**BOSE**

# QUIETCOMFORT EARBUDS II

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

$C\epsilon$ 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

**UK CA** 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

Clean only with a dry cloth.

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 earbuds away from children and pets. The earbuds contain a lithium-ion battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the earbuds in the charging case with the charging lid closed, and keep out of the reach of children and pets.

- Do NOT allow small children to use the earbuds.

- Do NOT use the earbuds at a high volume for any extended period.

  – To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.

  – Turn the volume down on your device before placing the earbuds in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.

- Use caution and follow applicable laws regarding mobile phone and headphone use if using the earbuds for phone calls while driving. Some jurisdictions impose specific limitations, such as single earpiece configuration, on the use of such products while driving. DON'T use the earbuds for any other purpose while driving.

- Do NOT use the earbuds with noise canceling mode at any time the inability to hear surrounding sounds may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc., and follow applicable laws regarding headphone use.

  – Turn the earbuds off, or use the earbuds with noise canceling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.

  – Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the earbuds, even with Aware mode.

- Your product may occasionally produce a short chirp sound in connection with the functioning of your noise cancellation. However, in the event of any unusual loud noise, turn the earbuds off and contact Bose customer service.

- Do NOT submerge or expose the earbuds for extended period to water, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc.

- Remove earbuds immediately if you experience a warming sensation or loss of audio.

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

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

- 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.

- 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.

- Do NOT use the earbuds without the supplied eartips attached.

- 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.

- 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 is not a permanent condition, and resistance might decrease as a result of normal wear.

- To avoid hazardous radiation exposure from the internal laser component, use the product only as specified in the instructions. The earbuds should not be adjusted or repaired by anyone except properly qualified service personnel.

- Do not place or install near any heat sources, such as fireplaces, radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.

- Complies with 21 CFR 1040.10 and 1040.11 except for conformance with IEC 60825-1 Ed. 3 as described in Laser Notice 56, date May 8, 2019.

CLASS 1 LASER PRODUCT
KLASSE 1 LASER PRODUCT
LUOKAN 1 LASER LAITE
KLASS 1 LASER APPARAT

These earbuds are classified as a CLASS 1 LASER PRODUCT according to EN / IEC 60825-1:2014.

**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: A94911L / FCC ID: A94911R

KCC: R-R-Bos-911L / KCC: R-R-Bos-911R

IC: 3232A-911L / IC: 3232A-911R

Case Model: 435911

Right Earbud Model: 911R

Left Earbud Model: 911L

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

020-220121 (L)
020-220120 (R)

**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   | 0.303                 | 0.126                  |
| Right  | 0.24                  | 0.101                  |

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.

**China Restriction of Hazardous Substances Table**

| 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.

**Taiwan Restriction of Hazardous Substances Table**

| Equipment name: Charging Case, Type designation: 435911 | | | | | | |
|---|---|---|---|---|---|---|
| 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 | - | ○ | ○ | ○ | ○ | ○ |
| Metal Parts | - | ○ | ○ | ○ | ○ | ○ |
| Plastic Parts | ○ | ○ | ○ | ○ | ○ | ○ |
| Speakers | - | ○ | ○ | ○ | ○ | ○ |
| Cables | - | ○ | ○ | ○ | ○ | ○ |

**Note 1:** "○" 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; "2" is 2012 or 2022.

**Location of Manufacture**: The seventh digit in the serial number indicates the location of manufacture.

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

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

**Mexico Importer**: 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

**Taiwan Importer**: Bose Limited Taiwan Branch (H.K.), 9F., No.10, Sec. 3, Minsheng E. Road, Zhongshan Dist. Taipei City 10480, Taiwan Phone Number: +886-2-2514 7676

**UK Importer**: Bose Limited, Bose House, Quayside Chatham Maritime, Chatham, Kent, ME4 4QZ, United Kingdom

**Input Rating**: 5V ⎓ 1.2A

**Output Voltage**: 5VDC

**Output Current**: 0.16A x 2

**Output Capacity**: 680mAh

**IPXX Rating**: IPX4 (for the earbuds)

The CMIIT ID is located on the carton.

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### Please complete and retain for your records

The earbud date code is located on the earbud under the band. The charging case serial number is located in the charging case well between the earbuds. The model numbers are located in the charging case lid.

Serial number: _____

Model number: 435911

Please keep your receipt with your owner's guide. Now is a good time to register your Bose product. You can easily do this by going to worldwide.Bose.com/ProductRegistration

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### Security Information

⚠ This product is capable of receiving automatic security updates from Bose. To receive automatic security updates, you must complete the product setup process in the Bose Music app and connect the product to the Internet. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available.**

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Package: Mbed TLS 2.16.1

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END OF TERMS AND CONDITIONS

## *BLUETOOTH* CONNECTIONS

## CARE AND MAINTENANCE
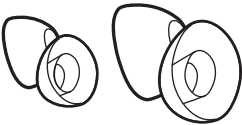
## TROUBLESHOOTING

## CONTENTS

Confirm that the following parts are included:
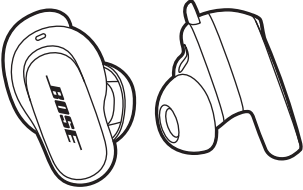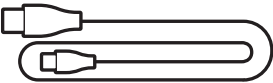


Bose QuietComfort Earbuds II



Charging case



Eartips (sizes small and large)

**NOTE:** Medium eartips are attached to the earbuds. For help identifying the eartip sizes, see page 19.



Stability bands (sizes 2 and 3)

**NOTE:** Size 1 bands are attached to the earbuds. For help identifying the band sizes, see page 19.



USB Type-C® to USB-A cable

**NOTE:** If any part of the product is damaged, don't use it. Contact your authorized Bose dealer or Bose customer service.

Visit: support.Bose.com/QCEii

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

Using the app, you can verify the earbud fit, manage *Bluetooth* connections, manage earbud settings, adjust the audio, choose your voice prompt language, and get updates and new features.

