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

SOUNDSPORT® FREE

WIRELESS HEADPHONES

Please read and keep all safety and use instructions.

German warranty card provided separately.

Important Safety Instructions

1. Only use attachments/accessories specified by the manufacturer.

WARNINGS/CAUTIONS

- To avoid accidental ingestion, keep the earbuds away from small 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 lid closed, and keep out of reach of small children and pets.
- 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 ear piece configuration, on the use of such products while driving. DON'T use the earbuds for any other purpose while driving.
- Focus on your safety and that of others if you use the earbuds 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 and follow applicable laws regarding headphone use, etc. Remove the earbuds or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- Do NOT allow small children to use the earbuds.
- 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.
- When using this product, basic precautions should always be followed, including the following:
  - Read all the instructions before using the charging case.
  - To reduce the risk of injury, close supervision is necessary when the charging case is used near children.
  - Do not expose charging case to water, rain, liquids or snow.
  - Use of a power supply or charger not recommended or sold by power pack manufacturer may result in a risk of fire or injury to persons.
  - Do not use the charging case in excess of its output rating.
  - Do not use a charging case that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury to persons.
  - Do not disassemble the charging case. Incorrect reassembly may result in risk of fire or injury to persons.
  - Do not open, crush, or expose a charging case to fire, or excessive temperature. Exposure to fire or temperature above 212° F, 100° C may cause explosion.
  - Have servicing performed by a qualified repair person using only identical replacement parts.

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).

REGULATORY INFORMATION

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.

FCC ID: A94BL1R / FCC ID: A94BL1L / IC: 3232A-BL1R / IC: 3232A-BL1L

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.

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

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 EU directive requirements. The complete declaration of conformity can be found at: www.Bose.com/compliance

Frequency band of operation 2400 to 2480 MHz.

Bluetooth: Maximum transmit power less than 20 dBm EIRP

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

廢電池請回收

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.

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						
	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; “7” is 2007 or 2017.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plan 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

Headphone Input Rating: 5V ⎓ 0.1A

Charging Case Input Rating: 5V ⎓ 0.8A

The warranty information provided with this product does not apply in Australia and New Zealand. See our website at www.Bose.com.au/en_au/support/policies.html or www.Bose.co.nz/en_nz/support/policies.html for details of the Australia and New Zealand warranty.

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“Made for iPod,” “Made for iPhone,” and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

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CONTENTS

Bose® Connect App

What can I do with the Bose Connect app? 8

What's in the Carton?

Contents 9

Headphone Controls

Headphones 10

Charging case 10

Open charging case 11

Power on 12

Auto-off timer 12

Power off 13

Headphone functions 14

Media playback and volume functions 14

Call functions 15

Secure Fit

Choose the correct StayHear®+ Sport tips 16

Fit the earbud to your ear 16

Change the StayHear+ Sport tips 17

Battery Charging

Charge the case 18

Check the case battery level 19

Charge the headphones 20

Check the headphone charging status 21

Hear the headphone battery level 21

Status Indicators

Power/*Bluetooth*® indicators 22

Charging case battery indicators 23

Headphone charging indicators 24

Voice Prompts

Pre-installed languages 25
Change the language 25

Bluetooth Connections

Pair your mobile device using the Bose® Connect app (recommended) 26
Pair using the *Bluetooth* menu on your mobile device 27
Disconnect a mobile device 28
Reconnect a mobile device 28

Multiple *Bluetooth* Connections

Pair an additional mobile device 29
Identify connected mobile devices 30
Reconnect a previously paired device 30
Clear the headphone pairing list 30

Care and Maintenance

Clean the headphones and charging case 31
Find a lost earbud 31
Replacement parts and accessories 31
Limited warranty 31

Troubleshooting

Common solutions 32

Download the Bose Connect app to keep your software up to date, personalize your headphone settings, easily manage *Bluetooth* connections and access new features.

What can I do with the Bose Connect app?

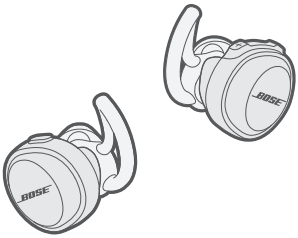
- Enable the Find My Bose feature.
- Customize your headphone experience:
  - Name your headphones.
  - Select a voice prompt language or disable voice prompts.
  - Adjust the auto-off timer.
- Find answers to frequently asked questions.
- Keep headphones up to date with the latest software.

