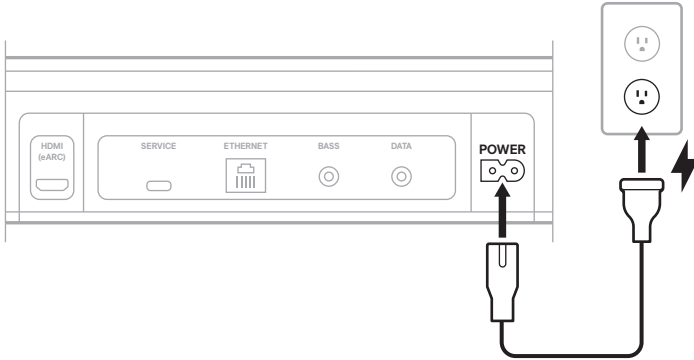
**NOTE:** Your TV port panel may not appear as shown. Make sure you use the port marked **HDMI IN eARC** or **HDMI IN ARC**.



**NOTE:** Bose recommends that you don't power on your TV until you have completed setting up the soundbar using the Bose app.

Connect the soundbar to an AC (mains) power outlet using the power cord.

1. Connect the power cord to the **POWER** port on the back of the soundbar.
2. Plug the other end of the power cord into an AC (mains) power outlet.



The soundbar powers on. The status light slowly pulses white, blue, green, red, yellow, purple, and amber (repeated) and you hear a tone. The soundbar is ready to connect to your Wi-Fi network.

**NOTE:** The status light slowly pulses white, blue, green, red, yellow, purple, and amber (repeated) and you hear a tone only during initial product setup. If you're reconnecting the soundbar to power, the status light slowly pulses white, then turns off. The soundbar is fully powered on.

3. Set up the soundbar using the Bose app (see page 14).

The Bose app lets you set up and control the soundbar from another mobile device connected to the same Wi-Fi network, such as a smartphone or tablet.

Using the app, you can build a home theater system, manage soundbar settings, and learn about any updates and new features made available by Bose.

**NOTE:** If you've already downloaded the Bose app for another Bose product, open the app then add the soundbar from the product list screen.

## DOWNLOAD THE BOSE APP

1. On your device, download the Bose app.



[setup.Bose.com/lu-soundbar](https://setup.Bose.com/lu-soundbar)



2. Follow the app instructions to add and set up the soundbar.

When you begin setup, the soundbar status light glows solid green. When the soundbar is connecting to your Wi-Fi network, the status light slowly pulses green.

**NOTE:** You can set up the soundbar with other Bose Lifestyle Collection products to build a home theater system (see page 29). If you're connecting multiple Bose Lifestyle Connection products at once, start with the soundbar for a more seamless setup.

After you set up the soundbar using the Bose app, Bose recommends running the optional CustomTune sound calibration for best sound quality. CustomTune sound calibration customizes the sound of the system to the acoustics of your listening area by taking audio measurements at multiple locations in the room.

During CustomTune sound calibration, the microphone on your mobile device measures the sound characteristics of your room to determine optimal sound quality.

**NOTE:** To run sound calibration, you need 10 minutes when the room is quiet.

## **RUN CUSTOMTUNE SOUND CALIBRATION**

If you later connect an optional subwoofer or speakers, move the soundbar, or move any furniture, Bose recommends running CustomTune sound calibration again to ensure optimal sound quality.

To run CustomTune sound calibration, use the Bose app. You can access this option from the Settings menu.

## POWER ON

When you plug the soundbar into an AC (mains) power outlet, the soundbar automatically powers on. The status light slowly pulses white and you hear a tone.

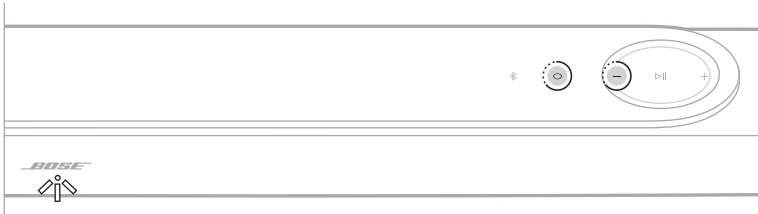
## NETWORK STANDBY

The soundbar transitions to a Network Standby state when audio has stopped and you have not pressed any buttons for 20 minutes.

