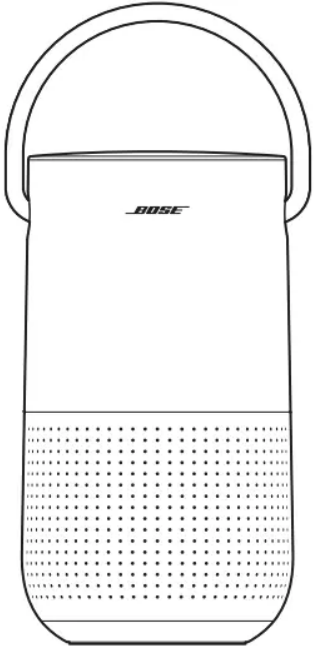

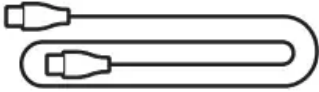
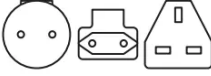


WHAT'S IN THE BOX

CONTENTS

Confirm that the following parts are included:

 <p>Bose Portable Smart Speaker</p>	 <p>Power supply*</p>
 <p>Power cord</p>	 <p>AC power adapters*</p>

* The power supply and AC power adapters provided may vary. Use the power adapter for your region. Depending on the region you purchased the product in, your power supply may not be compatible with the power adapters provided for other regions.

NOTE: If any part of the product is damaged, don't use it. Contact your authorized Bose dealer or Bose customer service.

WAYS TO USE

CONNECTED TO WI-FI

When connected to a Wi-Fi network, the speaker has access to all of the features including voice control, Bose Music app connectivity and music browsing, and synchronization with other speakers.

To learn more about the Bose Music app, see page 17.

NOT CONNECTED TO WI-FI

When a Wi-Fi network is unavailable, the speaker is a Bluetooth speaker. Bluetooth wireless technology lets you stream music from mobile devices such as smartphones, tablets, and laptop computers.

To connect a device to the speaker using Bluetooth technology, see page 30.

SPEAKER PLACEMENT

RECOMMENDATIONS

- Do NOT place the speaker on top of audio/video equipment (receivers, TVs, etc.), or any other object that may generate heat. Heat generated by these items may result in poor speaker performance.
- Do NOT place any objects on top of the speaker or in front of the speaker.
- To avoid interference, keep other wireless equipment 1 – 3 ft (0.3 – 0.9 m) away from the speaker.
- Place the speaker outside of and away from metal cabinets and direct heat sources.
- Place the speaker so that the rubber base is on a stable and level surface.
- When using Bluetooth technology, place your mobile device within 30 ft (9 m) of the speaker, and make sure there is a clear line of sight between you and the speaker. Moving your device farther away, or not having a clear line of sight may impact sound quality, and your device may disconnect from the speaker.

CAUTIONS:

- Stand the speaker on its base. Standing the speaker on any other side may cause damage to the speaker and affect sound quality.
- Avoid placing the speaker on wet or dirty surfaces.

WATER RESISTANCE

RECOMMENDATIONS

The speaker is rated IPX4. It is designed to be splash resistant but isn't meant to be submerged under water.

CAUTIONS:

- Do NOT place this speaker in the shower.
- Do NOT submerge this speaker in water.
- Never attempt to charge the speaker while it is wet. Doing so may cause damage to the speaker



BOSE MUSIC APP SETUP

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

Using the app, you can stream music, set and change presets, add music services, explore internet radio stations, configure Google Assistant or Amazon Alexa, and manage speaker settings.

NOTE: If you have already created a Bose Music account in the Bose Music app for another product, see “Add the speaker to an existing account” on page 18.

DOWNLOAD THE BOSE MUSIC APP

On your mobile device, download the Bose Music app.



2. Follow the app instructions.


EXISTING BOSE MUSIC APP USERS

ADD THE SPEAKER TO AN EXISTING ACCOUNT

To add your Bose Portable Smart Speaker, open the Bose Music app and add your speaker.

CONNECT TO A DIFFERENT WI-FI NETWORK

Connect to a different network if your network name or password has changed, or if you want to change or add another network.

1. On the speaker, press and hold the Volume down button — and the Play/Pause button  until the light ring glows amber on the top and bottom.
2. On your mobile device, open your Wi-Fi settings.
3. Select Bose Portable Smart Speaker.
4. Open the Bose Music app and follow the app instructions.

NOTE:

- If the app doesn't prompt you for setup, go to the My Products screen and add your speaker.
- When connected to Wi-Fi, your speaker has access to voice control and all other features offered in the Bose Music app.


RECONNECT TO A WI-FI NETWORK

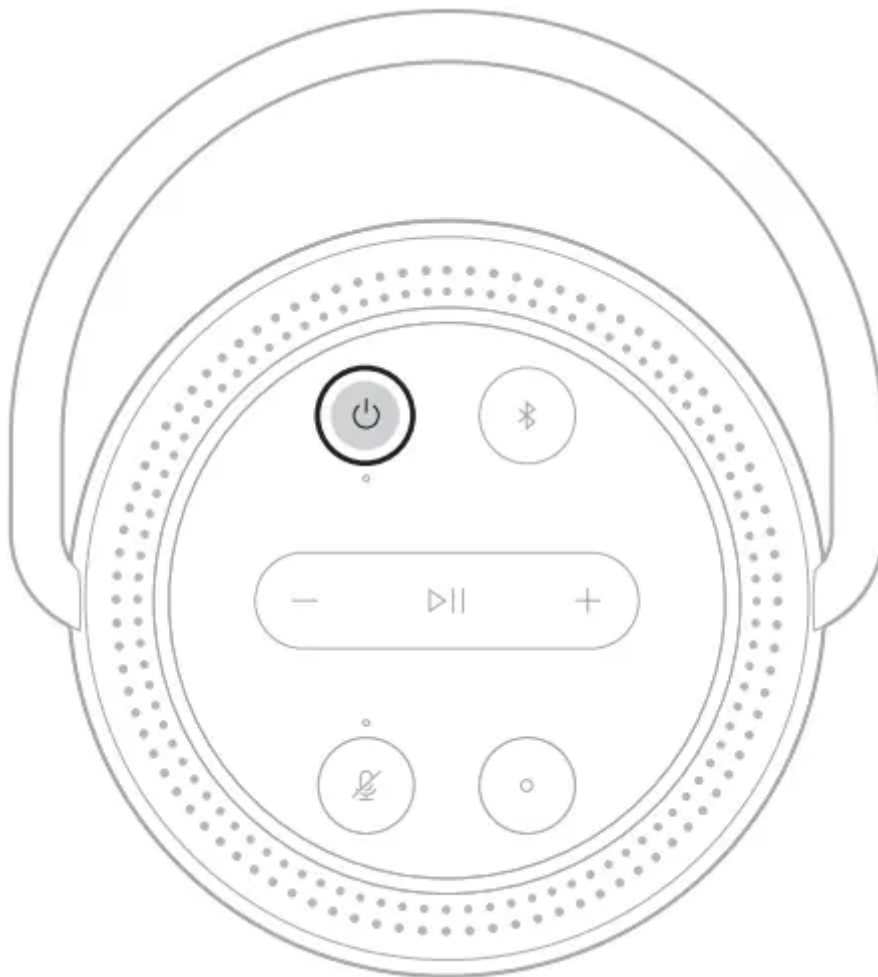
The speaker will automatically reconnect to a known Wi-Fi network if the speaker is powered on, and in range of the Wi-Fi network.

NOTE: The speaker stores up to 8 different Wi-Fi networks in the order they were last used.

