

BOSE

SOUNDSPORT®
WIRELESS



OWNER'S GUIDE • BRUGERVEJLEDNING
BEDIENUNGSANLEITUNG • GEBRUIKERSHANDLEIDING
GUÍA DEL USUARIO • KÄYTTÖOHJE • NOTICE D'UTILISATION
MANUALE DI ISTRUZIONI • KEZELÉSI ÚTMUTATÓ
BRUKERVEILEDNING • PODRĘCZNIK UŻYTKOWNIKA
MANUAL DO PROPRIETÁRIO • BRUKSANVISNING

តម្រូវការដើម្បីប្រើ • 사용자 안내서 • 用户指南 • 使用者指南 • 取扱説明書 • دليل المالك

IMPORTANT SAFETY INSTRUCTIONS

Please read and keep all safety 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

**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

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.
- Use caution and follow applicable laws regarding mobile phone and headphone use if using the headphones 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 headphones for any other purpose while driving.
- Focus on your safety and that of others if you use the headphones while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc. Remove the headphones or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.
- Do NOT submerge or expose the headphones for extended period to water, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc.
- 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.



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



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

- Do NOT make unauthorized alterations to this product.
- 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 Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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:

Bluetooth[®]: Maximum transmit power less than 20 dBm EIRP.

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

REGULATORY INFORMATION



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.



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



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



Names and Contents of Toxic or Hazardous Substances or Elements						
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	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	X	0	0	0	0	0
Cables	X	0	0	0	0	0
This table is prepared in accordance with the provisions of SJ/T 11364.						
0: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.						
X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.						

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; “8” is 2008 or 2018.

China Importer: Bose Electronics (Shanghai) Company Limited, 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

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

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

Input Rating: 5V $\overline{\text{---}}$ 1A

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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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CONTENTS

Getting Started

Unpacking.....	8
Headphone components	9
Powering on/off.....	10

Bose® Connect App

Features.....	11
---------------	----

Charging the Battery

Connecting the USB cable	12
Checking the battery.....	13

Headphone Status Indicators

<i>Bluetooth</i> ® indicator.....	14
Battery indicator	14

Importance of Proper Fit

Choosing the correct StayHear®+ Sport tip	15
Fitting the earbuds to your ear	15
Changing the StayHear®+ Sport tips.....	16

Voice Prompts

Pre-installed languages	17
Changing the language.....	17

***Bluetooth* Technology**

Choosing your pairing method	18
Pairing your mobile device.....	19
Pairing your mobile device with NFC	20
Disconnecting a mobile device	21
Reconnecting a mobile device	21

Managing Multiple Connections

Switching between two connected mobile devices	22
Identifying connected mobile devices	22
Reconnecting a previously paired mobile device	22
Clearing the headphone pairing list	23
Using the Bose® Connect app	23

Headphone Controls

Media playback and volume functions.....	24
Call functions.....	25

Care and Maintenance

Storing.....	26
Cleaning.....	26
Replacement parts and accessories.....	26
Customer service	27
Limited warranty	27
Technical information	27

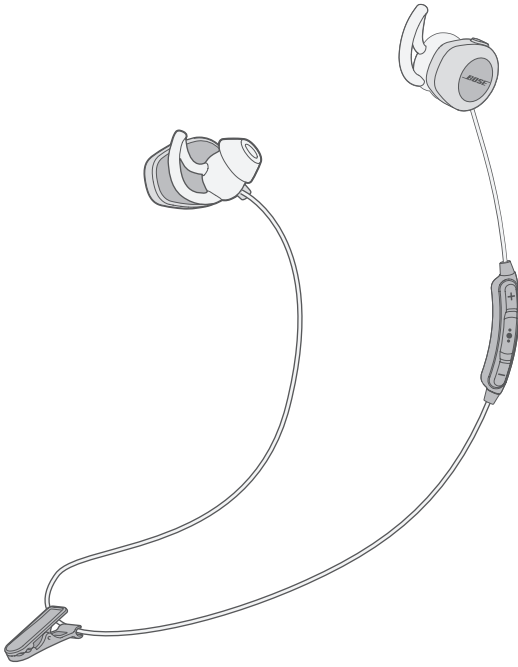
Troubleshooting

Common solutions	28
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GETTING STARTED