Download on the App Store

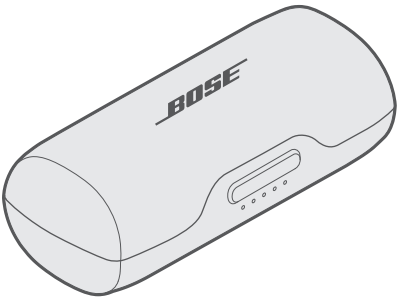
GET IT ON Google Play

Contents

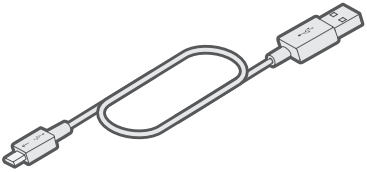
Confirm that the following parts are included:



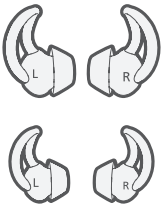
Bose® SoundSport® Free wireless headphones



Portable charging case



USB cable

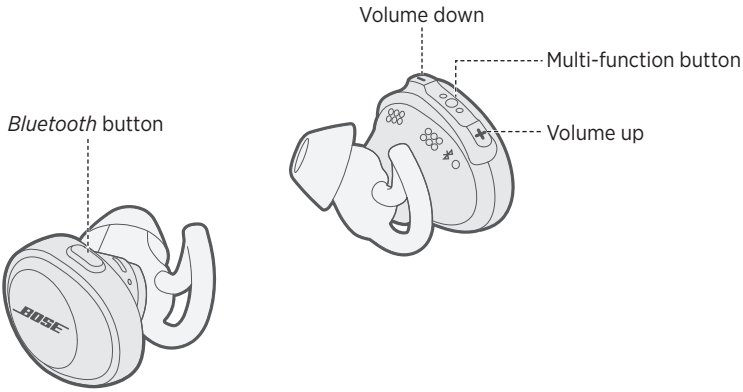


StayHear®+ Sport tips:
Large (black) and small (white)

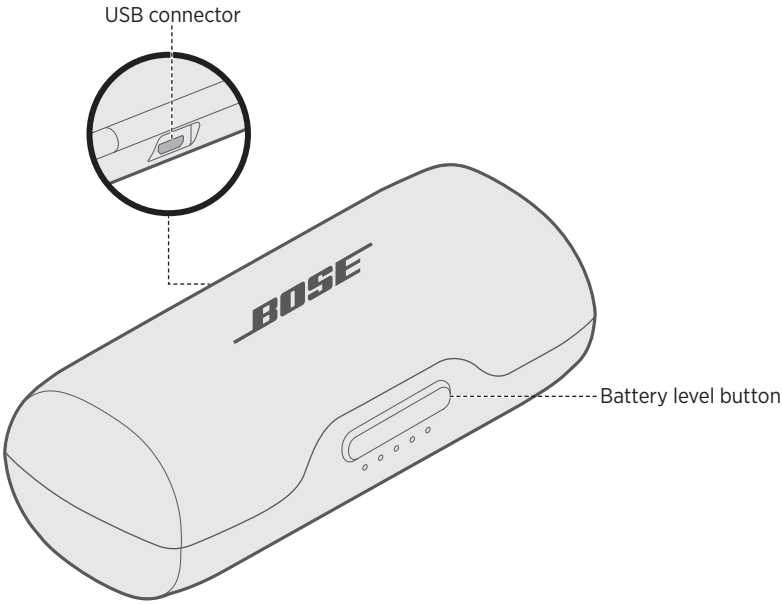
Note: Medium (gray) tips are attached to the earbuds.