POWER

POWER ON

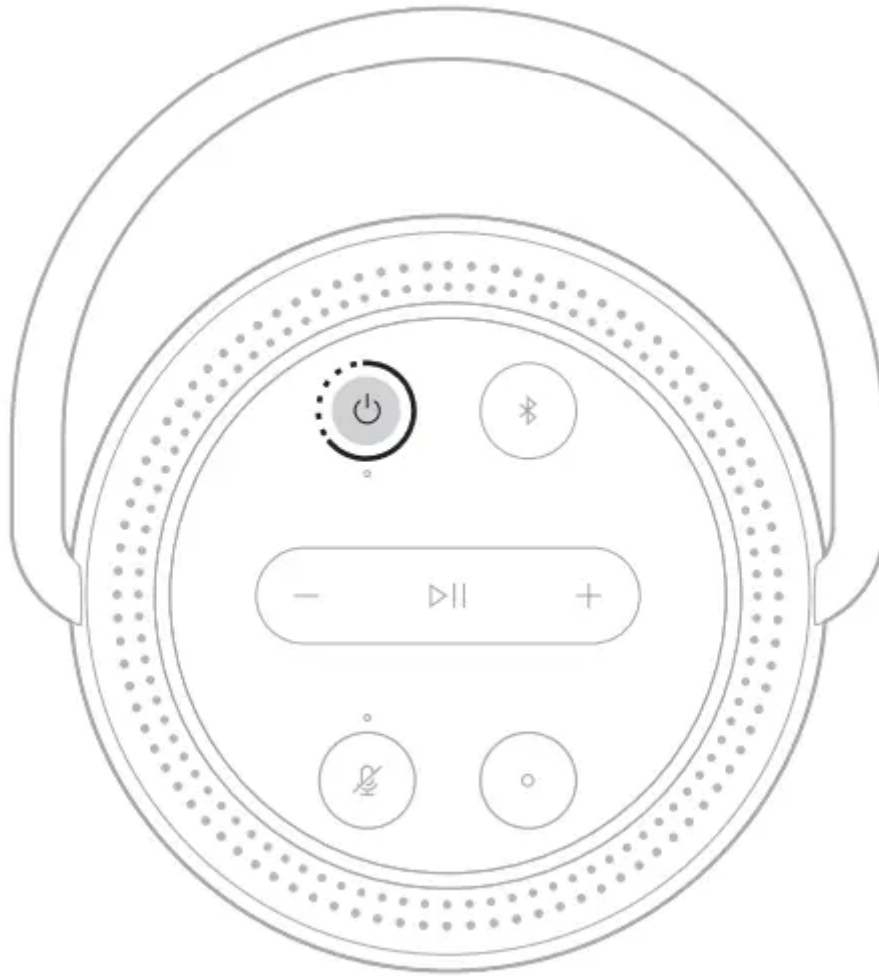
Press the Power button .



A voice prompt announces the battery level.

POWER OFF

Press and hold the Power button  until the power light turns off.



NOTES:

- If the speaker isn't connected to a Wi-Fi network, streaming audio with Bluetooth technology, or charging, it transitions to network standby automatically after 20 minutes of inactivity.
- If Wi-Fi hasn't been set up using the Bose Music app, press the Power button once to power off the speaker.

NETWORK STANDBY

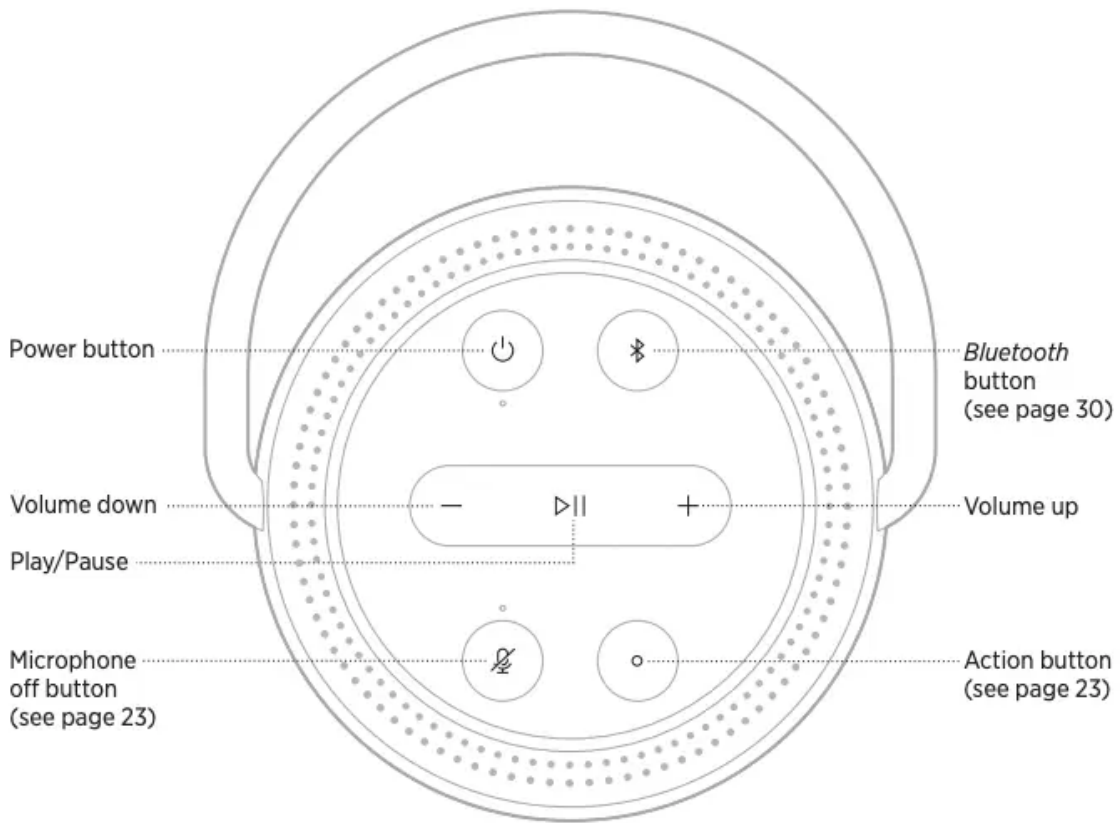
The speaker transitions to network standby when audio has stopped and you have not pressed any buttons or accessed your voice assistant for 20 minutes.

To wake the speaker from network standby:

- Press any button on the speaker.
- Play or resume audio using your mobile device or using the Bose Music app.
- Talk to your voice assistant.

NOTE: To access your voice assistant in network standby, set it up using the Bose Music app and turn on the microphone (see page 17).

SPEAKER CONTROLS

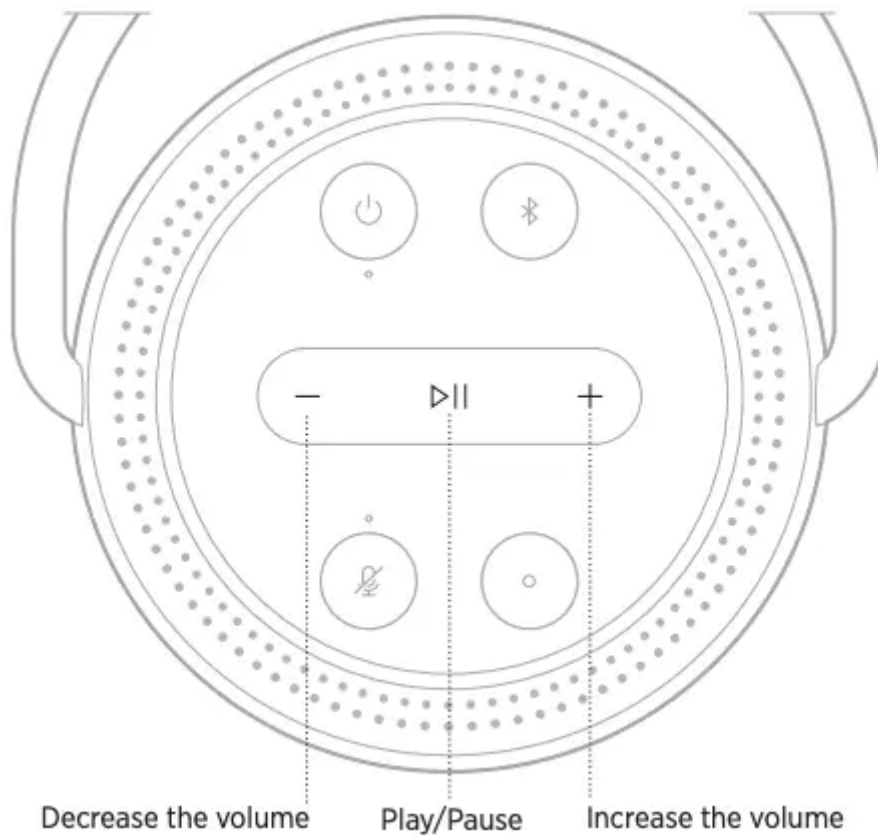


SPEAKER FUNCTIONS

Speaker controls are located on the top of the speaker.



TIP: You can also control the speaker using the Bose Music app.

Media playback and volume



FUNCTION	WHAT TO DO
Play/Pause	Press ▶ . When audio is paused, two lights on the top and two lights on the bottom of the light ring glow white.
Skip forward	Double-press ▶ .
Skip backward	Triple-press ▶ .
Increase the volume	Press +. The light ring fills clockwise. NOTE: To quickly increase the volume, press and hold +.
Decrease the volume	Press -. The light ring fades counter-clockwise. NOTE: To quickly decrease the volume, press and hold -.

VOICE ASSISTANT CONTROLS

You can use the Action button  and Microphone off button  to control Google Assistant (see page 25) or Amazon Alexa (see page 28).



VOICE ASSISTANT

VOICE ASSISTANT OPTIONS

You can program the speaker to quickly and easily access Google Assistant or Amazon Alexa.

NOTE: Google Assistant and Amazon Alexa aren't available in certain languages and countries.

