NOISE CANCELLING
HEADPHONES 700

Please read and keep all safety and use instructions.

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Only use attachments/accessories specified by the manufacturer.
8. 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, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

WARNINGS/CAUTIONS

- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones with noise canceling on at any time the inability to hear surrounding sounds may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc., and follow applicable laws regarding headphone use.
  - Remove the headphones, or use the headphones with noise cancelling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.
  - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.
- Remove headphones immediately if you experience a warming sensation or loss of audio.
- 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.

- Do NOT use the headphones as aviation communication headsets except in case of emergency.
  - No incoming audio will be heard with a discharged or improperly installed battery. This could result in the potential of missed communications while piloting an aircraft.
  - Extremely loud ambient noise levels common to many propeller-driven aircraft may impair your ability to receive incoming audio communications, particularly during takeoff and climb out.
  - The headphones are not engineered for noise conditions, altitude, temperature or other environmental conditions common in non-commercial aircraft, resulting in possible interference to critical communications.

Contains small parts which may be a choking hazard. Not suitable for children under age 3.

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

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the product.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency-approved power supply that 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).
- Do NOT wear the headphones while charging.
- The headphones do not play audio while charging.

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 Industry 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 Industry 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.

CAN ICES-3 (B)/NMB-3(B)

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

For Europe:

Frequency band of operation 2400 to 2483.5 MHz:

Bluetooth: Maximum transmit power less than 20 dBm EIRP.

Bluetooth Low Energy: Maximum power spectral density less than 10 dBm/MHz EIRP.

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.

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.

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.

廢電池請回收

Li-ion 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 products.bose.com/static/compliance/index.html

BC

Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	**Lead (Pb)**	**Mercury (Hg)**	**Cadmium (Cd)**	**Hexavalent (CR(VI))**	**Polybrominated Biphenyl (PBB)**	**Polybrominated diphenylether (PBDE)**
PCBs	X	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O

This table is prepared in accordance with the provisions of SJ/T 11364.

O: 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.

(5)

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; "9" is 2009 or 2019.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plan 9, No. 353 North Riying 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

Charging temperature range: 32° F to 113° F (0° C to 45° C)

Discharging temperature range: -4° F to 140° F (-20° C to 60° C)

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Bose Corporation Headquarters: 1-877-230-5639

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WHAT'S IN THE BOX

BOSE MUSIC APP SETUP

HOW TO WEAR

POWER

TOUCH CONTROL

VOICE ASSISTANT

NOISE CANCELLATION

BATTERY

HEADPHONE STATUS

BLUETOOTH CONNECTIONS

WIRED CONNECTIONS

CARE AND MAINTENANCE

TROUBLESHOOTING
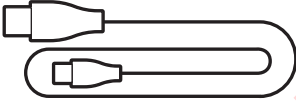
CONTENTS

Confirm that the following parts are included:
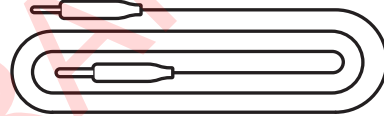
Bose Noise Cancelling Headphones 700   Carry case

USB cable   Audio cable

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

Visit: worldwide.Bose.com/Support/HP700

The Bose Music app lets you set up and control the headphones from any mobile device such as a smartphone or tablet. Using the app, you can configure Amazon Alexa or your Google Assistant, choose your voice prompt language, adjust noise cancelling levels, and manage headphone settings.

NOTE: If you have already created a Bose account in the app for another Bose product, see "Add the headphones to an existing account."

DOWNLOAD THE BOSE MUSIC APP

1. On your mobile device, download the Bose Music app.

2. Follow the app instructions.

   NOTE: For support information related to the Bose Music app, visit: worldwide.Bose.com/Support/HP700

ADD THE HEADPHONES TO AN EXISTING ACCOUNT

1. In the Bose Music app, from the **My Bose** screen, tap ＋.
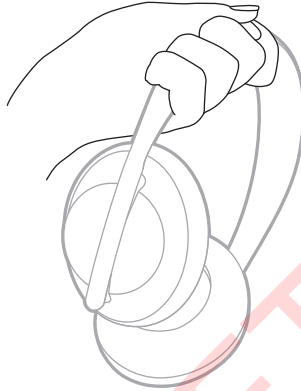
   NOTE: To return to the **My Bose** screen, tap ⬒ in the top-left corner of the screen.

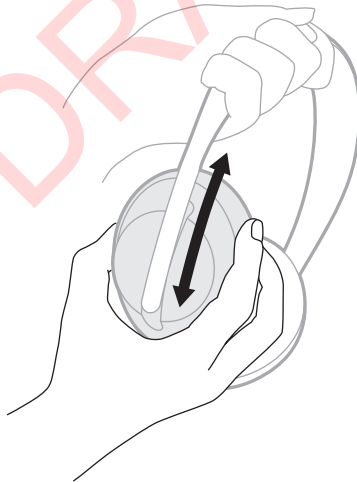2. Follow the app instructions.

