WHAT'S IN THE BOX

BOSE MUSIC APP

HEADPHONE CONTROLS

NOISE CANCELLATION

VOICE CONTROL

BLUETOOTH® CONNECTIONS

TROUBLESHOOTING

CONTENTS

Confirm that the following parts are included:

Bose QuietComfort 45 headphones

Carry case

USB Type-C® cable
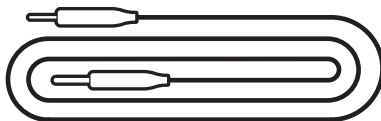
3.5 mm to 2.5 mm audio cable

NOTE: If any part of your product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service.

Visit: worldwide.Bose.com/Support/QC45

The Bose Music app lets you set up and control the headphones from any mobile device, such as a smartphone or tablet.

Using the app, you can manage *Bluetooth* connections, manage headphone settings, choose your voice prompt language, and access new features through updates.

NOTE: If you've already created a Bose Music account for another Bose product, add the headphones to your existing account (see the bottom of page 14).

DOWNLOAD THE BOSE MUSIC APP

1. On your mobile device, download the Bose Music app.

BOSE MUSIC

Download on the **App Store**

GET IT ON **Google Play**
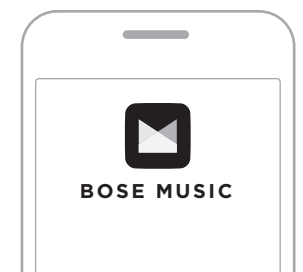
2. Follow the app instructions.

ADD THE HEADPHONES TO AN EXISTING ACCOUNT

To add your Bose QuietComfort 45 headphones, open the Bose Music app and add your headphones.

Action button

Multi-function button

Power/*Bluetooth* switch

Volume up

Volume down

2.5 mm audio cable port

USB-C® port
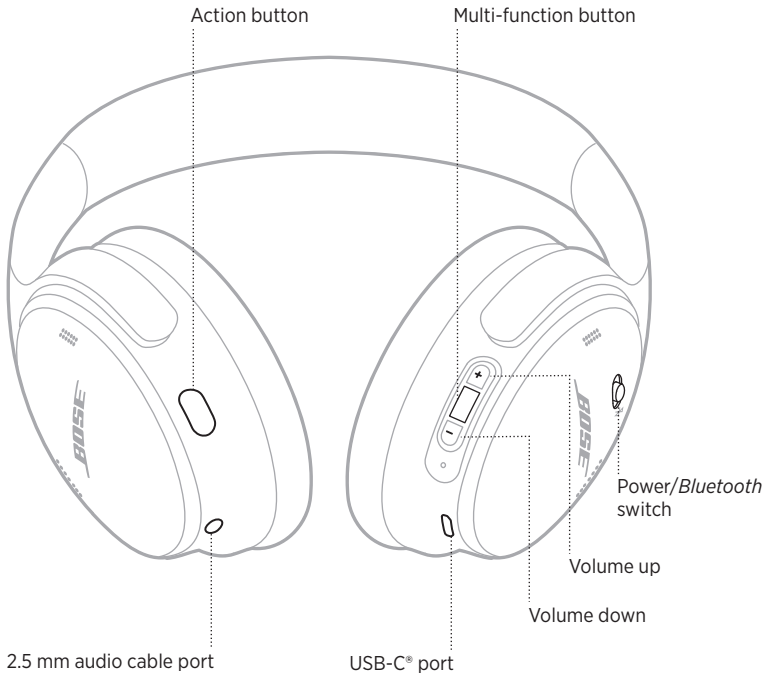
POWER ON

On the right earcup, slide the Power/*Bluetooth* switch to the right.

A voice prompt announces the battery level, and the status light glows according to the current charge level (see page 29).

Standby timer

The standby timer conserves the battery when the headphones are not being used.

To set up and customize the standby timer, use the Bose Music app.

POWER OFF

Slide the Power/*Bluetooth* switch to the left.