OPTIONS	HOW TO USE
Google Assistant	Use your voice and/or the Action button <input type="radio"/> (see page 25).
Amazon Alexa	Use your voice and/or the Action button <input type="radio"/> (see page 28).

NOTE: You can't set the speaker to access Google Assistant and Amazon Alexa at the same time.

SET UP YOUR VOICE ASSISTANT

Before you begin, make sure your mobile device and the speaker are connected to the same Wi-Fi network.

To set up your voice assistant, use the Bose Music app. You can access this option from the Settings menu.

NOTE: When setting up your voice assistant, make sure you use the same audio service account that you used in the Bose Music app.

ACCESS GOOGLE ASSISTANT

With your Bose Portable Smart Speaker, talk to Google to easily enjoy music at home; you can play your favorite music, control volume and find information about the song that you are listening to, hands-free. You can also plan your day, set alarms and control smart devices around your home -- just by using your voice.

NOTES:



- Google Assistant isn't available in certain languages and countries.
- For more information about playing audio with Google Assistant, see page 27.

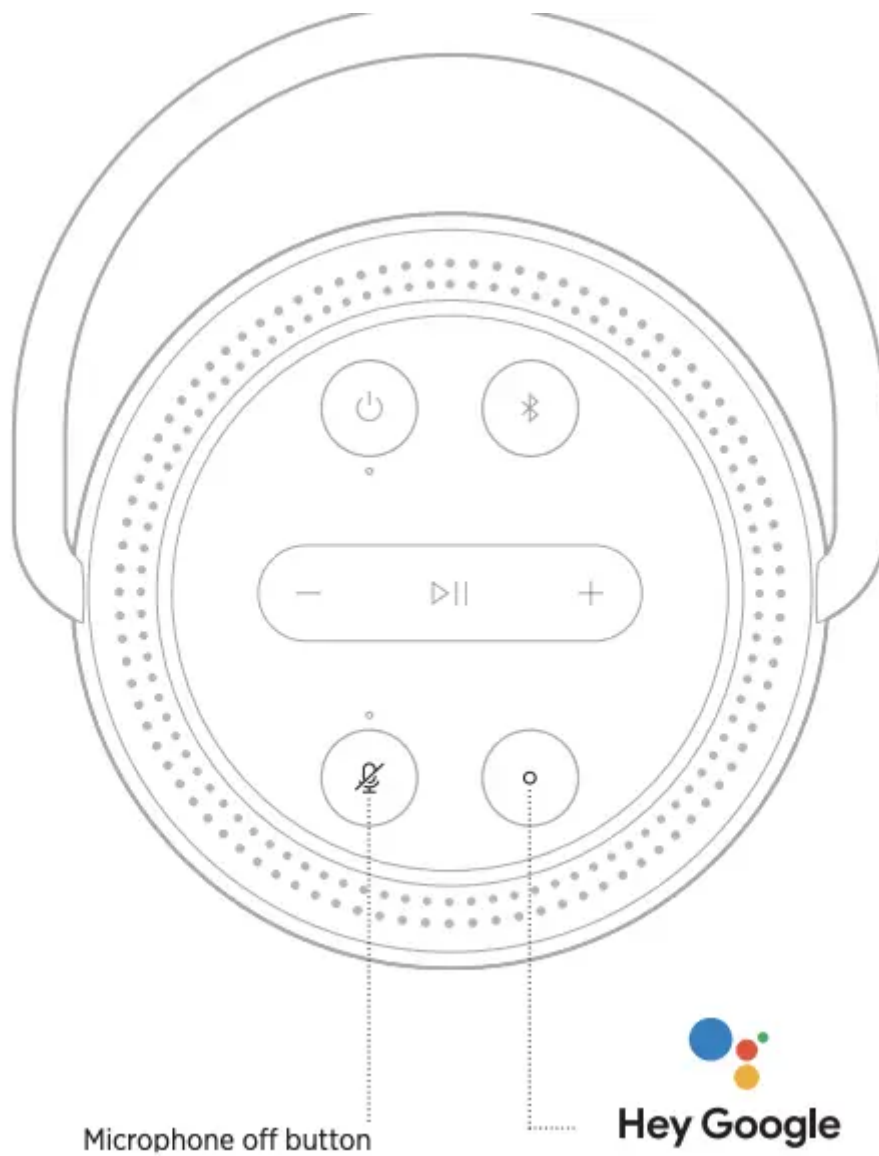
Use your voice

Start with "Hey Google," then say:

THINGS TO TRY	EXAMPLES OF WHAT TO SAY
Enjoy entertainment	Play some music
Plan your day	What's on my calendar today?
Manage tasks	Set an alarm for 7am tomorrow
Control your home	Turn on the lights
Get answers	What's the latest news?
Get things done	Remind me to buy milk tonight
Try fun things	Tell me a fun fact






Use the speaker controls

You can use the Action button  and Microphone off button  to control Google Assistant. They are located on the top of the speaker.



Microphone off button



THINGS TO TRY	WHAT TO DO
Talk to Google Assistant	Press  then say your request.
Stop alarms and timers	Press  .
Stop Google Assistant	Press  .
Turn the microphone on/of	Press  . When the microphone is off, the light above the Microphone off button  glows solid red, and you can't access Google Assistant.

PLAY MUSIC WITH GOOGLE ASSISTANT

Ask Google to play music from your default audio service or from a specific audio service.

Start with “Hey Google,” then say:


THINGS TO TRY	EXAMPLES OF WHAT TO SAY
Play music	Play some music. NOTE: Google Assistant uses your default audio service. If you hear an error message, you may need to change your default audio service. To change this setting, use the Google Assistant app.
Control your speaker	Turn up the volume.
Play from a specific audio service	Play NPR on TuneIn NOTE: Google Assistant doesn't support all audio services.
Play on a specific speaker	Play some jazz on the living room speakers NOTE: Make sure you say the speaker name you assigned in the Bose Music app. If multiple speakers have the same name, use the name assigned in the Google Assistant app or change the name in the Bose Music app.

Choose a default music service

During initial setup for Google Assistant, the Google Assistant app prompts you to select a default audio service. When asking Google to play music on Bose products, only Pandora and Spotify are supported default services. Although other audio services are listed as available during setup, they are not supported.

For the best experience, choose Pandora or Spotify as your default audio service. If you choose an unsupported audio service, you hear an error message when requesting to play audio.

ACCESS ALEXA



The speaker has Amazon Alexa Built-in. With Alexa, you can ask to play music, hear the news, check the weather, control smart home devices, and more. Using Alexa on your speaker is as simple as asking. Just ask or use the Action button  and Alexa responds instantly.

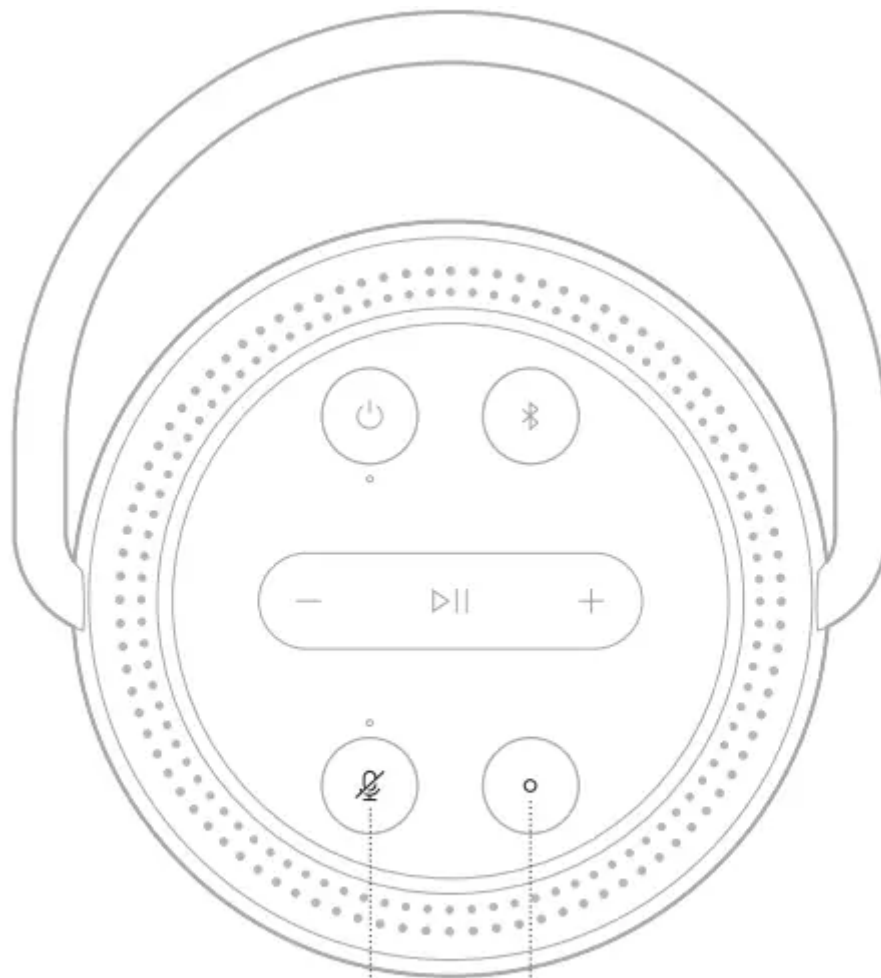
NOTE: Alexa isn't available in certain languages and countries.