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

Headphones

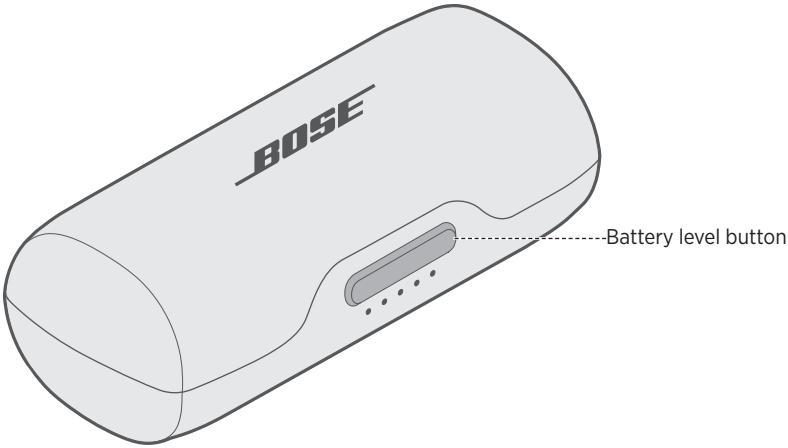


Charging case



Open charging case

Firmly press the battery level button.



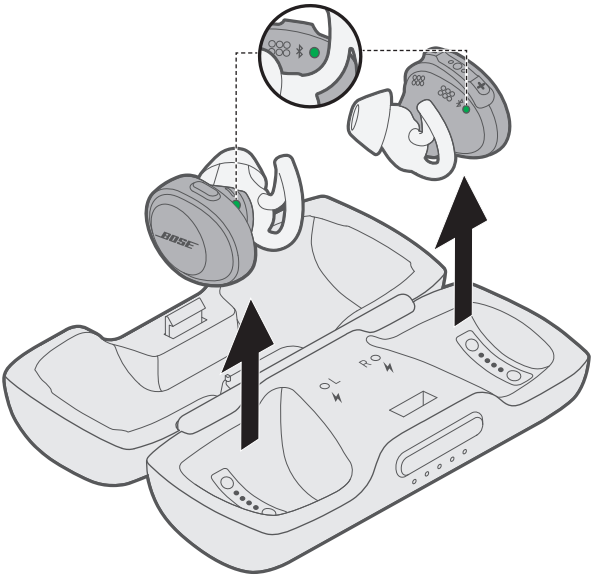
When you press the battery level button, the front indicators glow according to the current battery level (see "Charging case battery indicators" on page 23).

Power on

To power on, remove the headphones from the charging case.

If wearing the headphones, you hear a voice prompt from the right earbud announce the battery level.

If holding the headphones, you see the Power/*Bluetooth* indicator on each earbud glow solid green for three seconds.



Auto-off timer

The auto-off timer conserves the battery when the headphones are out of the charging case and not being used. The headphones switch off when audio has stopped and buttons have not been pressed for 20 minutes.

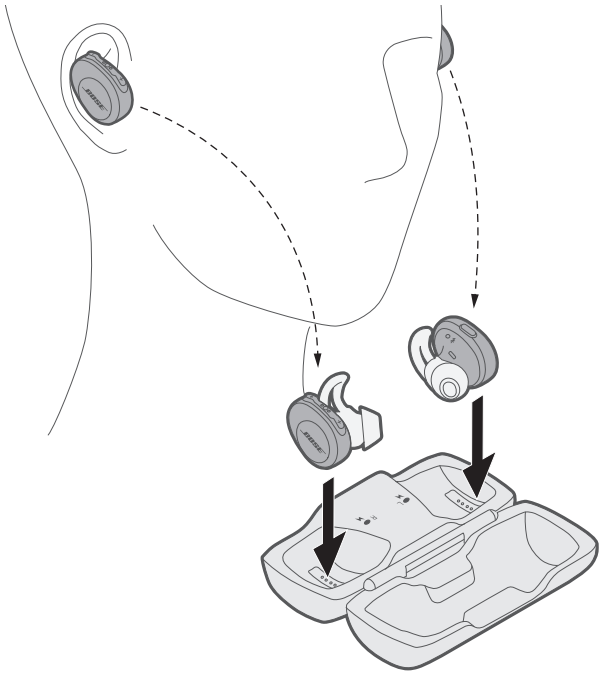
To wake the headphones, press the Power/*Bluetooth* button on the left earbud and the Multi-function button ●●● on the right earbud.

Note: To adjust the number of minutes it takes for your headphones to automatically power off or to disable auto-off, use the Bose® Connect app.

Power off

To power off, place the headphones in the charging case.

