

BOSE

SOUNDSPORT®

WIRELESS

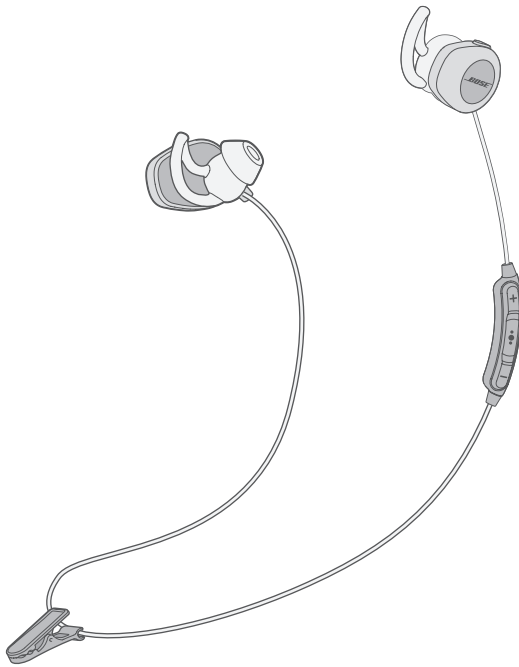


OWNER'S GUIDE • BRUGERVEJLEDNING
BEDIENUNGSANLEITUNG • GEBRUIKERSHANDLEIDING
GUÍA DEL USUARIO • KÄYTTÖOHJE • NOTICE D'UTILISATION
MANUALE DI ISTRUZIONI • KEZELÉSI ÚTMUTATÓ
BRUKERVEILEDNING • PODRĘCZNIK UŻYTKOWNIKA
MANUAL DO PROPRIETÁRIO • BRUKSANVISNING
តួដំឡើង • 사용자 안내서 • 用戶指南 • 使用者指南 • 取扱説明書 • دليل المالك

GETTING STARTED

Unpacking

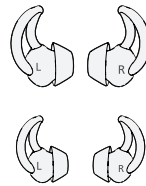
Carefully unpack the carton and confirm that the following parts are included:



Bose® SoundSport®
wireless headphones

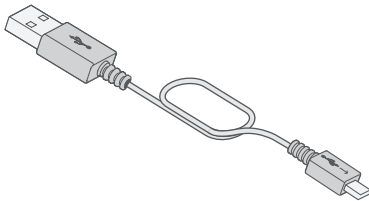


Carry case



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

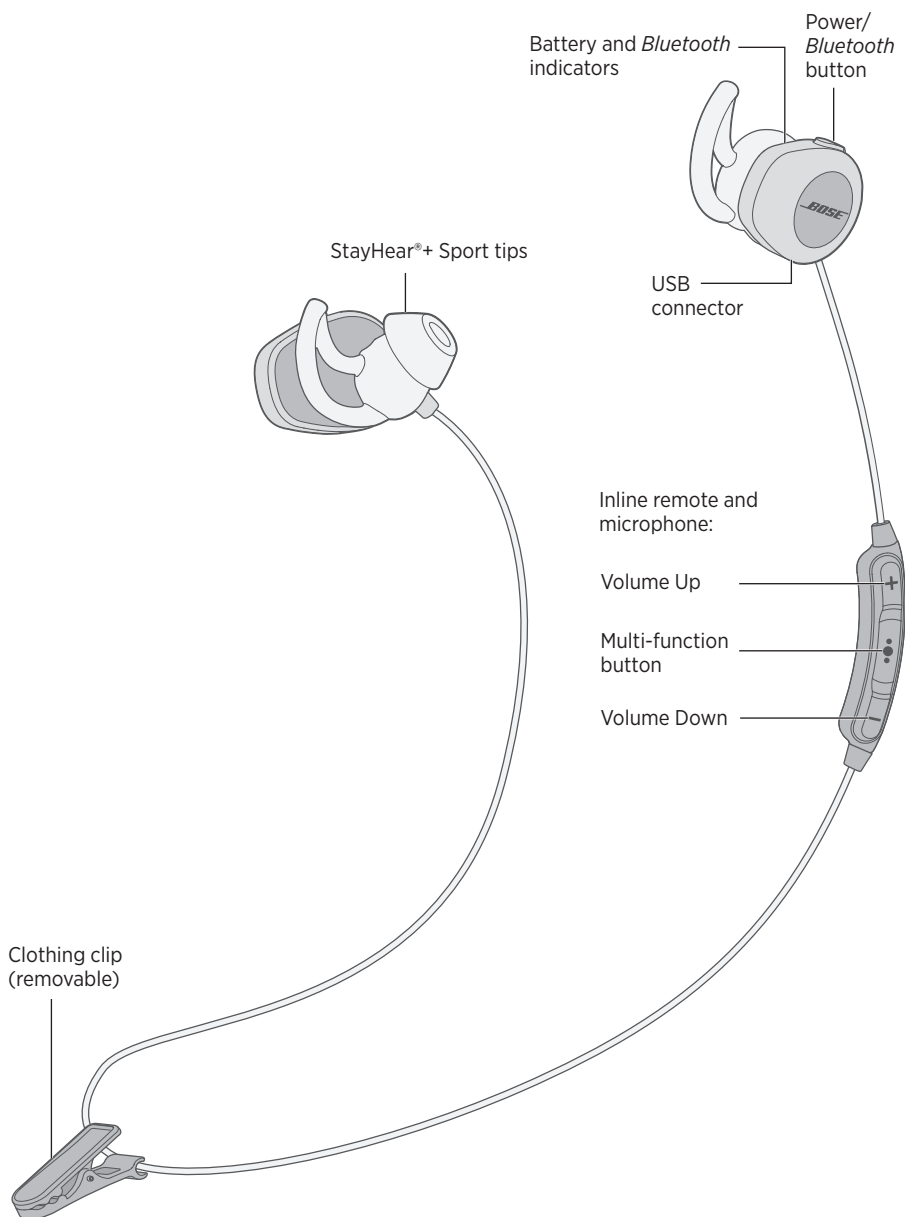
Note: Medium (gray) tips are
attached to the earbuds.



USB cable

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

Headphone components



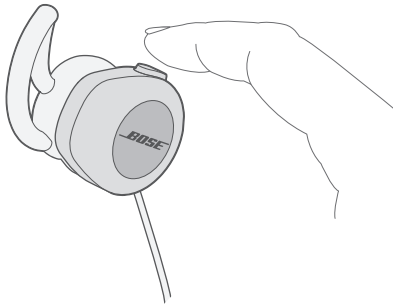
Powering on/off

To power on:

Press the Power/*Bluetooth* button until the battery indicator glows green, yellow or red (to indicate the current battery charge level).

To power off:

Press and hold the Power/*Bluetooth* button until the battery indicator blinks three times and you hear the power-down tones.



Enhance your headphones experience with the Bose® Connect app.

Features

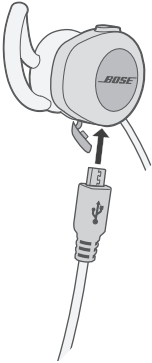
- Unlock the full potential of your SoundSport® wireless headphones.
- Free app compatible with most Apple and Android™ systems.
- Easily connect and switch between multiple mobile devices with a single swipe.
- Disable voice prompts.
- Keep your headphones up-to-date with the latest software.
- Customize headphone settings, like voice prompt language and standby timer.



Connecting the USB cable

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

1. Open the hinged door on the bottom of the right earbud.
2. Plug the small end of the USB cable into the USB connector.



3. 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.
 - Allow up to two hours to fully charge the battery. A full charge powers the headphones for up to six hours.
 - The headphones will not play while charging.

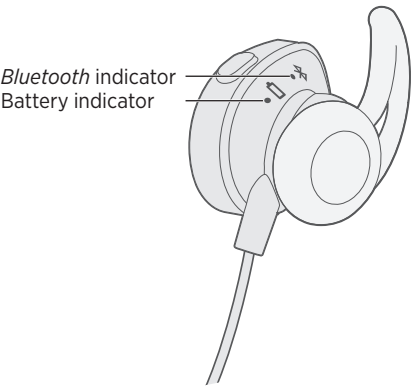
Note: Before charging, be sure the headphones are at room temperature, between 41° F (5° C) and 104° F (40° C).

