

# Troubleshooting

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If you experience any trouble using your headphones, try the following troubleshooting instructions.

<b>Problem</b>	<b>What to do</b>
No audio/intermittent audio	<ul style="list-style-type: none"><li>• Securely connect the headphones plug to the headphone input.</li><li>• Try another audio device.</li></ul>
Excessive bass	<ul style="list-style-type: none"><li>• Turn off any audio enhancement features on the audio source.</li></ul>
Microphone is not picking up sound	<ul style="list-style-type: none"><li>• Make sure you are using a compatible device. See “Made for” on page 6.</li><li>• Securely connect the headphones plug to the headphone input.</li><li>• Make sure the microphone opening on the back of the Answer/End button is not blocked.</li><li>• Try another phone call.</li><li>• Try another compatible device.</li></ul>
Phone not responding to remote (button) presses	<ul style="list-style-type: none"><li>• Securely connect the headphones plug to the headphone input.</li><li>• For multi-press functions: Vary speed of presses.</li></ul>
Apple product not responding to remote	<ul style="list-style-type: none"><li>• Full controls may not be available for some Apple products.</li></ul>
Ear tips falling off	<ul style="list-style-type: none"><li>• Securely attach the ear tips to the earpiece and nozzle hook.</li></ul>
Lost ear tip	<ul style="list-style-type: none"><li>• Contact Bose® for replacement tips.</li></ul>
Sound is muffled from earpiece	<ul style="list-style-type: none"><li>• Clear any debris or wax build-up from the ear tips and headphones nozzles.</li><li>• Unplug the headphones from the audio source, then plug back in making sure they are securely connected.</li><li>• Try another audio device.</li></ul>