QUIETCOMFORT® 35

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

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

CE 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

WARNINGS/CAUTIONS

- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones with noise canceling on 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.
  - Remove the headphones, or use the headphones with noise canceling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.
  - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.
- Remove headphones immediately if you experience a warming sensation or loss of audio.
- Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.
- Do NOT use the headphones as aviation communication headsets.

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, liquids or moisture.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

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

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

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

This device complies with part 15 of the FCC Rules and with 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. It must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IMDA Requirements.

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

Management Regulation for Low-power Radio-frequency Devices

Article XII

According to "Management Regulation for Low-power Radio-frequency Devices" without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article XIV

The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

For Europe:

Frequency band of operation 2400 to 2483.5 MHz.

Maximum transmit power less than 20 dBm EIRP.

Maximum transmit power is below regulatory limits such that SAR testing is not necessary and exempt per applicable regulations.

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

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

Removal of the rechargeable lithium-ion battery in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see products.bose.com/static/compliance/index.html for further information.

Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	**Lead (Pb)**	**Mercury (Hg)**	**Cadmium (Cd)**	**Hexavalent (CR(VI))**	**Polybrominated Biphenyl (PBB)**	**Polybrominated diphenylether (PBDE)**
PCBs	X	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.						

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; "0" is 2010 or 2020.

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

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

Taiwan Importer: Bose Taiwan Branch, 9F-A1, No. 10, Section 3, Minsheng East Road, Taipei City 104, Taiwan Phone Number: +886-2-2514 7676

Mexico Importer: Bose de México, S. de R.L. de C.V., Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545

The CMIIT ID is located on the inside surface of the left earcup.

Security Information

This product is capable of receiving security updates from Bose automatically when connected to the Bose Connect app. In order to receive security updates via the mobile application, you must complete the product setup process in the Bose Connect app. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available via btu.Bose.com**

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

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

Bose, Bose Connect, Bose Home Speaker, Bose Music, Bose Portable Home Speaker, Bose Smart Soundbar, Bose Soundbar, QuietComfort, SimpleSync and are trademarks of Bose Corporation.

Bose Corporation Headquarters: 1-877-230-5639

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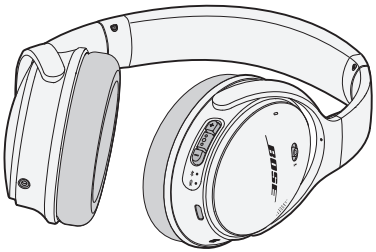
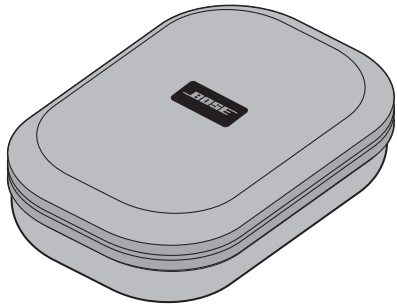
Unpacking

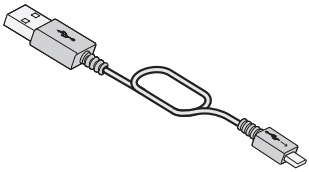
Carefully unpack the carton and confirm that the following parts are included:



Bose® QuietComfort® 35 wireless headphones

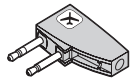


Carry case



USB charging cable

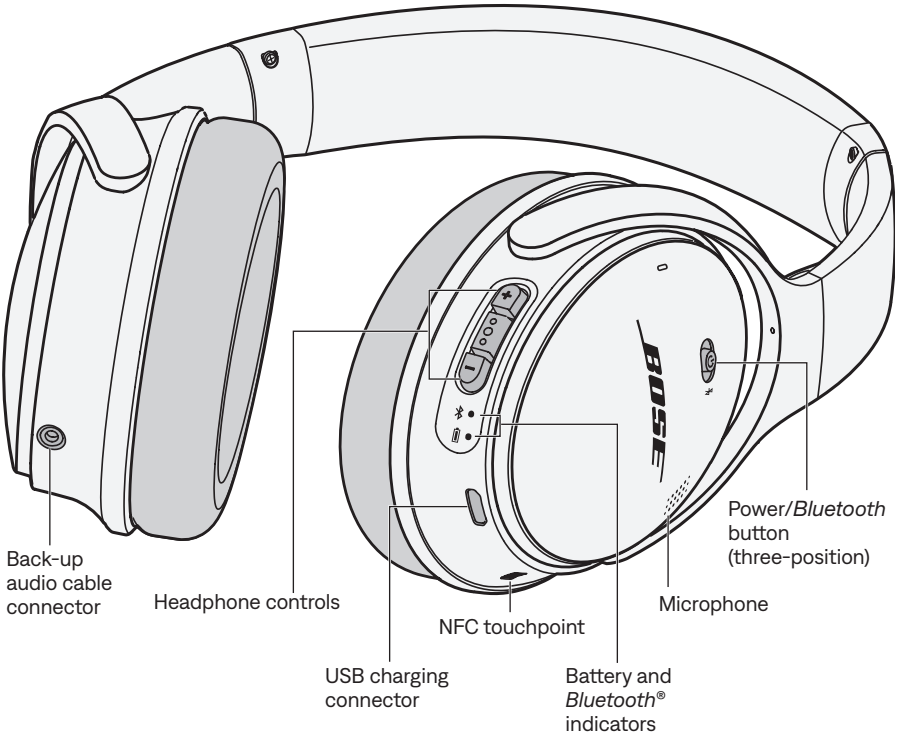
Back-up audio cable



Airline adapter

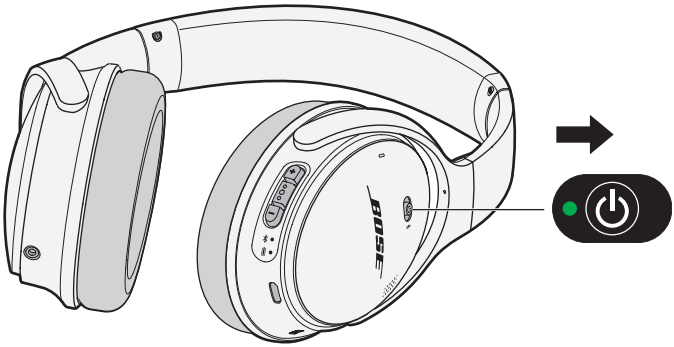
If any part of the headphones appears to be damaged, do not attempt to use it. Contact your authorized Bose dealer immediately or call Bose customer service. For contact information, refer to the quick start guide in the carton.

Headphone components



Powering on your headphones

Slide ⏻ to the right.



The battery indicator 🔋 glows green, amber, or red (to indicate the current battery charge level). When powered on, noise cancelling is fully enabled.

Note: If the battery is depleted, you cannot use noise cancelling.

For more information on noise cancelling, see page 20.

THE BOSE® CONNECT APP

Enhance your headphones with the Bose® Connect app.

Features

- Unlock the full potential of your headphones.
- Free app compatible with most Apple and Android™ systems.
- Easily connect and switch between multiple *Bluetooth*® devices with a single swipe.
- Keep your headphones up-to-date with the latest software.
- Customize headphone settings, like voice prompt language and hibernation mode.

Connecting the USB cable

1. Plug the small end of the USB cable into the micro-USB connector on the right earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.

   While charging, the battery indicator blinks amber.

   When the battery is fully charged, the battery indicator glows green. A full charge powers the headphones for up to 20 hours when connected wirelessly and 40 hours when connected with a wire.

Checking the battery

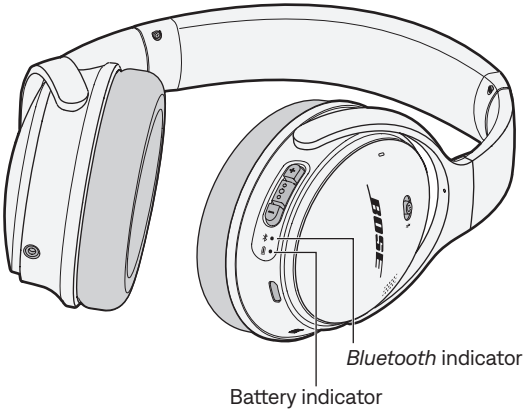
Each time you power on the headphones, the voice prompt announces the headphone battery charge level. To visually check the battery, the indicator is located on the right earcup.