Unpacking

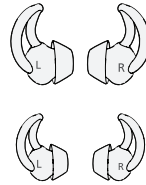
Carefully unpack the carton and confirm that the following parts are included:



Bose® SoundSport®
wireless headphones

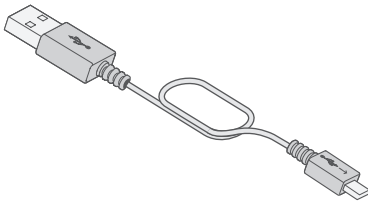


Carry case



StayHear®+ Sport tips:
Large (black) and Small (white)

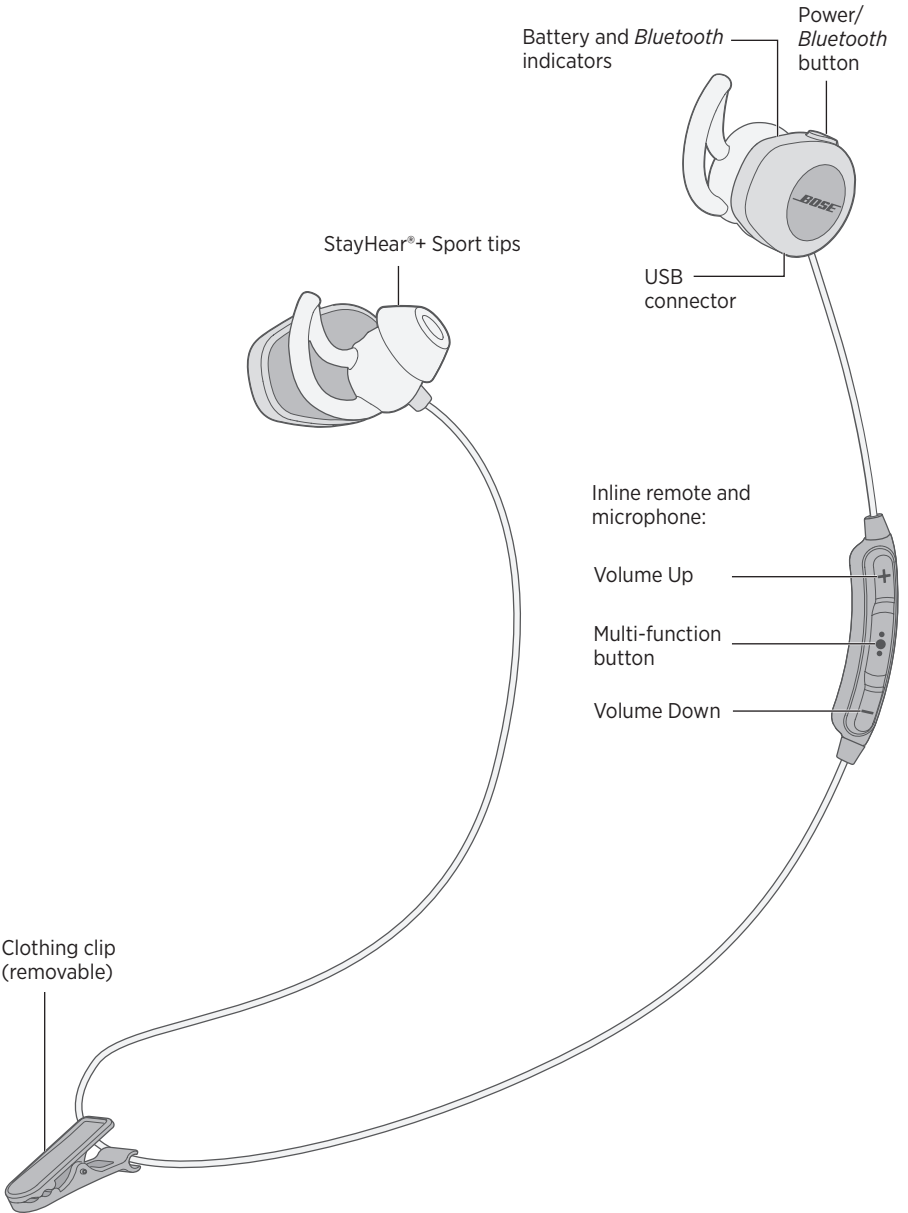
Note: Medium (gray) tips are
attached to the earbuds.