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

## DOWNLOAD THE BOSE MUSIC APP

1.  On your mobile device, download the Bose Music app.

    **NOTE:** If you're located in Mainland China, download the Bose音乐 app.

**BOSE MUSIC**

Download on the **App Store**　　GET IT ON **Google Play**
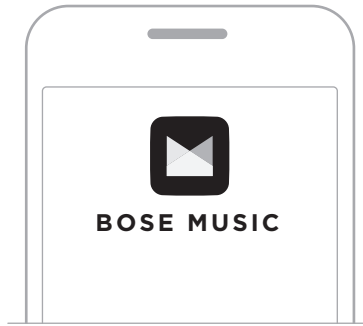
2.  Follow the app instructions.

## ADD THE EARBUDS TO AN EXISTING ACCOUNT

To add your Bose QuietComfort Earbuds II, open the Bose Music app and add your earbuds.

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.

**CAUTIONS:**

• Do NOT swim or shower with the earbuds.

• Do NOT submerge the earbuds.
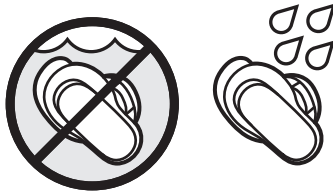
**NOTES:**

• To prevent corrosion, regularly clean the charging contacts on the earbuds with a dry, soft cotton swab or equivalent.

• IPX4 isn't a permanent condition, and resistance might decrease as a result of normal wear.

## INSERT THE EARBUDS

1. Insert the earbud so the eartip gently rests at the opening of your ear canal.

   **NOTE:** Each earbud is marked with either an **R** (right) or **L** (left).



R/L marking
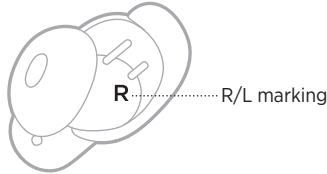
2. Slightly rotate the earbud back until the eartip creates a comfortable seal at your ear canal and the stability band rests against your ear ridge.

   **NOTE:** You may need to rotate the earbud back and forth for the eartip to create a comfortable seal. However, rotating it too far back or forward may impact audio and microphone sound quality.



Stability band

Ear ridge

**Insert**     **Rotate**
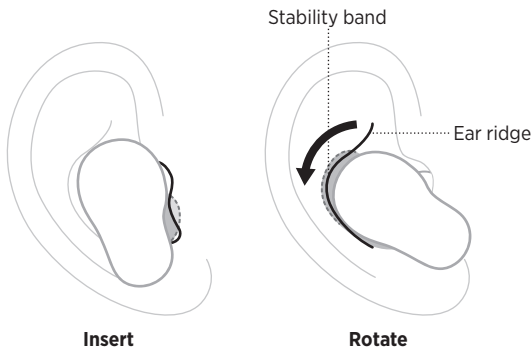
3. Check the fit (see page 17).

4. Repeat steps 1 – 3 to insert the other earbud.

   When you insert the earbuds, the audio is personalized to your ears for the best audio performance and noise cancellation.
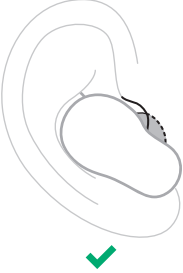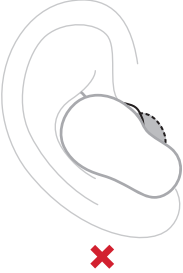
   **NOTE:** If you're sharing the earbuds, place them in the charging case to clear the audio personalization between each user.

## CHECK YOUR FIT

For the best fit, audio performance, and noise cancellation, use a mirror to make sure you're using the correct size eartips and stability bands. You may need to try a different size eartip or stability band for each ear.

**TIP:** You can also check your fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu.

### Eartips

| FIT | WHAT TO CHECK |
|---|---|
| Proper fit | The eartip gently rests at the opening of your ear canal to create a comfortable seal. Background noise should sound muffled. <br><br> **NOTE:** Noise cancellation may impact the ability to hear muffled noise. |
| Too much pressure | The eartip feels uncomfortable and squished in your ear canal. |
| Too loose | The eartip rests too deep in your ear canal, feels loose in your ear, or falls out when you move your head. |

## Stability bands

| FIT | WHAT TO CHECK | |
|---|---|---|
| **Proper fit** |  | The band doesn't stick out or feel squished against your ear ridge. |
| **Too big** |  | The band is sticking out or feels squished under your ear ridge. |
| **Too small** |  | The band doesn't reach your ear ridge. |

## TRY ANOTHER SIZE

Wear the earbuds for an extended period of time. If the earbuds don't feel comfortable or secure, or noise cancellation or sound quality isn't as expected, try another size eartip or stability band.

You may need to try all three eartip or band sizes or use a different size eartip or band for each ear.

### Eartips

The eartips come in small, medium, and large.
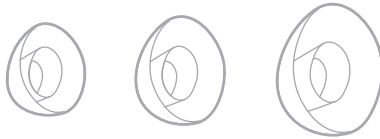
Medium eartips come attached to the earbuds. If they feel too small, try large eartips. If they feel too big, try small eartips.
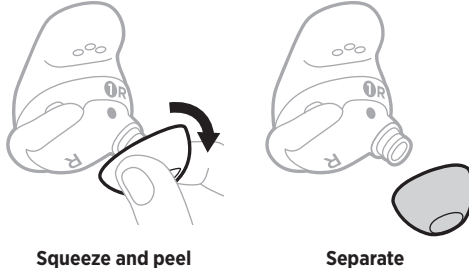
### Stability bands

The stability bands are marked with size **1** (small), **2** (medium), or **3** (large) and an **R** (right) or **L** (left).

