

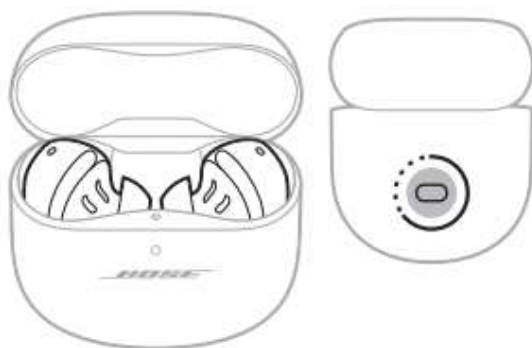
REBOOT THE EARBUDS AND CHARGING CASE

If the earbuds or charging case are unresponsive, you can reboot them.

NOTE: Rebooting the earbuds clears the earbud device list. It doesn't clear other settings.

1. Remove the earbuds from the *Bluetooth* list on your device.
2. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 25 seconds until the earbuds status light blinks white 2 times, slowly blinks blue, and then turns off.

NOTE: Make sure both earbuds are in the case and the case is open.



When the reboot is complete, the earbuds status light glows according to the charging status (see page 38), and the charging case status light glows according to the battery level (see page 39).

UPDATE THE EARBUDS

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

UPDATE THE CHARGING CASE

Update the charging case using the Bose updater website. On your computer, visit: btu.bose.com and follow the on-screen instructions.

RESTORE THE EARBUDS TO FACTORY SETTINGS

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

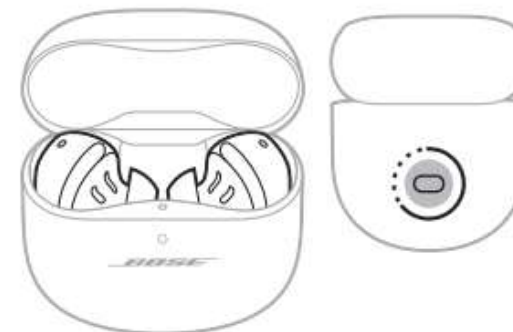
Restoring to factory settings is only recommended if you are having issues with the earbuds or you have been instructed to do so by Bose customer service.

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

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

3. With the earbuds in the charging case and the case open, press and hold the button on the back of the case for 25 seconds until the earbuds status light blinks white 2 times, slowly blinks blue, and then turns off.

NOTE: Make sure both earbuds are in the case and the case is open.



4. Repeat the previous step 2 more times.

After the third time, the status light blinks amber for 3 seconds to indicate factory settings are being restored.

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

NOTE: If you're unable to resolve your issue, additional troubleshooting and support is available at: support.bose.com/OCUE