

FAQ

How durable is the SoundWear Companion speaker?

The SoundWear Companion speaker is made from materials engineered to be comfortable and light. It is also sweat and water resistant, and is subjected to rigorous product testing to ensure durability.

How comfortable is the SoundWear Companion speaker?

The neckband was specifically designed for all-day wearability. All materials have been selected for their comfort and lightweight properties. The speaker is adjustable to conform to your neck for a comfortable fit.

Can the SoundWear Companion Speaker take calls?

Yes. The SoundWear Companion speaker has a microphone for taking calls when connected to a smartphone that supports the Bluetooth® HFP profile. In addition to traditional calls, the speaker will work with many apps that use Voice over Internet Protocol (VoIP), such as Skype or FaceTime.

Can the SoundWear Companion speaker simultaneously be connected to two mobile devices?

Yes. Multi-point technology allows the SoundWear Companion speaker to maintain a connection to two devices at the same time—for example, an iPad and a smartphone. So, while you're watching video on the iPad, the speaker will automatically pause the video to answer a call from your smartphone. When the call is finished, the speaker switches back to the video.

What is the range of the SoundWear Companion speaker's Bluetooth performance?

The SoundWear Companion speaker connection is capable of stable operation at up to 30 ft (9 m). Performance can be affected by obstacles such as walls or metal, interference from Wi-Fi® or other wireless devices.

How do I charge the SoundWear Companion speaker?

The SoundWear Companion can be charged using the supplied USB cable and plugging it into a USB port on a computer or a wall charger (sold separately). Allow up to 3 hours for the speaker to fully charge.

How long will the battery stay charged?

The battery will provide up to 12 hours of use per charge.

Can you listen to music when the battery is charging?

No, the speaker does not operate while charging.

What are the buttons for on the right side of the speaker?

The larger middle button is the multi-function button. It initiates play/pause and other track controls for videos and music, answers and ends calls, and your phone's default virtual assistant, like Siri. The buttons on either side of the multi-function button are volume +/- buttons.

What purpose do the voice prompts on the SoundWear Companion speaker serve?

The voice prompts serve two key purposes. First, they provide guidance during the Bluetooth® pairing and connection process. Second, they identify the connected source devices by text to speech, simplifying usage with more than one source device.

Is it possible to disable voice prompts on the SoundWear Companion speaker?

Yes. Voice prompts can be disabled either in the Bose Connect app, or by simultaneously pressing the "+" (volume up) and "-" (volume down) buttons until you feel a vibration. We recommend leaving voice prompts enabled because of the additional functionality they provide.

What purpose does the vibration notification on the SoundWear Companion speaker serve?

The SoundWear Companion speaker provides vibration notifications to notify you of incoming calls.

Does the SoundWear Companion speaker work with voice recognition apps?

Yes. Pressing the multi-function button for 3 seconds will initiate voice recognition on mobile devices that support this feature.

Can the SoundWear Companion be used for gaming?

Yes, However, if used in games where action and audio are supposed to be synchronized, audio/video delay might occur.

Specifications

Inputs and outputs

- Micro-B USB port

Additional details

- Bluetooth range: 30 ft (9 m)
- Battery charging time: Up to 3 hours
- Battery life: Up to 12 hours per full charge on average