Size 1 bands come attached to the earbuds. If they feel too small, try size 2 bands.
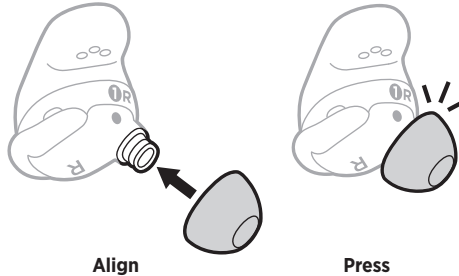
## CHANGE THE EARTIPS

1.  Holding the earbud, gently squeeze the eartip and peel it away from the earbud.



**Squeeze and peel**          **Separate**

**CAUTION:** To prevent tearing, do NOT pull on the edge of the eartip.

2.  Choose a new eartip size (see page 19).

3.  Align the eartip with the earbud nozzle and press the eartip onto the nozzle until you feel it snap securely into place and hear it click.



**Align**          **Press**

4.  Repeat steps 1 – 3 for the other earbud, as needed.

**NOTE:** You may need to use a different size eartip for each ear.

5.  Insert the earbuds (see page 16).

6.  Check the fit (see page 17).

**NOTES:**

- If you change the eartip, you may need to change the stability band so the band rests comfortably against your ear ridge (see page 21).

- To see how-to videos about changing the eartips, visit: support.Bose.com/QCEii

- If you need additional eartip sizes, contact Bose customer service or visit: support.Bose.com/QCEii

## CHANGE THE STABILITY BANDS

1.  Holding the earbud, gently grab the stability band scoop and peel the band toward you, over the eartip, and away from the earbud.

Stability band scoop

**Stretch**          **Peel**          **Separate**
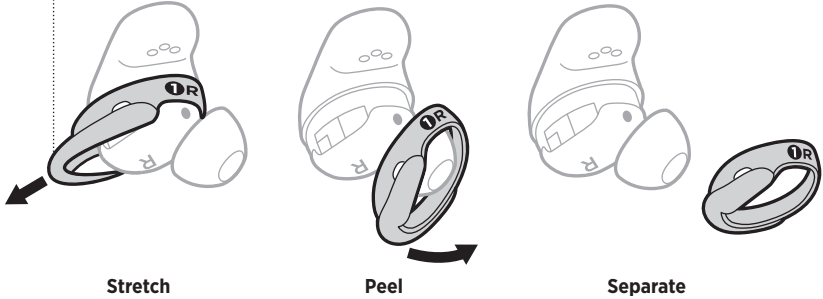
> **CAUTION:** To prevent tearing, do NOT pull on the thin part of the band.

2.  Choose a new band size (see page 19).

3.  With the band markings facing you and the band scoop facing away from you, align the dot on the band with the gray dot on the bottom of the earbud.

4.  Gently stretch the band over the eartip, making sure the dots align and the microphone hole on the band is over the microphone on the earbud so the microphone isn't blocked.

5.  Press down until the band fits securely into place.

Stability band dot

Microphone

Earbud dot

Microphone hole

**Align**          **Stretch**          **Press**
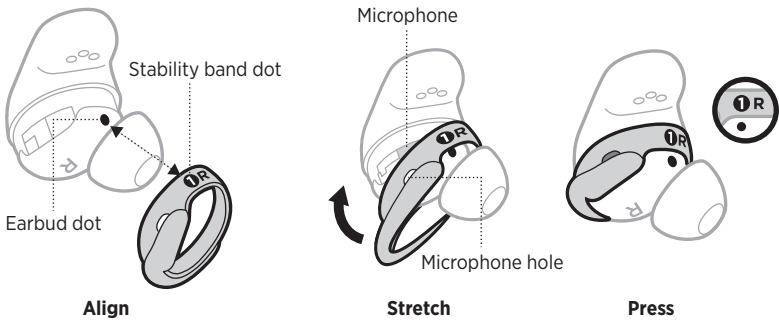
6.  Repeat steps 1 – 5 for the other earbud, as needed.

    **NOTE:**  You may need to use a different size band for each ear.

7.  Insert the earbuds (see page 16).

8.  Check the fit (see page 17).

**NOTES:**

• To see how-to videos about changing the bands, visit: support.Bose.com/QCEii

• If you need additional stability band sizes, contact Bose customer service or visit: support.Bose.com/QCEii

## POWER ON

Open the charging case.

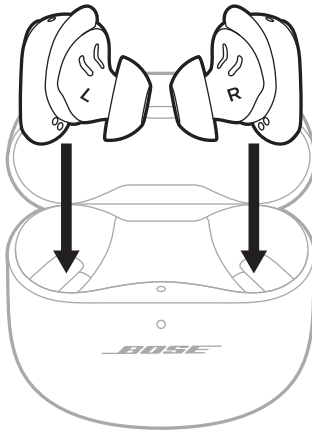The earbuds power on. The earbuds status light blinks white and then glows according to the charging status (see page 36). The charging case status light glows according to the battery level (see page 37).

Earbuds status light

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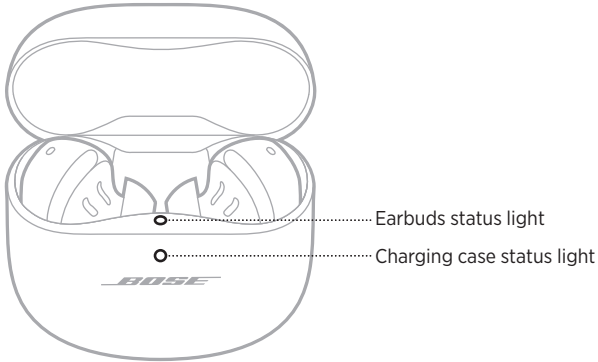
**NOTE:** When you remove the earbuds from the charging case, close the case to help preserve the battery life and keep the case free of debris.

## POWER OFF

1. Place both earbuds in the charging case.



2. Close the case.

    The earbuds power off. The charging case status light glows according to the battery level (see page 37).
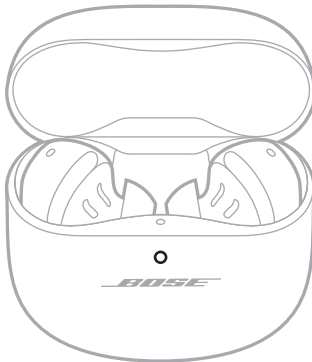


**NOTE:** The earbuds disconnect from your device when they are placed in the case.

## STANDBY

Standby conserves the earbud battery when an earbud is out of the case and not in use. The earbud switches to Standby when you remove the earbud from your ear for 10 minutes.