USB cable

Note: If any part of the product is damaged, do not use it. Contact your authorized Bose dealer immediately or Bose customer service.
Visit: global.Bose.com/Support/SSW for contact information.

Headphone components



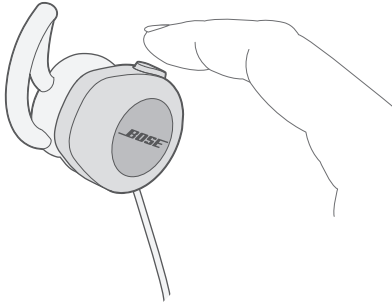
Powering on/off

To power on:

Press the Power/*Bluetooth* button until the battery indicator glows green, yellow or red (to indicate the current battery charge level).

To power off:

Press and hold the Power/*Bluetooth* button until the battery indicator blinks three times and you hear the power-down tones.



Enhance your headphones experience with the Bose® Connect app.

Features

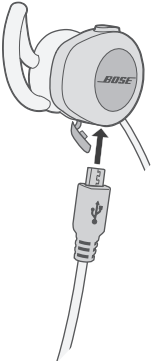
- Unlock the full potential of your SoundSport® wireless headphones.
- Free app compatible with most Apple and Android™ systems.
- Easily connect and switch between multiple mobile devices with a single swipe.
- Disable voice prompts.
- Keep your headphones up-to-date with the latest software.
- Customize headphone settings, like voice prompt language and standby timer.



Connecting the USB cable

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

1. Open the hinged door on the bottom of the right earbud.
2. Plug the small end of the USB cable into the USB connector.



3. 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.
 - Allow up to two hours to fully charge the battery. A full charge powers the headphones for up to six hours.
 - The headphones will not play while charging.

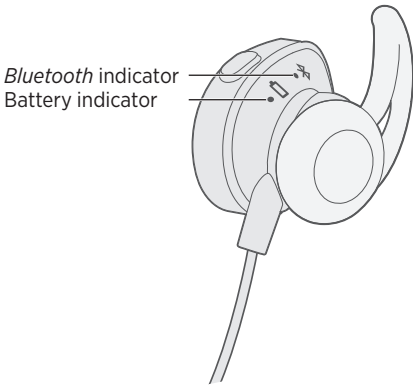
Note: Before charging, be sure the headphones are at room temperature, between 41° F (5° C) and 104° F (40° C).

Checking the battery

- Each time you power on the headphones, the voice prompt announces the headphone battery charge level, and the battery indicator glows for 10 seconds. When you press any of the headphone controls, the battery indicator glows for 10 seconds. For more information, see “Battery indicator” on page 14.
- While the headphones are in use, the battery indicator blinks red when the battery needs charging.
- 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 *Bluetooth* and battery indicators are located on the back of the right earbud.



***Bluetooth* indicator**

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white	Connected

Battery indicator

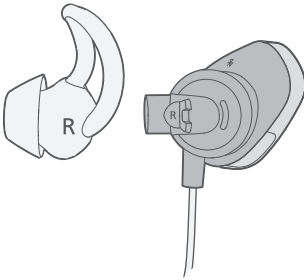
Indicator activity	System state
Green	Medium to full charge
Amber	Low charge
Blinking amber	Charging
Blinking red	Need to charge
Solid red	Charging error - contact Bose customer service.