**NOTE:** You can disable the standby timer using the Bose app. You can access this option from the Settings menu.

### Enter Network Standby (manually)

To put the soundbar into Network Standby manually, touch and hold the Action button  and Volume down button — for 5 seconds until the status light blinks white 2 times.



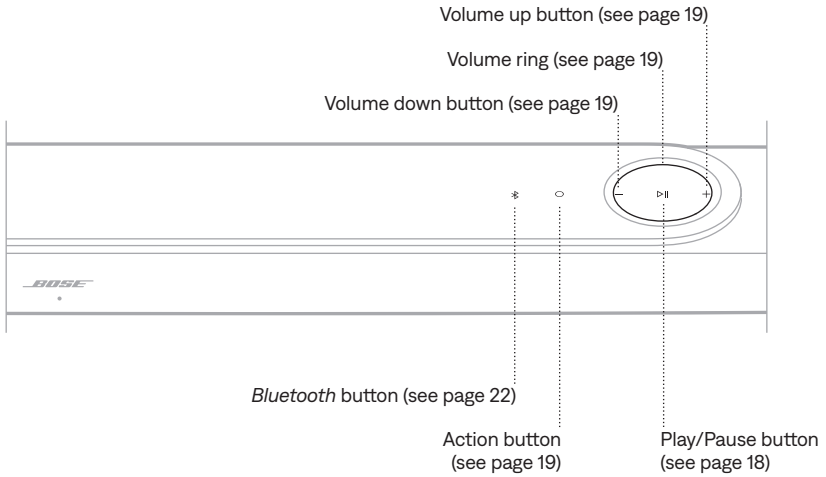
### Exit Network Standby

To wake the soundbar from Network Standby:

- Tap the *Bluetooth* button , Action button , or Play/Pause button .
- Play or resume audio using your device or using the Bose app (see page 14).
- Power on the TV using the TV remote.

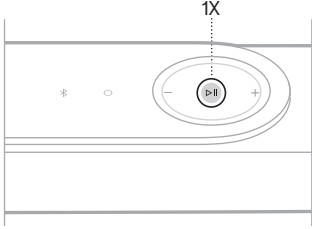
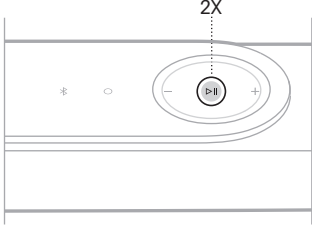
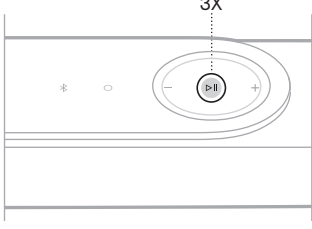


The soundbar controls are located on the top of the soundbar. They are used to control the soundbar, and manage Wi-Fi and *Bluetooth* connections.



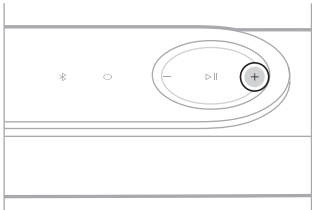
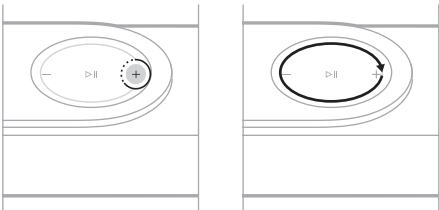
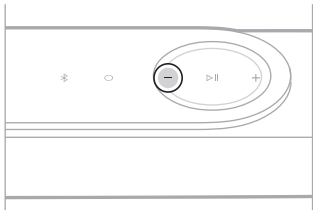
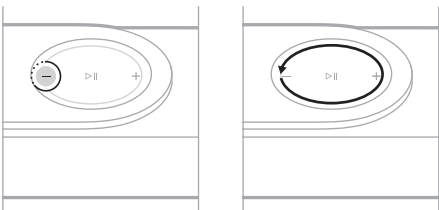
**TIP:** You can also control your soundbar using the Bose app (see page 14).

