

Owner's Guide
Brugervejledning
Bedienungsanleitung
Gebruikershandleiding
Guía del usuario
Käyttöohje
Notice d'utilisation
Manuale di istruzioni
Kezelési útmutató
Brukerveiledning
Podręcznik użytkownika
Bruksanvisning
คู่มือผู้ใช้
사용자 안내서
用戶指南
使用者指南
取扱説明書
دليل المالك

BOSE

SOUNDSPORT® FREE
WIRELESS

IMPORTANT SAFETY INSTRUCTIONS

Please read and keep all safety and use instructions.

Important Safety Instructions

1. Only use attachments/accessories specified by the manufacturer.

WARNINGS/CAUTIONS

- To avoid accidental ingestion, keep the earbuds away from small children and pets. The earbuds contain a lithium-ion battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the earbuds in the charging case with the lid closed, and keep out of reach of small children and pets.
- Do NOT use the earbuds at a high volume for any extended period.
 - To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.
 - Turn the volume down on your device before placing the earbuds in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Use caution and follow applicable laws regarding mobile phone and headphone use if using the earbuds for phone calls while driving. Some jurisdictions impose specific limitations, such as single ear piece configuration, on the use of such products while driving. DON'T use the earbuds for any other purpose while driving.
- Focus on your safety and that of others if you use the earbuds while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad and follow applicable laws regarding headphone use, etc. Remove the earbuds or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- Do NOT allow small children to use the earbuds.
- Do NOT submerge or expose the earbuds for extended period to water, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc.
- When using this product, basic precautions should always be followed, including the following:
 - Read all the instructions before using the charging case.
 - To reduce the risk of injury, close supervision is necessary when the charging case is used near children.
 - Do not expose charging case to water, rain, liquids or snow.
 - Use of a power supply or charger not recommended or sold by power pack manufacturer may result in a risk of fire or injury to persons.
 - Do not use the charging case in excess of its output rating.
 - Do not use a charging case that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury to persons.
 - Do not disassemble the charging case. Incorrect reassembly may result in risk of fire or injury to persons.
 - Do not open, crush, or expose a charging case to fire, or excessive temperature. Exposure to fire or temperature above 212° F, 100° C may cause explosion.
 - Have servicing performed by a qualified repair person using only identical replacement parts.

IMPORTANT SAFETY INSTRUCTIONS



Contains small parts which may be a choking hazard. Not suitable for children under age 3.



This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Bose Corporation could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with FCC and Industry Canada radiation exposure limits set forth for general population. It must not be co-located or be operating in conjunction with any other antennas or transmitters.

FCC ID: A94BL1R / FCC ID: A94BL1L / IC: 3232A-BL1R / IC: 3232A-BL1L

Model: BL1R, BL1L

CAN ICES-3 (B)/NMB-3(B)

Management Regulation for Low-power Radio-frequency Devices

Article XII

According to "Management Regulation for Low-power Radio-frequency Devices" without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article XIV

The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; if found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

REGULATORY INFORMATION

CE Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU directive requirements. The complete declaration of conformity can be found at: www.Bose.com/compliance

For Europe:

Frequency band of operation 2400 to 2483.5 MHz:

- *Bluetooth*: Maximum transmit power less than 20 dBm EIRP.
- *Bluetooth* Low Energy: Maximum power spectral density less than 10 dBm/MHz EIRP.

DON'T attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Bose retailer or other qualified professional for removal.



Please dispose of used batteries properly, following local regulations. Do not incinerate.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.



Li-ion Removal of the rechargeable lithium-ion battery in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see products.bose.com/static/compliance/index.html for further information.



China Restriction of Hazardous Substances Table

Names and Contents of Toxic or Hazardous Substances or Elements						
Part Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	X	0	0	0	0	0
Cables	X	0	0	0	0	0
This table is prepared in accordance with the provisions of SJ/T 11364.						
0: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.						
X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.						

Taiwan Restriction of Hazardous Substances Table

Equipment name: Bose® SoundSport™ Free, Type designation: 423729						
Restricted substances and its chemical symbols						
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	o	o	o	o	o
Metal Parts	-	o	o	o	o	o
Plastic Parts	o	o	o	o	o	o
Speakers	-	o	o	o	o	o
Cables	-	o	o	o	o	o
Note 1: “o” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. Note 2: The “-” indicates that the restricted substance corresponds to the exemption.						

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; “8” is 2008 or 2018.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plan 9, No. 353 North Riyang Road, China (Shanghai) Pilot Free Trade Zone

EU Importer: Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands

Taiwan Importer: Bose Taiwan Branch, 9F-A1, No.10, Section 3, Minsheng East Road, Taipei City 104, Taiwan
 Phone Number: +886-2-2514 7676

Mexico Importer: Bose de México, S. de R.L. de C.V. , Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545

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Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with an Apple product may affect wireless performance.