Choosing the correct StayHear®+ Sport tip

For optimal audio performance, it is important to choose the correct size StayHear®+ Sport tip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

Note: To test the fit, try speaking aloud. Your voice should sound muffled in both ears; if not, select another tip size.

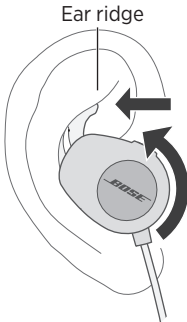
Each StayHear®+ Sport tip and earbud is marked with either an **L** or an **R**. Be sure to attach the left tip to the left earbud and the right tip to the right earbud.



Fitting the earbuds to your ear

The StayHear®+ Sport tip allows the earbud to rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

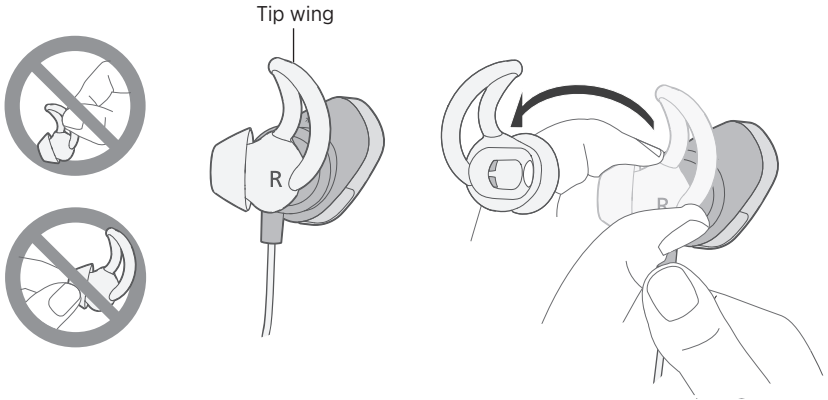
1. Insert the earbud so the StayHear®+ Sport tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.



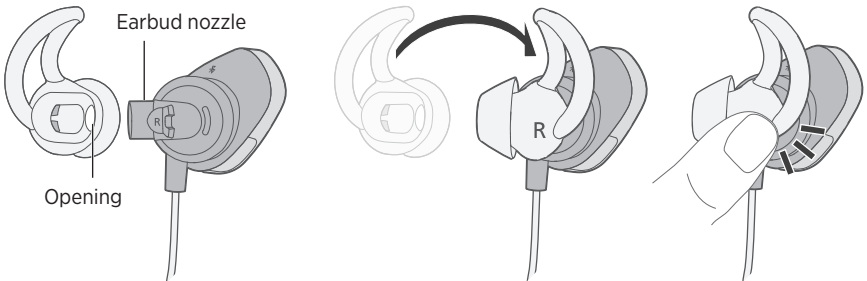
Changing the StayHear®+ Sport tips

1. Holding the earbud by the stem, gently grasp the attached StayHear®+ Sport tip and peel it away from the earbud.

CAUTION: To prevent tearing, grasp the StayHear®+ Sport tip by its base. Do not pull on the tip wing.



2. Align the opening of the new StayHear®+ Sport tip with the earbud nozzle and rotate the tip onto the nozzle. Press the base of the tip until it clicks securely into place.



Voice prompts guide you through the pairing and connecting processes.

Pre-installed languages

The following languages are pre-installed on your headphones:

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

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

When you turn on the headphones for the first time, the voice prompts are in English. To select a different language:

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

BLUETOOTH TECHNOLOGY

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

Choosing your pairing method

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

What is NFC?

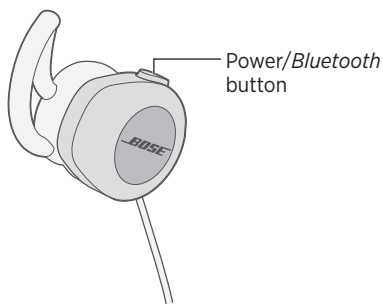
NFC uses *Bluetooth* technology to let two devices establish wireless communication with each other by simply tapping the devices together. Refer to your mobile device owner's guide to see if your model supports NFC.