Use your voice

THINGS TO TRY	EXAMPLE OF WHAT TO SAY
Talk to Alexa	Alexa, what's the weather?
Play audio	Alexa, play Beethoven. NOTE: Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
Control volume	Alexa, turn the volume up.
Play from a specific audio service	Alexa, play NPR on TuneIn. NOTE: Amazon Alexa doesn't support all audio services.
Play on a specific speaker	Alexa, play funk in the living room. NOTE: Make sure you say the speaker name you assigned in the Bose Music app. If multiple speakers have the same name, use the name assigned in the Alexa app or change the name in the Bose Music app.
Skip to the next song	Alexa, next song.
Set a timer	Alexa, set a timer for 5 minutes.
Discover more skills	Alexa, what new skills do you have?
Stop Alexa	Alexa, stop.






Use the speaker controls

The Action button  and Microphone off button  are used to control Alexa. They are located on the top of the speaker.



Microphone off button



THINGS TO TRY	WHAT TO DO
Talk to Alexa	Press  then say your request.
Stop alarms and timers	Press  .
Stop Alexa	Press  .
Turn the microphone on/off	Press  . NOTE: When the microphone is off, and the light above the Microphone off button  glows solid red, you can't access Alexa.

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 your device to the speaker.

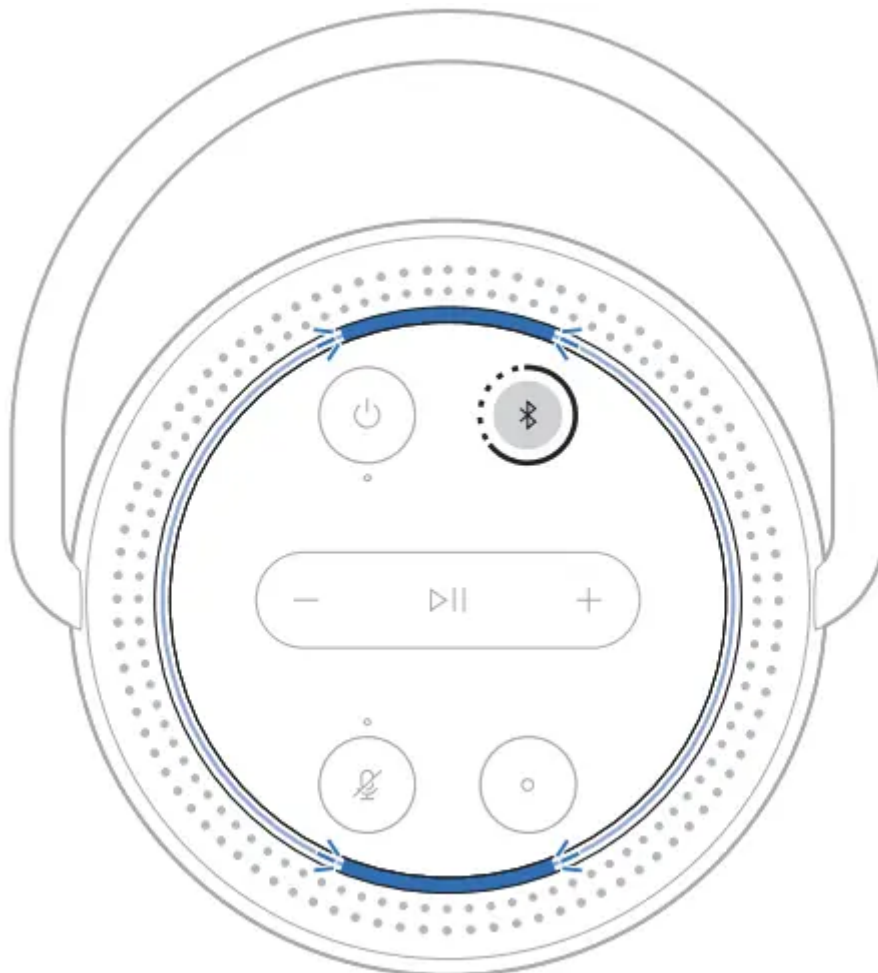
USING BLUETOOTH ONLY (NO WI-FI)

When your speaker is disconnected from Wi-Fi, you only have access to the Bluetooth functions of the speaker. To connect your mobile device using Bluetooth technology, see page 30.

NOTE: When using Bluetooth technology only, you don't have access to a voice assistant or the features in the Bose Music app.

CONNECT A MOBILE DEVICE

Press and hold the Bluetooth button .



You hear a tone and the light ring pulses blue.

2. On your device, turn on the Bluetooth feature

TIP: The Bluetooth menu is usually found in the settings menu on your mobile device.

3. Select your speaker from the device list.

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



Once connected, you hear a tone and the light ring glows solid blue on the top and bottom then fades to black. Your speaker's name appears in the mobile device list.

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

1. Press the Bluetooth button .


NOTE: Make sure the Bluetooth feature is enabled on your mobile device.

2. Play audio on the connected mobile device.

CONNECT AN ADDITIONAL MOBILE DEVICE


You can store up to eight devices in the speaker device list.

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

1. Press and hold  until the light bar pulses blue.
2. On your mobile device, select the speaker from the device list.

NOTE: Make sure the Bluetooth feature is enabled on your mobile device.

CLEAR THE SPEAKER DEVICE LIST

1. Press and hold  for 10 seconds until the light ring pulses blue twice on the top and bottom.
2. Delete the speaker from the Bluetooth list on your device.

All devices are cleared, and the speaker is ready to connect (see page 30).


STREAM AUDIO WITH AIRPLAY

The speaker is capable of playing AirPlay 2 audio, which allows you to quickly stream audio from your Apple device to the speaker or multiple speakers.


NOTES:

- To use AirPlay 2, you need an Apple device running iOS 11.4 or later.
- Your Apple device and speaker must be connected to the same Wi-Fi network.
- For more information about AirPlay, visit: [apple/airplay](https://apple.com/airplay)

STREAM AUDIO FROM THE CONTROL CENTER

1. On your Apple device, open the Control Center.
2. Touch and hold the audio card in the top-right corner of the screen, then the AirPlay icon .
3. Select your speaker or speakers.

STREAM AUDIO FROM AN APP

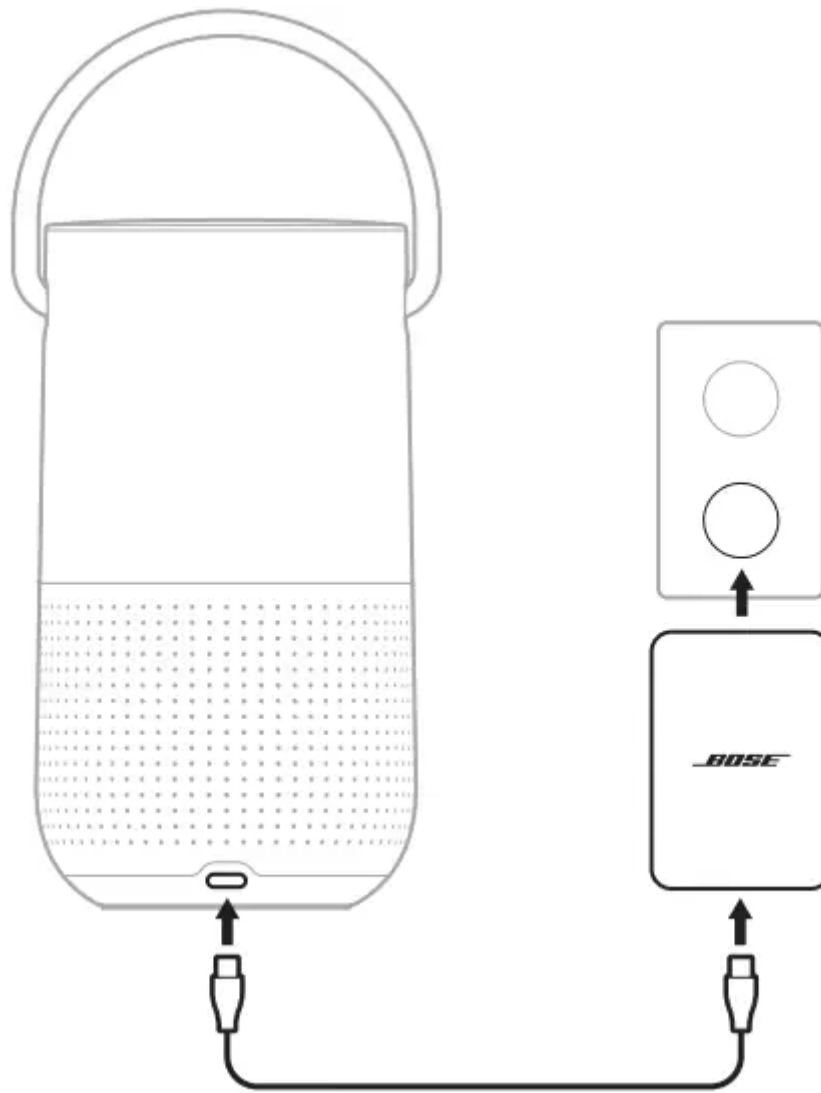
1. Open a music app (like Apple Music), and select a track to play.
2. Tap .
3. Select your speaker or speakers.