While the headphones are in use, the battery indicator blinks red when the battery needs charging. For more information, see “Headphone Status Indicators” on page 14.

If you are connected to an Apple device, the device displays the headphone battery charge level near the upper right corner of the screen.

HEADPHONE STATUS INDICATORS

The battery and *Bluetooth®* indicators are located on the right earcup.



Bluetooth® indicator ( )

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white (10 seconds) then powers off	Connected

Battery indicator ( )

Indicator activity	System state
Solid green	Medium to full charge
Blinking amber	Charging
Solid amber	Low charge
Blinking red	Need to charge
Solid red	Charging error; out of temperature range

Voice prompts guide you through the *Bluetooth®* pairing and connecting processes.

Pre-installed languages

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

Check for additional languages

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

Changing the language

1. Press and hold + and — simultaneously until you hear the voice prompt for the first language option.
2. Press + or — to scroll through the languages.
3. When you hear your language, press and hold ●●● to select.

About *Bluetooth*® wireless technology

Bluetooth® wireless technology lets you stream music from *Bluetooth* smartphones, tablets, computers or other audio devices to your headphones. Before you can stream music from a *Bluetooth* device, you must pair the device with your headphones.

Choosing your pairing method

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

What is NFC?

NFC is a technology that enables *Bluetooth* devices to establish wireless communication with each other by simply touching the devices together. Refer to your device owner's guide to see if your model supports NFC.

If your *Bluetooth* device does not support NFC or if you are unsure:	Follow the instructions for *Bluetooth* pairing on page 17.
If your device supports *Bluetooth* pairing via NFC:	Follow the instructions for NFC pairing on page 18.

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

Pairing your *Bluetooth*® device

1. Slide the Power/*Bluetooth*® button (⏻) to the *Bluetooth*® symbol (ᛒ) and hold until you hear “Ready to pair” or the *Bluetooth* indicator blinks blue.
2. On your *Bluetooth* device, turn on the *Bluetooth* feature.

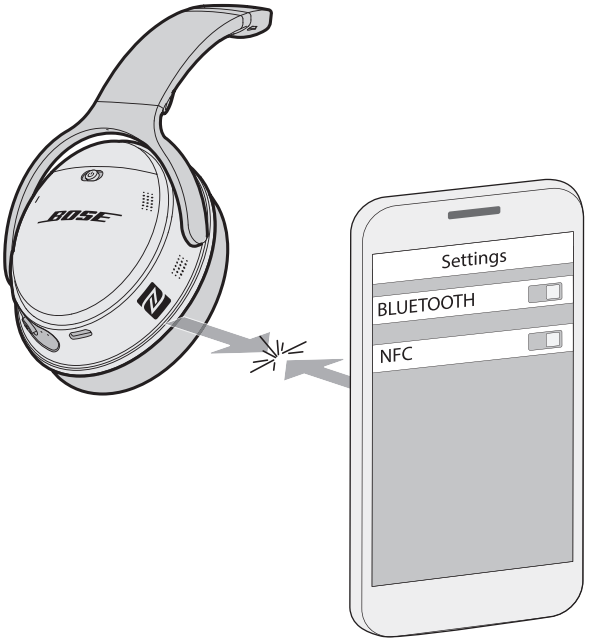
   Tip: The *Bluetooth* menu is usually found in the Settings menu.
3. Select your Bose® QuietComfort® headphones from the device list.

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

Pairing your *Bluetooth®* device with NFC

1. Power on the headphones.
2. Unlock your device and turn on the *Bluetooth®* and NFC features. Refer to the owner's guide for your device to learn more about these features.
3. Tap the NFC touchpoint on your device to the NFC touchpoint on your headphones.

   Your device may prompt you to accept pairing.