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BOSE® CONNECT APP

Download the Bose Connect app to keep your software up to date, personalize your headphone settings, easily manage *Bluetooth* connections and access new features.

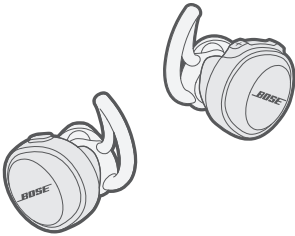
What can I do with the Bose Connect app?

- Enable the Find My Buds feature
- Customize your headphone experience:
 - Name your headphones
 - Select a voice prompt language or disable voice prompts
 - Adjust the standby timer.
- Find answers to frequently asked questions
- Keep headphones up to date with the latest software

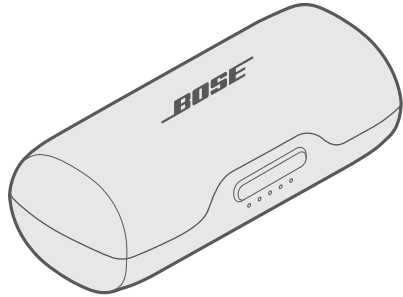


Contents

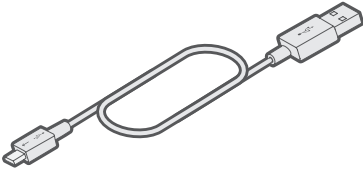
Confirm that the following parts are included:



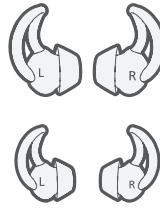
Bose® SoundSport® Free wireless headphones



Portable charging case



USB cable



StayHear®+ Sport tips:
Large (black) and small (white)

Note: Medium (gray) tips are attached to the earbuds.

Note: If any part of your product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service. Visit global.Bose.com/Support/SSF

Headphones

These headphones are rated IPX4. This means they are sweat and weather resistant. They are not meant to be submerged under water.

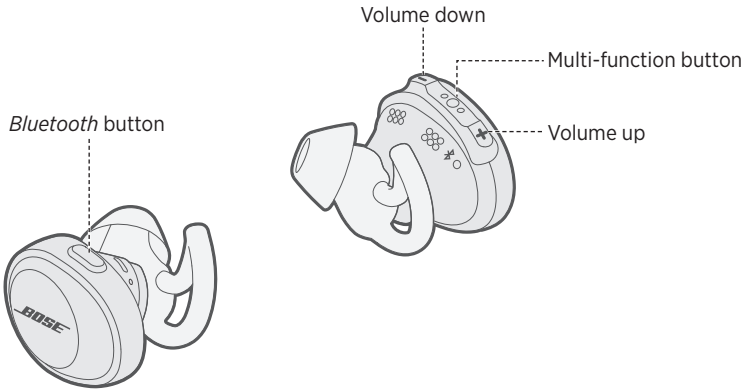
CAUTION: Do NOT swim or shower with the headphones. Do NOT submerge the headphones.



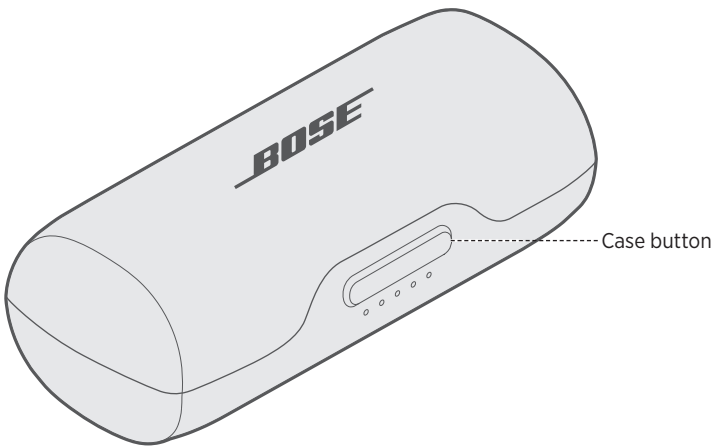
Notes:

- To prevent rusting, regularly clean the charging pins on the earbuds with a dry, soft cotton swab or equivalent.
- IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.