BATTERY

CHARGE THE SPEAKER

NOTE: For best results, make sure to use the power supply and power cord provided with the speaker. Other power supplies and power cords may charge the speaker more slowly or take a long time to power on the speaker when the battery is discharged.

1. Connect the power cord to the power port on the speaker



2. Connect the power cord to the power supply.

3. Plug the power supply into an AC (mains) power outlet.

NOTE: If necessary, attach the AC power adapter for your region to the power supply. Depending on the region you purchased the product in, your power supply may not be compatible with the power adapters provided for other regions.


The speaker powers on and the power light starts to blink white.

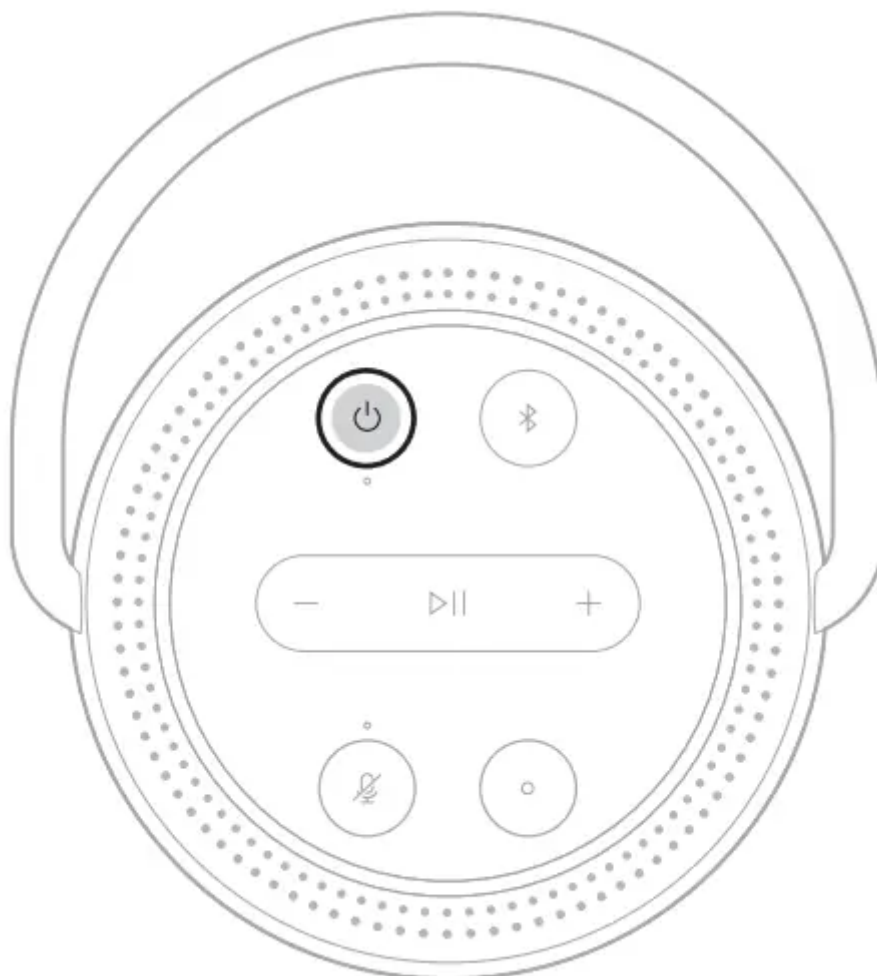
CAUTION: Do NOT attempt to charge the speaker while it is wet. Doing so may cause damage to the speaker.

Charge the speaker using the Bose Portable Smart Speaker Charging Cradle

You can charge the speaker on the Bose Portable Smart Speaker Charging Cradle. To purchase the charging cradle, contact your authorized Bose dealer.

CHECK THE BATTERY LEVEL

Press the Power button  when the speaker is on and not playing audio.

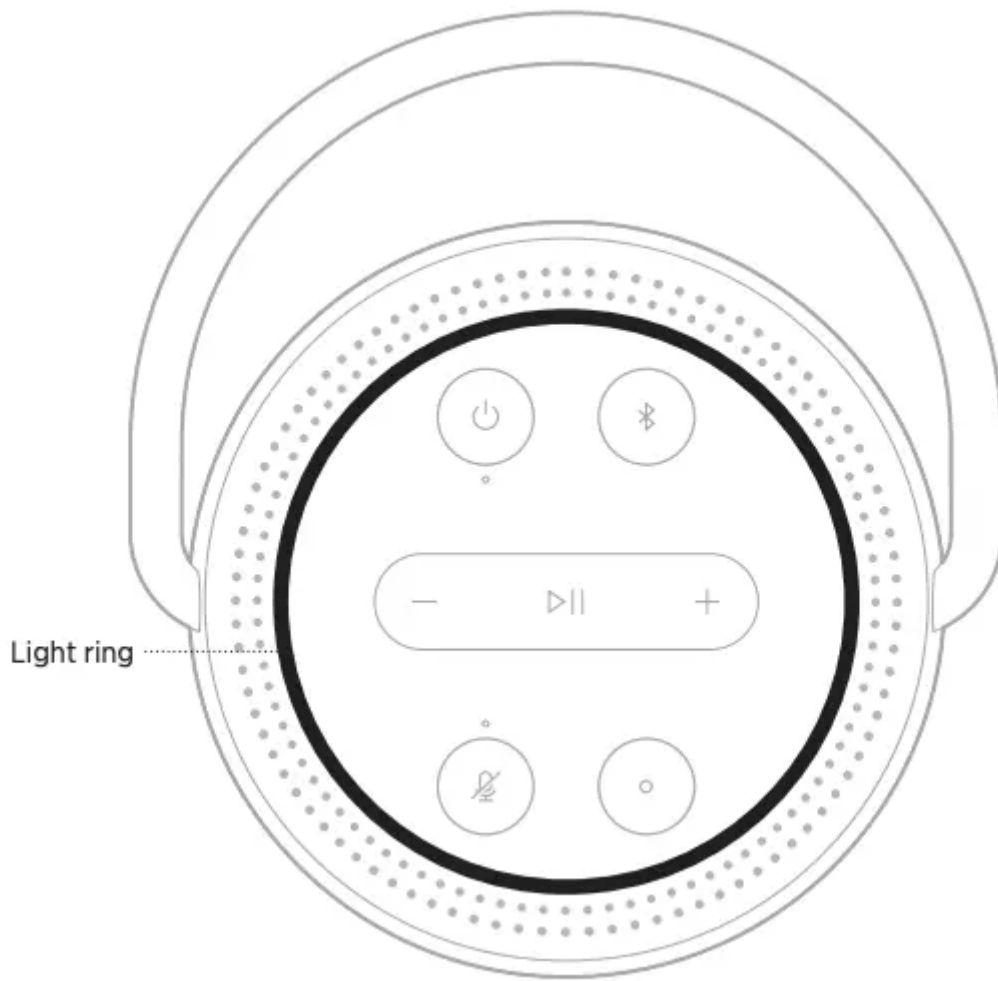


A voice prompt announces the battery level.

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



SPEAKER STATUS

The LED light ring located on the top of the speaker shows the speaker status.



WI-FI STATUS

Shows the Wi-Fi connection status of the speaker.

LIGHT RING ACTIVITY	SYSTEM STATE
<p>Pulsing white on top and bottom</p> 	Connecting to Wi-Fi
<p>Solid white then fades to black on top and bottom</p> 	Connected to Wi-Fi

MEDIA PLAYBACK AND VOLUME STATUS

LIGHT RING ACTIVITY	SYSTEM STATE
Two lights on the top and two lights on the bottom glow white	Paused audio
White light fills clockwise	Increase volume
White light fades counter-clockwise	Decrease volume

BLUETOOTH CONNECTION STATUS




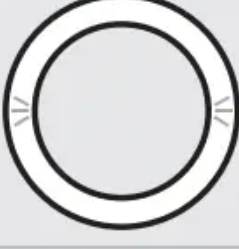

Shows the Bluetooth connection status for mobile devices.