NOTE: When the headphones are powered off, noise cancellation is disabled.

HEADPHONE FUNCTIONS

The headphone controls are located on the back of the right earcup.

Media playback and volume

Volume up
Multi-function button
Volume down
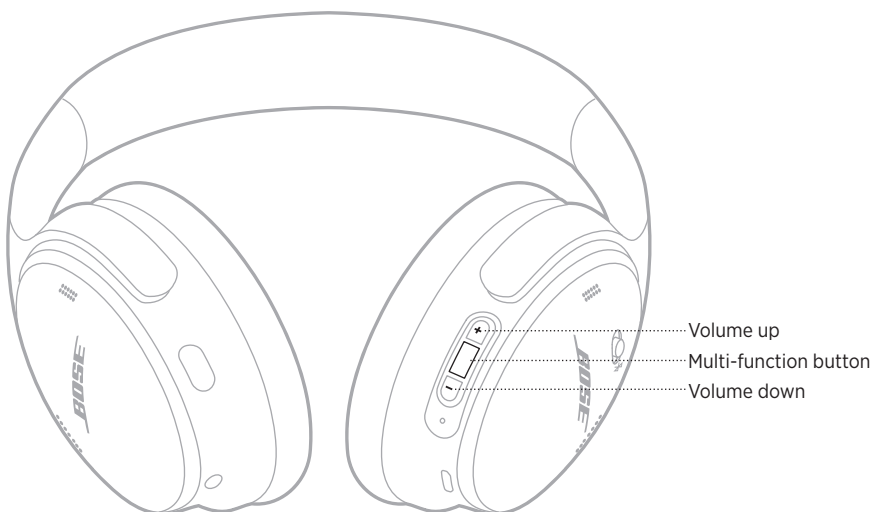
FUNCTION	WHAT TO DO
Play/Pause	Press the Multi-function button.
Skip forward	Double-press the Multi-function button.
Skip backward	Triple-press the Multi-function button.
Volume up	Press $+$.
Volume down	Press $-$.

NOTES:

- To quickly increase the volume, press and hold $+$.
- To quickly decrease the volume, press and hold $-$.

Phone calls

The Multi-function button is located on the back of the right earcup. The microphone is located near the front of the right earcup.

The Action button is located on the back of the left earcup.

Action button

Multi-function button

Microphone
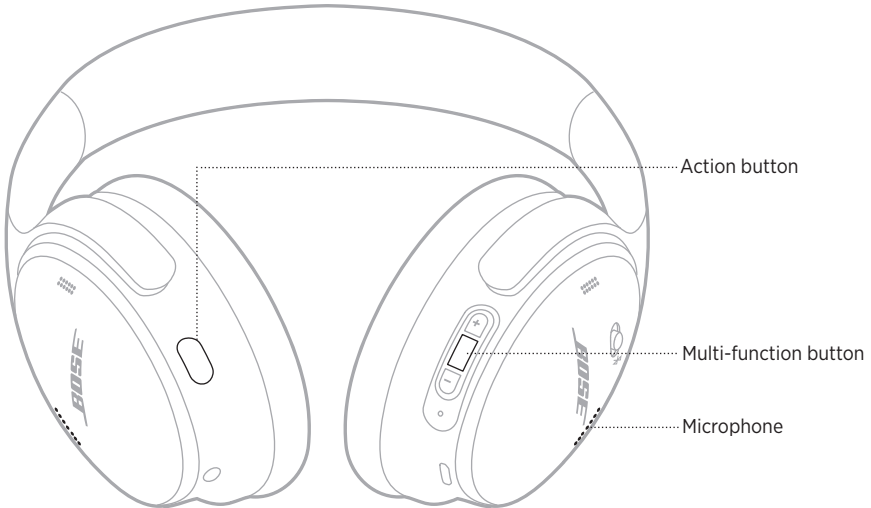
FUNCTION	WHAT TO DO
Answer/End a call	Press the Multi-function button.
Decline an incoming call	Press and hold the Multi-function button for 1 second.
Answer a second incoming call and put the current call on hold	While on a call and a second incoming call is ringing, press the Multi-function button.
Decline a second incoming call and stay on current call	While on a call and a second incoming call is ringing, press and hold the Multi-function button for 1 second.
Switch between two calls	While two calls are active, double-press the Multi-function button.
Create a conference call	While two calls are active, press and hold the Multi-function button for 3 seconds.
Mute/Unmute a call	While on a call, double-press the Action button.