Headphones

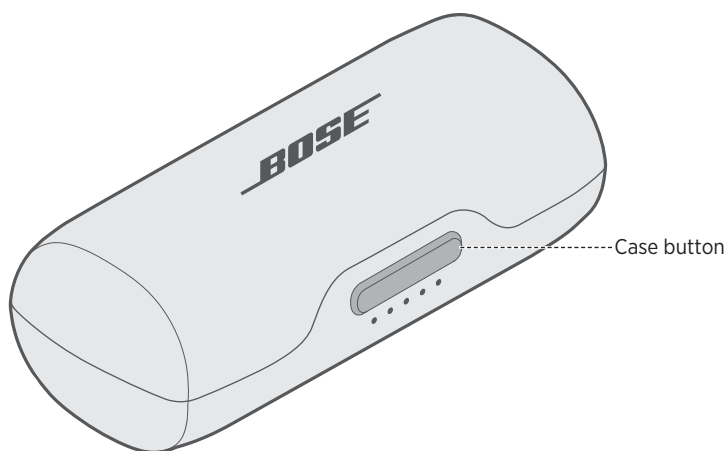


Charging case



Open charging case

Firmly press the button on the front of the case.



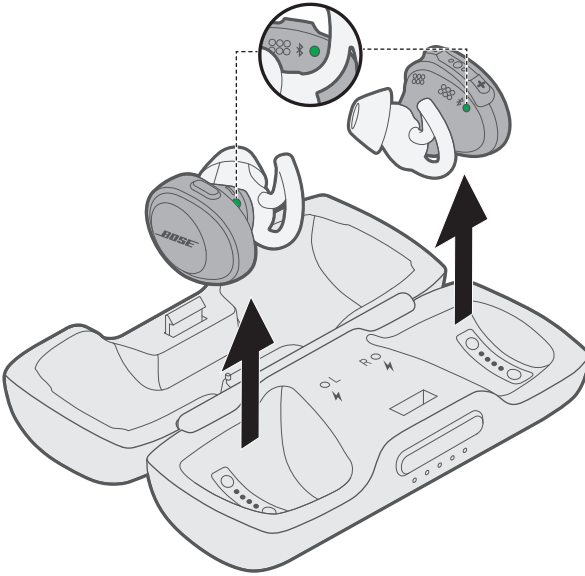
Note: When you press the case button, the front indicators glow according to the current battery level (see "Charging case battery indicators" on page 24).

Power on

To power on, remove the headphones from the charging case.

A voice prompt from the right earbud announces the battery level and the *Bluetooth* indicator on each earbud blinks blue.

Note: To hear the voice prompts, make sure you are wearing the headphones.



Standby timer

The standby timer conserves the battery when the headphones are out of the charging case and not being used. The headphones switch to standby when audio has stopped and you have not pressed any buttons for 20 minutes.

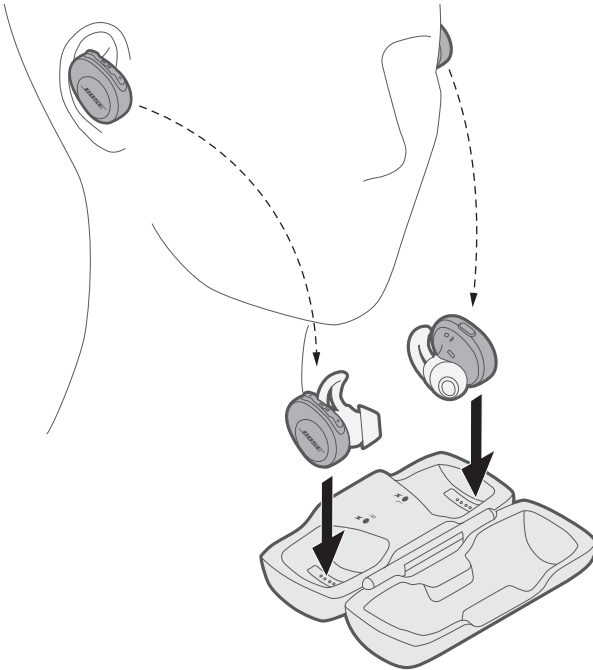
To wake the headphones, press the *Bluetooth* button on the left earbud and press any button on the right earbud.

Note: To disable the timer or change the number of minutes it takes for your headphones to switch to standby, use the Bose® Connect app.

Power off

To power off, place the headphones in the charging case.

For information on how to properly store the earbuds, see "Charge the headphones" on page 19.

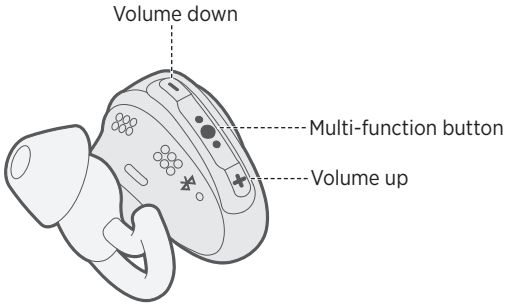


When an earbud is stored, its corresponding charging indicator glows according to charging status (see "Headphone charging indicators" on page 25).

Headphone functions

The headphone controls are located on the top of the right earbud.

