

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
ຄູ່ມືຜູ້ໃຊ້
사용자 안내서
用戶指南
使用者指南
取扱説明書
स्वामी गाइड
Руководство владельца
دليل المالك

BOSE

SOUNDLINK®
MICRO

IMPORTANT SAFETY INSTRUCTIONS

Please read and keep all safety, security, and use instructions.

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

**UK
CA** This product conforms to all applicable Electromagnetic Compatibility Regulations 2016 and all other applicable UK regulations. The complete declaration of conformity can be found at: www.Bose.com/compliance

Bose Corporation hereby declares that this product is in compliance with the essential requirements per Radio Equipment Regulations 2017 and all other applicable UK regulations. The complete declaration of conformity can be found at: www.Bose.com/compliance

Important Safety Instructions

Read these instructions.

Keep these instructions.

Heed all warnings.

Follow all instructions.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, does not operate normally, or has been dropped.

WARNINGS/CAUTIONS



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

- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- 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).
- The product label is located on the strap and the bottom of the product.

REGULATORY AND LEGAL INFORMATION

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 ISED 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 ISED Canada radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IMDA Requirements.

Product Power State Table

The product, in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC and the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, is in compliance with the following norm(s) or document(s): Regulation (EC) No. 1275/2008, as amended by Regulation (EU) No. 801/2013.

Required Power State Information	Power Modes	
	Standby	Networked Standby
Power consumption in specified power mode, at 230V/50Hz input	≤ 0.5 W	Bluetooth® ≤ 2.0 W
Time after which equipment is automatically switched into mode	≤ 10 minutes	≤ 10 minutes
Power consumption in networked standby if all wired network ports are connected and all wireless network ports are activated, at 230V/50Hz input	N/A	≤ 2.0 W
Network port deactivation/activation procedures. Deactivating all networks will enable standby mode.	Bluetooth®: Deactivate by clearing the pairing list by pressing and holding the Bluetooth® button for 10 seconds. Activate by pairing with a Bluetooth® source.	

For Europe:

Frequency band of operation 2400 to 2483.5 MHz.

Maximum transmit power less than 20 dBm EIRP.

REGULATORY AND LEGAL INFORMATION

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.

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.



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 <http://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® SoundLink® Micro Bluetooth® speaker, Type designation: 423816						
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	-	○	○	○	○	○
Metal Parts	-	○	○	○	○	○
Plastic Parts	○	○	○	○	○	○
Speakers	-	○	○	○	○	○
Cables	-	○	○	○	○	○

Note 1: “○” 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.

Please complete and retain for your records

The serial and model numbers are located on the strap and the bottom of the product.

Serial number: _____

Model number: _____

Please keep your receipt with your owner’s guide. Now is a good time to register your Bose product.

You can easily do this by going to global.Bose.com/register

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; “1” is 2011 or 2021.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plant 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

UK Importer: Bose Limited, Bose House, Quayside Chatham Maritime, Chatham, Kent, ME3 4QZ, United Kingdom

Input Rating: 5V —= 1.5A

Charging Temperature Range: 32° F – 122° F (0° C – 50° C)

Discharging Temperature Range: -4° F – 158° F (-20° C – 70° C)

Security Information

 This product is capable of receiving security updates from Bose automatically when connected to the Bose Connect app. In order to receive security updates via the mobile application, you must complete the product setup process in the Bose Connect app. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available via btu.Bose.com**

REGULATORY AND LEGAL INFORMATION

Apple, the Apple logo, and Siri are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Google and Google Play are trademarks of Google LLC.

The *Bluetooth*[®] word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Bose Corporation is under license.

Bose and SoundLink are registered trademarks of Bose Corporation.

Bose Corporation Headquarters: 1-877-230-5639

©2021 Bose Corporation. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.

