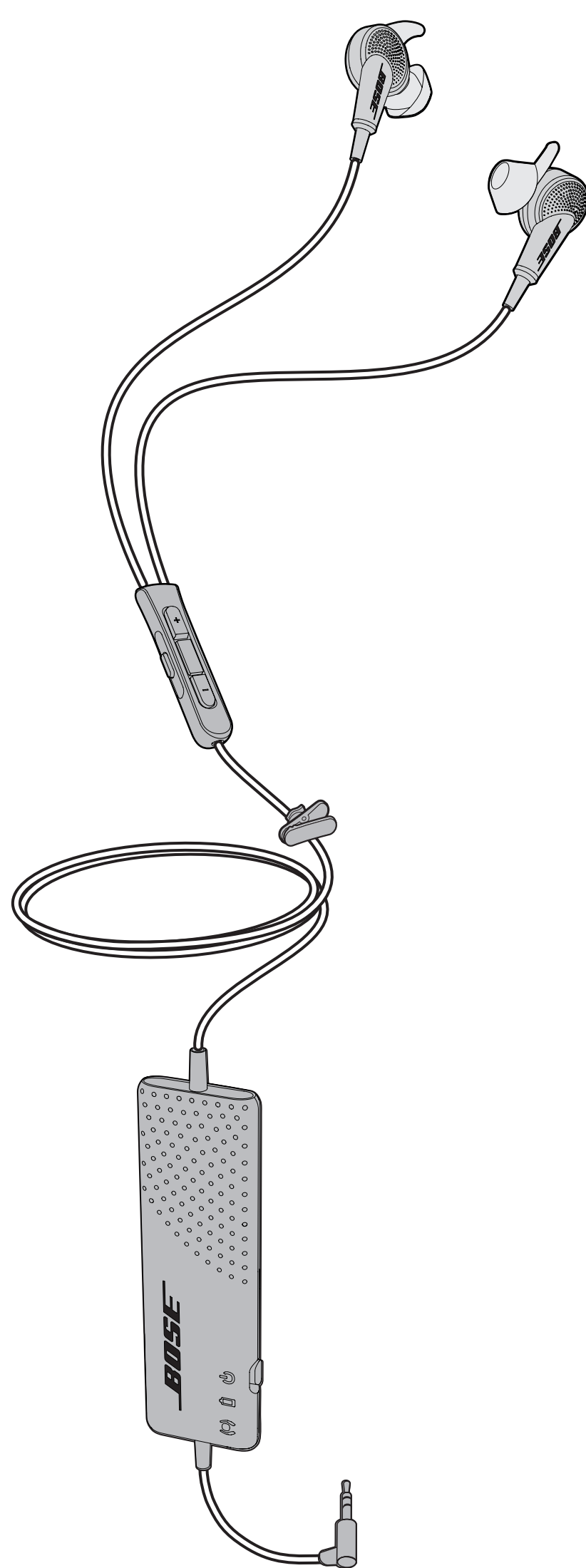


Bose® QuietComfort® 20 Acoustic Noise Cancelling® Headphones



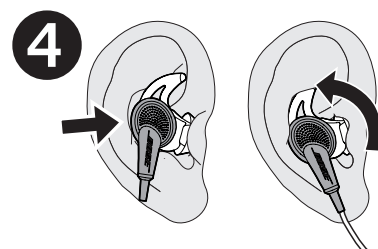
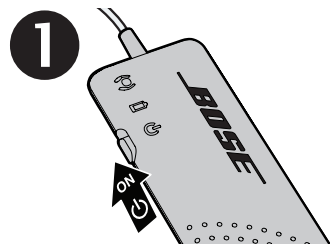
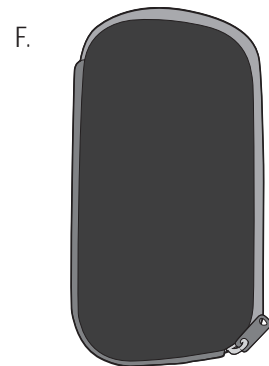
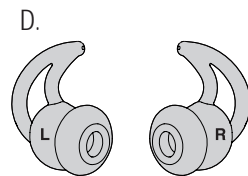
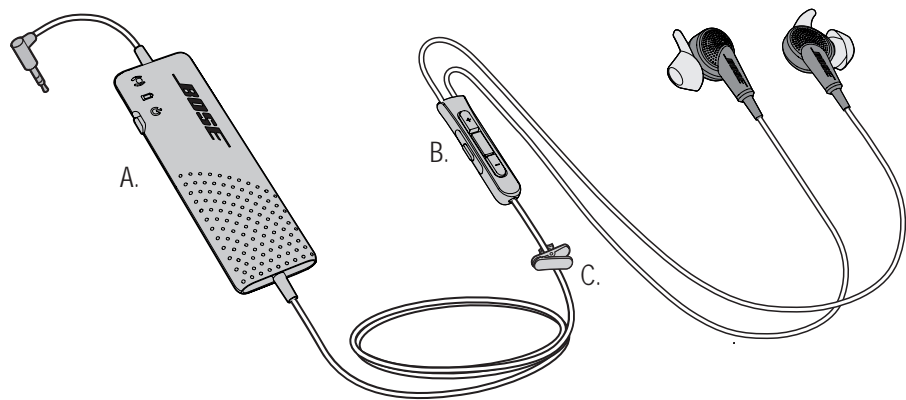
BOSE®
Better sound through research®