Media playback and volume functions

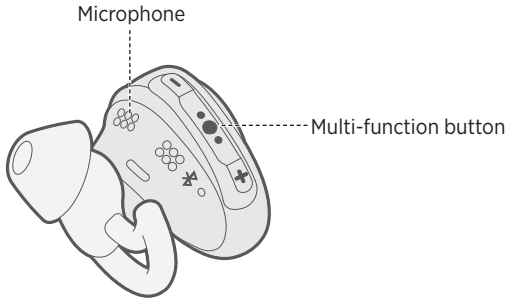


Function	What to do
Play/pause	Press ● ● ● .
Skip forward	Double press ● ● ● .
Skip backward	Triple press ● ● ● .
Volume up	Press + .
Volume down	Press - .

HEADPHONE CONTROLS

Call functions

The right earbud is used as a single headphone for phone calls. This lets you take calls and still hear surrounding sounds.



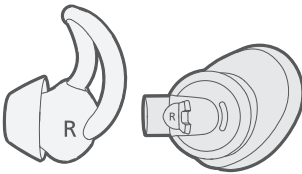
Function	What to do
Answer a call	Press ●●●.
End a call	Press ●●●.
Decline an incoming call	Press and hold ●●● for one second.
Answer a second incoming call and put the current call on hold	While on a call, press ●●● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●●● for one second.
Switch between two calls	With two active calls, double press ●●●.
Create a conference call	With two active calls, press and hold ●●● for one second.
Activate voice control	While not on a call, press and hold ●●● for one second. Refer to your mobile device owner's guide for compatibility and usage information about this feature.
Mute/unmute a call	While on a call, press + and - simultaneously.

Choose the correct StayHear[®]+ Sport tips

For optimal audio performance, it is important to choose the correct size StayHear+ Sport tip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

Note: To test the fit, try speaking aloud. Your voice should sound muffled in both ears; if not, select another tip size.

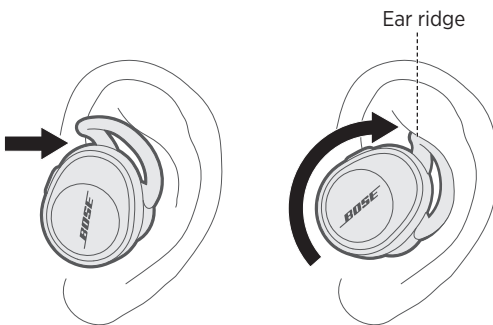
Each StayHear+ Sport tip and earbud is marked with either an **L** or an **R**. Be sure to attach the left tip to the left earbud and the right tip to the right earbud.



Fit the earbud to your ear

The StayHear+ Sport tip lets the earbud rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

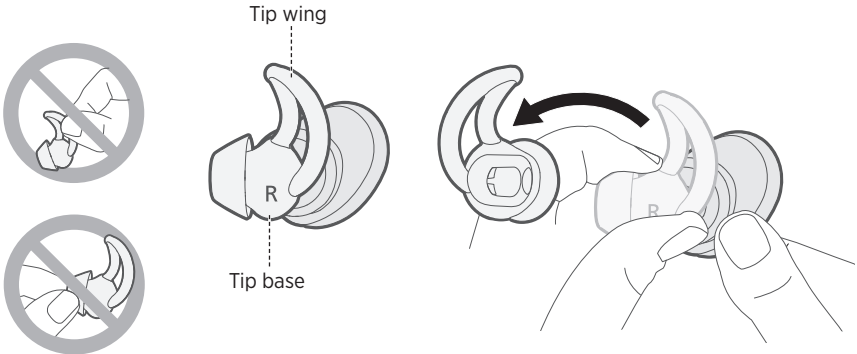
1. Insert the earbud so the StayHear+ Sport tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.



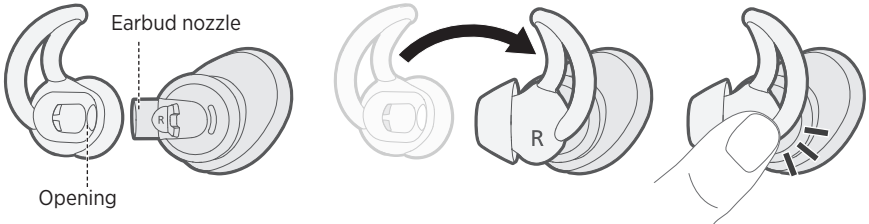
Change the StayHear[®]+ Sport tips

1. Holding the earbud, gently grasp the attached StayHear+ Sport tip and peel it away from the earbud.

CAUTION: To prevent tearing, grasp the StayHear+ Sport tip by its base. Do not pull on the tip wing.