To wake the earbud, insert the earbud in your ear.

Use touch control by tapping or swiping the touch surface of either earbud. With touch control, you can play/pause audio, change the volume, perform basic call functions, adjust noise cancellation, and use a Shortcut (see page 28).
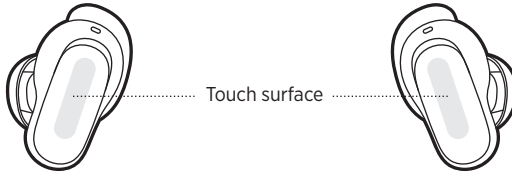
## TOUCH SURFACE AREA

The touch surface is located on the outer surface of both earbuds. It controls media playback, volume, phone calls, noise cancellation, and your Shortcut.

Touch surface

## MEDIA PLAYBACK AND VOLUME

| CONTROL | WHAT TO DO | |
|---|---|---|
| Play/Pause | Tap an earbud. | |
| Increase the volume | Swipe up on an earbud. | |
| Decrease the volume | Swipe down on an earbud. | |

| CONTROL | WHAT TO DO | |
|---|---|---|
| **Skip to the next track** | Double-tap an earbud. | (( 2x )) (( 2x )) |
| **Skip to the previous track** | Triple-tap an earbud. | (( 3x )) (( 3x )) |

## PHONE CALLS

| CONTROL | WHAT TO DO | |
|---|---|---|
| **Answer a call** | Tap an earbud. | (( 1x )) (( 1x )) |
| **End/Decline a call** | Double-tap an earbud. | (( 2x )) (( 2x )) |
| **Answer a second incoming call and put the current call on hold** | Tap an earbud. | (( 1x )) (( 1x )) |

| CONTROL | WHAT TO DO | |
|---|---|---|
| **Decline a second incoming call and stay on current call** | Double-tap an earbud. | (( 2x )) ((2x)) |

## Call notifications

A voice prompt announces incoming callers and call status.

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

# NOISE CANCELLATION

For information about changing the noise cancelling mode, see page 31.

# MOBILE DEVICE VOICE CONTROL

You can set a Shortcut to access your mobile device voice control using the earbuds. The microphone on the earbuds acts as an extension of the microphone on your mobile device.

**NOTE:** To access mobile device voice control using the earbuds, it must be set as a Shortcut (see page 28).

| CONTROL | WHAT TO DO | |
|---|---|---|
| **Access mobile device voice control** | Touch and hold an earbud until you hear a tone. Release, then say your request. | |
| **Stop mobile device voice control** | Tap an earbud. | (( 1x )) ((1x)) |

# SHORTCUT

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

- Cycle through noise cancelling modes
- Use your mobile device voice control

**NOTE:** By default, cycling through noise cancelling modes is enabled on both earbuds.

## Use your Shortcut

To use your Shortcut, touch and hold an earbud.



## Change or disable your Shortcut

To change or disable a Shortcut or to assign a different Shortcut to each earbud, use the Bose Music app. You can access this option from the Settings menu.

**NOTE:** If you assign a different Shortcut to each earbud, you must touch and hold the appropriate earbud. If you remove an earbud, you can only use the Shortcut assigned to the earbud in your ear.

In-Ear Detection uses sensors to identify when you're wearing both earbuds or just a single earbud.

You can automatically play/pause audio, answer phone calls (if enabled), and adjust noise cancellation by inserting or removing an earbud.

**NOTE:** To manage In-Ear Detection features, use the Bose Music app. You can access this option from the Settings menu.

## AUTO PLAY/PAUSE

When you remove an earbud, audio pauses on both earbuds.

To resume audio, reinsert the earbud.

**NOTE:** If you want to use a single earbud, you can tap the earbud in your ear to resume audio.

## AUTO ANSWER CALL

You can answer phone calls by inserting an earbud.

**NOTE:** To enable this feature, use the Bose Music app. You can access this option from the Settings menu.

## AUTO TRANSPARENCY

When you remove an earbud, the noise cancelling mode adjusts to Aware Mode on the earbud in your other ear (see page 30).

When you reinsert the earbud, the earbud in your ear adjusts to the previous noise cancelling level.

**NOTE:** If you want to use a single earbud, you can use your Shortcut to cycle through the noise cancelling modes and choose the appropriate mode.

Noise cancelling reduces unwanted noise, providing a clearer and more lifelike audio performance. You can choose between two pre-configured noise cancelling modes, Quiet and Aware, or create up to two of your own custom modes.

Quiet Mode allows you to block out distractions using the highest level of noise cancellation.

Aware Mode provides full transparency and allows you to hear your surroundings while enjoying your audio.

Aware Mode also includes ActiveSense™ technology to reduce sudden or loud noises.

Choose your noise cancelling mode based on your listening preferences and environment.

## NOISE CANCELLING MODES

| MODE | DESCRIPTION |
| --- | --- |
| **Quiet** | World-class noise cancellation with Bose-optimized audio. |
| **Aware** | Hear your surroundings while enjoying your audio. |
| **Custom** | Custom noise cancellation (between full noise cancellation and full transparency) based on your listening preferences and environment.<br>**NOTE:** You can create up to two custom modes. To create a custom mode, use the Bose Music app. You can access this option from the main screen. |

**NOTE:** By default, the earbuds power on in Quiet Mode. To set the earbuds to power on with the last mode used, use the Bose Music app. To access this option, tap Modes on the main screen.

### Aware Mode with ActiveSense™

The dynamic noise cancellation of Aware Mode with ActiveSense™ technology allows you to hear your surroundings while reducing unwanted noise.

Aware Mode with ActiveSense™ allows the earbuds to automatically turn on noise cancellation when sudden or loud noises occur near you, so you can maintain awareness without intermittent noise interrupting your audio. Once the noise stops, noise cancellation automatically turns off again.

**NOTE:** To disable ActiveSense™, use the Bose Music app. To access this option, tap Modes on the main screen, then tap Aware.