Bose® Connect App

What can I do with the Bose Connect app? 9

What's in the Carton

Contents 10

Speaker Portability

Strap configurations 11

Water and dust resistance 11

Speaker Controls

Power on/off 13

Auto-off timer 13

 Disable the auto-off timer 13

Speaker functions 14

 Media playback and volume functions 14

 Call functions 15

Access voice control 16

Battery

Charge the speaker 17

 Charging time 17

 Hear the battery level 18

Battery protection mode 18

Status Indicators

Bluetooth® indicator 19

Battery indicators 20

Voice Prompts

Pre-installed languages 21

Change the language 21

Disable voice prompts 21

CONTENTS

Bluetooth Connections

Connect your mobile device using the Bose® Connect app (recommended)	22
Connect using the <i>Bluetooth</i> menu on your mobile device	23
Disconnect a mobile device.....	24
Reconnect a mobile device.....	24

Multiple Bluetooth Connections

Connect an additional mobile device	25
Identify connected mobile devices.....	25
Switch between two connected mobile devices.....	25
Reconnect a previously connected mobile device.....	26
Clear the speaker pairing list.....	26

Share Audio Between Bose Speakers

Pair the speakers using the Bose Connect app (recommended).....	27
Pair the speakers manually	27
Party mode.....	27
Stereo mode	29
Switch between Party mode and Stereo mode.....	29
Disable Party mode or Stereo mode.....	29

Care and Maintenance

Clean the speaker	30
Replacement parts and accessories.....	30
Limited warranty	30

Troubleshooting

Common solutions	31
Reset your speaker.....	33

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

What can I do with the Bose Connect app?

- Easily connect to and switch between multiple mobile devices with a single swipe.
- Customize your speaker experience:
 - Name your speaker.
 - Select a voice prompt language or disable voice prompts.
 - Adjust the auto-off timer.
- Pair two Bose speakers to play in Party mode or Stereo mode. Refer to the Bose Connect app for more information about these modes.
- Find answers to frequently asked questions.



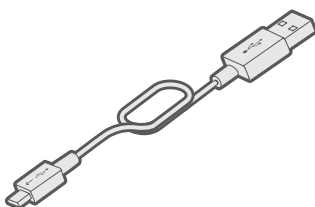
WHAT'S IN THE CARTON

Contents

Confirm that the following parts are included:



Bose® SoundLink® Micro *Bluetooth* speaker

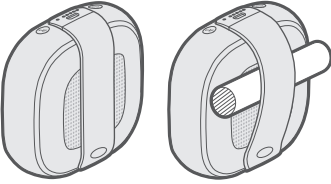


USB cable

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

Strap configurations

You can adjust the strap to easily transport the speaker. To secure the speaker, attach it to an object such as a bicycle handlebar or backpack strap.



Water and dust resistance

Your speaker is waterproof, splash resistant, and dustproof. It is rated IP64 and IP67.

You can immerse the speaker in water for up to 30 minutes at a depth of 3.2 ft. (1 m). It can also be used while showering and in the rain or snow.

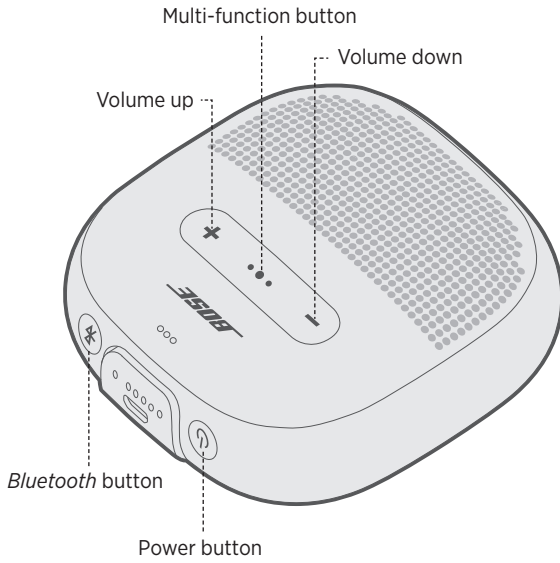
CAUTIONS:

- Do NOT submerge this speaker in any pool of water deeper than 3.2 ft. (1 m).
- Never attempt to charge the speaker while it is wet. Doing so may cause damage to the speaker.



SPEAKER CONTROLS

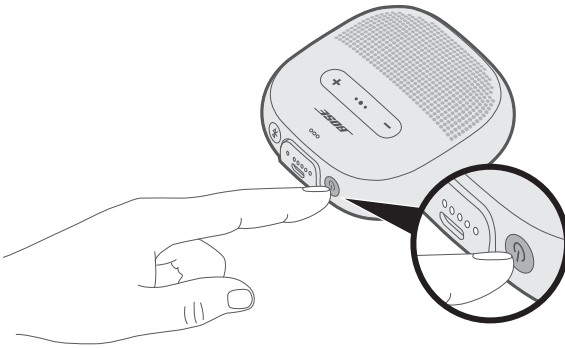
Controls are located on the top and outer edge of the speaker.