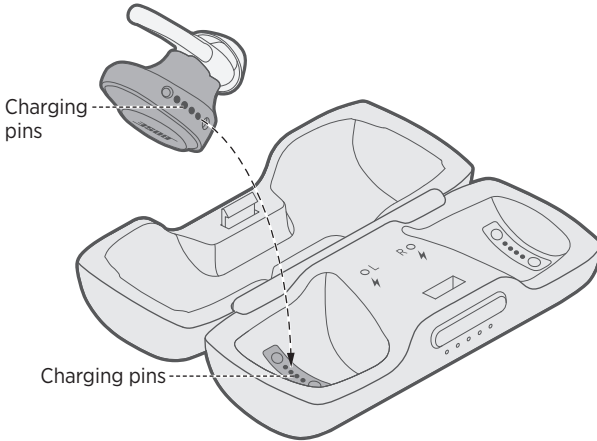
2. Align the opening of the new StayHear+ Sport tip with the earbud nozzle and rotate the tip onto the nozzle, then press the base of the tip until it clicks securely into place.



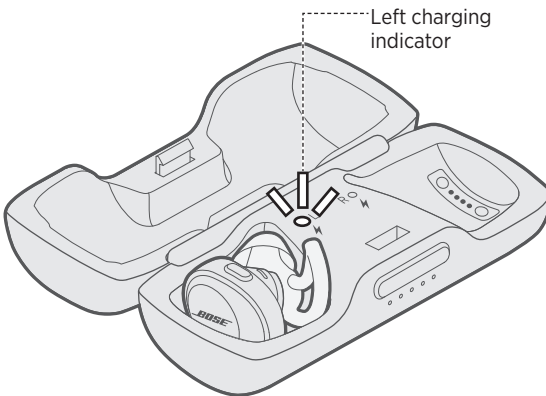
Charge the headphones

The headphones charge while they are in the case.

1. Align the charging pins on the left earbud with the charging pins on the left side of the case.



2. Place the earbud in the case until it magnetically snaps into place, and the left charging indicator blinks white.



3. Repeat steps 1 – 2 to charge the right earbud.

BATTERY CHARGING

Charging time

Allow up to two hours to fully charge the headphones.

Note: A full charge of the headphones allows up to five hours of use.

Check the headphone battery level

While using the headphones

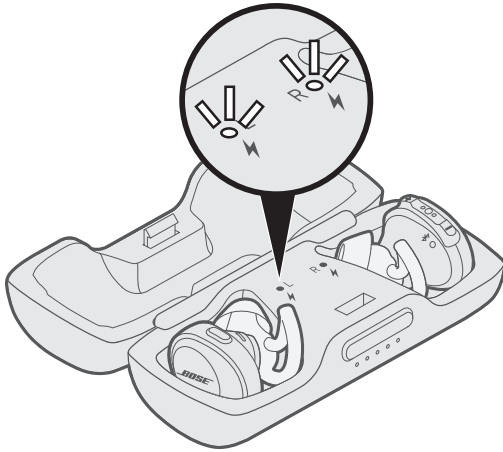
- Each time you remove the headphones from the charging case, a voice prompt from the right earbud announces the battery level.

Note: While using the headphones, a voice prompt announces if the battery needs to be charged.

- Check the bottom right corner of the home screen in the Bose® Connect app.
- If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.

While charging the headphones

When an earbud is inserted, its corresponding charging indicator glows according to charging status (see "Headphone charging indicators" on page 25).

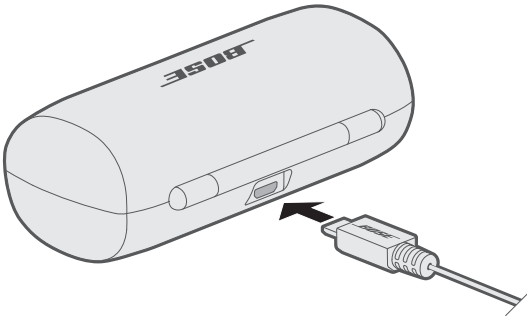


Charge the case

The portable case stores and charges the headphones when not in use.

CAUTION: Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).

1. Connect the small end of the USB cable into the USB connector.



2. Connect the other end into a USB wall charger (not provided) or computer that is powered on.

Note: Before charging, be sure the headphones are at room temperature, between 41° F (5° C) and 104° F (40° C).

Charging time

Allow up to two hours to fully charge the case. When the headphones are inside of the case, charging time varies.