## CHANGE NOISE CANCELLING MODE

To cycle through the noise cancelling modes, touch and hold an earbud.

A voice prompt announces the selected noise cancelling mode.



**NOTE:**  To change the noise cancelling mode using the earbuds, it must be set as a Shortcut (see page 28).

**TIP:**  You can also change the noise cancelling mode using the Bose Music app. You can access this option from the main screen.

## NOISE CANCELLATION WHILE ON A CALL

When you receive a call, the earbuds remain in the current noise cancelling mode and Self Voice is activated. Self Voice helps you hear yourself speak more naturally.

To adjust the noise cancelling mode while on a call, touch and hold an earbud.

**NOTES:**

- Auto Transparency is disabled while on a call (see page 29).

- To adjust Self Voice, use the Bose Music app. You can access this option from the Settings menu.

## USE NOISE CANCELLATION ONLY

You can use noise cancellation only, without audio or interruptions from phone calls.

1. Do one of the following:

    - If you're wearing the earbuds, disconnect your mobile device (see page 39).

    - If the earbuds are in the charging case, turn the *Bluetooth* feature off on your mobile device and then remove the earbuds from the case.

2. Touch and hold an earbud to change the noise cancelling mode (see "Change noise cancelling mode").

**NOTE:**  To reconnect your mobile device, select the earbuds from the *Bluetooth* list on your device.

## CHARGE THE EARBUDS

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



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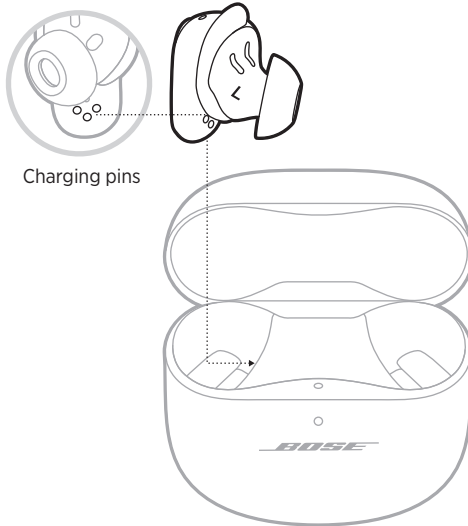
> **NOTE:** Before charging, make sure the earbuds are at room temperature, between 46° F (8° C) and 102° F (39° C).

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

   The earbuds status light blinks white and then glows according to the charging status (see page 36).
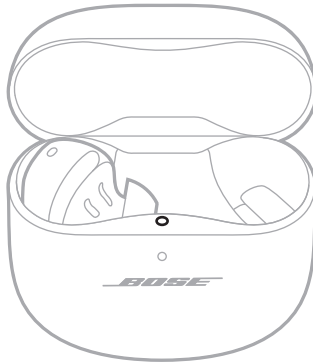


3. Repeat steps 1 – 2 for the right earbud.

**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.
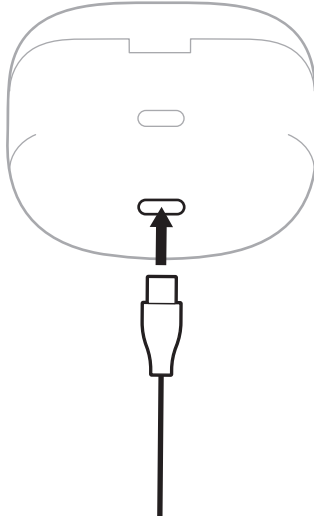


2.  Connect the other end to a USB-A wall charger (not provided) or computer.

    The charging case status light glows solid amber (see page 37).

    **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

- When you remove the earbuds from the charging case and insert them into your ears, a voice prompt announces the earbud battery level.

- Use the Bose Music app. The earbud battery level is displayed on the main 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, please charge now."

## While charging the earbuds

When you place the earbuds into the charging case, the earbuds status light blinks white and then glows according to the charging status (see page 36).
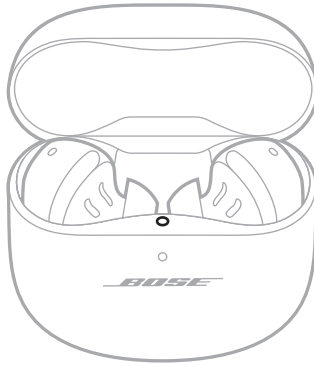


**NOTE:** If one earbud has a lower battery level than the other, the earbuds status light reflects the lower battery level.

## CHECK THE CHARGING CASE BATTERY LEVEL

Open the charging case.

The charging case status light glows according to the battery level (see page 37).
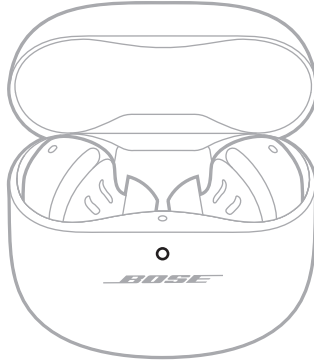
## CHARGING TIME

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

**NOTES:**

- When the earbud battery level is low, a 20-minute charge with the case closed powers the earbuds for up to 2 hours.
- A full charge powers the earbuds for up to 6 hours. Battery life varies depending on usage.
- When the case is fully charged, you can fully charge the earbuds up to 3 times.
- When the earbuds are inside of the case, the case charging time varies.

## EARBUDS STATUS LIGHT

The earbuds status light is located on the inside surface of the charging case.