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

Disconnecting a *Bluetooth®* device

- Turn off the *Bluetooth®* feature on your mobile device.
- If your device supports pairing via NFC, tap the NFC touchpoint on your device to the NFC touchpoint on your headphones.

Note: When you disconnect your *Bluetooth®* device, noise cancelling remains enabled.

Reconnecting a *Bluetooth®* device

- When powered on, the headphones try to reconnect with the two most recently connected devices. Make sure the devices are within range and powered on.
- If your device supports *Bluetooth®* pairing via NFC, tap the NFC touchpoint on your device to the NFC touchpoint on your headphones.

About noise cancelling

Noise cancelling reduces unwanted noise providing a clearer, more lifelike audio performance. You can use noise cancelling while listening to audio, or you can use noise cancelling only.

Using noise cancelling only

If you want to use noise cancelling only, disconnect your *Bluetooth*® device (see page 19). You can also pause or stop audio (see “Headphone Controls” on page 22).

Your headphones can remember up to eight paired *Bluetooth*® devices in its pairing list and can be actively connected to two devices at a time.

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

Switching between two connected *Bluetooth*® devices

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

Identifying connected *Bluetooth*® devices

Slide ⏻ to ᛒ and release to hear which device is currently connected.

Connecting a *Bluetooth*® device from the headphone pairing list

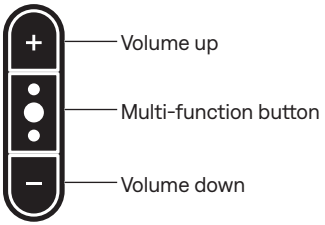
1. Slide ⏻ to ᛒ and release to hear which device is connected.
2. Within two seconds, slide ⏻ to ᛒ and release again to connect to the next device in the headphone pairing list. Repeat until you hear the correct device name.
3. Play audio on the connected *Bluetooth* device.

Clearing the headphone pairing list

1. Slide ⏻ to ᛒ and hold for 10 seconds, until you hear "*Bluetooth*® device list cleared."
2. Delete your Bose® QuietComfort® headphones from the *Bluetooth* list on your device.

   All *Bluetooth* devices are cleared and the headphones are ready to pair a new device.

The headphone controls are located on the side of the right earcup.



Media playback and volume functions

Function	What to do
Play/Pause	Press ●●●
Skip Forward	Press ●●● twice quickly.
Fast Forward	Press ●●● twice quickly and hold the second press.
Skip Backward	Press ●●● three times quickly.
Rewind	Press ●●● three times quickly and hold the third press.
Volume Up	Press +
Volume Down	Press –

Call functions

Function	What to do
Answer a call	Press ●●●
End a call	Press ●●●
Decline an incoming call	Press and hold ●●● for two seconds.
Answer a second incoming call and put the current call on hold	While on a call, press ●●● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●●● for two seconds.
Switch between two calls	With two active calls, press ●●● twice.
Create a conference call	With two active calls, press ●●●
Activate voice control	Press and hold ●●● Refer to the owner's guide for your device for more information.

Using the back-up audio cable

Use the supplied back-up audio cable in the following situations:

- If the headphone battery is depleted.
- To connect a device that does not support *Bluetooth*® wireless technology.
- If you cannot use *Bluetooth*® wireless technology, for example on an airplane.

1. Plug the audio cable into the connector on the left earcup.
2. Plug the audio cable into the connector on your device.

Note: If the headphone battery is not depleted, you can still use noise cancelling by powering on your headphones.

Connecting to airline audio systems

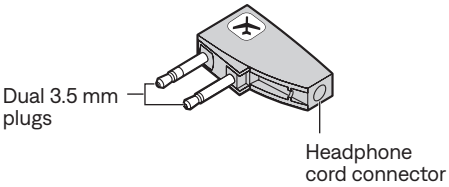
You can connect to in-flight audio systems with the back-up audio cable and the provided dual output connectors. The audio output connections vary, but they typically have dual or single 3.5 mm output connectors.

WARNING: Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.

Note: Airline audio may not equal the high-quality audio you experience from a home stereo or portable source.