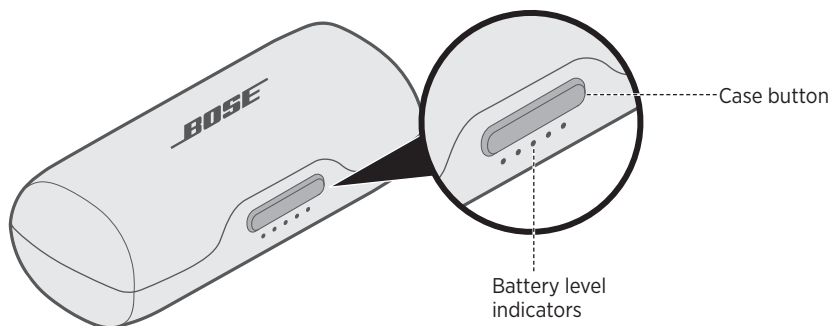
Note: When the case is fully charged, you can charge the headphones up to two times.

Check the case battery level

Press the button on the front of the case. The battery level indicators glow for three seconds.

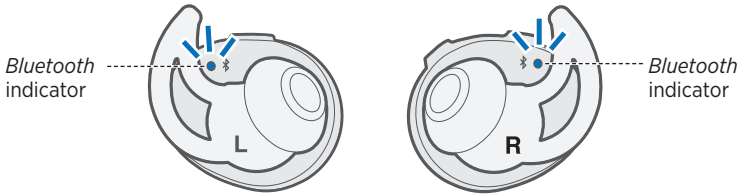
The indicators glow according to the battery level as follows:

- If five indicators glow solid, the battery is fully charged.
- If only one indicator glows solid, the battery is low. Charge the battery (see page 19).



Bluetooth indicators

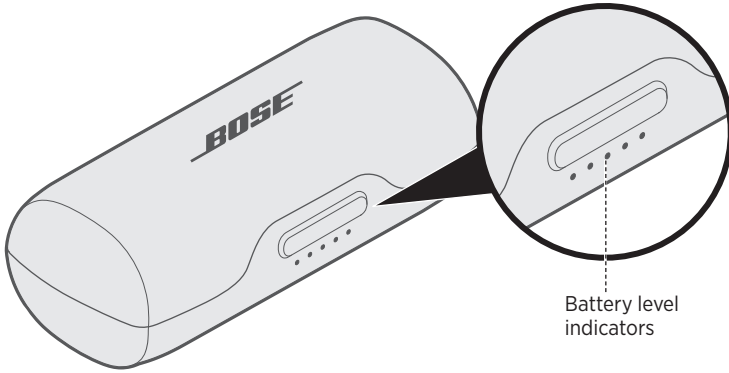
Shows the connection status of a mobile device. Each earbud has a *Bluetooth* indicator located on the inside surface.



Indicator activity	System state
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white	Connected Note: Once connected, the <i>Bluetooth</i> indicators turn off after 10 seconds.
Solid or Blinking red	Error - contact Bose customer service

Charging case battery indicators

Shows the battery charge level of the charging case. Five battery indicators are located on the front of the charging case.

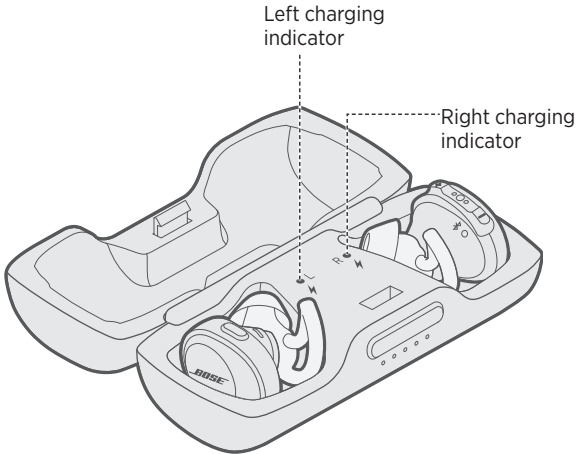


Indicator activity	Charging percentage
● ○ ○ ○ ○	0% - 20%
● ● ○ ○ ○	20% - 40%
● ● ● ○ ○	40% - 60%
● ● ● ● ○	60% - 80%
● ● ● ● ●	80% - 100%
⚡ ○ ⚡ ○ ⚡ ○	Charging error - contact Bose customer service
○ ⚡ ○ ⚡ ○	Battery error - contact Bose customer service

Note: When charging, the last lit battery indicator blinks white. When the charging case is fully charged, all battery indicators glow solid white.

Headphone charging indicators

Shows the charging status of each earbud. Each earbud has a charging indicator located on the front of the charging case and on the inside of the case.



Indicator activity	System state
Slow blinking white	Charging
Solid white	Fully charged Note: When fully charged, the charging indicators glow solid for a few seconds, then turn off.
Fast blinking white	Error - contact Bose customer service

VOICE PROMPTS

Voice prompts from the right earbud guide you through the *Bluetooth* connection process, announce the battery level and identify connected devices. You can customize voice prompts using the buttons on the right earbud.