©2015 Bose Corporation, The Mountain,
Framingham, MA 01701-9168 USA
AM749570 Rev. 00

<http://global.Bose.com>

U.S. only:

<http://owners.Bose.Com/QuietComfort20>



Please read and keep this Owner's Guide and take the time to carefully read and follow the Important Safety Instructions included in the carton.

For additional information about your headphones or for replacement accessories, refer to:

- <http://global.Bose.com>
- U.S. only: <http://owners.Bose.Com/QuietComfort20>

Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 16 hours of battery life.

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

Components

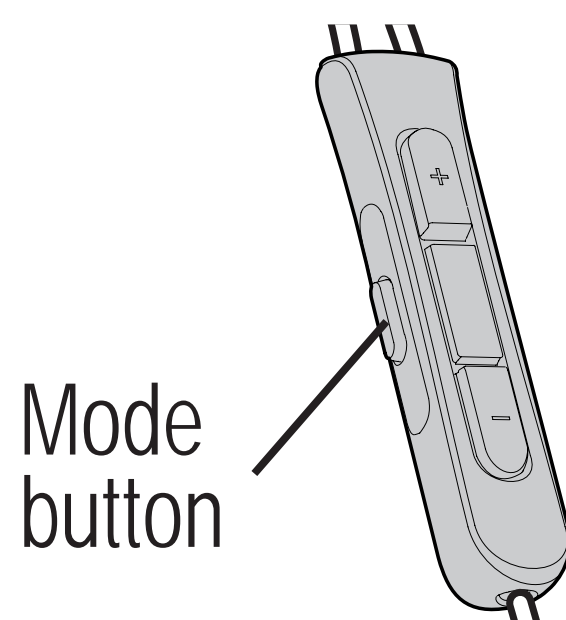
- A. Control module
- B. Inline microphone and 3-button remote
- C. Clothing clip
- D. StayHear® + tips: Small (white); Medium, installed (grey); Large (black)
- E. USB charging cable
- F. Carry case

Powering on

- Slide the power switch on the control module to On. The headphones will turn on in Noise Cancelling, which reduces most sounds around you. **Note:** When the power is off, the headphones will still provide un-powered audio. For best quality audio, turn the power on.

Switching modes

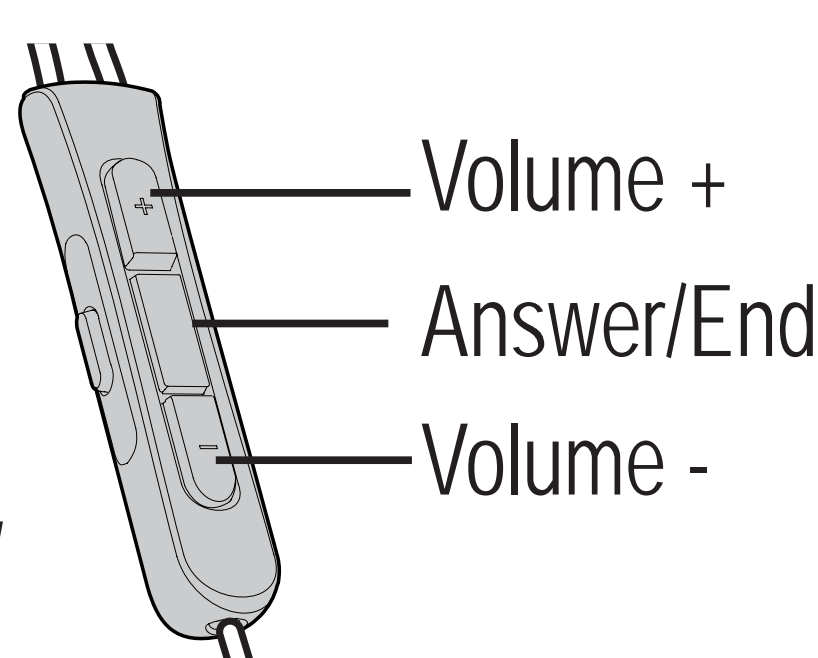
Press the Mode button on the side of the remote to switch to Aware mode, which lets you hear some sounds around you, such as traffic noise.



