

***BOSE***<sup>®</sup>

# QUIETCOMFORT<sup>®</sup> 35



OWNER'S GUIDE

CONTENTS

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Getting Started

Unpacking..... 9

Headphone components..... 10

Powering on your headphones..... 11

The Bose® Connect App


Features..... 12


Charging the Battery

Connecting the USB cable ..... 13

Checking the battery ..... 13

Headphone Status Indicators

*Bluetooth*® indicator (  )..... 14

Battery indicator (  )..... 14

Voice Prompts

Pre-installed languages ..... 15

Changing the language ..... 15

***Bluetooth*®**

About *Bluetooth*® wireless technology..... 16

    Choosing your pairing method..... 16

Pairing your *Bluetooth*® device ..... 17

Pairing your *Bluetooth*® device with NFC..... 18

Disconnecting a *Bluetooth*® device..... 19

Reconnecting a *Bluetooth*® device..... 19

## Noise Cancelling

About noise cancelling .....	20
Using noise cancelling only.....	20

## Managing Multiple Connections

Switching between two connected <i>Bluetooth</i> ® devices.....	21
Identifying connected <i>Bluetooth</i> ® devices.....	21
Connecting a <i>Bluetooth</i> ® device from the headphone pairing list .....	21
Clearing the headphone pairing list .....	21

## Headphone Controls

Media playback and volume functions .....	22
Call functions.....	23

## Connecting Headphones Using a Cable

Using the back-up audio cable.....	24
Connecting to airline audio systems .....	25
Connecting to dual output connectors.....	25
Connecting to a single output connector .....	25

## Connecting Bose Products

Connecting to a Bose Home Speaker or Soundbar.....	26
Benefits.....	26
Compatible products.....	26
Connecting using the Bose Music app .....	27
Reconnecting to a Bose Home Speaker or Soundbar .....	27

CONTENTS

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Care and Maintenance

Storing your headphones ..... 28

Cleaning your headphones ..... 28

Replacement parts and accessories ..... 29

Limited Warranty ..... 29

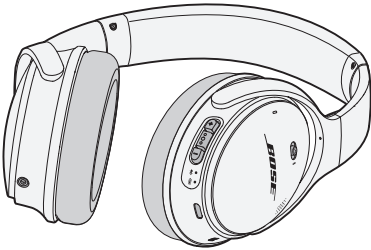
Technical Information ..... 30

Serial Number Location..... 30

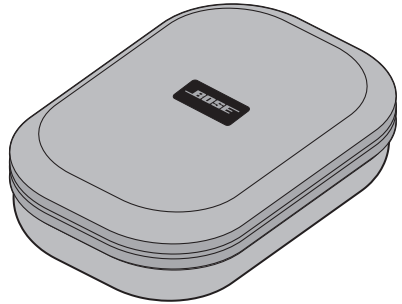
Troubleshooting ..... 31

## Unpacking

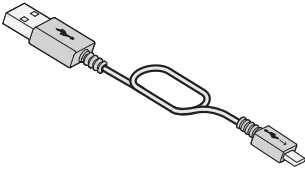
Carefully unpack the carton and confirm that the following parts are included:



Bose® QuietComfort® 35 wireless headphones



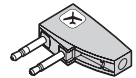
Carry case



USB charging cable



Back-up audio cable

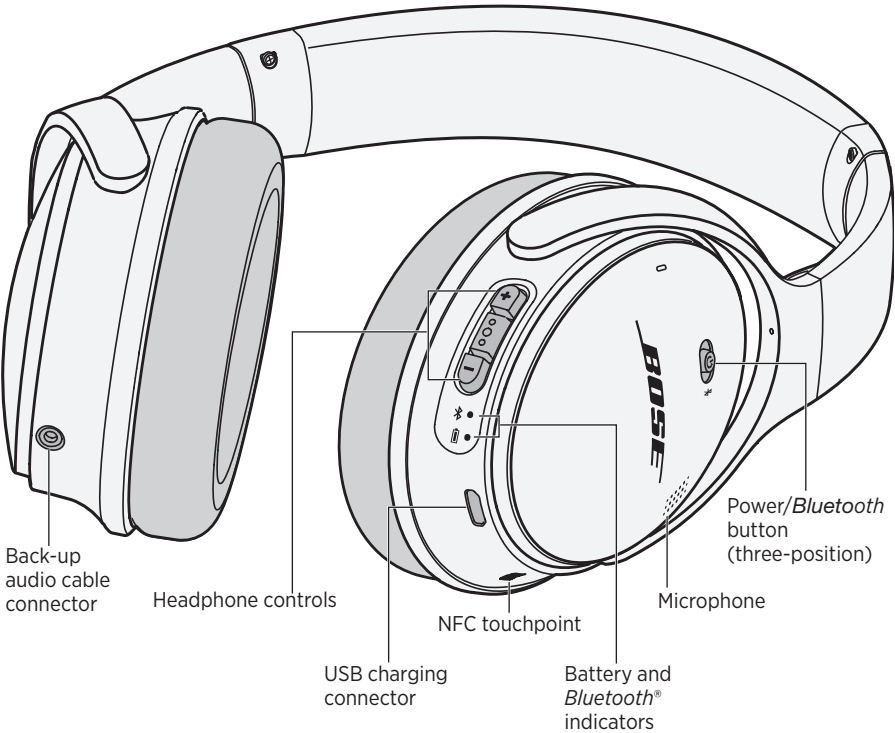


Airline  
adapter


If any part of the headphones appears to be damaged, do not attempt to use it. Contact your authorized Bose dealer immediately or call Bose customer service. For contact information, refer to the quick start guide in the carton.

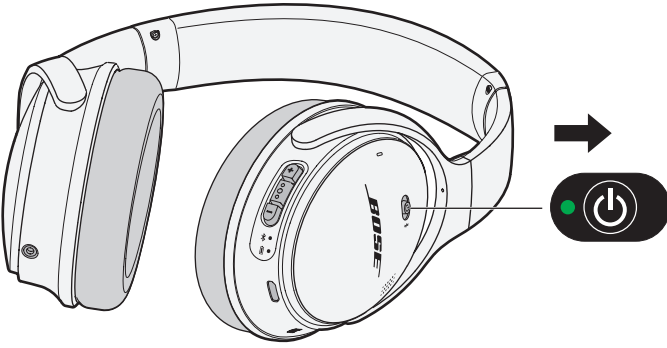
# Headphone components


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## Powering on your headphones

Slide  to the right.



The battery indicator  glows green, amber, or red (to indicate the current battery charge level). When powered on, noise cancelling is fully enabled.

**Note:** If the battery is depleted, you cannot use noise cancelling.

For more information on noise cancelling, see page 20.

## THE BOSE® CONNECT APP

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Enhance your headphones with the Bose® Connect app.

### Features

- Unlock the full potential of your headphones.
- Free app compatible with most Apple and Android™ systems.
- Easily connect and switch between multiple *Bluetooth*® devices with a single swipe.
- Keep your headphones up-to-date with the latest software.
- Customize headphone settings, like voice prompt language and hibernation mode.





### Connecting the USB cable

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1. Plug the small end of the USB cable into the micro-USB connector on the right earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.

While charging, the battery indicator blinks amber.

When the battery is fully charged, the battery indicator glows green. A full charge powers the headphones for up to 20 hours when connected wirelessly and 40 hours when connected with a wire.



### Checking the battery

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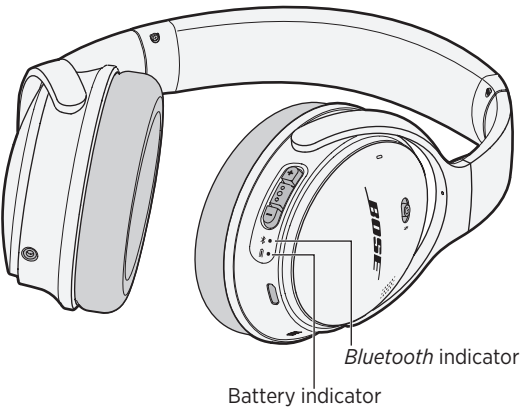
Each time you power on the headphones, the voice prompt announces the headphone battery charge level. To visually check the battery, the indicator is located on the right earcup.

While the headphones are in use, the battery indicator blinks red when the battery needs charging. For more information, see “Headphone Status Indicators” on page 14.

If you are connected to an Apple device, the device displays the headphone battery charge level near the upper right corner of the screen.