ADJUST THE HEADPHONES

Before placing the headphones on your head, adjust the position of the earcups on the headband to ensure proper fit.

1. With the outer earcup facing toward you, firmly grip the side of the headband.

2. With your other hand, grip the earcup. Move the earcup up or down to adjust the position.

3. Repeat steps 1-3 for the other earcup.

BUTTON ORIENTATION

The inner scrims (cloth covers) of the headphone earcups are marked with an **L** (left earcup) and **R** (right earcup). There are two buttons on the right earcup and one on the left earcup.

Match the right earcup with your right ear and the left earcup with your left ear. Place the headphones on your head with the buttons facing behind you. Once the headphones are on your head, use your thumbs to press the buttons.

POWER ON/OFF

Press and release the Power/*Bluetooth* button.

After powering on the headphones, you hear a voice prompt, and the status lights glow (see page 35).

AUTO-OFF

Auto-off conserves the headphone battery. The headphones switch off when audio has stopped and you have not pressed any buttons or tapped the touch surface.

To wake the headphones, press the Power/*Bluetooth* button or use the Bose Music app.

NOTE: To customize or disable auto-off, use the Bose Music app. You can access this option from the Settings menu.

Use touch control by swiping or tapping the touch surface of the headphones. With touch control, you can play or pause audio, skip forward or backwards, change the volume, and perform basic call functions.

TOUCH SURFACE AREA

The touch surface is located on the front of the right earcup.

Touch surface
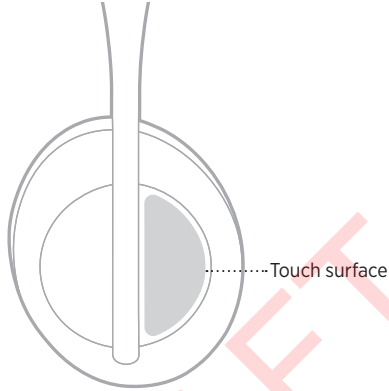
MEDIA PLAYBACK AND VOLUME FUNCTIONS

Play/Pause

Double-tap to play or pause audio.
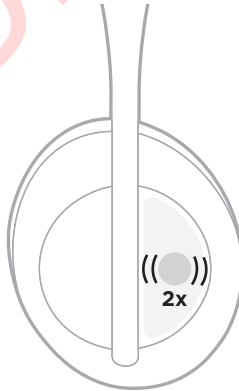
Skip forward

Swipe forward to skip to the next track.
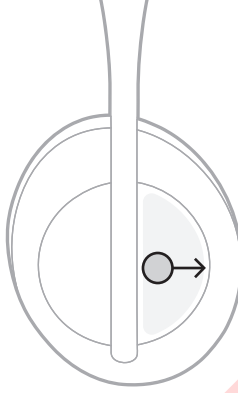
Skip backward

Swipe backward to skip to the previous track.
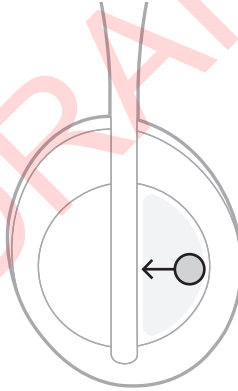
Change the volume

- Swipe up to increase the volume.
- Swipe down to decrease the volume.
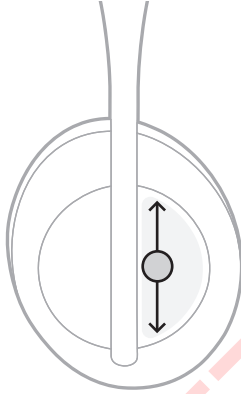
CALL FUNCTIONS

Answer/End a call

Double-tap to answer or end a call.
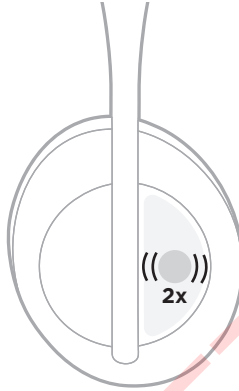
Decline an incoming call

Tap and hold for 1 second to decline an incoming call.
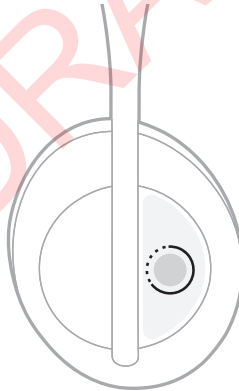
Mute a call

While on a call, tap and hold for 1 second to mute the microphone.

Call notifications

A voice prompt announces incoming callers and call status.

To disable call notifications, use the Bose Music app. You can access this option from the Settings menu.

NOTE: Disabling call notifications also disables voice prompts.

CUSTOMIZE TOUCH CONTROL

You can customize the tap and hold action on the headphones to perform one of two functions:

- Announce the battery level (default).
- Disable/Enable the wake word for Amazon Alexa or your Google Assistant (not applicable for mobile device voice control).

   NOTE: For more information on Voice Assistant options, see page 21.