Action button

The Action button allows you to quickly and easily switch between noise cancelling modes.

The Action button is located on the back of the left earcup.

Action button ....

To switch between Quiet Mode and Aware Mode, press the Action button.

For information about noise cancelling modes, see page 21.

Noise cancelling reduces unwanted noise, providing a clearer and more lifelike audio performance. You can choose between two noise cancelling modes: Quiet and Aware.

Quiet Mode allows you to block out distractions using the highest level of noise cancellation.

Aware Mode provides full transparency and allows you to hear your surroundings while enjoying your audio.

Choose your noise noise cancelling mode based on your listening preferences and environment.

NOISE CANCELLING MODES

MODE	DESCRIPTION
Quiet	World-class noise cancellation with Bose-optimized audio.
Aware	Hear your surroundings while enjoying your audio.

NOTE: When powered on, the headphones default to the last mode you used.

CHANGE THE NOISE CANCELLING MODE

To change the noise cancelling mode, press the Action button.

A voice prompt announces the selected noise cancelling mode.

TIP: You can also change the noise cancelling mode using the Bose Music app.

ACCESS VOICE CONTROL

You can use the headphones to access voice control on your mobile device. To access voice control, press and hold the Multi-function button for 1 second.

The Multi-function button is located on the back of the right earcup.

NOTE: You can't access voice control while on a call.

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

You can store up to eight devices in the headphone device list, and the headphones can be actively connected to two devices at a time. You can play audio from only one device at a time.

NOTE: For the best experience, use the Bose Music app to set up and connect your mobile device (see page 14).

1. Slide the Power/*Bluetooth* switch to the right ∦ and hold for 3 seconds.

    You hear "Ready to connect," and the status light blinks blue.

2. On your device, enable the *Bluetooth* feature.

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

3. Select your headphones from the device list.

    TIP: Look for the name you entered for your headphones in the Bose Music app. If you didn't name your headphones, the default name appears.

Once connected, you hear "Connected to *<device name>*," and the status light glows solid blue for 10 seconds.

DISCONNECT A MOBILE DEVICE

Use the Bose Music app to disconnect your mobile device.

TIP: You can also use *Bluetooth* settings to disconnect your device. Disabling the *Bluetooth* feature disconnects all other devices.

RECONNECT A MOBILE DEVICE

When powered on, the headphones try to reconnect with the two most recently-connected devices.

NOTES:

- The device must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your mobile device.

CONNECT ANOTHER MOBILE DEVICE

To connect another device, download the Bose Music app (see page 14) or use the *Bluetooth* menu on your mobile device (see page 23).

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

IDENTIFY CONNECTED MOBILE DEVICES

Slide the Power/*Bluetooth* switch to the right ⍚ and release to hear which device is currently connected.

SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

1. Pause audio on your first mobile device.

2. Play audio on your second mobile device.

   NOTE: Your headphones receive phone calls from both devices, regardless of which device is playing audio.

RECONNECT A PREVIOUSLY CONNECTED DEVICE

1. Slide the Power/*Bluetooth* switch to the right ⍟ and release to hear which device is connected.

2. Within 2 seconds, slide the Power/*Bluetooth* switch to the right ⍟ and release again to connect to the next device in the headphone device list.

3. Repeat until you hear the correct device name.

   You hear a tone that indicates when the device is connected.

4. Play audio on the connected mobile device.

NOTE: If two devices are already connected to the headphones, the newly-connected device replaces the second device that was previously connected.