Power on/off

Press the Power button .

The battery indicators glow solid white.



Auto-off timer

The auto-off timer conserves the battery when the speaker is operating on battery power. The speaker switches off when audio has stopped and buttons have not been pressed for 20 minutes.

Note: To adjust the time it takes for your speaker to automatically power off, use the Bose® Connect app.

Disable the auto-off timer

Press and hold **+** and the Multi-function button **•••** simultaneously.

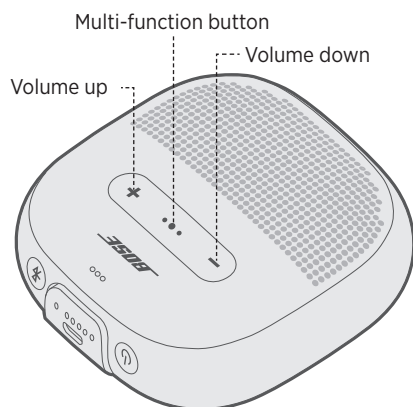
You hear “Auto-off disabled.”

Repeat to re-enable the auto-off timer.

Tip: You can also disable the auto-off timer using the Bose Connect app.

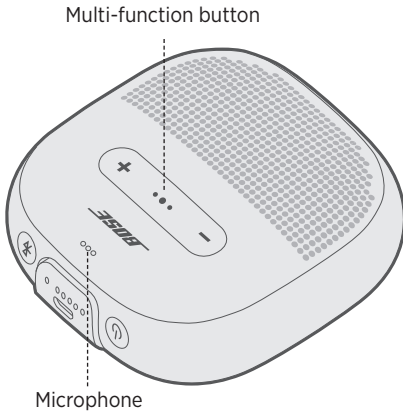
Speaker functions

Media playback and volume functions



Function	What to do
Play/Pause	Press the Multi-function button ●●●.
Skip forward	Press ●●● twice quickly.
Skip backward	Press ●●● three times quickly.
Volume up	Press +.
Volume down	Press -.

Call functions



Function	What to do
Answer a call	Press the Multi-function button ●●●.
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 ●●●.
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 quickly.
Access voice control to make a call	While not on a call, press and hold ●●● for one second. Your mobile device may not support voice control. Refer to your device owner's guide for more information.
Mute/unmute a call	While on a call, press + and - simultaneously.

SPEAKER CONTROLS

Voice prompt notifications

Your speaker identifies incoming callers who are saved in your contact list.

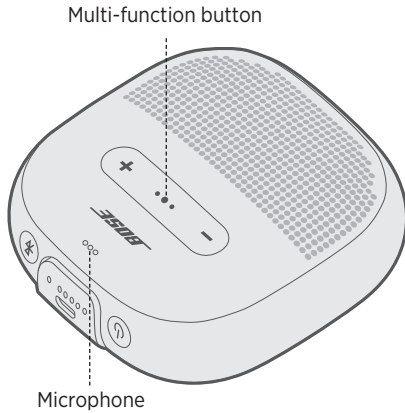
To disable this feature, see page 21.

Note: Disabling voice prompt notifications also disables voice prompts.

Access voice control

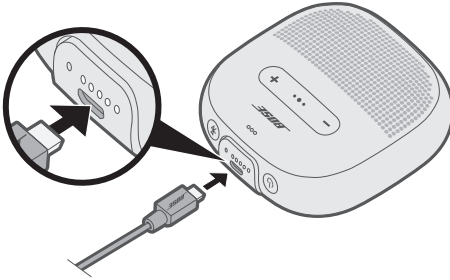
The speaker microphone acts as an extension of the microphone in your mobile device. Using the Multi-function button ●●● on the speaker, you can access the voice control capabilities on your device to make/take calls or ask Siri or Google Assistant to play music, tell you the weather, give you the score of a game and more.

Press and hold ●●● to access voice control on your device. You hear a tone that indicates voice control is active.



Charge the speaker

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



2. Plug the other end of the USB cable into a wall charger or computer that is powered on.

While charging, the last lit battery indicator blinks white. When the battery is fully charged, all five battery indicators glow solid white.

Battery indicators



CAUTION: Never attempt to charge the speaker while it is wet. Doing so may cause damage to the speaker.