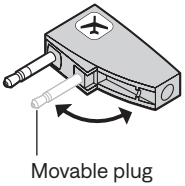
Connecting to dual output connectors

1. Plug the audio cable into the airline adapter.
2. Insert the adapter into the dual output connectors.



Connecting to a single output connector

1. Pivot the movable plug so that it snaps in place against the airplane adapter.



2. Plug the audio cable into the adapter.
3. Insert the adapter into the single output connector.

   Note: If you find that the volume level is too low, remove the adapter and plug the audio cable directly into the 3.5 mm output connector.

Connecting to a Bose Home Speaker or Soundbar

With Bose SimpleSync™ smart technology, you can connect the headphones to a Bose Soundbar or Bose Home Speaker for a personal listening experience.

Benefits

- Use independent volume controls on each product to lower or mute your Bose Soundbar while keeping the headphones as loud as you like.
- Hear your music clearly from the next room by connecting the headphones to your Bose Home Speaker.

Note: SimpleSync™ smart technology has a *Bluetooth*® range of 30 ft (9 m). Walls and construction materials can affect reception.

Compatible products

You can connect the headphones to any member of the Bose Home Speaker family.

Popular compatible products include:

- Bose Smart Soundbar 300
- Bose Soundbar 700
- Bose Soundbar 500
- Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Home Speaker

New products are added periodically. For a complete list and more information, visit: worldwide.Bose.com/Support/Groups

Connecting using the Bose Music app

1. On the headphones, slide the Power/*Bluetooth*® button (⏻) to the *Bluetooth*® symbol (ᛒ) and hold until you hear "Ready to pair" or the *Bluetooth* indicator blinks blue.

2. Use the Bose Music app to connect your headphones to a compatible Bose product. For more information, visit: worldwide.Bose.com/Support/Groups

Notes:

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

Reconnecting to a Bose Home Speaker or Soundbar

Power on the headphones (see page 11).

The headphones try to connect to the two most recently-connected *Bluetooth*® devices, including your soundbar or speaker.

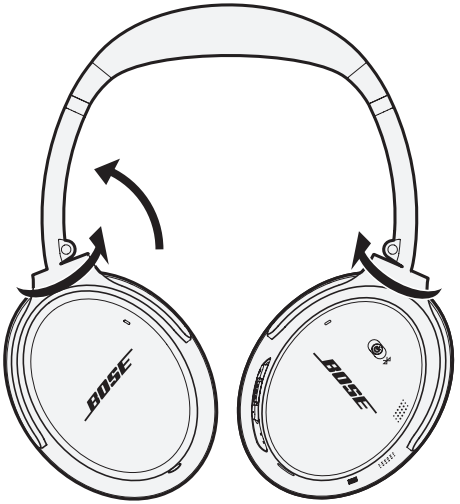
Notes:

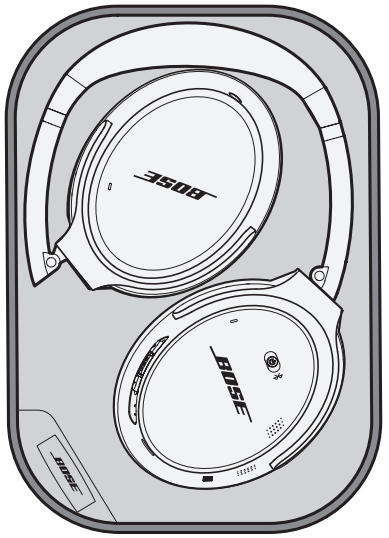
- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the headphones don't connect, see "Connecting a *Bluetooth*® device from the headphone pairing list" on page 21.

Storing your headphones

The earcups rotate for easy, convenient storage. Place the headphones flat into the case with the earcups surrounding the two soft dividers.

1. Rotate both earcups inward so they lay flat.
2. Fold the left earcup up towards the headband.





- Be sure to turn off the headphones when not in use.
- Before storing the headphones for more than a few months, be sure the battery is fully charged.

Cleaning your headphones

The headphones do not require scheduled cleaning. Should cleaning be necessary, simply wipe the outside surfaces with a soft, dry cloth. Do not allow moisture to get inside the earcups or the audio input connector. Do not use liquids or sprays.