## MEDIA PLAYBACK

| FUNCTION             | WHAT TO DO                                                                                         |
|----------------------|----------------------------------------------------------------------------------------------------|
| <b>Play/Pause</b>    | Tap ▷  .          |
| <b>Skip forward</b>  | Double-tap ▷  .   |
| <b>Skip backward</b> | Triple-tap ▷  .  |

**NOTE:** You can't play/pause, skip forward, or skip backward on a TV source.

## VOLUME

| FUNCTION                           | WHAT TO DO                                                                                                                                          |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Volume up</b>                   | Tap +.                                                             |
| <b>Quickly increase the volume</b> | Touch and hold + or swipe clockwise on the volume ring.            |
| <b>Volume down</b>                 | Tap -.                                                            |
| <b>Quickly decrease the volume</b> | Touch and hold — or swipe counter-clockwise on the volume ring.  |

**NOTE:** When the volume has been fully increased or decreased, the status light blinks white 2 times and you hear a tone.

## ADJUST THE AUDIO

To adjust the bass, treble, center channel, and height channel use the Bose app (see page 14). You can access these options on the product control screen.

The soundbar is capable of playing AirPlay 2 audio, which allows you to quickly stream audio from your Apple device to the soundbar or multiple speakers.

**NOTES:**

- To use AirPlay 2, you need an Apple device running iOS 14.1 or later.
- Your Apple device and soundbar must be connected to the same Wi-Fi network.
- For more information about AirPlay, visit: <https://www.apple.com/airplay>

## **STREAM AUDIO FROM THE CONTROL CENTER**

1. On your Apple device, open the Control Center.
2. Tap and hold the audio card in the top-right corner of the screen, then tap the AirPlay icon .
3. Select your soundbar.

## **STREAM AUDIO FROM AN APP**

1. Open a music app (like Apple Music), and select a track to play.
2. Tap .
3. Select your soundbar.

## CONNECT A DEVICE

1. Tap the *Bluetooth* button ✕.

The status light slowly pulses blue and you hear a tone.



2. On your device, access *Bluetooth* settings.
3. Select the soundbar from the list of available products.

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



The soundbar appears in the list of connected products. The status light glows solid blue for 5 seconds (see page 24) and you hear a tone.

**NOTE:** Make sure *Bluetooth* connection is enabled on your device.

## DISCONNECT A DEVICE

Use the Bose app to disconnect your device.

**TIP:** You can also use *Bluetooth* settings on your device. Disabling the *Bluetooth* feature disconnects the soundbar and all other *Bluetooth*-connected products.

## RECONNECT A DEVICE

Tap the *Bluetooth* button ⌘.

The soundbar tries to connect with the most recently-connected device.

### NOTES:

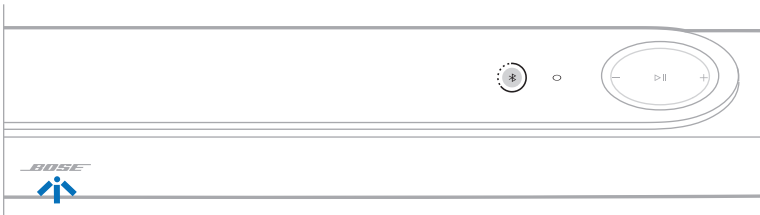
- Make sure *Bluetooth* is enabled on your device.
- The device must be within 30 ft (9 m) and powered on.

## CONNECT AN ADDITIONAL DEVICE

You can store up to eight devices in the soundbar device list.

### NOTES:

- Make sure *Bluetooth* connection is enabled on your device.
  - You can play audio from only one device at a time.
1. Touch and hold the *Bluetooth* button ⌘ for 5 seconds until the status light slowly pulses blue and you hear a tone.