If your mobile device does not support <i>Bluetooth</i> pairing via NFC or if you are unsure:	Follow the instructions for "Pairing your mobile device" on page 19.
If your mobile device supports <i>Bluetooth</i> pairing using NFC:	Follow the instructions for "Pairing your mobile device with NFC" on page 20.

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

Pairing your mobile device

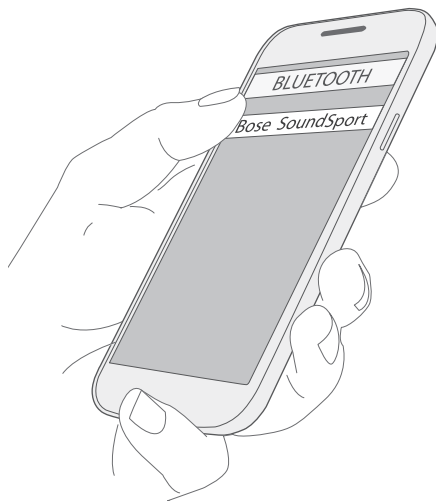
1. With your headphones powered on, press and hold the *Power/Bluetooth* button until you hear “Ready to pair” and the *Bluetooth* indicator blinks blue.



2. On your mobile device, turn on the *Bluetooth* feature.

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

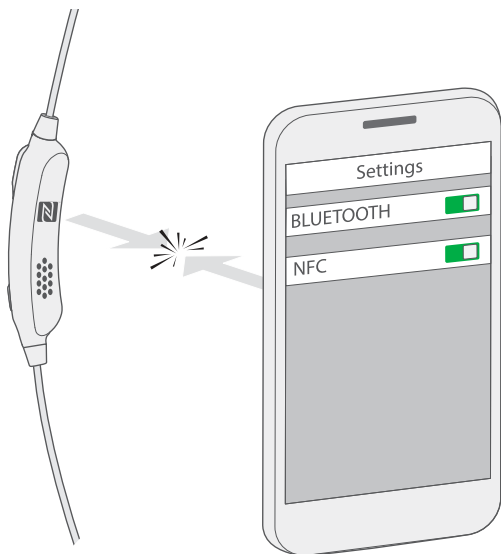
3. Select your Bose® SoundSport® wireless headphones from the device list.



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

Pairing your mobile device with NFC

1. With your headphones powered on, unlock your mobile device and turn on the *Bluetooth* and NFC features. Refer to your mobile device owner's guide to learn more about these features.
2. Tap the NFC touchpoint on your mobile device to the back of the inline remote. Your mobile device may prompt you to accept pairing.



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

Disconnecting a mobile device

- Turn off the *Bluetooth* feature on your mobile device.
- If your mobile device supports NFC, tap the NFC touchpoint on your mobile device to the back of the inline remote.

Reconnecting a mobile device

- When powered on, the headphones try to reconnect with the two most recently-connected mobile devices.
Note: The mobile devices must be within range and powered on.
- If your mobile device supports NFC, tap the NFC touchpoint on your mobile device to the back of the inline remote.

MANAGING MULTIPLE CONNECTIONS

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

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

Switching between two connected mobile devices

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

Identifying connected mobile devices

Press the *Power/Bluetooth* button to hear which mobile devices are currently connected.

Reconnecting a previously paired mobile device

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

Clearing the headphone pairing list

1. Power off the headphones.
2. Press and hold the *Power/Bluetooth* button for 10 seconds, until you hear “*Bluetooth* device list cleared.”
3. Delete your SoundSport wireless headphones from the *Bluetooth* list on your mobile device.

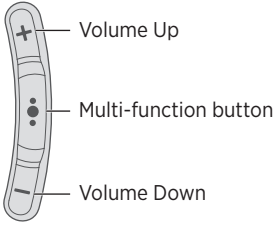
All mobile devices are cleared and the headphones are ready to pair a new mobile device.