Checking the battery

- Each time you power on the headphones, the voice prompt announces the headphone battery charge level, and the battery indicator glows for 10 seconds. When you press any of the headphone controls, the battery indicator glows for 10 seconds. For more information, see “Battery indicator” on page 14.
- While the headphones are in use, the battery indicator blinks red when the battery needs charging.
- 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 *Bluetooth* and battery indicators are located on the back of the right earbud.



Bluetooth indicator

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white	Connected

Battery indicator

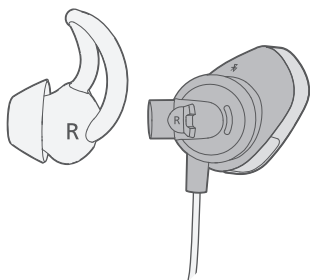
Indicator activity	System state
Green	Medium to full charge
Amber	Low charge
Blinking amber	Charging
Blinking red	Need to charge
Solid red	Charging error - contact Bose customer service.

Choosing the correct StayHear®+ Sport tip

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.

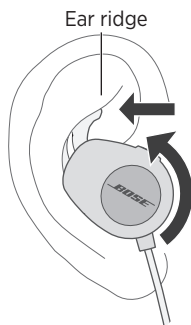
Each StayHear®+ Sport tip and earbud is marked with either an **L** or an **R**. Be sure to attach the left tip to the left earbud and the right tip to the right earbud.



Fitting the earbuds to your ear

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

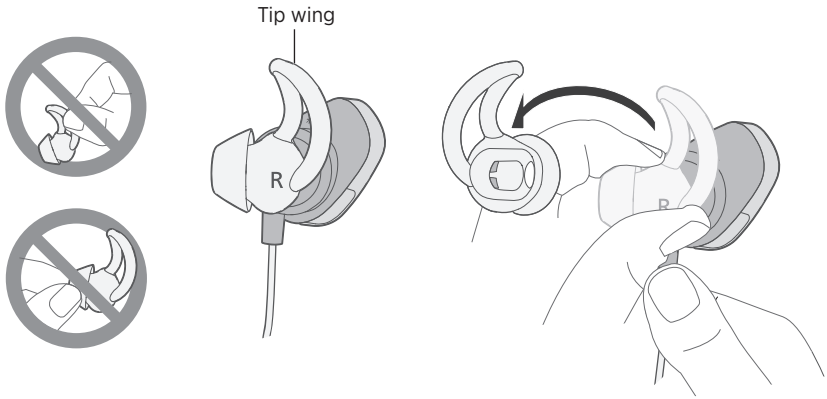
1. Insert the earbud so the StayHear®+ Sport tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.



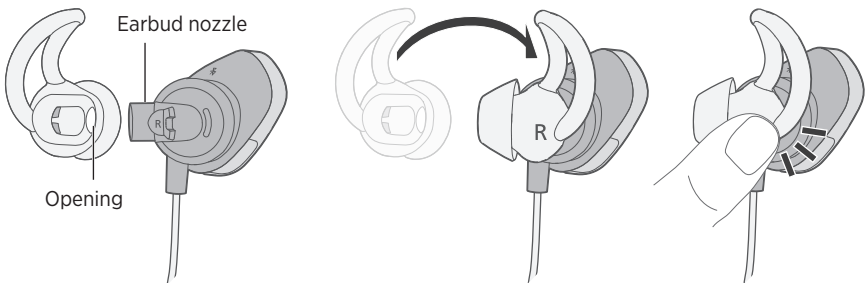
Changing the StayHear®+ Sport tips

1. Holding the earbud by the stem, 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. Press the base of the tip until it clicks securely into place.



Voice prompts guide you through the pairing and connecting processes.

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

Changing 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 mobile device, you must pair the mobile device with your headphones.

Choosing your pairing method

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

What is NFC?