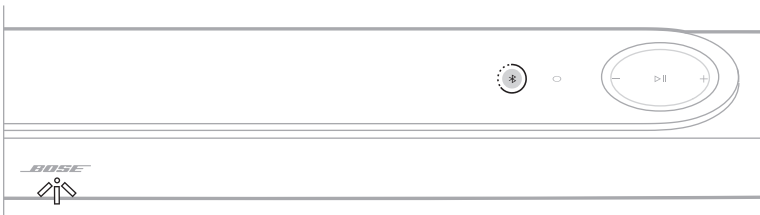


2. On your device, select the soundbar from the available products.

The soundbar appears in the list of connected products. The status light glows solid blue for 5 seconds (see page 24).

## CLEAR THE SOUNDBAR DEVICE LIST

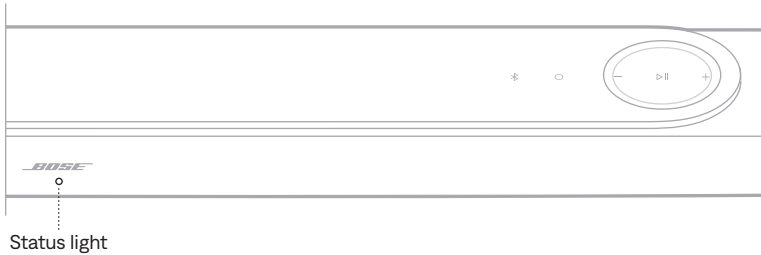
Touch and hold the *Bluetooth* button ⌘ for 10 seconds until the status light blinks white 2 times and you hear a tone.



All devices are cleared. The soundbar is ready to connect (see page 22).

The status light is located on the front of the soundbar and shows the soundbar status.

**NOTE:** When the soundbar successfully executes a command, the status light blinks white 2 times.



## POWER STATUS

Shows the power status of the soundbar.

| STATUS LIGHT ACTIVITY                                                       | SYSTEM STATE                                                                              |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Slowly pulses white, blue, green, red, yellow, purple, and amber (repeated) | Powering on and ready for setup<br><b>NOTE:</b> Occurs only during initial product setup. |
| Slowly pulses white                                                         | Powering on                                                                               |

## WI-FI STATUS

Shows the Wi-Fi connection status of the soundbar.

| STATUS LIGHT ACTIVITY | SYSTEM STATE                      |
|-----------------------|-----------------------------------|
| Solid green           | Ready to connect to Wi-Fi network |
| Slowly pulses green   | Connecting to Wi-Fi network       |



## BLUETOOTH STATUS

Shows the *Bluetooth* connection status of devices.

| STATUS LIGHT ACTIVITY  | SYSTEM STATE               |
|------------------------|----------------------------|
| Slowly pulses blue     | Ready to connect to device |
| Quickly blinks blue    | Connecting to device       |
| Solid blue (5 seconds) | Connected to device        |

## UPDATE AND ERROR STATUS

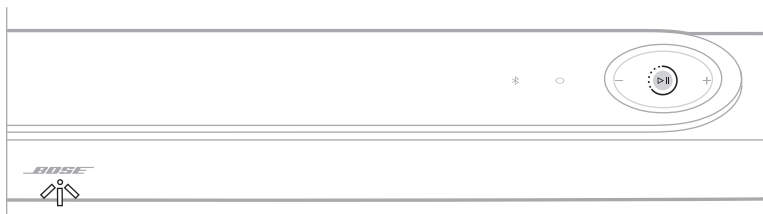
Shows the status of software updates and error alerts.

| STATUS LIGHT ACTIVITY                     | SYSTEM STATE                                         |
|-------------------------------------------|------------------------------------------------------|
| Quickly blinks white                      | Calibrating soundbar (CustomTune)                    |
| Slowly pulses white                       | Updating soundbar                                    |
| Pulses amber                              | Restoring soundbar                                   |
| Quickly blinks amber                      | Wi-Fi connection lost                                |
| Quickly blinks white and amber (repeated) | Request is temporarily unavailable - try again later |
| Slowly pulses amber                       | Source error                                         |
| Quickly blinks red                        | Error - contact Bose customer service                |

## SWITCH TO A WIRED SOURCE

You can quickly and easily switch from a Wi-Fi-connected or *Bluetooth*-connected source to a wired source when using the HDMI cable.