Earbuds status light
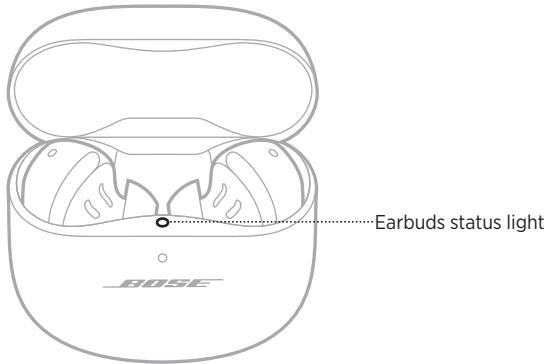
### *Bluetooth* status

Shows the *Bluetooth* connection status to mobile devices.

| LIGHT ACTIVITY | SYSTEM STATE |
|---|---|
| Slowly blinks blue | Ready to connect |
| 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 |
|---|---|
| Blinks white, then glows solid white (5 seconds) | Fully charged |
| Blinks white, then glows solid amber (5 seconds) | Charging |
| Blinks white 2 times, slowly blinks blue, and turns off | Reboot complete |
| Blinks white 3 times (repeated) | Updating software |
| 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.

Charging case status light ·······································○
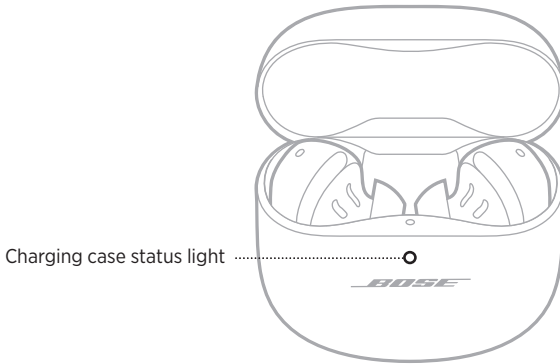
### Battery, update, and error status

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%) |
| **Solid amber** | Charging |
| **Blinks white 3 times (repeated)** | Updating software |
| **Blinks amber and white** | Error – contact Bose customer service |

You can manage *Bluetooth* connections using the Bose Music app or the *Bluetooth* menu on your mobile device.

## CONNECT USING THE BOSE MUSIC APP

To connect the earbuds and manage *Bluetooth* settings using the Bose Music app, see page 14.

## CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

You can store up to six devices in the earbud device list. You can connect and play audio from only one device at a time.

**NOTE:** For the best experience, use the Bose Music app to set up and connect your mobile device (see page 14).

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 earbuds status light slowly blinks blue.

   **NOTE:** Make sure both earbuds are in the case and the case is open.
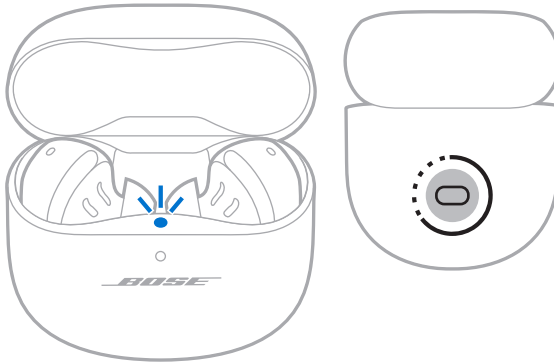
2.  On your device, enable the *Bluetooth* feature.

    **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 Music app. If you didn't name your earbuds, the default name appears.

```
BLUETOOTH                    ▮▯

BOSE QCII EARBUDS
```

The earbuds name appears in the mobile device list. The earbuds status light glows solid blue (see page 36).

## DISCONNECT A MOBILE DEVICE

Place the earbuds in the charging case.

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

## RECONNECT A MOBILE DEVICE

When the earbuds are removed from the case, they try to connect with the most recently-connected device.

To connect to a different previously-connected device, use the device's *Bluetooth* settings to connect to the earbuds.

**NOTES:**

• The device must be within range (30 ft or 9 m) and powered on.

• Make sure the *Bluetooth* feature is enabled on your mobile device.

## CLEAR THE EARBUDS 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 earbuds status light blinks white 2 times and then slowly blinks blue.

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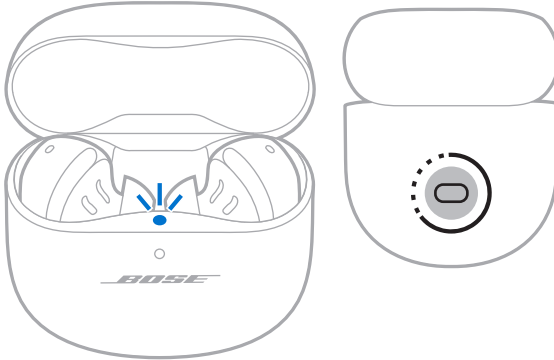


2.  Delete the earbuds from the *Bluetooth* list on your device.

    All devices are cleared, and the earbuds are ready to connect (see page 14).

## 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 |
| --- | --- |
| **Eartips and stability bands** | Remove the eartips and bands from the earbuds and wash them with a mild detergent and water.<br><br>**NOTE:** Make sure you thoroughly rinse and dry the eartips and bands before re-attaching them to the earbuds. |
| **Earbud nozzles** | Wipe only with a dry, soft cotton swab or equivalent.<br><br>**CAUTION:** Never insert any cleaning tool into the nozzle. |
| **Charging contacts (on earbuds)** | To prevent corrosion, wipe with a dry, soft cotton swab or equivalent. |
| **Charging case** | Wipe only with a dry, soft cotton swab or equivalent. |

## REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/QCEii

## 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 Music app and an update is available. Follow the app instructions.

## UPDATE THE CHARGING CASE

Update the charging case 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 stability band from the earbud (see page 21).

The date code is located on the earbud in the wide area near the microphone.



Date code
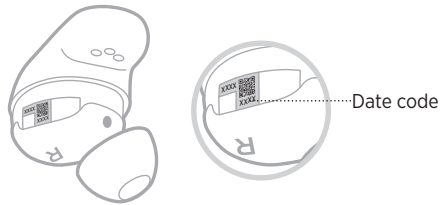
## VIEW THE CHARGING CASE SERIAL NUMBER

Remove the earbuds from the charging case.

The charging case serial number is located below the earbuds status light inside the earbud well.
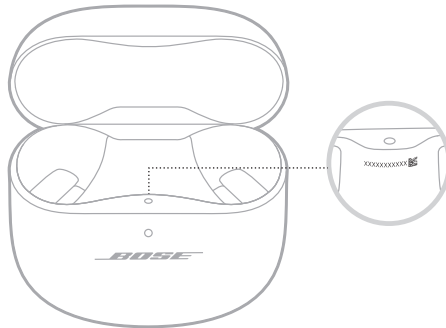
## TRY THESE SOLUTIONS FIRST

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

- Charge the earbuds and the charging case (see page 32).