# HEADPHONE STATUS INDICATORS

The battery and *Bluetooth*® indicators are located on the right earcup.



## *Bluetooth*® indicator ( )

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white (10 seconds) then powers off	Connected

## Battery indicator ( )

Indicator activity	System state
Solid green	Medium to full charge
Blinking amber	Charging
Solid amber	Low charge
Blinking red	Need to charge
Solid red	Charging error; out of temperature range

Voice prompts guide you through the *Bluetooth*® pairing and connecting processes.

## Pre-installed languages

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- 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](https://btu.bose.com)

## Changing the language

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

# About *Bluetooth*® wireless technology

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*Bluetooth*® wireless technology lets you stream music from *Bluetooth* smartphones, tablets, computers or other audio devices to your headphones. Before you can stream music from a *Bluetooth* device, you must pair the device with your headphones.

## Choosing your pairing method

You can pair your *Bluetooth*® device with your headphones using *Bluetooth* wireless technology or Near Field Communication (NFC).

### What is NFC?

NFC is a technology that enables *Bluetooth* devices to establish wireless communication with each other by simply touching the devices together. Refer to your device owner’s guide to see if your model supports NFC.

<b>If your <i>Bluetooth</i> device does not support NFC or if you are unsure:</b>	Follow the instructions for <i>Bluetooth</i> pairing on page 17.
<b>If your device supports <i>Bluetooth</i> pairing via NFC:</b>	Follow the instructions for NFC pairing on page 18.

**Note:** If your device supports *Bluetooth* pairing via NFC, you can use either pairing method.

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## Pairing your *Bluetooth*® device

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1. Slide the Power/*Bluetooth*® button (⏻) to the *Bluetooth*® symbol (📶) and hold until you hear “Ready to pair” or the *Bluetooth* indicator blinks blue.
2. On your *Bluetooth* device, turn on the *Bluetooth* feature.  
**Tip:** The *Bluetooth* menu is usually found in the Settings menu.
3. Select your Bose® QuietComfort® headphones from the device list.

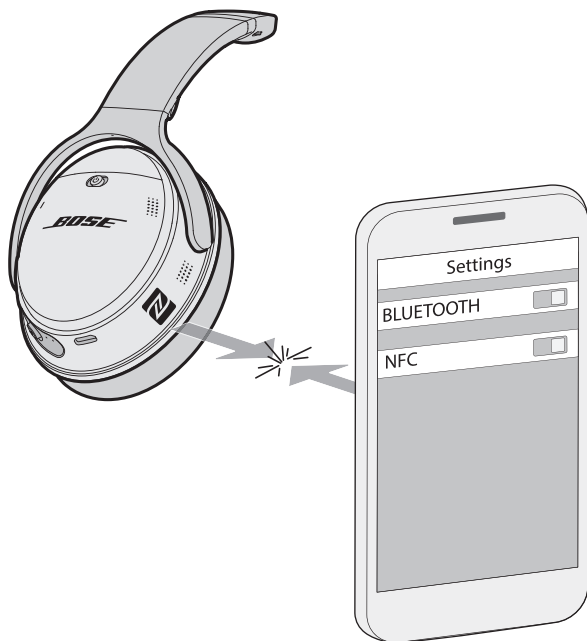


Once paired, you hear “Connected to <device name>” or the *Bluetooth* indicator glows solid white.

## Pairing your *Bluetooth*® device with NFC

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1. Power on the headphones.
2. Unlock your device and turn on the *Bluetooth*® and NFC features. Refer to the owner's guide for your device to learn more about these features.
3. Tap the NFC touchpoint on your device to the NFC touchpoint on your headphones.  
Your device may prompt you to accept pairing.



Once paired, you hear “Connected to <device name>” or the *Bluetooth* indicator glows solid white.

## Disconnecting a *Bluetooth*® device

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- Turn off the *Bluetooth*® feature on your mobile device.
- If your device supports pairing via NFC, tap the NFC touchpoint on your device to the NFC touchpoint on your headphones.

**Note:** When you disconnect your *Bluetooth*® device, noise cancelling remains enabled.

## Reconnecting a *Bluetooth*® device

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- When powered on, the headphones try to reconnect with the two most recently connected devices. Make sure the devices are within range and powered on.
- If your device supports *Bluetooth*® pairing via NFC, tap the NFC touchpoint on your device to the NFC touchpoint on your headphones.