1. Touch and hold the Play/Pause button ▷|| for 2 seconds until the status light blinks white 2 times.



2. Play audio from your wired source.

**NOTE:** To switch back, touch and hold the Play/Pause button ▷|| for 2 seconds until the status light blinks white 2 times or stop audio on your wired source. Play audio from your Wi-Fi-connected or *Bluetooth*-connected source.

## CONNECT TO A DIFFERENT WI-FI NETWORK

Connect to a different network if your network name or password has changed, or if you want to change or add another network.

1. Touch and hold the *Bluetooth* button  and Volume down button  for 5 seconds until the status light blinks white 2 times.

The status light glows solid green. The soundbar is ready to connect to the new Wi-Fi network.



2. On your device, access Wi-Fi settings.
3. Select **Bose LS Ultra Soundbar**.

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

4. Open the Bose app and follow the app instructions.

**NOTE:** If the app doesn't prompt you for setup, go to the product list screen and add the soundbar.

## DISABLE/ENABLE WI-FI CAPABILITY

Touch and hold the *Bluetooth* button  and the Play/Pause button  for 5 seconds until the status light blinks white 2 times.



## ROKU TV READY

The Bose Lifestyle Ultra Soundbar is Roku TV Ready certified. Connect the soundbar to the **HDMI eARC/ARC** port on your Roku TV using the HDMI cable, then follow the on-screen setup instructions. Once completed, control the soundbar with your Roku TV remote and access the soundbar settings using the on-screen Roku TV settings menu.

### NOTES:

- The soundbar may require a software update to support Roku TV Ready. For more information, contact Bose customer service. Visit: [support.Bose.com/lu-soundbar](https://support.Bose.com/lu-soundbar)
- Roku TV Ready isn't available in all regions. For more information, visit: [go.roku.com/rocutvready](https://go.roku.com/rocutvready)

The Bose Lifestyle Collection products have seamless integration designed to work together to create one aspirational and personal experience.

Building a home theater system creates a surround sound experience and immerses you in your favorite movies and TV shows. Use the Bose app to build a Bose Lifestyle Collection home theater system (see page 14).

## BENEFITS

- **Audio quality:** Set the mood of the room or create a transformational experience with rich, powerful, and immersive sound.
- **Simplicity:** Access audio that easily integrates with your home decor.
- **Flexibility:** Take control with the flexibility to play what you want, how you want it, immediately.

## COMPATIBLE PRODUCTS

You can build a Bose Lifestyle Collection home theater system using the following products:

- Bose Lifestyle Ultra Soundbar: [support.bose.com/lu-soundbar](https://support.bose.com/lu-soundbar)
- Bose Lifestyle Ultra Speakers: [support.bose.com/lu-speaker](https://support.bose.com/lu-speaker)
- Bose Lifestyle Ultra Subwoofer: [support.bose.com/lu-subwoofer](https://support.bose.com/lu-subwoofer)

### NOTES:

- All products must be in the Bose app and connected to the same Wi-Fi network.
- You can control the media playback and volume on the home theater system using the product controls, the Bose app, or your music service.
- When using a Bose Lifestyle Ultra Speaker as part of a home theater system, you must have two speakers to create a left and right pair.
- For more information about other Bose Lifestyle Collection products, refer to the product owner's guide for that product.

## UPDATE THE SOUNDBAR

After you complete the setup process in the Bose app and connect the soundbar to your Wi-Fi network, the soundbar updates automatically.

To initiate an update manually, touch and hold the Action button  and Play/Pause button  for 5 seconds until the status light blinks white 2 times.



If an update is available, the software begins updating and the status light slowly pulses white. When the update is complete, the soundbar reboots.

## CLEAN THE SOUNDBAR

Wipe the outside surfaces of the soundbar with a soft, dry cloth.

**NOTE:** The soundbar controls could be inadvertently activated during the cleaning procedure.

### CAUTIONS:

- Do NOT allow liquids to spill onto the soundbar or into any openings.
- Do NOT blow air into the up-firing speakers or soundbar.
- Do NOT use a vacuum to clean the up-firing speakers.
- Do NOT use any sprays near the up-firing speakers or soundbar.
- Do NOT use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.
- Do NOT allow objects to drop into any openings.