- Power on the earbuds (see page 23).

- Check the earbuds status light (see page 36) and charging case status light (see page 37).

- Make sure your mobile device supports *Bluetooth* connections (see page 38).

- Download the Bose Music app and run available software updates (see page 14).

- Move your mobile device closer to the earbuds (30 ft or 9 m) and away from any interference or obstructions.

- Increase the volume on the earbuds, your mobile device, and the music app.

- Connect another mobile device (see page 14).

## OTHER SOLUTIONS

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

Visit: worldwide.Bose.com/contact

| SYMPTOM | SOLUTION |
|---|---|
| **Earbuds don't power on** | Make sure the earbuds aren't in Standby mode. To wake the earbuds, insert the earbuds in your ears. |
| | Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). |
| | If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature. |

| SYMPTOM | SOLUTION |
|---------|----------|
| **Earbuds don't connect with mobile device** | On your device:<br><br>• Turn the *Bluetooth* feature off and then on.<br><br>• Delete the earbuds from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 14).<br><br>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). Connect again (see page 14).<br><br>Make sure both earbuds are in the charging case securely (see page 32).<br><br>Clear the earbud device list (see page 40). Connect again (see page 14).<br><br>Visit: support.Bose.com/QCEii to see how-to videos.<br><br>Reboot the earbuds and charging case (see page 51). |
| **Earbuds don't respond during app setup** | Uninstall the Bose Music app on your mobile device. Reinstall the app (see page 14).<br><br>Make sure you're using the Bose Music app for setup (see page 14).<br><br>Make sure you have given the Bose Music app access to *Bluetooth* connections in your mobile device Settings menu.<br><br>Make sure the *Bluetooth* feature is on in your mobile device Settings menu. |
| **Bose Music app can't find earbuds** | Uninstall the Bose Music app on your mobile device. Reinstall the app (see page 14).<br><br>Make sure you have given the Bose Music app access to *Bluetooth* connections in your mobile device Settings menu.<br><br>With the earbuds in the charging case and the case open, press and hold the button on the back of the case until the earbuds status light slowly blinks blue.<br><br>Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). Remove the earbuds. |
| **Bose Music app doesn't work on mobile device** | Make sure your mobile device is compatible with the Bose Music app and meets minimum system requirements. For more information, refer to the app store on your mobile device.<br><br>Uninstall the Bose Music app on your mobile device. Reinstall the app (see page 14). |

| SYMPTOM | SOLUTION |
|---|---|
| **Eartips aren't comfortable at ear canal** | Make sure the eartip isn't resting too deep in your ear canal (see page 17). |
| | Try a larger eartip. If that doesn't help, try a smaller eartip (see page 20). |
| | Try a smaller stability band (see page 21). |
| | Check the earbud fit using a mirror (see page 17). |
| | Check the earbud fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu. |
| | Contact Bose customer service or visit support.Bose.com/QCEii for additional size eartips and stability bands or to see how-to videos. |
| **Stability band isn't comfortable at ear ridge** | Try a smaller stability band (see page 21). If you're already using the smallest stability band, try a smaller eartip (see page 20). |
| | Check the earbud fit using a mirror (see page 17). |
| | Check the earbud fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu. |
| | Contact Bose customer service or visit support.Bose.com/QCEii for additional size eartips and stability bands or to see how-to videos. |
| **Earbuds aren't secure** | Make sure the eartip is resting gently at the opening of your ear canal (see page 16). |
| | Try a larger stability band (see page 21). |
| | Try a larger eartip (see page 20). |
| | Contact Bose customer service or visit support.Bose.com/QCEii for additional size eartips and stability bands or to see how-to videos. |
| **Eartips are falling off** | Make sure the eartips are securely attached to the earbuds (see page 20). |
| **Stability bands are falling off** | Make sure the bands are securely attached to the earbuds (see page 20). |
| | Make sure the bands are positioned on the earbuds correctly (see page 21). |

| SYMPTOM | SOLUTION |
|---|---|
| **Intermittent *Bluetooth* connection** | Clear the earbud device list (see page 40). Connect again (see page 14). |
| | Move the mobile device closer to the earbuds. |
| | Reboot the earbuds and charging case (see page 51). |
| **No sound** | Make sure you're using the correct eartip and band sizes for each ear (see page 19). |
| | Check the earbud fit using a mirror (see page 17). |
| | Check the earbud fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu. |
| | Visit: support.Bose.com/QCEii to see how-to videos. |
| | Make sure the volume is turned up (see page 25). |
| | Make sure that both eartips fit securely in your ear, and they aren't rotated too far back (see page 16). |
| | Make sure your head is upright when inserting the earbuds. |
| | Press play on your mobile device to make sure audio is playing. |
| | Play audio from a different application or music service. |
| | Play audio from content stored directly on your device. |
| | Restart your mobile device. |
| | Disable In-Ear Detection features using the Bose Music app (see page 29). |
| **No sound from one earbud** | Make sure you're using the correct eartip and band sizes for each ear (see page 19). |
| | Check the earbud fit using a mirror (see page 17). |
| | Check the earbud fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu. |
| | Visit: support.Bose.com/QCEii to see how-to videos. |
| | Make sure the software in the Bose Music app is up to date (see page 42). |
| | Make sure that both eartips fit securely in your ear, and they aren't rotated too far back (see page 16). |
| | Make sure your head is upright when inserting the earbuds. |
| | Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). Remove the earbuds. |