CLEAR THE HEADPHONE DEVICE LIST

1. Slide the Power/*Bluetooth* switch to the right ⍟ and hold for 15 seconds, until you hear "*Bluetooth* device list cleared. Ready to connect."

2. Delete your headphones from the *Bluetooth* list on your mobile device.

   All devices are cleared and the headphones are ready to connect.

CONNECT THE AUDIO CABLE

Use the 2.5 mm to 3.5 mm cable to connect a non-wireless device or to continue using the headphones if the battery is depleted.

1. Connect the cable into the 2.5 mm port on the left earcup.

2. Connect the other end of the cable into the 3.5 mm port on your device.

NOTE: You can use the headphones powered on or off when the the audio cable is connected.

CHARGE THE HEADPHONES

1. Connect the small end of the USB cable into the USB-C port on the right earcup.

2. Connect the other end into a USB wall charger.

NOTES:

*   When the headphones begin charging, the status light blinks white for 10 seconds. When fully charged, the status light glows solid white.
*   The headphones don't play while charging.

Charging time

Allow up to 2.5 hours to fully charge the headphones.

Hear the battery level

Each time you power on the headphones, a voice prompt announces the battery level. When the headphone battery is low, you hear "Battery low, please charge now."

NOTE: To visually check the battery, see the status light located on the right earcup. For more information, see "Battery status" on page 29.

The status light is located on the right earcup.

Headphone
status light

BLUETOOTH STATUS

Shows the *Bluetooth* connection status.

LIGHT ACTIVITY	SYSTEM STATE
Blinking blue	Ready to connect
Solid blue (10 seconds)	Connected

BATTERY STATUS

Shows the battery level.

LIGHT ACTIVITY	SYSTEM STATE
Solid white	Medium to full charge
Solid amber	Low charge

TIP: You can also check the battery level using the Bose Music app.

CHARGING STATUS

Shows the charging status.

LIGHT ACTIVITY	SYSTEM STATE
Blinks white 2 times	Charging begins
Solid amber	Charging
Solid white	Full charge

UPDATE AND ERROR STATUS

Shows the update or error status.

LIGHT ACTIVITY	SYSTEM STATE
Fast blinking white (10 seconds)	Updating software (via USB)
Slow blinking white (30 to 60 seconds)	Updating software (wirelessly)
Blinking amber and white	Error - contact Bose customer service

CONNECT A BOSE SMART SPEAKER OR SOUNDBAR

Using SimpleSync™ technology, you can connect the headphones to a Bose Smart Soundbar or Bose Smart Speaker for a personal listening experience.

Benefits

- Use independent volume controls on each product to lower or mute your Bose Smart Soundbar while keeping the headphones as loud as you like.

- Hear your music clearly from the next room by connecting the headphones to your Bose Smart Speaker.

NOTE: SimpleSync™ technology has a *Bluetooth* range of up to 30 ft (9 m). Walls and construction materials can affect reception.

Compatible products

You can connect the headphones to any Bose Smart Speaker or Bose Smart Soundbar.

Popular compatible products include:

- Bose Smart Soundbar 700/Bose Soundbar 700

- Bose Soundbar 500

- Bose Smart Speaker 500/Bose Home Speaker 500

- Bose Home Speaker 300

- Bose Portable Smart Speaker/Bose Portable Home Speaker

New products are added periodically. For a complete list and more information, visit: worldwide.Bose.com/Support/Groups

Connect using the Bose Music app

1. On the headphones, slide the Power/*Bluetooth* switch to the right ⏻ and hold for 3 seconds.

   You hear "Ready to connect another device," and the status light blinks blue.

2. Use the Bose Music app to connect the headphones to a compatible Bose product. For more information, visit: worldwide.Bose.com/Support/Groups

NOTES:

- Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.

- You can connect the headphones to only one product at a time.

RECONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

Power on the headphones (see "Power on" on page 16).