Charging time

Allow up to four hours to fully charge the battery. A full charge powers the speaker for up to six hours.

BATTERY

Hear the battery level

Each time you power on the speaker, a voice prompt announces the battery level. When the speaker is in use, a voice prompt announces if the battery needs to be charged.

To hear the battery charge level while using your speaker, press and hold the Power button  until you hear a voice prompt.

Note: To visually check the battery, press and hold  while viewing the battery indicators (see page 20).

Battery protection mode

When your speaker battery is depleted (0%), or your speaker is unplugged and unused for more than three days (with a remaining charge of less than 10%), it enters battery protection mode. To reactivate your speaker, connect it to a wall charger or computer that is powered on.

When not in use, store your speaker in a cool place.

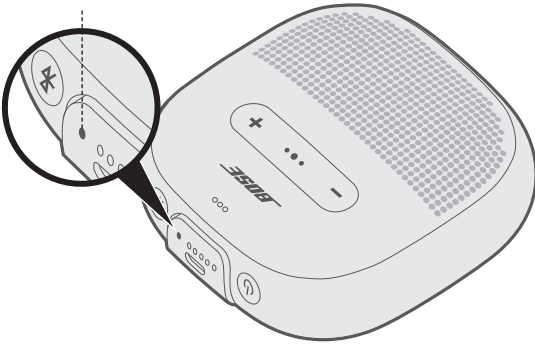
CAUTION: Do not store your speaker for extended periods when fully charged or with a remaining charge of less than 10 percent.

The *Bluetooth* and battery indicators are located on the outer edge of the speaker.

Bluetooth indicator

Shows the connection status of a mobile device.

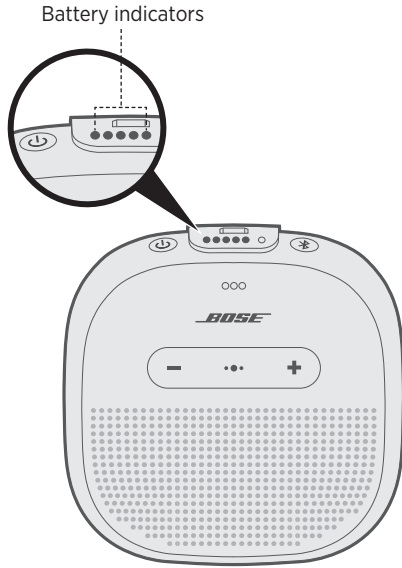
Bluetooth indicator



Indicator activity	System state
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white	Connected
Solid blue	Select language


Battery indicators

Shows the battery charge level.



Indicator activity	Charging percentage
●○○○○	0% - 20%
●●○○○	20% - 40%
●●●○○	40% - 60%
●●●●○	60% - 80%
●●●●●	80% - 100%

Notes:

- When charging, the last lit battery indicator blinks white. When the speaker is fully charged, all battery indicators glow solid white.
- To visually check the battery level, press and hold the Power button  while viewing the battery indicators.
- If connected to an Apple device, the device displays the speaker battery level near the upper right corner of the screen and in the notification center.

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

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

Pre-installed languages

The following languages are pre-installed on your speaker:

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

Change the language

When you power on the speaker for the first time, the voice prompts are in English.

1. Press and hold the Multi-function button ●● 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.

Disable voice prompts

Press and hold + and — simultaneously until you hear “voice prompts off.”

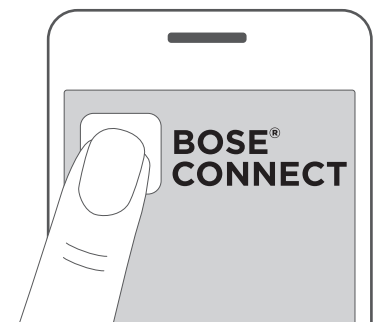
Note: Repeat to re-enable voice prompts.

BLUETOOTH CONNECTIONS

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 speaker.


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

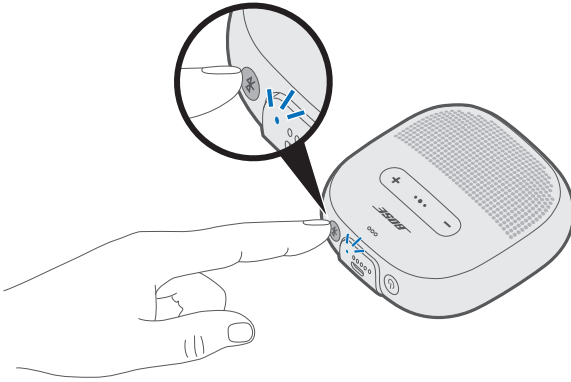
With your speaker powered on, download the Bose Connect app and follow the on-screen connection instructions.