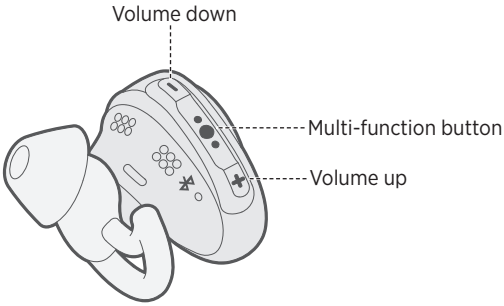
For information on how to properly store the earbuds, see "Charge the headphones" on page 20.



When an earbud is stored, its corresponding charging indicator glows according to charging status (see "Headphone charging indicators" on page 24).

Headphone functions

The headphone controls are located on the top of the right earbud.

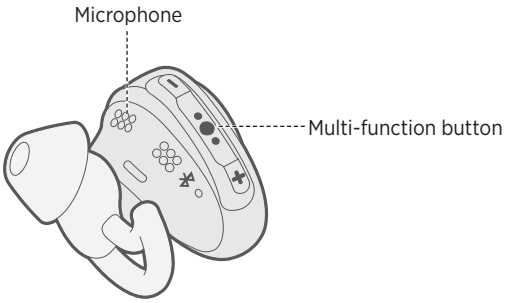


Media playback and volume functions

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

The right earbud is used as a single headphone for phone calls. This lets you take calls and still hear surrounding sounds. Call functions are controlled by the Multi-function button ●⬤● located on the top of the right earbud.



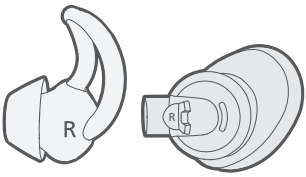
Function	What to do
Answer a call	Press ●⬤● .
End a call	Press ●⬤● .
Decline an incoming call	Press and hold ●⬤● for one second.
Answer a second incoming call and put the current call on hold	While on a call, press ●⬤● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●⬤● for one second.
Switch between two calls	With two active calls, press ●⬤● twice quickly.
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.

Choose the correct StayHear®+ Sport tips

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.

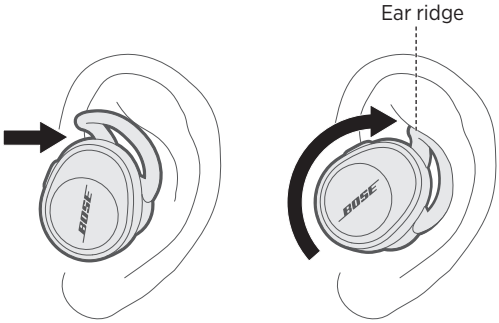
Each StayHear+ Sport tip and earbud is marked with either an **L** or an **R**. Be sure to attach the left tip to the left earbud and the right tip to the right earbud.



Fit the earbud to your ear

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

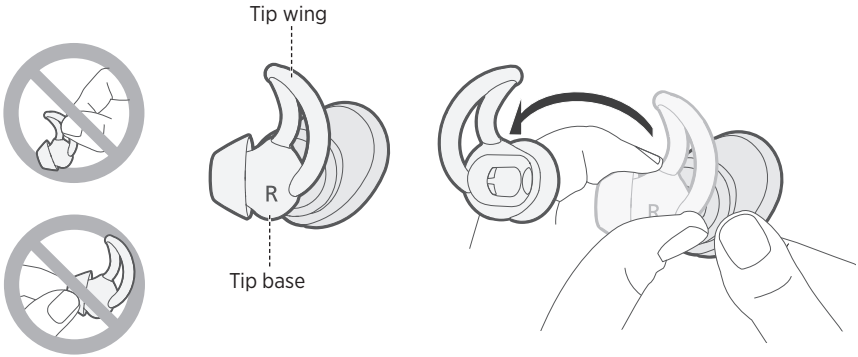
1. Insert the earbud so the StayHear+ Sport tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.



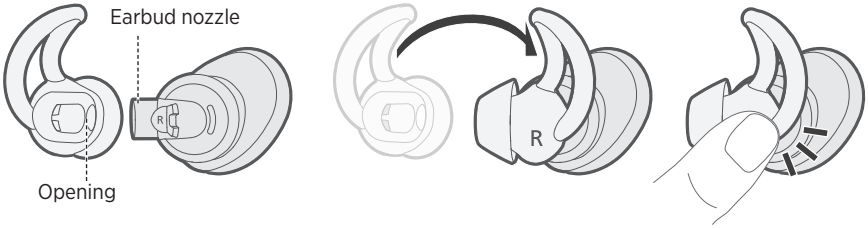
Change the StayHear®+ Sport tips

1. Holding the earbud, 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, then press the base of the tip until it clicks securely into place.