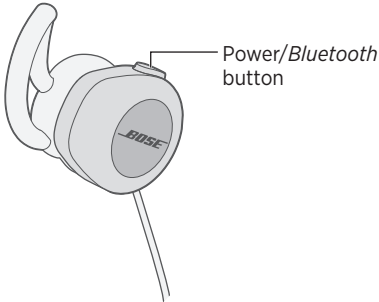
NFC uses *Bluetooth* technology to let two devices establish wireless communication with each other by simply tapping the devices together. Refer to your mobile device owner’s guide to see if your model supports NFC.

If your mobile device does not support <i>Bluetooth</i> pairing via NFC or if you are unsure:	Follow the instructions for “Pairing your mobile device” on page 19.
If your mobile device supports <i>Bluetooth</i> pairing using NFC:	Follow the instructions for “Pairing your mobile device with NFC” on page 20.

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

Pairing your mobile device

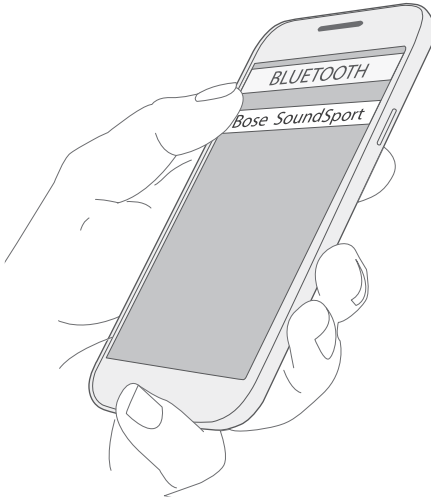
1. With your headphones powered on, press and hold the *Power/Bluetooth* button until you hear “Ready to pair” and the *Bluetooth* indicator blinks blue.



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

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

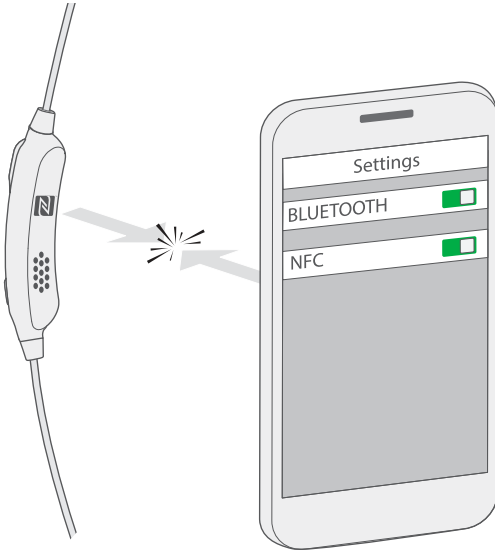
3. Select your Bose® SoundSport® wireless headphones from the device list.



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

Pairing your mobile device with NFC

1. With your headphones powered on, unlock your mobile device and turn on the *Bluetooth* and NFC features. Refer to your mobile device owner's guide to learn more about these features.
2. Tap the NFC touchpoint on your mobile device to the back of the inline remote.
Your mobile device may prompt you to accept pairing.



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

Disconnecting a mobile device

- Turn off the *Bluetooth* feature on your mobile device.
- If your mobile device supports NFC, tap the NFC touchpoint on your mobile device to the back of the inline remote.

Reconnecting a mobile device

- When powered on, the headphones try to reconnect with the two most recently-connected mobile devices.
Note: The mobile devices must be within range and powered on.
- If your mobile device supports NFC, tap the NFC touchpoint on your mobile device to the back of the inline remote.

MANAGING MULTIPLE CONNECTIONS

You can store up to eight paired mobile devices in the headphone pairing list and your headphones can be actively connected to two mobile devices at a time.

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

Switching between two connected mobile devices

1. Pause audio on your first mobile device.
2. Play audio on your second mobile device.

Identifying connected mobile devices

Press the *Power/Bluetooth* button to hear which mobile devices are currently connected.

Reconnecting a previously paired mobile device

1. Press the *Power/Bluetooth* button to hear which mobile device is connected.
2. Press the *Power/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.