Tip: You can also manage voice prompts using the Bose® Connect app.

Pre-installed languages

The following languages are pre-installed on your headphones:

- English
- German
- Korean
- Swedish
- Spanish
- Mandarin
- Italian
- Dutch
- French
- Japanese
- Portuguese

Check for additional languages

Additional languages may be available. To check for language updates, download the Bose Updater.

Visit: btu.Bose.com

Change the language

When you turn on the headphones for the first time, the voice prompts are in English. To select a different language:

1. Press and hold **+** and **-** simultaneously until you hear the voice prompt for the first language option.
2. Press **+** or **-** to move through the list of languages.
3. When you hear your language, press and hold **●●●** to select.

Bluetooth wireless technology lets you stream music from mobile devices such as smartphones, tablets and laptop computers. Before you can stream music from a device, you must connect the device with your headphones.

Connect your mobile device using the Bose® Connect app (recommended)

1. Power on the headphones (see page 13).
2. Download the Bose Connect app and follow the on-screen instructions.



Once connected, a voice prompt from the right earbud announces "Connected to <device name>" and the *Bluetooth* indicator on each earbud glows solid white.

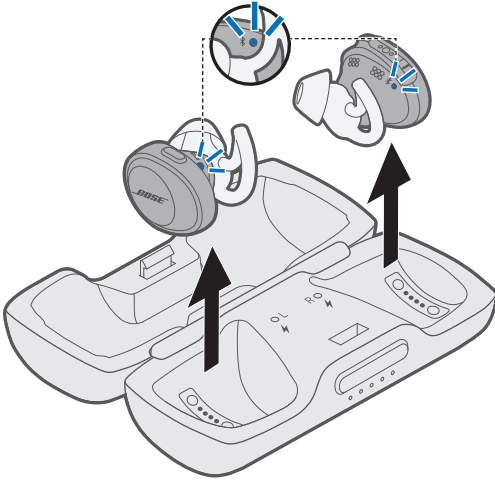
Note: To hear the voice prompt, make sure you are wearing the headphones.

Connect using the *Bluetooth* menu on your mobile device

1. Remove the headphones from the charging case.

A voice prompt from the right earbud announces “Battery level percent. Ready to connect” and the *Bluetooth* indicator on each earbud blinks blue.

Note: To hear the voice prompt, make sure you are wearing the headphones.



2. On your mobile device, turn on the *Bluetooth* feature.

Tip: The *Bluetooth* feature is usually found in the Settings menu.

3. Select your Bose headphones from the device list.



Once connected, a voice prompt from the right earbud announces “Connected to <device name>” and the *Bluetooth* indicator on each earbud glows solid white.

Disconnect a mobile device

Turn off the *Bluetooth* feature on your mobile device.

Tip: You can also disconnect your mobile device using the Bose® Connect app

Reconnect a mobile device

When you remove the headphones from the charging case, they try to reconnect with the most recently connected mobile device.

Note: The mobile device must be powered on and within range (30 ft. or 9 m).

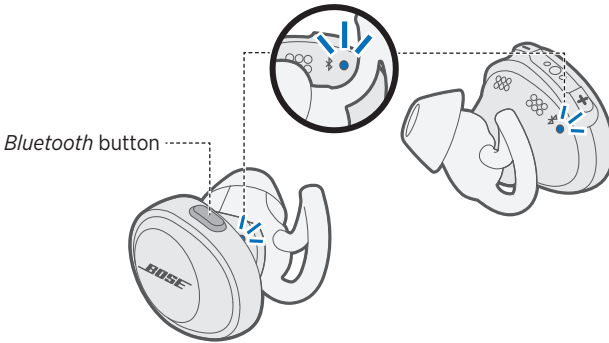
Connect an additional mobile device

You can store up to seven connected devices in the headphones pairing list.

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

1. On the left earbud, press and hold the *Bluetooth* button until the *Bluetooth* indicator on each earbud blinks blue or until you hear "Ready to connect."

Note: To hear the voice prompt, make sure you are wearing the headphones.



2. On your mobile device, turn on the *Bluetooth* feature.

Tip: The *Bluetooth* feature is usually found in the Settings menu.

3. Select your Bose headphones from the device list.



Once connected, a voice prompt from the right earbud announces "Connected to <device name>" and the *Bluetooth* indicator on each earbud glows solid white.

Identify connected mobile devices

Press the *Bluetooth* button to hear which mobile device is currently connected.

Reconnect a mobile device stored in the headphone pairing list

1. Press the *Bluetooth* button to hear which mobile device is connected.
2. Press the *Bluetooth* button again within three seconds to connect to the next mobile device in the headphone pairing list. Repeat until you hear the correct mobile device name.
3. Play audio on the connected mobile device.

