

Trouble Shooting:

A Sound Sport Free software update is now available to improve audio video synchronization for most customers and use situations. You can download the new software wirelessly through the Bose Connect app or by visiting btu.bose.com on your computer. This update will benefit customers with Bluetooth devices that fully support Audio Video Distribution Transport Protocol (AVDTP) version 1.3 or later. We have confirmed Apple iPhones and iPads use this protocol and we continue to evaluate other popular Bluetooth devices. Audio video synchronization may also vary depending on the mobile app is being viewed (e.g. Netflix, YouTube). We encourage customers to use the most recent software for your mobile apps, Bluetooth devices and Bose headphones.