LIGHT RING ACTIVITY	SYSTEM STATE
Pulsing blue on top and bottom	Ready to connect to mobile device
Blinks blue on top and bottom	Connecting to mobile device
Solid blue then fades to black on top and bottom	Connected to mobile device
Blinks blue twice	Clearing device list




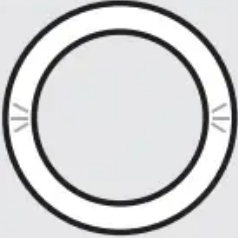

VOICE ASSISTANT STATUS

Shows the status of Google Assistant or Amazon Alexa.

Google Assistant status

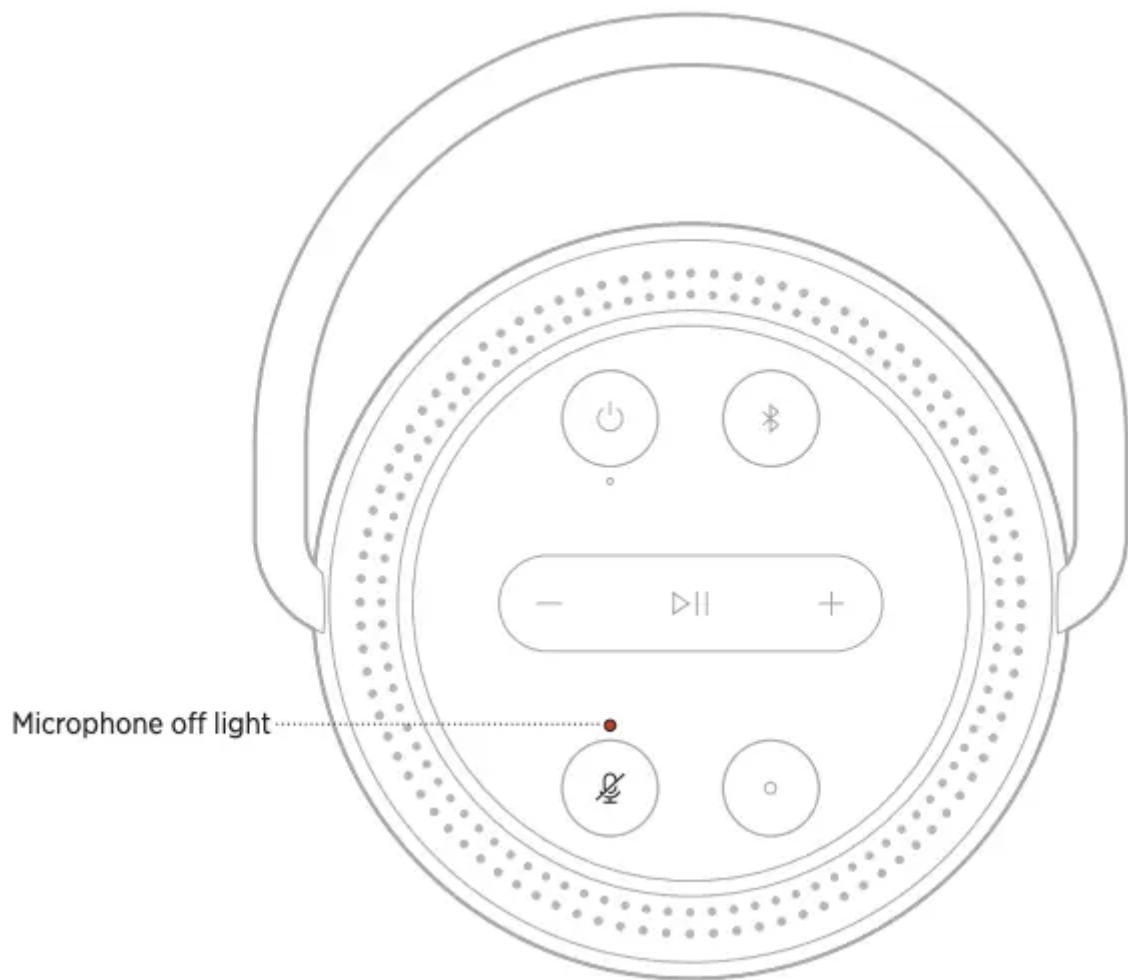
LIGHT RING ACTIVITY		VOICE ASSISTANT STATE
Off		Idle
White light on top, bottom, left, and right		Listening
White light rotates clockwise		Thinking
Pulsing white (full)		Speaking
White light blinks for 10 minutes		Notification

Amazon Alexa status

LIGHT RING ACTIVITY		VOICE ASSISTANT STATE
Off		Idle
White light slides to the top and bottom		Listening
Solid white light glows on top and bottom		Thinking
Pulsing white (full)		Speaking
Pulsing yellow on top and bottom		Notification

Microphone off light



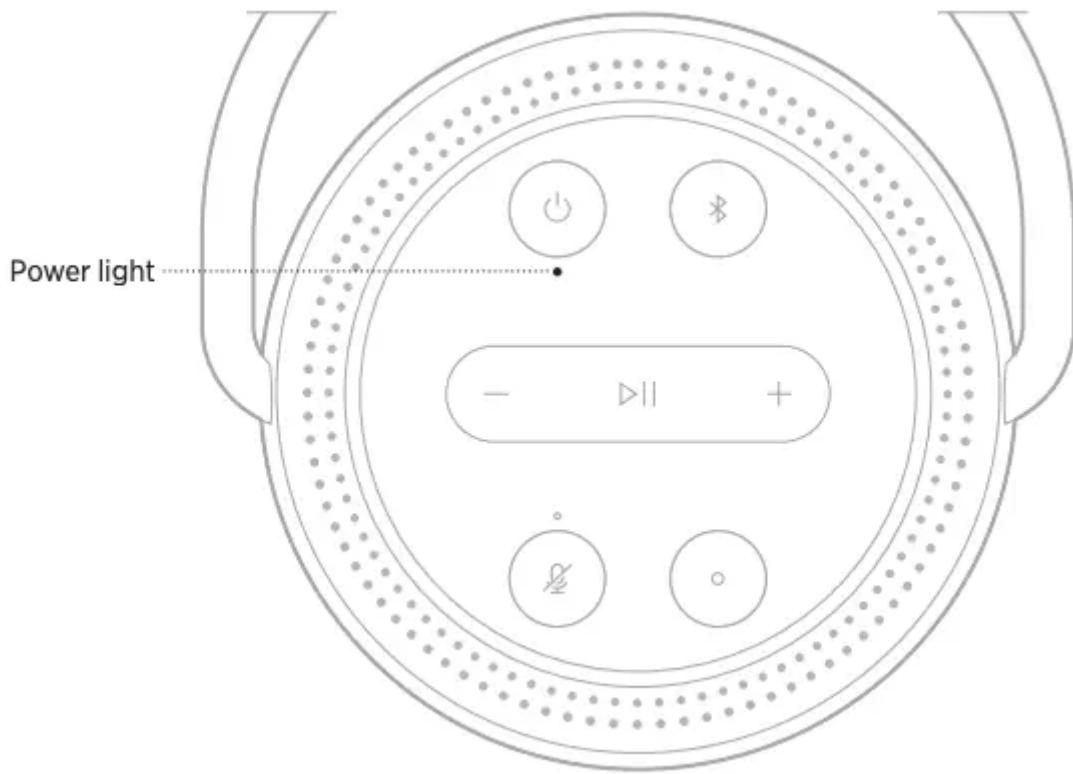


LIGHT ACTIVITY ---- SYSTEM STATE

Solid red ----- Microphone is of



POWER STATUS



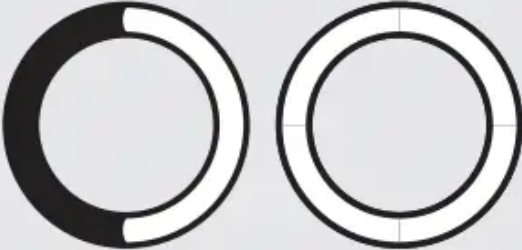




LIGHT ACTIVITY	SYSTEM STATE
Solid white	On NOTE: When the speaker is connected to the charging cable solid whites means full charge.
Blinking white	Charging
Dim white	Network standby NOTE: The speaker only shows dim white light when it isn't charging.
Solid red	5% - 10% battery remaining
Blinking red	Less than 5% battery remaining
Blinking red and white	Slow charging from inappropriate power supply NOTE: For best results, make sure to use the power supply and power cord provided with the speaker. Other power supplies and power cords may charge the speaker more slowly or take a long time to power on the speaker when the battery is discharged.
Black	Off