Clearing the headphone pairing list

1. Power off the headphones.
2. Press and hold the Power/*Bluetooth* button for 10 seconds, until you hear “*Bluetooth* device list cleared.”
3. Delete your SoundSport wireless headphones from the *Bluetooth* list on your mobile device.

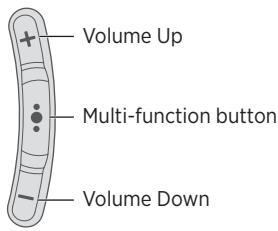
All mobile devices are cleared and the headphones are ready to pair a new mobile device.

Using the Bose® Connect app

You can also easily manage multiple connected devices using the Bose Connect app. For more information, see “Bose® Connect App” on page 11.

Media playback and volume functions

The headphone controls are located on the inline remote below the right earbud.



Function	What to do
Play/Pause	Press ●●●.
Skip Forward	Press ●●● twice quickly.
Skip Backward	Press ●●● three times quickly.
Fast forward	Press ●●● twice quickly and hold the second press.
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 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, press ●●● twice.
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.

Storing

- Turn off the headphones when not in use.
- Before storing the headphones for more than a few months, fully charge the battery.
- Place the headphones in the carry case for storage.

Cleaning

Your headphones may require periodic cleaning.

StayHear®+ Sport tips: Remove the tips from the earbuds and wash them with a mild detergent and water. Make sure you thoroughly rinse and dry the tips before attaching them to the earbuds.

Headphone nozzles: Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.

Replacement parts and accessories

Replacement parts and accessories can be ordered through Bose customer service. See “Customer service” on page 27.

Customer service

For additional help using your headphones, visit: global.bose.com/Support/SSW

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.

Technical information

Input Rating: 5V  1A

TROUBLESHOOTING

If you experience problems with your headphones:

- Make sure your headphones are powered on.
- Charge the battery.
- Verify the state of the status indicators (see page 14).
- Move your mobile device closer to the headphones and away from any interference or obstructions.
- Make sure your mobile device supports pairing via *Bluetooth* technology or NFC.

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.

Common solutions

Problem	What to do
Headphones don't pair with mobile device	<ul style="list-style-type: none">• On your mobile device:<ul style="list-style-type: none">– Turn the <i>Bluetooth</i> feature off and then on.– Delete your Bose® SoundSport® headphones from the <i>Bluetooth</i> list on your mobile device. Pair again.• Pair a different mobile device (see page 19).• Visit: global.Bose.com/Support/SSW to see how-to videos.• Power the headphones off and then on.• Power your mobile device off and then on.• Clear the headphone pairing list (see page 23).
Headphones don't pair with NFC-enabled mobile device	<ul style="list-style-type: none">• Unlock your mobile device and turn on the <i>Bluetooth</i> and NFC features.• Tap the NFC touchpoint on the back of your mobile device to the back of the inline remote.• Power the headphones off and then on.• Power your mobile device off and then on.
No sound	<ul style="list-style-type: none">• Increase the volume on your headphones and mobile device.• Press the <i>Power/Bluetooth</i> button to hear the connected mobile device. Make sure you are using the correct device.• Use a different music source.• Pair a different mobile device (see page 19).• If two mobile devices are connected, pause audio on the first mobile device and play audio on the other mobile device.• If two mobile devices are connected, move the mobile devices within range of the headphones (30 ft. or 9 m).

Problem	What to do
Poor sound quality	<ul style="list-style-type: none">• Use a different music source.• Pair a different mobile device (see page 19).• Disconnect the second mobile device.• Move the mobile device closer to the headphones, and away from any interference or obstructions.• Clear any debris or wax buildup from the earbuds and headphone nozzles.
Headphones don't charge	<ul style="list-style-type: none">• Open the hinged door on the bottom of the right earbud and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones.• Secure both ends of the USB cable.• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.
StayHear®+ Sport tips falling off	Securely attach the tips to the earbuds (see “Changing the StayHear®+ Sport tips” on page 16.)
Lost StayHear®+ Sport tip	Contact Bose customer service for replacement tips.