

## **What is the difference between Bose QuietComfort® Earbuds and Bose Sport Earbuds?**

Both truly wireless earbud products offer comparable comfort and stability features, sweat and weather resistance and battery life, but there are several key differences. First and foremost, QuietComfort® Earbuds feature noise cancelling technology while Bose Sport Earbuds do not. QuietComfort® Earbuds are ideal for periodic use all throughout the day, while Sport Earbuds are Engineered for Exercise™. Lastly, Sport Earbuds are a little smaller and more compact than QuietComfort® Earbuds.

## **How is the total noise cancelling in Bose QuietComfort® Earbuds achieved?**

Bose QuietComfort® Earbuds utilise both active and passive noise reduction technologies. They use a sophisticated proprietary approach for active noise reduction, placing microphones both inside and outside the earbuds. The electronics system senses the sound in almost any environment and then measures, compares and reacts—instantaneously—to produce an opposing cancelling signal. The passive noise reduction is achieved by a combination of the acoustic design and proprietary eartip design.

## **What is Active EQ?**

Active EQ (equalisation) involves electronically tuning the frequency response to closely match the proprietary Bose response curve for headphone audio. This response curve is the result of decades of research studying how sound travels to the ear. The closer the frequency response comes to matching the target curve, the more lifelike the audio performance.

## **How good is the audio performance of Bose QuietComfort® Earbuds?**

Bose QuietComfort® Earbuds achieve high standards of audio performance at every volume level. A combination of technologies makes this possible. A patented acoustic port design combined with premium, high-efficiency drivers ensures immersive sound and deep lows from a small acoustic package. Volume-optimised Active EQ enhances clarity throughout the entire spectrum of sound for lifelike audio reproduction. And a low noise floor reduces the electronic hiss commonly heard in other noise reduction earbuds.

## **How comfortable and stable are Bose QuietComfort® Earbuds?**

These earbuds are comfortable enough to be worn for extended periods of time—and stable enough to stay firmly in place no matter how vigorously you move. The eartips have an extended flexible wing that spreads pressure evenly across the ridge of your ear. This unique design provides excellent stability without sacrificing comfort. In fact, the soft material and rounded profile allows the tip to sit comfortably in the bowl of the ear for long-term wear.

## **Are Bose QuietComfort® Earbuds sweat resistant?**

Yes. Bose QuietComfort® Earbuds have passed IPX4 testing, which means they are protected against sweat and splashing water from any angle. The interior of the charging case is also resistant to water or sweat that may remain on the buds when they are placed inside for charging; however, it is not recommended that the outside of the case be exposed to water.

## **Are Bose QuietComfort® Earbuds waterproof?**

No. QuietComfort® Earbuds are designed to withstand sweat and weather but they are not intended to be submerged underwater.

## **Can Bose QuietComfort® Earbuds be used with the Bose Music app?**

Yes. The Bose Music app makes controlling the earbuds and switching between multiple Bluetooth® devices easier than ever with a graphical interface. It also allows you to personalise your QuietComfort® Earbuds and access software updates and new features in the future.

The Bose Music app also contains many useful features. You can set your preferred noise cancelling levels, monitor power usage, customise your VPA preferences and create a custom Shortcut.

Please note that QuietComfort® Earbuds cannot connect to other apps from Bose, like Bose Connect, Bose Hear or Bose SoundTouch.

## **Can I listen to calls and music using just one earbud?**

Yes, just make sure that you use the right earbud. That's because when you pair your QuietComfort® Earbuds to your phone, tablet or laptop, the Bluetooth® connection occurs between the source device and the right earbud. The signal is then beamed over to the left earbud. So, if you were to take out the right earbud and place it on a table, that earbud would go to sleep in about 20 minutes and, when that happens, the left earbud would lose its Bluetooth connection. Similarly, if you were to place the right earbud in the charging case and close the lid, the left earbud would lose its connection immediately.

As for calls, it's worth noting that the microphone system that picks up your voice is located in the right earbud—another good reason to opt for the right earbud when you feel like only wearing one.

Just be aware, when you choose to listen to the right earbud only, you won't be able to access the touch controls on your left earbud, so you will need to adjust the noise cancelling through the Bose Music app and manage your content directly on your device.