| SYMPTOM | SOLUTION |
|---------|----------|
| **Audio and video are out of sync** | Close and re-open the application or music service. |
| | Play audio from a different application or music service. |
| | Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). Remove the earbuds. |
| **Poor sound quality** | Check the earbud fit using a mirror (see page 17). |
| | Check the earbud fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu. |
| | Make sure you're using the correct eartip and band sizes for each ear (see page 19). |
| | Visit: support.Bose.com/QCEii to see how-to videos. |
| | Make sure you're using the Bose Music app for setup (see page 14). |
| | Try a different audio track. |
| | Play audio from a different application or music service. |
| | Clear any debris or wax buildup from the eartips and earbud nozzles. |
| | Turn off any audio enhancement features on the device or music app. |
| | Make sure your earbuds are connected over the correct *Bluetooth* profile: Stereo A2DP. Check your device's *Bluetooth*/audio settings menu to make sure the correct profile is selected. |
| | On your device: |
| | • Turn the *Bluetooth* feature off and then on. |
| | • Delete the earbuds from the *Bluetooth* list on your device. Connect again (see page 14). |
| | If you're sharing the earbuds, place them in the charging case to clear the audio personalization between each user. |
| **Microphone doesn't pick up sound** | Make sure the stability bands are positioned properly so the microphone hole on the band is aligned with the microphone on the earbud (see page 21). |
| | Try another phone call. |
| | Try another compatible device. |
| | On your device: |
| | • Turn the *Bluetooth* feature off and then on. |
| | • Delete the earbuds from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 14). |

| SYMPTOM | SOLUTION |
|---|---|
| **Can't adjust the noise cancelling mode** | Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). Remove the earbuds. |
| | If you customized your Shortcut to be on a specific earbud, make sure you touch and hold the correct earbud. |
| | See "Earbuds don't respond to touch control" on page 49. |
| | Use the Bose Music app to adjust the noise cancelling mode. You can access this option from the main screen (see page 14). |
| **Poor noise cancellation** | Check if ActiveSense™ is enabled (see page 30). |
| | Check the earbud fit using a mirror (see page 17). |
| | Check the earbud fit using the Eartip Fit Test in the Bose Music app. You can access this option from the Settings menu. |
| | Check the noise cancelling mode (see page 30). |
| | Remove the earbuds from your ears and reinsert in your ears. |
| | If you're on a phone call or using voice control on your mobile device, lower or turn off Self Voice using the Bose Music app (see page 31). |
| | If you're sharing the earbuds, place them in the charging case to clear the audio personalization between each user. |
| **Difficulty hearing caller while on a phone call** | Increase the volume using your mobile device. |
| | Try a different noise cancelling mode (see page 30). |
| **Difficulty hearing own voice while on a phone call** | Use the Bose Music app to adjust Self Voice. You can access this option from the Settings menu. |
| **Earbuds don't respond** | Place both earbuds in the charging case until they magnetically snap into place. Close and re-open the case. The earbuds status light blinks white and then displays charging status (see page 36). Remove the earbuds. |
| | Reboot the earbuds and charging case (see page 51). |

| SYMPTOM | SOLUTION |
|---|---|
| **Earbuds don't respond to touch control** | Make sure you're touching the correct touch control surface (see page 25). |
| | Make sure your finger is making good contact with the touch control surface (see page 25). |
| | For multi-tap functions, vary the tap pressure. |
| | Make sure your fingers are dry. |
| | If your hair is wet, make sure it isn't interfering with the touch surface. |
| | If wearing gloves, remove them before touching the touch control surface. |
| | Disable In-Ear Detection features using the Bose Music app (see page 29). |
| | If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature. |
| | Reboot the earbuds and charging case (see page 51). |
| **Can't adjust volume** | Make sure volume control is enabled using the Bose Music app (see page 25). |
| | Make sure you're swiping the touch control surface in the correct direction (see page 25). |
| | See "Earbuds don't respond to touch control." |
| **Can't access Shortcut** | Make sure you have set a Shortcut using the Bose Music app (see page 28). |
| | If you customized the Shortcut to a specific earbud, make sure you touch and hold the correct earbud. |
| **Earbuds don't charge** | 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 32). |
| | Make sure there is no dirt or debris covering the charging contacts on the earbuds or the charging pins in the case. |
| | Make sure the USB cable is correctly aligned with the port on the charging case. |
| | Secure both ends of the USB cable. |
| | Try another USB cable. |
| | Try another wall charger. |
| | 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 32). |

| SYMPTOM | SOLUTION |
|---|---|
| **Charging case doesn't charge** | Make sure the USB cable is correctly aligned with the port on the charging case. |
| | 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. |
| | Secure both ends of the USB cable. |
| | Try another USB cable. |
| | Make sure the charging case is closed. To help preserve the battery life, the case should be closed while it's charging. |
| | Try another wall charger. |
| | If the charging case has been exposed to high or low temperatures, let the case return to room temperature. Charge again (see page 33). |
| **Voice prompt language isn't correct** | Change the voice prompt language using the Bose Music app (see page 14). You can access this option from the Settings menu. |
| **Not receiving call notifications** | Make sure voice prompts are enabled using the Bose Music app (see page 14). You can access this option from the Settings menu. |
| | Make sure you have given the earbuds access to your contacts in your mobile device *Bluetooth* menu. |
| **Earbuds making chirping sound** | Make sure the earbud nozzles aren't blocked (see page 20). |

# 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 25 seconds until the earbuds status light blinks white 2 times, slowly blinks blue, and then turns off.

**NOTE:** Make sure both earbuds are in the case and the case is open.
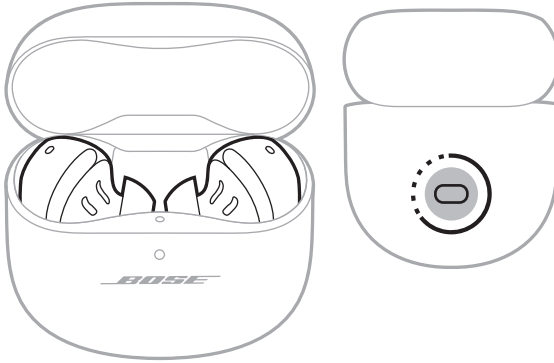
When the reboot is complete, the earbuds status light glows according to the charging status (see page 36), and the charging case status light glows according to the battery level (see page 37).

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