Replacement parts and accessories

You can purchase accessories from your Bose® dealer, at global.Bose.com, or by placing an order over the phone.

To contact Bose directly, visit: global.Bose.com or owners.Bose.com/QC35

Limited Warranty

Your headphones are covered by a limited warranty. Visit our website at global.Bose.com/warranty for details of the limited warranty.

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

Technical Information

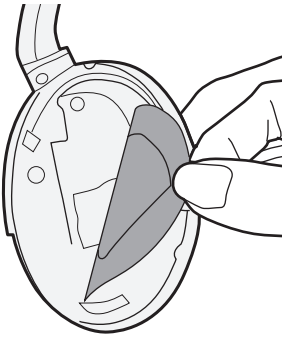
Input Rating: 5VDC ⎓ 1A

Battery Charge Time: 2.25 hours

Serial Number Location

The serial number is located beneath the right scrim in the back of the earcup. The scrim is the inner screen which covers and protects the components inside the earcup.

To view the serial number, grab the scrim at the top edge and gently peel it away. Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



Problem	What to do
Headphones do not power on	• Power on the headphones (see page 11). • Charge the battery.
Headphones do not connect with *Bluetooth*® device	• Disconnect the back-up audio cable. • Disconnect the USB charging cable. • On your *Bluetooth* device: – Turn the *Bluetooth* feature off and then on. – Delete your Bose® QuietComfort® headphones from the *Bluetooth* list on your device. Pair again. • Move your *Bluetooth* device closer to the headphones and away from any interference or obstructions. • Pair a different *Bluetooth* device (see page 17). • Visit owners.Bose.com/QC35 to see how-to videos. • **Clear the headphone pairing list:** Slide ⏻ to ᛒ and hold for 10 seconds. Delete your Bose® QuietComfort® headphones from the *Bluetooth* list on your device. Pair again.
Headphones do not pair with NFC	• Make sure your device supports *Bluetooth* pairing via NFC. • Unlock your device and turn on the *Bluetooth* and NFC features. • Tap the NFC touchpoint on the back of your *Bluetooth* device to the NFC touchpoint on the headphones.
No sound	• Power on the headphones and charge the battery. • Increase the volume on your headphones, your *Bluetooth* device and music source. • Slide ⏻ to ᛒ and release to hear the connected device. Make sure you are using the correct device. • Move your *Bluetooth* device closer to the headphones and away from any interference or obstructions. • Use a different music source. • Pair a different *Bluetooth* device (see page 17). • If two *Bluetooth* devices are connected, pause your other device first. • If two *Bluetooth* devices are connected, move the devices within range of the headphones (30 ft. or 10 m).
Poor sound quality	• Use a different music source. • Pair a different *Bluetooth* device. • Disconnect the second device. • Move your *Bluetooth* device closer to the headphones and away from any interference or obstructions.

TROUBLESHOOTING

Problem	What to do
No audio from a device connected by the back-up audio cable	• Power on your device and play music. • Secure the ends of the back-up audio cable. • Increase the volume on your headphones, your *Bluetooth*® device and music source. • Connect a different device.
Poor sound quality from a device connected by audio cable	• Secure the ends of the back-up audio cable. • Connect another device.
Battery won't charge	• Secure the ends of the USB charging cable. • If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.
Headphones don't connect to a Bose Home Speaker or Bose Soundbar	• Make sure the headphones are ready to connect: Slide the Power/*Bluetooth*® button (⏻) to the *Bluetooth*® symbol (ᛒ) and hold until you hear "Ready to pair" or the *Bluetooth* indicator blinks blue. • Make sure that your headphones are within 30 ft (9 m) of your speaker or soundbar.
Headphones don't reconnect to a previously-connected Bose Home Speaker or Bose Soundbar	• See "Reconnecting a *Bluetooth*® device" on page 19.
Delayed audio when connected to a Bose Home Speaker or Bose Soundbar	• Check for available software updates by downloading the Bose Connect app or visiting btu.Bose.com

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