## **How do I pair Bose QuietComfort® Earbuds with my mobile device?**

When the Bose QuietComfort® Earbuds charging case is opened for the first time, the buds will automatically enter discoverable mode and Status Lights will pulse blue. The earbuds can then be detected by your mobile device. To connect a device and learn about more features, you should download the Bose Music app to finish the connecting process. If you don't have the Bose Music app, you can follow the directions within your smartphone's Bluetooth menu to connect the earbuds. Once the connection is made, the Status Light on both earbuds will turn solid blue. To connect additional devices, you can press and hold the Bluetooth button located on the charging case until you see the Bluetooth Status Light slowly pulse blue or hear the "ready to connect" voice prompt spoken in the earbuds. Then, just follow the directions within the Bose Music app or the Bluetooth device menu to finish pairing.

NOTE: You can connect to and play audio from only one device at a time.

## **How do I charge Bose QuietComfort® Earbuds?**

Bose QuietComfort® Earbuds are charged by placing them in their charging case. If the case is charged, it will automatically charge the earbuds. The earbuds are charging when the Status Lights on the buds pulse white. Please note: the Status Lights on the case will show the charge status of the case and will only blink if the case is connected to a power source and charging.

Allow up to 2.5 hours for the earbuds to fully charge. Once they are fully charged, the battery indicator light on the earbuds will turn solid white and eventually turn off.

If the case is out of power, place it on a Qi-certified wireless charging mat (not included), or plug the included USB-C cable into the case and plug the other end into a USB port on a computer or wall charger (sold separately).

## **Can I quickly charge the battery?**

Yes. If the earbud battery is depleted, a quick 15-minute charge provides up to 2 hours of play time.

## **Why aren't there any buttons on the Bose QuietComfort® Earbuds?**

Instead of buttons, each earbud has a touch interface to access product controls.

The right bud controls these core functions:

- Swipe up and down for volume control
  - To enable this feature, open the Bose Music app and select your QuietComfort® Earbuds.
  - Tap the settings icon in the top-right corner of the screen.
  - Under the "Control" section, toggle on the "Volume" feature.
- Double-tap to pause or play your content and answer or end a call.
- Press and hold to decline an incoming call or access your voice assistant.

The left bud controls these functions:

- Press and hold to access your preset Shortcut (customisation available through the Bose Music app).
- Double-tap to cycle through your available modes. The default mode settings are Quiet Mode (max noise cancelling) and Aware Mode (full transparency). To add or change your mode settings, or to access all options, you can use the Bose Music app. You can also use the Bose Music app to change modes. When engaged, removing a bud will simultaneously pause your audio content and place the buds into full transparency so you can hear the world without any distractions. Putting the bud back in their ear will re-engage the prior mode setting and audio content.

### **What is a Shortcut? How do I set it up?**

In addition to the other gesture-based controls on the earbuds, Bose QuietComfort® Earbuds offer a Shortcut feature. It allows you to set up a custom command, like skip track or check battery level. You can set up your preference in the Bose Music app, then access the feature you prefer by pressing and holding the left earbud.

### **How are the StayHear® Max tips included with Bose QuietComfort® Earbuds different from the original StayHear+ QC tips?**

The StayHear® Max tips are made from a similar soft silicone material as the original StayHear+ QC tips and have a similar umbrella shape, which creates a gentle seal at the entrance of the ear canal for optimal noise cancelling and audio performance. But the means of attachment are different; the StayHear® Max eartips wrap around the earbud acoustic package, which allows the bud to sit closer to the head.

The new eartip design has the added benefit of creating a more airtight seal between the ear and the earbud, which results in better bass and overall audio sound.

If you have another pair of Bose earbuds that include Bose StayHear+ tips, the eartip size that you're used to may be different with these updated eartips. Make sure you use the Bose Music App to go through the eartip-sizing tutorial. You may have to experiment to find the right size.

### **Why are there three pairs of eartips?**

To ensure proper comfort and headphone performance, Bose QuietComfort® Earbuds come with three sizes of soft eartips. It's important to find the appropriate tip size for your ears. Make sure you download the Bose Music app and go through the eartip-sizing tutorial. You may have to experiment to determine which tip size is the best fit for each ear—and it's not at all unusual to find you need a different size in each ear.

## **How do I care for the eartips?**

Bose QuietComfort® Earbuds should be cleaned after every use by gently wiping the buds dry. Be careful not to allow any moisture to enter the earbuds through the ports. In addition, make sure that you do not force any dirt or debris into the ports. Do not blow air into or vacuum the ports or nozzle.

For a more thorough cleaning, remove the eartips from the earbud, then rinse with water and a mild detergent. Allow the eartips to dry completely before reattaching them to the earbuds. The eartips should be resistant to dirt or the effects of UV radiation, which typically cause some colour change. With normal use, the appearance of the tips should remain unchanged through years of use.