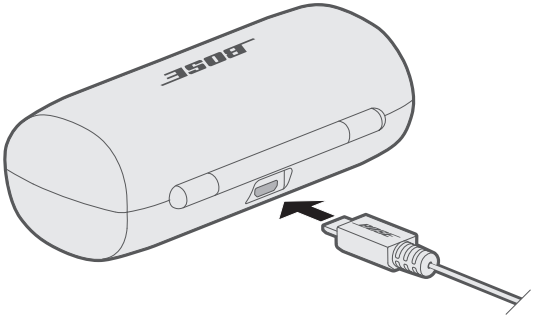


Charge the case

The portable case stores and charges the headphones when not in use. When the case is fully charged, you can charge the headphones up to two times.

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

1. Plug the small end of the USB cable into the USB connector.



2. Plug the other end into a USB wall charger (not provided) or computer that is powered on.

   Notes:

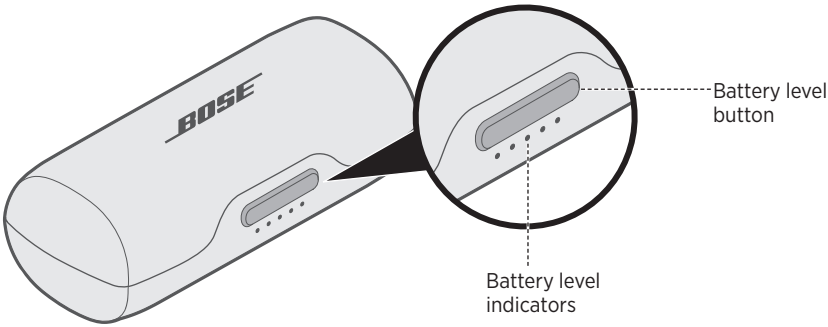
   - Allow up to two hours to charge the case. When the headphones are inside of the case, charging time varies.
   - Before charging, be sure the headphones are at room temperature, between 41° F (5° C) and 104° F (40° C).

Check the case battery level

Gently press the battery level button on the front of the case. The battery level indicators glow for three seconds.

The indicators glow according to the battery level as follows:

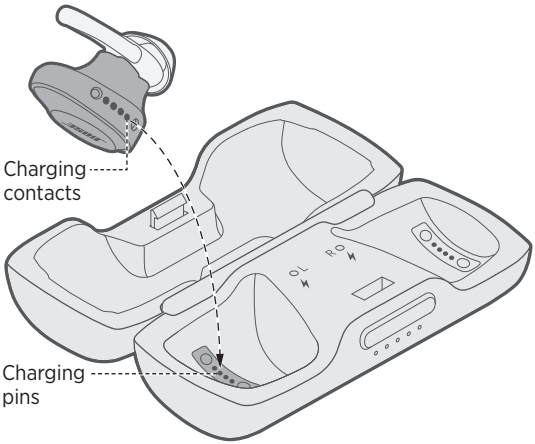
- If five indicators glow solid, the battery is fully charged.
- If only one indicator glows solid, the battery is low. Charge the battery (see page 18).



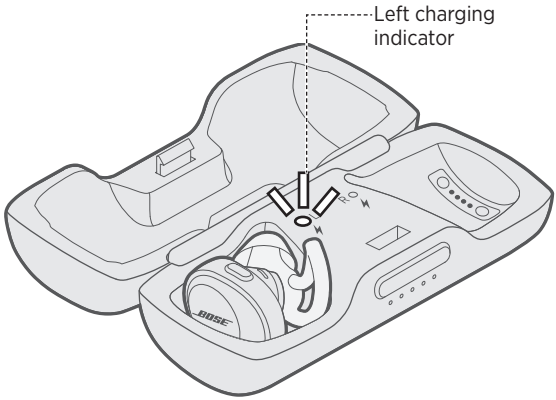
Charge the headphones

The headphones charge while they are in the case. A full charge of the headphones allows up to five hours of use.