### About noise cancelling

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Noise cancelling reduces unwanted noise providing a clearer, more lifelike audio performance. You can use noise cancelling while listening to audio, or you can use noise cancelling only.

#### Using noise cancelling only

If you want to use noise cancelling only, disconnect your *Bluetooth*® device (see page 19). You can also pause or stop audio (see “Headphone Controls” on page 22).



Your headphones can remember up to eight paired *Bluetooth*® devices in its pairing list and can be actively connected to two devices at a time.

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





### Switching between two connected *Bluetooth*® devices

1. Pause audio on your first *Bluetooth* device.
2. Play audio on your second *Bluetooth* device.



### Identifying connected *Bluetooth*® devices

Slide  to  and release to hear which device is currently connected.

### Connecting a *Bluetooth*® device from the headphone pairing list

1. Slide  to  and release to hear which device is connected.
2. Within two seconds, slide  to  and release again to connect to the next device in the headphone pairing list. Repeat until you hear the correct device name.
3. Play audio on the connected *Bluetooth* device.

### Clearing the headphone pairing list

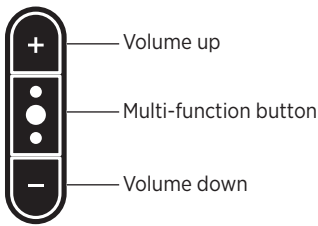
1. Slide  to  and hold for 10 seconds, until you hear “*Bluetooth*® device list cleared.”
2. Delete your Bose® QuietComfort® headphones from the *Bluetooth* list on your device.

All *Bluetooth* devices are cleared and the headphones are ready to pair a new device.

# HEADPHONE CONTROLS

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



## Media playback and volume functions

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Function	What to do
Play/Pause	Press •●•
Skip Forward	Press •●• twice quickly.
Fast Forward	Press •●• twice quickly and hold the second press.
Skip Backward	Press •●• three times quickly.
Rewind	Press •●• three times quickly and hold the third press.
Volume Up	Press +
Volume Down	Press -

## Call functions

Function	What to do
Answer a call	Press ●●●
End a call	Press ●●●
Decline an incoming call	Press and hold ●●● for two seconds.
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 two seconds.
Switch between two calls	With two active calls, press ●●● twice.
Create a conference call	With two active calls, press ●●●
Activate voice control	Press and hold ●●● Refer to the owner's guide for your device for more information.

### Using the back-up audio cable

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Use the supplied back-up audio cable in the following situations:

- If the headphone battery is depleted.
  - To connect a device that does not support *Bluetooth*® wireless technology.
  - If you cannot use *Bluetooth*® wireless technology, for example on an airplane.
1. Plug the audio cable into the connector on the left earcup.
  2. Plug the audio cable into the connector on your device.



**Note:** If the headphone battery is not depleted, you can still use noise cancelling by powering on your headphones.

## Connecting to airline audio systems

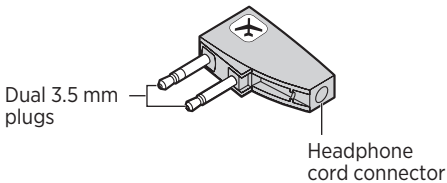
You can connect to in-flight audio systems with the back-up audio cable and the provided dual output connectors. The audio output connections vary, but they typically have dual or single 3.5 mm output connectors.

**WARNING:** Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.

**Note:** Airline audio may not equal the high-quality audio you experience from a home stereo or portable source.

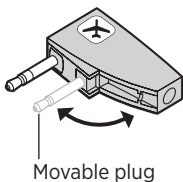
### Connecting to dual output connectors

1. Plug the audio cable into the airline adapter.
2. Insert the adapter into the dual output connectors.



### Connecting to a single output connector

1. Pivot the movable plug so that it snaps in place against the airplane adapter.



2. Plug the audio cable into the adapter.
3. Insert the adapter into the single output connector.

**Note:** If you find that the volume level is too low, remove the adapter and plug the audio cable directly into the 3.5 mm output connector.

## Connecting to a Bose Home Speaker or Soundbar

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

### Benefits

- Use independent volume controls on each product to lower or mute your Bose 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 Home Speaker.