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

Connect using the *Bluetooth* menu on your mobile device

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



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

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

3. Select your speaker from the device list.



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

Tip: Look for the name you entered for your speaker in the Bose® Connect app.

Disconnect a mobile device


Disable the *Bluetooth* feature on your device.

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

Reconnect a mobile device

When powered on, the speaker tries to reconnect with the two most recently-connected devices.

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

You can pair additional devices to your speaker. These *Bluetooth* connections are controlled with the *Bluetooth* button . Voice prompts guide you through controlling multiple connections. Before connecting an additional mobile device, make sure this feature is enabled.

Tip: You can also easily manage multiple connected devices using the Bose® Connect app.

Connect an additional mobile device

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

To connect an additional device, download the Bose® Connect app (see page 22) or use the *Bluetooth* menu on your mobile device (see page 23).

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



Identify connected mobile devices

Press  to hear which devices are currently connected.


Switch between two connected mobile devices

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

Reconnect a previously connected mobile device

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

Clear the speaker pairing list

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

You can pair Bose® speakers together to play in the following modes:

- Party mode (left and right speakers play in unison)
- Stereo mode (left speaker and right speaker play separately)

You can set this up using the Bose Connect app (recommended) or the speaker control buttons.

Refer to your Bose owner's guide to determine if your secondary speaker supports these modes.


Pair the speakers using the Bose Connect app (recommended)

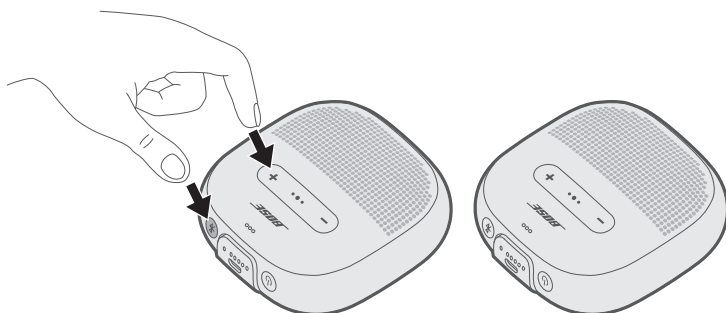
For more information, download the Bose Connect app.

Pair the speakers manually

If you are unable to access the Bose Connect app, follow the instructions below.


Party mode

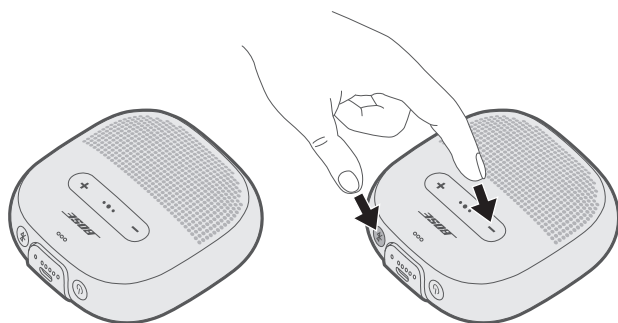
1. Make sure both speakers are powered on.
2. Make sure one speaker is connected to your mobile device.
3. On the speaker connected to your device, press and hold the *Bluetooth* button  and **+** simultaneously.



4. Release the buttons when you hear “Press the *Bluetooth* and volume down buttons simultaneously on a second Bose device.”

SHARE AUDIO BETWEEN BOSE SPEAKERS


5. On the other speaker, press and hold the *Bluetooth* button  and  simultaneously.

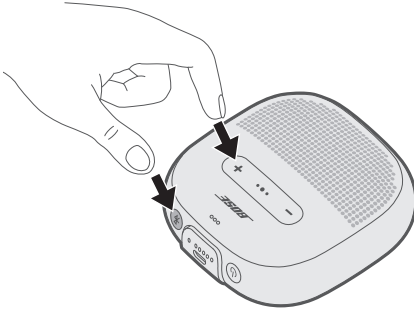


6. Release the buttons when the speaker emits a tone.
After about 10 seconds, you hear “Party mode” from both speakers simultaneously. Party mode is enabled, and you are now able to play audio in unison using your mobile device.
7. For an optimal experience, position your speakers:
 - In the same room or outdoor area
 - So there are no obstructions between them

Note: Performance may vary based on mobile device, distance and environmental factors.