UPDATE AND ERROR STATUS

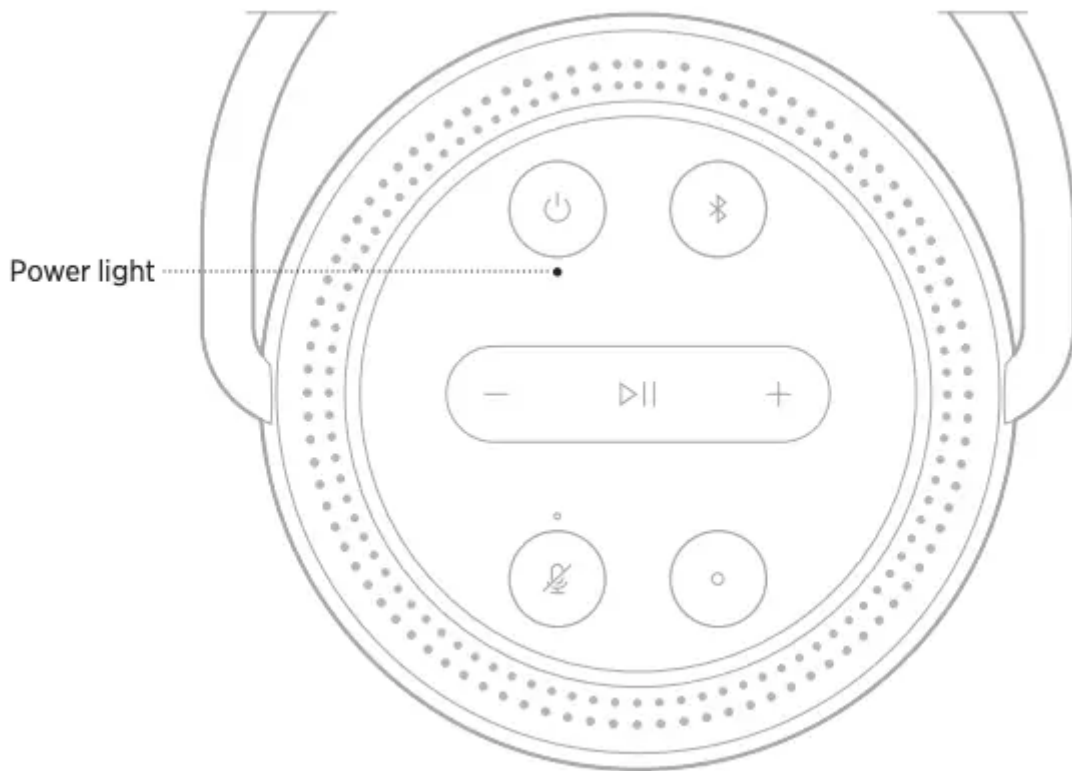
Shows the status of the software updates and error alerts.

Light ring

LIGHT RING ACTIVITY			SYSTEM STATE
Solid amber on top and bottom			Wi-Fi setup in progress
White light fills the ring counterclockwise until full, then repeats			Downloading update
White light fills the ring clockwise until full, then repeats			Updating speaker
Blinks amber on the top and bottom four times			Error - refer to the Bose Music app
Solid red on the top and bottom			Error - contact Bose customer service

Power light







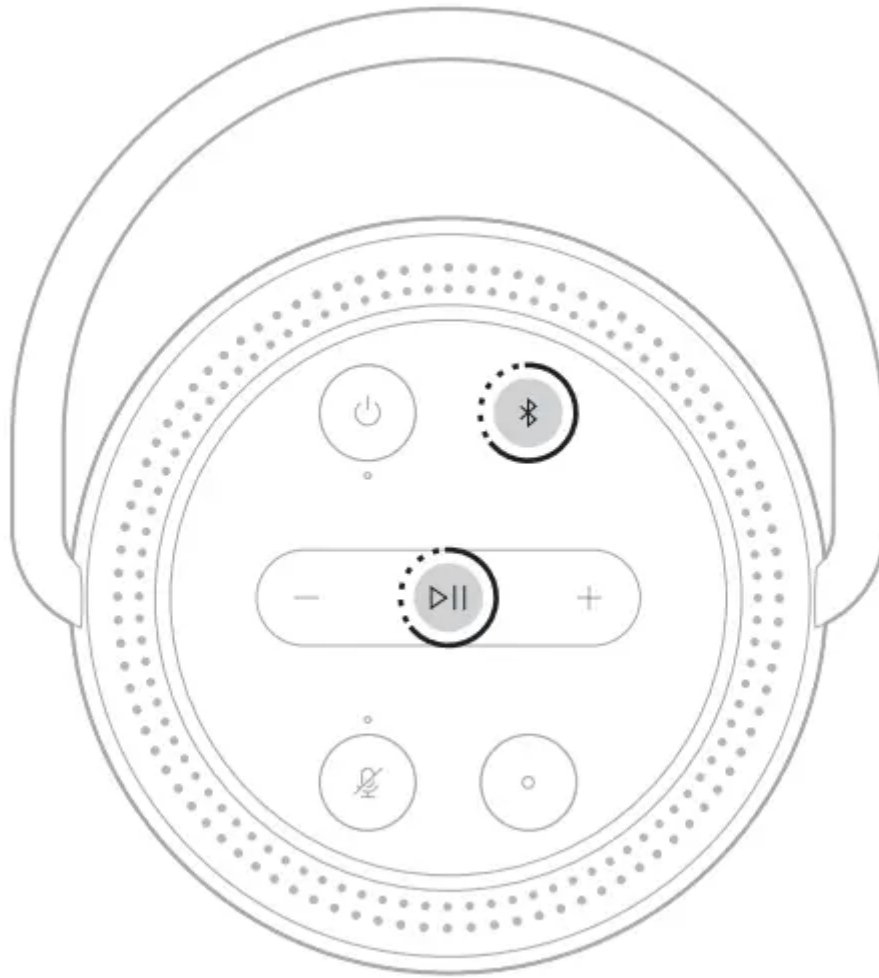
LIGHT ACTIVITY	SYSTEM STATE
Blinking red and white	<p>Slow charging from inappropriate power supply</p> <p>NOTE: For best results, make sure to use the power supply and power cord provided with the speaker. Other power supplies and power cords may charge the speaker more slowly or take a long time to power on the speaker when the battery is discharged.</p>

UPDATE THE SPEAKER

The speaker updates automatically when connected to the Bose Music app and to your Wi-Fi network.

DISABLE/ENABLE WI-FI

Press and hold Play/Pause  and the Bluetooth button  for 5 seconds until the light ring fills with white light.



NOTE: When Wi-Fi is disabled, you can't use the Bose Music app or your voice assistant to control the speaker.

CARE AND MAINTENANCE

CLEAN THE SPEAKER

Clean the surface of the speaker with a soft, dry cloth.

CAUTIONS:

- Do NOT use any sprays near the speaker. Do NOT use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.
- Do NOT allow liquids to spill into any openings.

TROUBLESHOOTING

TRY THESE SOLUTIONS FIRST

If you experience problems with the speaker, try these solutions first:

- Power on the speaker (see page 35).
- Charge the speaker (see page 34).
- Secure all cables.
- Verify the state of the speaker (see page 36).
- Download the Bose Music app and run available software updates.
- Move the speaker and mobile device away from possible interference (wireless routers, cordless phones, televisions, microwaves, etc.).
- Move the speaker within the recommended range of your wireless router or mobile device for proper operation.

OTHER SOLUTIONS


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.



SYMPTOM	SOLUTION
<p>Speaker doesn't power on</p>	<p>Battery may be in protection mode or discharged. Connect your speaker to the power cord.</p> <p>NOTE: For best results, make sure to use the power supply and power cord provided with the speaker. Other power supplies and power cords may charge the speaker more slowly or take a long time to power on the speaker when the battery is discharged.</p> <p>Plug the power cord into a different AC (mains) outlet.</p> <p>Unplug the power cord, wait 30 seconds, and firmly plug it back in to the AC (mains) outlet.</p>
<p>Speaker doesn't power off</p>	<p>If Wi-Fi has been set up using the Bose Music app, press and hold the Power button until the power light has turned off.</p> <p>If Wi-Fi hasn't been set up using the Bose Music app, press the Power button once to power off the speaker.</p>
<p>Speaker doesn't respond during setup</p>	<p>Make sure you are using the Bose Music app for setup.</p> <p>NOTE: If the app doesn't prompt you for setup, go to the My Products screen and add your speaker.</p> <p>Unplug the power cord, wait 30 seconds, and firmly plug it back in to the AC (mains) outlet.</p>
<p>Bose Music app doesn't work on mobile device</p>	<p>Make sure your mobile device is compatible with the Bose Music app and meets minimum system requirements. For more information, refer to the app store on your mobile device.</p> <p>Uninstall the Bose Music app on your mobile device then reinstall the app (see page 17).</p>
<p>Speaker doesn't connect to Wi-Fi network</p>	<p>In the Bose Music app, select the correct network name and enter the network password.</p> <p>Make sure you connect the speaker to the same Wi-Fi network your mobile device is connected to.</p> <p>If your Wi-Fi network information has changed, see page 18.</p> <p>Enable Wi-Fi on the device you are using for setup.</p>