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

### Compatible products

You can connect the headphones to any member of the Bose Home Speaker family.

Popular compatible products include:

- Bose Smart Soundbar 300
- Bose Soundbar 700
- Bose Soundbar 500
- Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Home Speaker

New products are added periodically. For a complete list and more information, visit: [worldwide.bose.com/Support/Groups](https://worldwide.bose.com/Support/Groups)

## Connecting using the Bose Music app

1. On the headphones, slide the Power/*Bluetooth*® button (⏻) to the *Bluetooth*® symbol (📶) and hold until you hear “Ready to pair” or the *Bluetooth* indicator blinks blue.
2. Use the Bose Music app to connect your headphones to a compatible Bose product. For more information, visit: [worldwide.Bose.com/Support/Groups](https://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.

## Reconnecting to a Bose Home Speaker or Soundbar

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Power on the headphones (see page 11).

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

### Notes:

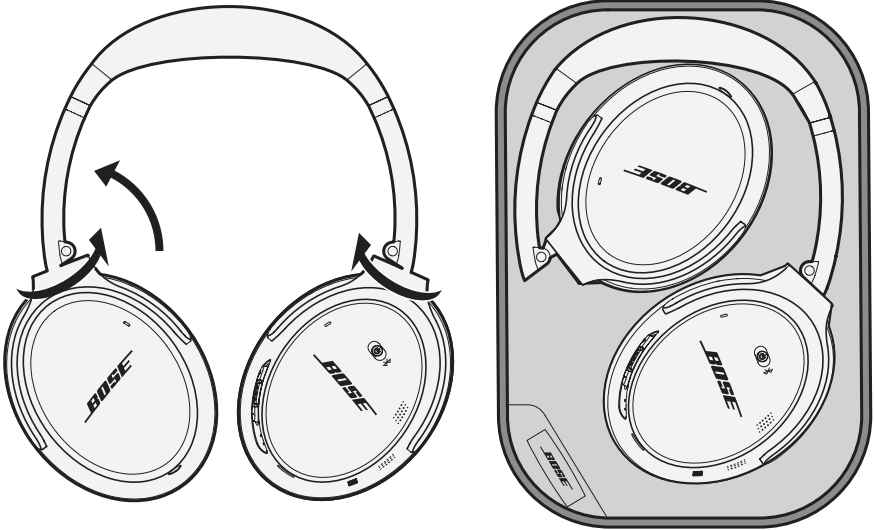
- Your soundbar or speaker must be within range (30 ft or 9 m) and powered on.
- If the headphones don't connect, see “Connecting a *Bluetooth*® device from the headphone pairing list” on page 21.

### Storing your headphones

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The earcups rotate for easy, convenient storage. Place the headphones flat into the case with the earcups surrounding the two soft dividers.

1. Rotate both earcups inward so they lay flat.
2. Fold the left earcup up towards the headband.



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

### Cleaning your headphones

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The headphones do not require scheduled cleaning. Should cleaning be necessary, simply wipe the outside surfaces with a soft, dry cloth. Do not allow moisture to get inside the earcups or the audio input connector. Do not use liquids or sprays.



## Replacement parts and accessories

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You can purchase accessories from your Bose® dealer, at [global.bose.com](https://global.bose.com), or by placing an order over the phone.

To contact Bose directly, visit: [global.bose.com](https://global.bose.com) or [owners.bose.com/QC35](https://owners.bose.com/QC35)

## Limited Warranty

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Your headphones are covered by a limited warranty. Visit our website at [global.bose.com/warranty](https://global.bose.com/warranty) for details of the limited warranty.

To register your product, visit [global.bose.com/register](https://global.bose.com/register) for instructions. Failure to register will not affect your limited warranty rights.