Clear the headphone pairing list

1. Press and hold the *Bluetooth* button for 10 seconds, until you hear “*Bluetooth* device list cleared.”
2. Delete your headphones from the *Bluetooth* list on your mobile device.
All devices are cleared and the headphones are ready to connect.

Clean the headphones and charging case

The headphones and charging case may require periodic cleaning.

Component	Cleaning procedure
StayHear®+ Sport tips	Remove the tips from the earbuds and wash them with a mild detergent and water. Note: Make sure you thoroughly rinse and dry the tips before re-attaching them to the earbuds.
Earbud nozzles	Clean only with a dry, soft cotton swab or equivalent. Note: Never insert any cleaning tool into the nozzle.
Charging pins (on earbuds and case)	To prevent rusting, regularly clean with a dry, soft cotton swab or equivalent.
Charging case	Clean only with a dry, soft cotton swab or equivalent.

Find your lost earbuds

Use the Bose® Connect app to help locate your lost earbuds.

Note: The Find My Buds setting must be enabled in the Bose Connect app before the earbuds are lost.

Replacement parts and accessories

Replacement parts and accessories can be ordered through Bose customer service. Visit: global.bose.com/Support/SSF

Limited warranty

Your headphones are covered by a limited warranty. Visit our website at global.bose.com/warranty for details of the limited warranty.

To register your product, visit global.bose.com/register for instructions. Failure to register will not affect your limited warranty rights.

Common solutions

If you experience problems with your headphones or charging case:

- Check the state of the status indicators (see page 23).
- Charge the battery (see page 19).
- Increase the volume on your headphones, mobile device and music app.
- Try connecting another mobile device (see page 30).

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Bose customer service.

Visit: global.bose.com/Support/SSF

Symptom	Solution
Headphones don't power on	<ul style="list-style-type: none"> • Place the headphones in the charging case to initiate charging. • Make sure the headphones are not in standby mode. To wake the headphones, press the <i>Bluetooth</i> button on the left earbud and press any button on the right earbud.
Headphones don't connect with mobile device	<ul style="list-style-type: none"> • Make sure your mobile device supports <i>Bluetooth</i> technology. • On your mobile device: <ul style="list-style-type: none"> – Turn the <i>Bluetooth</i> feature off and then on. – Delete your Bose® SoundSport® Free wireless headphones from the <i>Bluetooth</i> list on your mobile device. Connect again. • Move your mobile device closer to the headphones and away from any interference or obstructions. • Connect a different mobile device (see page 30). • Visit global.bose.com/Support/SSF to see how-to videos. • Clear the headphone pairing list (see page 31) and connect again.
Headphones don't charge	<ul style="list-style-type: none"> • Make sure the headphones are properly placed in the charging case (see page 19). • Make sure the charging case battery is not depleted (see page 24). • Make sure there is no dirt or debris covering the charging conductors within the case or on the earbuds. • If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.

TROUBLESHOOTING

Symptom	Solution
Charging case doesn't charge	<ul style="list-style-type: none">• Check the case battery level by gently pressing the button on the front of the case (see page 22). If needed, charge the case with the supplied USB cable (see page 19).• Secure both ends of the USB cable.• If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.
No sound	<ul style="list-style-type: none">• Press play on your mobile device to make sure the audio track is playing.• Place the headphones in the charging case to check the headphone charging status (see page 25). If needed, charge the headphones (see page 19).• Increase the volume on the headphones and mobile device.• Press the <i>Bluetooth</i> button to hear the connected mobile device. Make sure you are using the correct device.• Move your mobile device closer to the headphones (30 ft. or 9 m) and away from any interference or obstructions.• Use a different music source.• Connect a different mobile device (see page 30).
No sound from one earbud	Place both earbuds in the charging case until they magnetically snap into place, and the charging indicators blink white. Then, remove earbuds.
Poor sound quality	<ul style="list-style-type: none">• Make sure that both headphones fit securely in your ear (see page 17).• Use a different music source.• Try connecting another mobile device (see page 30).• Move your mobile device closer to the headphones (30 ft. or 9 m) and away from any interference or obstructions.• Clear any debris or wax buildup from the earbuds and headphone nozzles.• Make sure your headphones are connected over the correct <i>Bluetooth</i> profile: Stereo A2DP. Check your device's <i>Bluetooth</i>/audio settings menu to make sure the correct profile is selected.
StayHear®+ Sport tips falling off	Securely attach the tips to the earbuds (see page 18).
Find your lost earbuds	Use the Bose® Connect app to help locate your lost earbuds. Note: The Find My Buds setting must be enabled in the Bose Connect app before the earbuds are lost.



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