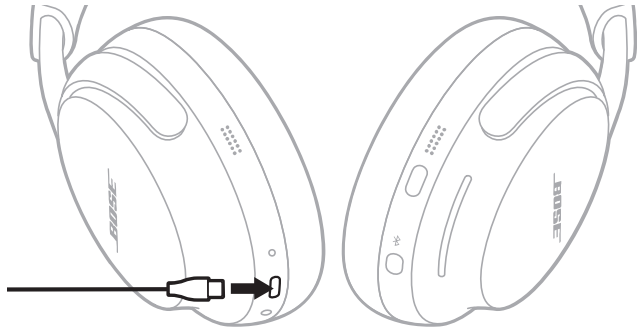


RESET THE HEADPHONES

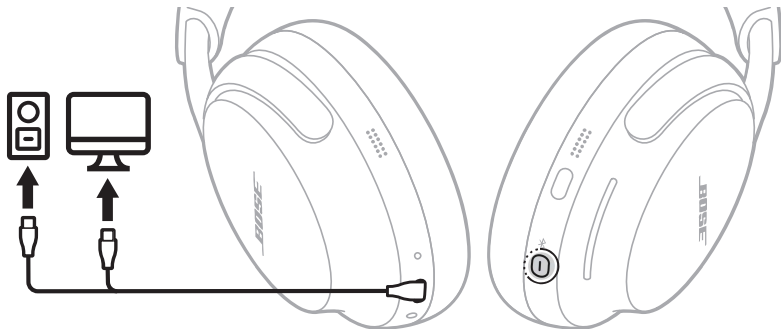
If the headphones are unresponsive, you can reset them.

Resetting the headphones resets the product controls and reboots the headphones. It doesn't clear any device settings.

1. Remove the headphones from the *Bluetooth* list on your device.
2. Connect the small end of the USB cable to the USB-C port on the left earcup.



3. Press and hold the *Bluetooth/Power* button while connecting the other end of the USB cable to a USB-A power source such as a computer or wall charger.



4. Once the USB cable is connected to a USB-A power source, release the *Bluetooth/Power* button.

When the reset is complete, the status light blinks white for 3 seconds, then glows according to the current charge level (see page 38).

UPDATE THE HEADPHONES

The headphones begin updating automatically when connected to the Bose Music app and an update is available. Follow the app instructions.

You can also update the headphones using the Bose updater website. On your computer, visit: btu.Bose.com and follow the on-screen instructions.

RESTORE THE HEADPHONES TO FACTORY SETTINGS

A restore to factory settings clears all settings and return the headphones to their original out-of-box state. After, the headphones can be configured as if they were being set up for the first time.

Restoring to factory settings is only recommended if you are having issues with the headphones or you have been instructed to do so by Bose customer service.

1. Remove the headphones from the *Bluetooth* list on your device.
2. Remove the headphones from your Bose account using the Bose Music app.

NOTE: For more information about how to remove the headphones from your Bose account using the Bose Music app, visit: support.Bose.com/QCU

3. Press and hold the *Bluetooth/Power* button and Multi-function button for 15 seconds.



The status light blinks white. After 30 seconds, the status light blinks amber to indicate factory settings are being restored (2 to 3 seconds).

When the restore is complete, the status light slowly blinks blue. The headphones are now in their original out-of-box state.