Connecting to an iPod, iPhone or iPad

- Connect the Bose® QuietComfort® 20 headphones to the standard 3.5 mm headphone jack on your iPod, iPhone, or iPad.

The headphones come with an inline microphone and 3-button remote for convenient control of select iPod, iPhone, and iPad models.



Action	Headphone control
Adjust volume	Press + or –.
Play/Pause	Press and release Answer/End.
Skip track	Press and release Answer/End twice quickly.
Previous track	Press and release Answer/End three times quickly.
Fast forward	Press Answer/End twice and hold.
Rewind	Press Answer/End three times and hold.
Answer or end a call	Press and release Answer/End.
Ignore incoming call	Press and hold Answer/End.
Switch to incoming call; put current call on hold	While on a call, press Answer/End once. Press and release again to return to first call.
Switch to incoming call; end current call	While on a call, press Answer/End and hold for about 2 seconds and release.
Use voice control	Press and hold Answer/End. See your device's user guide for compatibility and usage information.

Note: Full controls may not be available for some devices.

Importance of Proper Fit

For effective noise reduction performance, **it is important to choose the correct size StayHear[®] + tip.**

Select the size that gives you the best comfort and fit in each ear. You may need to try all three sizes to determine the best fit.

To test the fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

Each tip is marked with either an **L** or an **R**. Be sure to attach the left tip (L) to the left earpiece and the right tip (R) to the right earpiece.

3

To change a StayHear[®] + tip:

1. Gently peel the edges of the attached tip away from the earpiece, using care not to tear the tip.
CAUTION: To prevent damage, do not pull on the tip wing.

2. Slide the new tip over the headphone nozzle.

3. Press the tip securely into place until you feel it latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.

4

Fitting the headphones to your ear

1. Insert the headphone into the ear so the tip gently rests in the opening of the ear canal.

2. Tilt the headphone back and lightly press the wing under the ear ridge until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights

Power/Battery indicator 

Color	Status while in use:	Status while charging:
Green (solid)	Power on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	Power on. Less than 3 hours of battery life remaining.	N/A
Amber (blinking)	N/A	Charging
Red	N/A	Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Mode indicator 

Color	Indicates:
Green (On)	Noise Cancelling on.
None (Off)	Aware mode on.

Troubleshooting

Poor sound quality

- Make sure the headphones are powered on and securely plugged into the headphone jack on the device.
- Try another StayHear® + tip size.
- Try another device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.
- If you experience loud noise, turn off the power switch.

Poor or no noise reduction

- Make sure the power is switched on and the Mode indicator is on (green).
- Try another StayHear® + tip size. See “Importance of Proper Fit”.
- Ensure that headphones are properly charged.

Short battery life (less than 16 hours)

- When charging, be sure both ends of the USB cable are firmly connected and verify that the Battery Indicator is blinking amber.

Device is not responding to remote button commands

- Ensure you are using a compatible device. See “Made for” below.
- Make sure the headphones are securely plugged into the headphone jack on the device.

Microphone not working

- Make sure the headphones are securely plugged into the headphone jack on the device.
- Make sure the microphone is not blocked.
- Try another call, device, or application.

For your records

Serial number (on Warranty Card):

Now is a good time to register your headphones.

You can do this easily by going to:

<http://global.Bose.com/register>.

iPad, iPhone, and iPod are trademarks of Apple Inc., registered in the U.S. and other countries. The trademark “iPhone” is used with a license from Aiphone K.K.

“Made for iPod,” “Made for iPhone,” and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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 iPod, iPhone, or iPad may affect wireless performance.

©2015 Bose Corporation. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.