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



2. Place the earbud in the case until it magnetically snaps into place, and the left charging indicator blinks white.

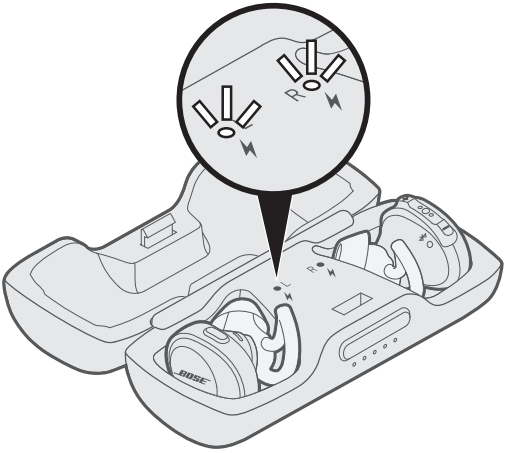


3. Repeat steps 1 – 2 to charge the right earbud.

   Note: Allow up to two hours to fully charge the headphones.

Check the headphone charging status

When an earbud is inserted, its corresponding charging indicator glows according to charging state (see "Headphone charging indicators" on page 24).

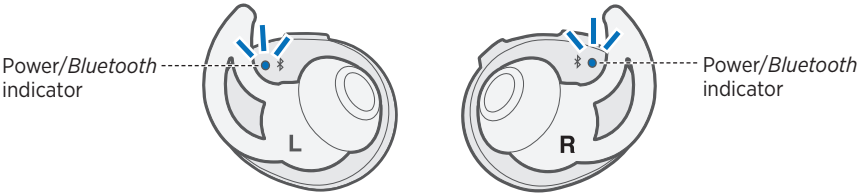


Hear the headphone battery level

Each time you remove the headphones from the charging case, a voice prompt from the right earbud announces the battery level. When you are using the headphones, a voice prompt announces if the battery needs to be charged.

Power/*Bluetooth* indicators

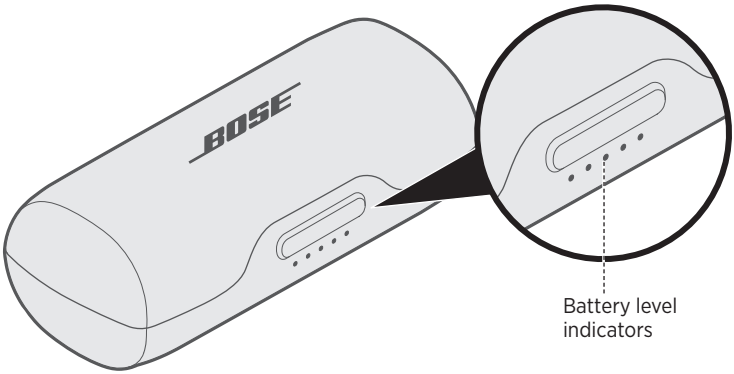
Each earbud has a Power/*Bluetooth* indicator located on the inside surface.



Indicator activity	System state
Solid green	Powering on
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white	Connected
Fast blinking red	Error

Charging case battery indicators

Five battery indicators are located on the front of the charging case.



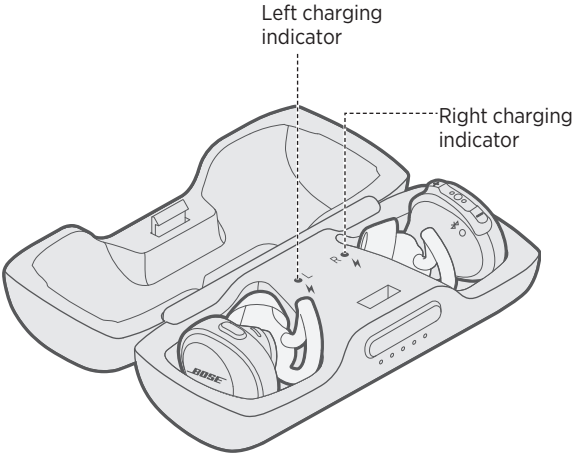
Indicator activity	Charging percentage
●○○○○	0% - 20%
●●○○○	20% - 40%
●●●○○	40% - 60%
●●●●○	60% - 80%
●●●●●	80% - 100%

Notes:

- When charging, the last lit battery indicator blinks white.
- When the charging case is fully charged, all battery indicators glow solid white.
- If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.