	<p>Close other open applications on your mobile device.</p> <p>If your router supports both 2.4GHz and 5GHz bands, make sure both your mobile device and the speaker are connecting to the same band.</p> <p>NOTE: Bose recommends giving each band a unique name to make sure you're connecting to the correct band.</p> <p>Reset the router.</p> <p>Uninstall the Bose Music app on your mobile device. Unplug the power cord, wait 30 seconds, and firmly plug it into the AC (mains) outlet. Download the Bose Music app and restart setup.</p>
<p>Intermittent or no audio</p>	<p>Increase the volume on the speaker and mobile device.</p> <p>Stop other audio or video streaming applications.</p> <p>Switch to a different source.</p> <p>Play audio from a different application or music service.</p> <p>Make sure you're using a compatible Bluetooth mobile device.</p> <p>Restart your mobile device.</p> <p>Unplug the power cord, wait 30 seconds, and firmly plug it back in to the AC (mains) outlet.</p> <p>Make sure your speaker isn't muted. Unmute by pressing Volume up + or Volume down - on the speaker, or by using the Bose Music app.</p>
<p>Speaker doesn't connect to a mobile device</p>	<p>On your mobile device, turn the Bluetooth feature off and then on again. Remove the speaker from the Bluetooth menu. Connect again.</p> <p>Connect a different mobile device (see page 30).</p> <p>Make sure you're using a compatible Bluetooth mobile device.</p> <p>Remove the speaker from your mobile device Bluetooth list. Connect again (see page 31).</p> <p>Clear the speaker device list (see page 32).</p>



<p>Speaker doesn't stream audio using AirPlay</p>	<p>Make sure your speaker is powered on and in range (see page 35).</p> <p>Update your Apple device and speaker.</p> <p>Make sure your Apple device and your speaker are connected to the same Wi-Fi network.</p> <p>Make sure the speaker is up-to-date (see page 45).</p> <p>If you can't find the AirPlay icon  in the music app you are streaming from, stream audio from the Control Center.</p>
<p>Speaker isn't visible to add to another Bose account</p>	<p>Make sure sharing is enabled on the speaker using the Bose Music app.</p> <p>Make sure the speaker and your mobile device are connected to the same Wi-Fi network.</p>
<p>Google Assistant doesn't respond or play audio</p>	<p>Make sure Google Assistant has been set up using the Bose Music app (see page 24).</p> <p>Connect your mobile device to Wi-Fi.</p> <p>Make sure you're in a country where Google Assistant is available on this product.</p> <p>Make sure you are using the most up-to-date version of the Google Assistant app.</p> <p>Make sure the wake word is enabled (see page 25).</p> <p>Make sure your mobile device is compatible.</p> <p>Remove Google Assistant from the speaker using the Bose Music app. Then, add Google Assistant again.</p> <p>Choose Pandora or Spotify as your default audio service (see page 27).</p> <p>Make sure you use the same audio service account on the Bose Music app and Google Assistant app.</p> <p>Google Assistant may not support your request. New features are added periodically.</p>
<p>Change Google Assistant personal result setting</p>	<p>To turn off personal results or change the account for personal results, use the Settings menu in the Google Assistant app.</p>

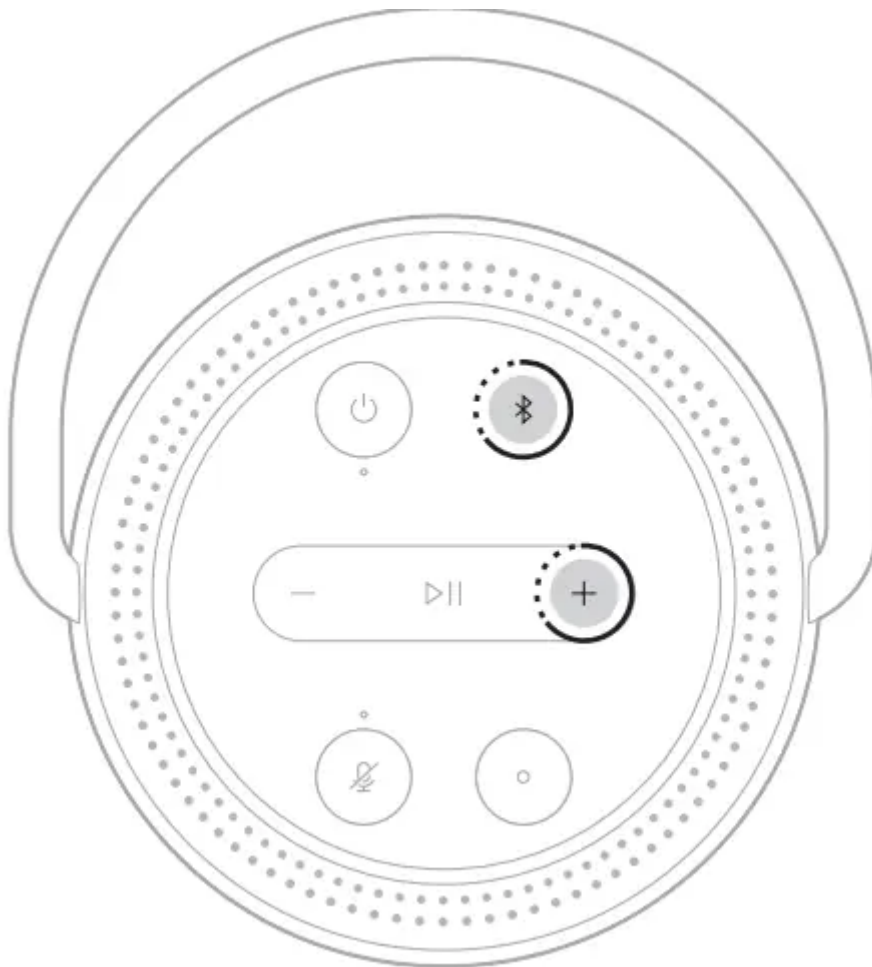
<p>Alexa doesn't respond</p>	<p>Make sure Alexa has been set up using the Bose Music app (see page 17).</p> <p>NOTE: The speaker must be set up and connected to your Wi-Fi network using the Bose Music app.</p> <p>Make sure you're in a country where Alexa is available on this product.</p> <p>Make sure the light above the Microphone off button  is not glowing red. Press  to turn on the microphone.</p> <p>Make sure you say the name you assigned in the Bose Music app. If multiple speakers have the same name, use the name assigned in the Alexa app or change the name in the Bose Music app.</p> <p>Remove Alexa from the speaker using the Bose Music app, then add Alexa again.</p> <p>Alexa may not support your request. New features are added periodically.</p>
<p>Speaker doesn't connect to a Bose SoundLink Bluetooth speaker or Bose headphones</p>	<p>Make sure that your Bose SoundLink Bluetooth speaker or headphones are powered on, within 30 ft (9 m) of your Bose Portable Smart Speaker, and ready to connect to another device. For more information, refer to your product owner's guide.</p>
<p>Speaker doesn't reconnect to a previously-connected Bose SoundLink Bluetooth speaker or Bose headphones</p>	<p>On your Bose SoundLink Bluetooth speaker or headphones, use the product controls to cycle through the product device list until you hear the name for your Bose Portable Smart Speaker. For product-specific instructions, refer to your product owner's guide.</p> <p>NOTE: Certain speakers and headphones, including Bose Noise Cancelling Headphones 700, don't support the ability to cycle through the product device list. To reconnect those products, see "Connect using the Bose Music app" on page 47.</p>
<p>Delayed audio from a connected Bose SoundLink</p>	<p>Not all Bose SoundLink Bluetooth speakers and headphones can play audio in perfect sync when connected to the speaker.</p>

<p>Bluetooth speaker or Bose headphones</p>	<p>Install any available software updates for your Bose SoundLink Bluetooth speaker or headphones. To check for updates, open the appropriate Bose app for your product on your mobile device.</p>
<p>AC power adapter doesn't connect to power supply</p>	<p>Depending on the region you purchased the product in, your power supply may not be compatible with the power adapters provided for other regions. To purchase a power supply that's compatible with power adapters, contact Bose customer service.</p>

RESET THE SPEAKER

Factory reset clears all source, volume, and network settings from the speaker and returns it to original factory settings.

Press and hold the Volume up button **+** and the Bluetooth button **ⓑ** for 10 seconds until the light ring fills with white light.



The speaker reboots. When the reset is complete, the light ring glows solid amber.

Restore the speaker network and audio settings

Set up the speaker using the Bose Music app (see page 17).

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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