### Technical Information

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**Input Rating:** 5VDC  1A

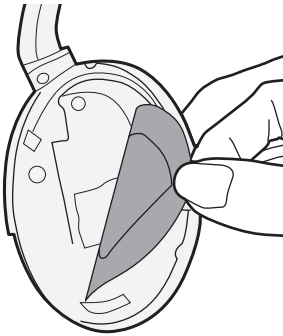
**Battery Charge Time:** 2.25 hours





### Serial Number Location

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The serial number is located beneath the right scrim in the back of the earcup. The scrim is the inner screen which 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. Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



Problem	What to do
Headphones do not power on	<ul style="list-style-type: none"> <li>• Power on the headphones (see page 11).</li> <li>• Charge the battery.</li> </ul>
Headphones do not connect with <i>Bluetooth</i> ® device	<ul style="list-style-type: none"> <li>• Disconnect the back-up audio cable.</li> <li>• Disconnect the USB charging cable.</li> <li>• On your <i>Bluetooth</i> device: <ul style="list-style-type: none"> <li>- Turn the <i>Bluetooth</i> feature off and then on.</li> <li>- Delete your Bose® QuietComfort® headphones from the <i>Bluetooth</i> list on your device. Pair again.</li> </ul> </li> <li>• Move your <i>Bluetooth</i> device closer to the headphones and away from any interference or obstructions.</li> <li>• Pair a different <i>Bluetooth</i> device (see page 17).</li> <li>• Visit <a href="https://owners.Bose.com/QC35">owners.Bose.com/QC35</a> to see how-to videos.</li> <li>• <b>Clear the headphone pairing list:</b> Slide  to  and hold for 10 seconds. Delete your Bose® QuietComfort® headphones from the <i>Bluetooth</i> list on your device. Pair again.</li> </ul>
Headphones do not pair with NFC	<ul style="list-style-type: none"> <li>• Make sure your device supports <i>Bluetooth</i> pairing via NFC.</li> <li>• Unlock your device and turn on the <i>Bluetooth</i> and NFC features.</li> <li>• Tap the NFC touchpoint on the back of your <i>Bluetooth</i> device to the NFC touchpoint on the headphones.</li> </ul>
No sound	<ul style="list-style-type: none"> <li>• Power on the headphones and charge the battery.</li> <li>• Increase the volume on your headphones, your <i>Bluetooth</i> device and music source.</li> <li>• Slide  to  and release to hear the connected device. Make sure you are using the correct device.</li> <li>• Move your <i>Bluetooth</i> device closer to the headphones and away from any interference or obstructions.</li> <li>• Use a different music source.</li> <li>• Pair a different <i>Bluetooth</i> device (see page 17).</li> <li>• If two <i>Bluetooth</i> devices are connected, pause your other device first.</li> <li>• If two <i>Bluetooth</i> devices are connected, move the devices within range of the headphones (30 ft. or 10 m).</li> </ul>
Poor sound quality	<ul style="list-style-type: none"> <li>• Use a different music source.</li> <li>• Pair a different <i>Bluetooth</i> device.</li> <li>• Disconnect the second device.</li> <li>• Move your <i>Bluetooth</i> device closer to the headphones and away from any interference or obstructions.</li> </ul>

# TROUBLESHOOTING

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Problem	What to do
No audio from a device connected by the back-up audio cable	<ul style="list-style-type: none"><li>• Power on your device and play music.</li><li>• Secure the ends of the back-up audio cable.</li><li>• Increase the volume on your headphones, your <i>Bluetooth</i>® device and music source.</li><li>• Connect a different device.</li></ul>
Poor sound quality from a device connected by audio cable	<ul style="list-style-type: none"><li>• Secure the ends of the back-up audio cable.</li><li>• Connect another device.</li></ul>
Battery won't charge	<ul style="list-style-type: none"><li>• Secure the ends of the USB charging cable.</li><li>• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.</li></ul>
Headphones don't connect to a Bose Home Speaker or Bose Soundbar	<ul style="list-style-type: none"><li>• Make sure the headphones are ready to connect: Slide the Power/<i>Bluetooth</i>® button (⏻) to the <i>Bluetooth</i>® symbol (📶) and hold until you hear “Ready to pair” or the <i>Bluetooth</i> indicator blinks blue.</li><li>• Make sure that your headphones are within 30 ft (9 m) of your speaker or soundbar.</li></ul>
Headphones don't reconnect to a previously-connected Bose Home Speaker or Bose Soundbar	<ul style="list-style-type: none"><li>• See “Reconnecting a <i>Bluetooth</i>® device” on page 19.</li></ul>
Delayed audio when connected to a Bose Home Speaker or Bose Soundbar	<ul style="list-style-type: none"><li>• Check for available software updates by downloading the Bose Connect app or visiting <a href="https://btu.Bose.com">btu.Bose.com</a></li></ul>

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