The headphones try to connect to the two most recently-connected *Bluetooth* devices, including your soundbar or speaker.
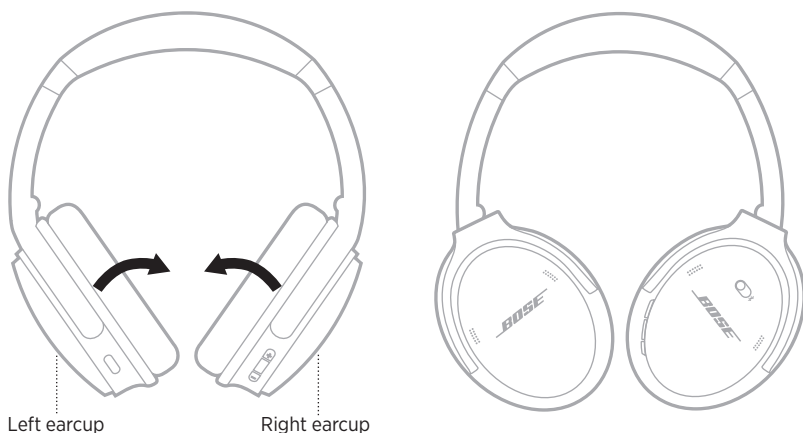
NOTES:

- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the headphones don't reconnect, see "Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker" on page 38.
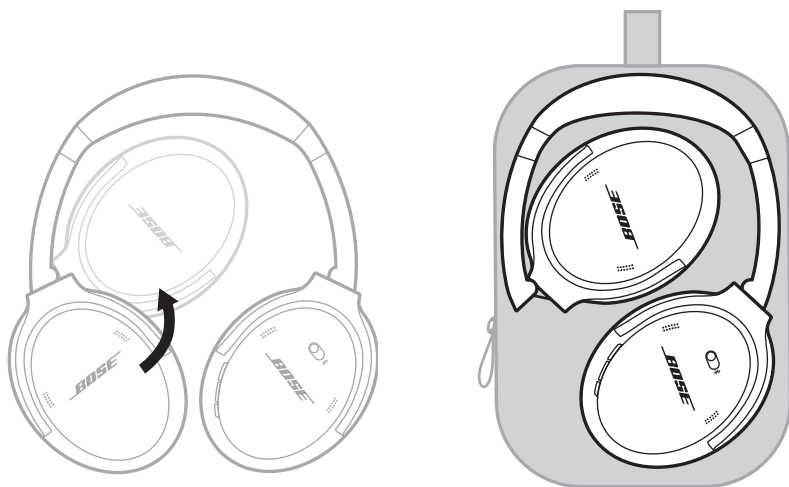
STORE THE HEADPHONES

The earcups rotate for easy, convenient storage. Place the headphones flat into the case.

1. Rotate both earcups inward so they lay flat.

Left earcup   Right earcup

2. Fold the left earcup up toward the headband.

NOTES:

- Make sure to power off the headphones when not in use.
- Before storing the headphones for more than a few months, make sure the battery is fully charged.

CLEAN THE HEADPHONES

Wipe the outside surfaces with a soft, dry cloth.

Don't allow moisture to get inside the earcups.

REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service. Visit: worldwide.Bose.com/Support/QC45

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.

SERIAL NUMBER LOCATION

The serial number is located inside the right earcup under the scrim. The scrim is the inner screen that covers and protects the components inside the earcup.

To view the serial number, grab the scrim at the top edge and gently peel it away.

CAUTION: Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.