Stereo mode

1. Configure your speakers for Party mode (see page 27).
2. On one speaker, press the *Bluetooth* button  and **+** simultaneously.



3. Release the buttons when you hear “Stereo mode.”
You hear “Left” from the left speaker and “Right” from the right speaker.
Stereo mode is enabled, and you are now able to play audio in stereo using your mobile device.
4. For an optimal experience, position your speakers:
 - In the same room or outdoor area
 - Within 10 feet of each other, free from obstructions
 - So that your distance to each speaker is equal**Note:** Performance may vary based on device, distance and environmental factors.

Switch between Party mode and Stereo mode

On either speaker, press  and **+** simultaneously.

Disable Party mode or Stereo mode

Power off the second speaker.

Clean the speaker

Your speaker may require periodic cleaning.

- Clean the surface of the speaker with a soft, damp cloth (water only).
- Do not use any solvents, chemicals or cleaning solutions containing alcohol, ammonia or abrasives.

Replacement parts and accessories

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

Limited warranty

Your speaker is 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 speaker:

- Power on the speaker (see page 13).
- Check the state of the status indicators (see page 19).
- Make sure your mobile device supports *Bluetooth* technology (see page 23).
- Charge the battery (see page 17).
- Increase the volume on your speaker, device and music app.
- Move your device closer to the speaker and away from any interference or obstruction.
- Try connecting another 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: global.bose.com/Support/Micro



Symptom	Solution
No power (battery)	<ul style="list-style-type: none"> • Battery may be in protection mode or discharged. Connect your speaker to a wall charger or computer that is powered on.
Speaker does not connect with mobile device	<ul style="list-style-type: none"> • On your device: <ul style="list-style-type: none"> – Disable and then enable the <i>Bluetooth</i> feature. – Delete your speaker from the <i>Bluetooth</i> list on your device. Connect again (see page 25). • Connect a different device (see page 26). • Visit: global.bose.com/Support/Micro to see how-to videos. • Clear the speaker pairing list (see page 26). Connect again.
Bose® speakers do not pair together manually	<ul style="list-style-type: none"> • Download the Bose Connect app for an additional way to pair your Bose speakers. • Your second speaker may not support Stereo or Party mode. Refer to your Bose speaker owner's guide.
No sound	<ul style="list-style-type: none"> • Make sure voice prompts are on. Press the <i>Bluetooth</i> button  to hear the connected device. Make sure you are using the correct device. • Use a different music source. • Connect a different mobile device (see page 25). • If two devices are connected, pause audio on the first device and play audio on the other device. • If two devices are connected, move the devices within range of the speaker (30 ft. or 9 m).

TROUBLESHOOTING

Symptom	Solution
Poor sound quality	<ul style="list-style-type: none">• Use a different music source.• Connect a different device.• Disconnect the second device.• Disable any audio enhancement features on the device or music app.
Speaker does not charge	<ul style="list-style-type: none">• Make sure the connector on the cable is correctly aligned with the connector on the speaker.• Try another charging source.• Secure both ends of the USB cable.• If your speaker has been exposed to high or low temperatures, let it return to room temperature and then try charging again.• Reset your speaker (see page 33).
Microphone is not picking up sound	<ul style="list-style-type: none">• Make sure the microphone opening on the top of the speaker is not blocked.• Try another phone call.• Try another compatible device.• If the speaker was exposed to water, dry it out and try again.
Mobile device not responding to button presses	<ul style="list-style-type: none">• For multi-press functions using the Multi-function button ●●●, vary the speed of presses.• Full controls may not be available for some models.• Try another compatible device.

Reset your speaker

Factory reset clears connected devices and language settings from your speaker and returns it to the original factory settings.

1. Power on your speaker.
2. Press and hold the Power button  for 10 seconds.
The speaker powers off.
3. Press .

The *Bluetooth* indicator glows blue, and you hear “Ready to connect. To start setup, download the Bose® Connect app” (see page 22).



791854-0010

BOSE

©2021 Bose Corporation
100 The Mountain Road
Framingham, MA 01701-9168 USA
AM791854 Rev. 06