## REPLACEMENT PARTS AND ACCESSORIES

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

Visit: [support.Bose.com/lu-soundbar](https://support.Bose.com/lu-soundbar)

## LIMITED WARRANTY

The soundbar is covered by a limited warranty. Visit our website at [worldwide.Bose.com/Warranty](https://worldwide.Bose.com/Warranty) for details of the limited warranty.

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

## TRY THESE SOLUTIONS FIRST

If you experience problems with the soundbar, make sure:

- The soundbar is plugged firmly into a live AC (mains) power outlet (see page 13).
- All cables are secure.
- The soundbar is connected to your TV's HDMI eARC/ARC port (see page 12).

If you experience problems connecting to your Wi-Fi network or *Bluetooth* device, see the table below to identify common solutions.

| SYMPTOM                                               | SOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Soundbar doesn't connect to Wi-Fi network</b>      | <p>Make sure the soundbar and your device are connected to the same Wi-Fi network.</p> <p>If connecting to a different Wi-Fi network and the Bose app doesn't prompt you for setup, go to the product list screen and add the soundbar.</p> <p>In the Bose app, select the correct Wi-Fi network name, and enter the network password (case-sensitive).</p> <p>If your network information has changed, connect to the different network (see page 27).</p> <p>Restart your device and router.</p> <p>Close other open applications on your device.</p> <p>Reset the soundbar (see page 33).</p> |
| <b>Soundbar doesn't connect with Bluetooth device</b> | <p>On your device, turn the <i>Bluetooth</i> feature off and then on.</p> <p>Delete the soundbar from the <i>Bluetooth</i> list.</p> <p>Connect again (see page 22).</p> <p>Clear the soundbar device list (see page 23).</p> <p>Connect again (see page 22).</p> <p>Connect a different device (see page 23).</p> <p>Make sure you're using a compatible <i>Bluetooth</i> device.</p> <p>Visit: <a href="https://support.Bose.com/lu-soundbar-bt">support.Bose.com/lu-soundbar-bt</a></p>                                                                                                       |

## OTHER SOLUTIONS

If you could not resolve your issue, you can also access troubleshooting in the Bose app and articles, videos, and other resources at: [support.Bose.com/lu-soundbar](https://support.Bose.com/lu-soundbar)

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

Visit: [worldwide.Bose.com/contact](https://worldwide.Bose.com/contact)



## RESET THE SOUNDBAR

If the soundbar is unresponsive, you can reset it.

**NOTE:** Resetting the soundbar resets the product controls. It doesn't clear any device settings.

Unplug the soundbar from the AC (mains) power outlet, wait 30 seconds, and plug the soundbar back into the outlet (see page 13).

The reset is complete. The soundbar powers on, and the status light slowly pulses white.

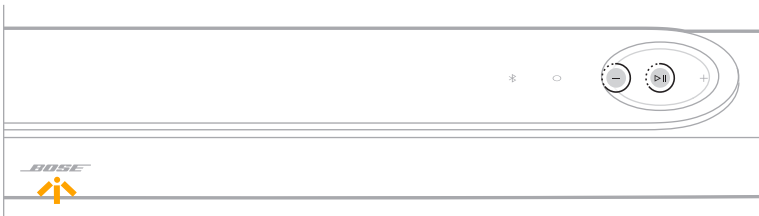
## RESTORE THE SOUNDBAR TO FACTORY SETTINGS

Restoring the factory settings clears all source, audio, network, and CustomTune sound calibration settings from the soundbar and returns it to its default settings.

**NOTE:** Restoring the soundbar disconnects any Bose Lifestyle Collection products wirelessly connected to the soundbar.

1. In the Bose app, remove the soundbar from your Bose account.
2. Touch and hold the Play/Pause button  and the Volume down button — for 10 seconds until the status light pulses amber.

**NOTE:** The status light first glows solid white, then pulses amber.



The restore is complete. The soundbar reboots and is ready to connect.

3. Set up the soundbar using the Bose app (see page 14).



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