Headphone charging indicators

Each earbud has a charging indicator located on the front of the charging case and on the inside of the case. The charging indicators on the front of the case let you quickly check the charging status while the case is closed. For more information, see page 21.



Indicator activity	System state
Slow blinking white	Charging
Solid white	Fully charged
Fast blinking white	Error

Note: If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.

Voice prompts from the right earbud guide you through the pairing and connecting processes and announce battery level. You can customize voice prompts using the buttons on the right earbud.

Tip: You can also manage voice prompts using the Bose® Connect app.

Pre-installed languages

The following languages are pre-installed on your headphones:

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

To check for additional languages

Visit: updates.Bose.com

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

Pair your mobile device using the Bose® Connect app (recommended)

1. Power on the headphones (see page 12).
2. Download the Bose Connect app and follow the on-screen connection instructions.

Once paired, if wearing the headphones, you hear “Connected to <*device name*>.”

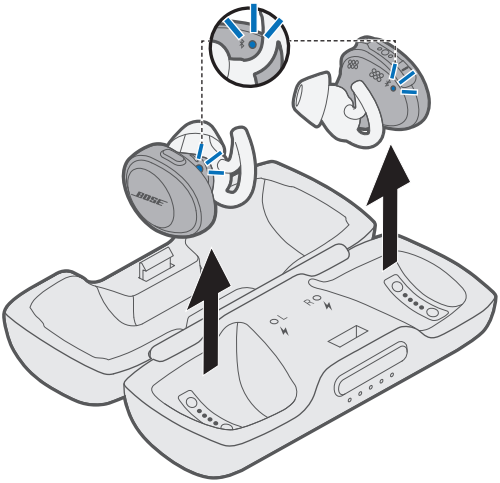
If holding the headphones, you see the Power/*Bluetooth* indicator on each earbud glow solid white.

Pair using the *Bluetooth* menu on your mobile device

1. Remove the headphones from the charging case.

   If wearing the headphones, you hear “Battery level percent. Ready to pair.”

   If holding the headphones, you see the Power/*Bluetooth* indicator on each earbud blink 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 headphones from the device list.

Disconnect a mobile device

Turn off the *Bluetooth* feature on your mobile device.

Reconnect a mobile device

When you remove the headphones from the charging case, they try to reconnect with the most recently connected mobile device.

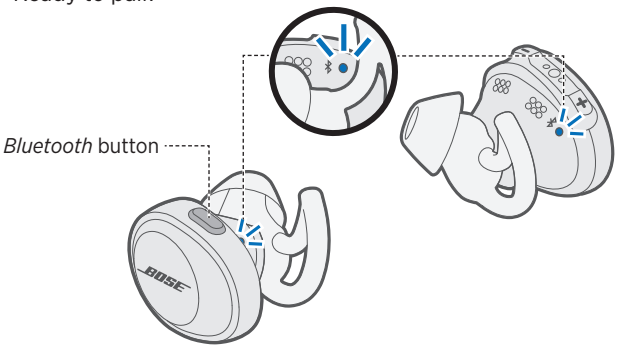
Note: The mobile device must be powered on and within range (30 ft. or 9 m).

Pair an additional mobile device

You can store up to seven paired devices in the headphones pairing list.

1. On the left earbud, press and hold the *Bluetooth* button until the Power/*Bluetooth* indicator on each earbud blinks blue.

   If wearing the headphones, press and hold the *Bluetooth* button until you hear "Ready to pair."



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 headphones from the device list.

   Once paired, if wearing the headphones, you hear "Connected to <*device name*>."

   If holding the headphones, you see the Power/*Bluetooth* indicator on each earbud glow solid white.

Identify connected mobile devices

Press the *Bluetooth* button to hear which mobile device is currently connected.

Reconnect a previously paired device

1. Press the *Bluetooth* button to hear which mobile device is connected.
2. Press the *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.

Clear the headphone pairing list

1. Press and hold the *Bluetooth* button for 10 seconds, until you hear "*Bluetooth* device list cleared."
2. Delete your headphones from the *Bluetooth* list on your mobile device.