S/N: 011001000100010AE

Scrim
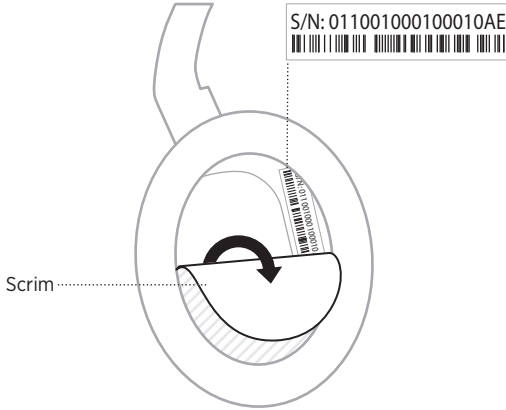
TRY THESE SOLUTIONS FIRST

If you experience problems with your headphones:

- Check the state of the status light (see page 29).
- Charge the battery (see page 28).
- Increase the volume on your headphones, mobile device, and music app.
- Try connecting another mobile device (see page 25).

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: worldwide.Bose.com/contact

OTHER SOLUTIONS

SYMPTOM	SOLUTION
Headphones don't power on	Charge the battery.
Headphones don't connect with your mobile device	Disconnect the back-up audio cable.
	Disconnect the USB charging cable.
	On your mobile device:
	Disable the *Bluetooth* feature and then re-enable.
	Delete your Bose QuietComfort 45 headphones from the *Bluetooth* list on your device. Connect again.
	Move your mobile device closer to the headphones and away from any interference or obstructions.
	Visit worldwide.Bose.com/Support/QC45 to see how-to videos.
	Clear the connected devices list (see page 26) and connect again.
Battery won't charge	Secure the ends of the USB charging cable.
	Try another charging source.
	If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.

SYMPTOM	SOLUTION
No sound	Power on the headphones and charge the battery.
	Check the state of the status light (see page 29).
	Slide the Power/*Bluetooth* switch to the right and release to hear the connected device. Make sure you are using the correct device.
	Move your mobile device closer to the headphones and away from any interference or obstructions.
	Use a different music source.
	If two mobile devices are connected, pause your other device first.
	If two mobile devices are connected, move the devices within range of the headphones (30 ft or 9 m).
	Try a locally stored music or video file on your mobile device.
Poor sound quality	Use a different music source.
	Connect another mobile device (see page 25).
	Disconnect the second device.
	Move your mobile device closer to the headphones and away from any interference or obstructions.
	Try a locally stored music or video file on your mobile device.
No sound from a device connected by the back-up audio cable	Secure the ends of the back-up audio cable.
	Increase the volume on your headphones, your mobile device and music source.
	Connect another device (see page 25).
Poor sound quality from a device connected by audio cable	Secure the ends of the back-up audio cable.
	Connect another device (see page 25).
Action button doesn't change the noise cancelling mode	Make sure your headphones are powered on.
	Use the Bose Music app to change the noise cancelling mode.

SYMPTOM	SOLUTION
Headphones don't connect to a Bose Smart Soundbar or Speaker	Slide and hold the Power/*Bluetooth* button until you hear "Ready to connect another device," and the *Bluetooth* light blinks blue. Make sure that the headphones are within 30 ft (9 m) of your soundbar or speaker.
Headphones don't reconnect to a previously-connected Bose Smart Soundbar or Speaker	Reconnect a previously-connected device (see page 26).
Delayed audio when connected to a Bose Smart Soundbar or Speaker	Download the Bose Music app and run available software updates.

A restore to factory settings can clear all settings and return the headphones to their original out-of-box state. After, the headphones 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 headphones, or you have been instructed to do so by Bose customer service.

RESTORE THE HEADPHONES TO FACTORY SETTINGS

1. Remove the headphones from the *Bluetooth* list on your device.

2. Remove the headphones from your Bose account using the Bose Music app.

    NOTE: For more information about how to remove the headphones from your Bose account using the Bose Music app, visit: worldwide.Bose.com/Support/QC45

3. Slide the Power/*Bluetooth* switch to the right ⍟ and hold. At the same time, press and hold the Action button for 30 seconds.

    The LED indicator blinks white. After 30 seconds, the LED indicator blinks amber to indicate factory settings are being restored (2 to 3 seconds).

4. When the rest is complete, the LED indicator slowly blinks blue. The headphones are now in their original out-of-box state.