Using the Bose® Connect app

You can also easily manage multiple connected devices using the Bose Connect app. For more information, see “Bose® Connect App” on page 11.

Media playback and volume functions

The headphone controls are located on the inline remote below the right earbud.



Function	What to do
Play/Pause	Press ●●●.
Skip Forward	Press ●●● twice quickly.
Skip Backward	Press ●●● three times quickly.
Fast forward	Press ●●● twice quickly and hold the second press.
Rewind	Press ●●● three times quickly and hold the third press.
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 one second.
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 one second.
Switch between two calls	With two active calls, press ●●● twice.
Create a conference call	With two active calls, press and hold ●●● for one second.
Activate voice control	While not on a call, press and hold ●●● for one second. Refer to your mobile device owner's guide for compatibility and usage information about this feature.
Mute/unmute a call	While on a call, press + and - simultaneously.

Storing

- Turn off the headphones when not in use.
- Before storing the headphones for more than a few months, fully charge the battery.
- Place the headphones in the carry case for storage.

Cleaning

Your headphones may require periodic cleaning.

StayHear®+ Sport tips: Remove the tips from the earbuds and wash them with a mild detergent and water. Make sure you thoroughly rinse and dry the tips before attaching them to the earbuds.

Headphone nozzles: Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.

Replacement parts and accessories

Replacement parts and accessories can be ordered through Bose customer service. See “Customer service” on page 27.

Customer service

For additional help using your headphones, visit: global.bose.com/Support/SSW

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: 5V  1A

TROUBLESHOOTING

If you experience problems with your headphones:

- Make sure your headphones are powered on.
- Charge the battery.
- Verify the state of the status indicators (see page 14).
- Move your mobile device closer to the headphones and away from any interference or obstructions.
- Make sure your mobile device supports pairing via *Bluetooth* technology or NFC.

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

Common solutions

Problem	What to do
Headphones don't pair with mobile device	<ul style="list-style-type: none">• On your mobile device:<ul style="list-style-type: none">– Turn the <i>Bluetooth</i> feature off and then on.– Delete your Bose® SoundSport® headphones from the <i>Bluetooth</i> list on your mobile device. Pair again.• Pair a different mobile device (see page 19).• Visit: global.Bose.com/Support/SSW to see how-to videos.• Power the headphones off and then on.• Power your mobile device off and then on.• Clear the headphone pairing list (see page 23).
Headphones don't pair with NFC-enabled mobile device	<ul style="list-style-type: none">• Unlock your mobile device and turn on the <i>Bluetooth</i> and NFC features.• Tap the NFC touchpoint on the back of your mobile device to the back of the inline remote.• Power the headphones off and then on.• Power your mobile device off and then on.
No sound	<ul style="list-style-type: none">• Increase the volume on your headphones and mobile device.• Press the <i>Power/Bluetooth</i> button to hear the connected mobile device. Make sure you are using the correct device.• Use a different music source.• Pair a different mobile device (see page 19).• If two mobile devices are connected, pause audio on the first mobile device and play audio on the other mobile device.• If two mobile devices are connected, move the mobile devices within range of the headphones (30 ft. or 9 m).

Problem	What to do
Poor sound quality	<ul style="list-style-type: none"> • Use a different music source. • Pair a different mobile device (see page 19). • Disconnect the second mobile device. • Move the mobile device closer to the headphones, and away from any interference or obstructions. • Clear any debris or wax buildup from the earbuds and headphone nozzles.
Headphones don't charge	<ul style="list-style-type: none"> • Open the hinged door on the bottom of the right earbud and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones. • Secure both ends of the USB cable. • If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.
StayHear®+ Sport tips falling off	Securely attach the tips to the earbuds (see “Changing the StayHear®+ Sport tips” on page 16.)
Lost StayHear®+ Sport tip	Contact Bose customer service for replacement tips.





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