   All devices are cleared and the headphones are ready to pair.

Clean the headphones and charging case

The headphones and charging case may require periodic cleaning.

Component	Cleaning procedure
StayHear®+ Sport tips	Remove the tips from the earbuds and wash them with a mild detergent and water. **Note:** Make sure you thoroughly rinse and dry the tips before re-attaching them to the earbuds.
Earbud nozzles	Clean only with a dry, soft cotton swab or equivalent. **Note:** Never insert any cleaning tool into the nozzle.
Charging case	Clean only with a dry, soft cotton swab or equivalent.

Find a lost earbud

Use the Bose® Connect app to locate a lost earbud.

Note: The Find my Bose setting and location services must be enabled in the Bose Connect app before the earbud is lost.

Replacement parts and accessories

Replacement parts and accessories can be ordered through Bose customer service. Visit: global.Bose.com/Support/SSF

Limited warranty

Your SoundSport® Free wireless headphones are covered by a limited warranty. Details of the limited warranty are provided on the product registration card that is included in the carton. Please refer to the card for instructions on how to register. Failure to register will not affect your limited warranty rights.

The warranty information provided with this product does not apply in Australia and New Zealand. See our website at www.bose.com.au/warranty or www.Bose.co.nz/warranty for details of the Australia and New Zealand warranty.

If you experience problems with your headphones or charging case:

- Check the state of the status indicators (see page 22).
- Charge the battery (see page 18).
- Increase the volume on your headphones, mobile device and music app.
- Try connecting another mobile device (see page 29).

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

The following table lists symptoms and possible solutions to common problems.

Symptom	Solution
Headphones don't power on	• Place the headphones in the charging case to initiate charging. • Make sure the headphones are not switched to auto-off. To wake the headphones, press the *Bluetooth* button on the left earbud and the Multi-function button ●●● on the right earbud.
Headphones don't pair with mobile device	• Make sure your mobile device supports *Bluetooth* technology (see page 26). • On your mobile device: – Turn the *Bluetooth* feature off and then on. – Delete your Bose® SoundSport® Free wireless headphones from the *Bluetooth* list on your mobile device. Pair again. • Move your mobile device closer to the headphones and away from any interference or obstructions. • Pair a different mobile device (see page 29). • Visit global.Bose.com/Support/SSF to see how-to videos. • Clear the headphone pairing list (see page 30) and pair again.
Headphones don't charge	• Make sure the headphones are properly placed in the charging case (see page 20). • Make sure the charging case battery is not depleted (see page 23). • Make sure there is no dirt or debris covering the charging conductors within the case or on the earbuds. • If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.

Symptom	Solution
Charging case doesn't charge	• Check the case battery level by gently pressing the battery level button on the front of the case (see page 19). If needed, charge the case with the supplied USB cable (see page 18). • Secure both ends of the USB cable. • If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.
No sound	• Press play on your mobile device to make sure the audio track is playing. • Place the headphones in the charging case to check the headphone charging status (see page 21). If needed, charge the headphones (see page 20). • Increase the volume on the headphones and mobile device. • Press the *Bluetooth* button to hear the connected mobile device. Make sure you are using the correct device. • Move your mobile device closer to the headphones (30 ft. or 9 m) and away from any interference or obstructions. • Use a different music source. • Pair a different mobile device (see page 29).
No sound from one earbud	Place both earbuds in the charging case until they magnetically snap into place, and the charging indicators blinks white. Then, remove earbuds.
Poor sound quality	• Make sure that both headphones fit securely in your ear (see page 16). • Use a different music source. • Pair a different mobile device (see page 29). • Move your mobile device closer to the headphones (30 ft. or 9 m) and away from any interference or obstructions. • Clear any debris or wax buildup from the earbuds and headphone nozzles. • Make sure your headphones are paired over the correct *Bluetooth* profile: Stereo A2DP. Check your device's *Bluetooth*/audio settings menu to ensure the correct profile is selected.
StayHear®+ Sport tips falling off	Securely attach the tips to the earbuds (see page 17).
Find a lost earbud	Use the Bose® Connect app to locate a lost earbud. **Note:** The Find my Bose setting and location services must be enabled in the Bose Connect app before the earbud is lost.

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