To customize touch control, use the Bose Music app. You can access this option from the Settings menu.

Once customized, tap and hold for your preferred function.

VOICE ASSISTANT OPTIONS

You can program the headphones to quickly and easily access Amazon Alexa, your Google Assistant, or voice control capabilities on your mobile device.

OPTIONS	HOW TO USE
Amazon Alexa	Use your voice and/or the Voice Assistant button (see page 23).
Your Google Assistant	Use your voice and/or the Voice Assistant button (see page 25).
Mobile device voice control	Use the Voice Assistant button (see page 28). **NOTE:** You cannot use your voice to access mobile device voice control.

NOTE: You cannot set the headphones to access Amazon Alexa and Google Assistant at the same time.

Ways to access

If you choose Amazon Alexa or Google Assistant for your Voice Assistant, you can customize it to be accessed using:

- Your voice only.
- The Voice Assistant button only.
- Your voice and the Voice Assistant button.

TIP: If you set up Amazon Alexa or Google Assistant to be accessed using only your voice, you can set the Voice Assistant button to your mobile device voice control for a secondary Voice Assistant option.

SET UP YOUR VOICE ASSISTANT

Before you begin, make sure your mobile device is connected to Wi-Fi®.

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

NOTE: During set up, the app prompts you to choose your preferred way to access your Voice Assistant (see page 21).

ACCESS AMAZON ALEXA

The headphones are Amazon Alexa enabled. With Alexa, you can ask to play music, hear the news, check the weather, control smart home devices, and more. Using Alexa on your headphones is as simple as asking. Just ask or use the Voice Assistant button and Alexa responds instantly.

For more information about what Alexa can do, visit:
https://www.amazon.com/usealexa

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

Use your voice

Start with "Alexa," then say:

THINGS TO TRY	EXAMPLES OF WHAT TO SAY
Talk to Alexa	What can you do?
Play audio	Play Niall Horan. **NOTE:** Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
Play from a specific audio service	Play NPR on TuneIn.
Skip to the next song	Next song.
Plan your day	What's the weather?
Add to your shopping list	Add eggs to my shopping list.
Send a message (Alexa-to-Alexa messaging only)	Send a message to Tom.
Discover more skills	What new skills do you have?
Stop Alexa	Stop.

Use the Voice Assistant button

The Voice Assistant button is used to control Amazon Alexa. It's located on the right earcup.

·····Voice Assistant button

THINGS TO TRY	WHAT TO DO
Talk to Alexa	Press and release the Voice Assistant button. After you hear a tone, say your request. For a list of things to try, visit: https://www.amazon.com/usealexa
Stop Alexa	Press and release the Voice Assistant button.

ACCESS YOUR GOOGLE ASSISTANT

Your headphones are optimized for the Google Assistant, making your headphones the perfect companion for getting stuff done on your travels or commute. Continue your conversations while on the go and easily access the best of Google, from Google Play Music to Google Maps. You can quickly enjoy entertainment, stay connected to friends, get information, and manage your day—all without glancing at your phone. Listen to your favorite songs, have notifications and messages read to you, or set reminders and timers. Just press and hold the Voice Assistant button or say "Ok Google" to start a conversation with your Google Assistant.

For more information on what your Google Assistant can do, visit:
https://support.google.com/headphones

NOTE: The Google Assistant isn't available in certain languages and countries.

Use your voice

Start with "Ok Google," then say:

THINGS TO TRY	EXAMPLES OF WHAT TO SAY
Enjoy entertainment	Play some jazz.
Set a reminder	Remind me to do laundry when I get home.
Manage tasks	Text mom "see you in five."
Plan your day	What's the traffic like to work?
Get answers	What is 33% of 81?

Use the Voice Assistant button

The Voice Assistant button is used to control your Google Assistant. It's located on the right earcup.

THINGS TO TRY	WHAT TO DO
Talk to your Google Assistant	Press and hold the Voice Assistant button until you hear a tone. After you hear a tone, say your request. For examples of questions and things you can do, visit: https://support.google.com/headphones
Get your notifications	Press the Voice Assistant button.
Reply to a message	After receiving a message notification, press and hold the Voice Assistant button to respond. When you're done, release the button.
Stop your Google Assistant	Double-press the Voice Assistant button.

DISABLE THE WAKE WORD FOR AMAZON ALEXA OR GOOGLE ASSISTANT

NOTE: After disabling the wake word, you can still use the Voice Assistant button (see page 21).

To disable the wake word, use the Bose Music app. You can access this option from the Settings menu.

NOTE: You can also customize touch control to disable/enable the wake word (see page 20).

ACCESS MOBILE DEVICE VOICE CONTROL

You can set the headphones to access voice control on your mobile device.
Once set, the headphone microphone acts as an extension of the microphone in
your mobile device.

Press and hold the Voice Assistant button to access mobile device voice control. You
hear a tone that indicates voice control is active.

Noise cancellation reduces unwanted noise, providing a clearer, more lifelike audio performance. Each time you power on the headphones, noise cancellation is fully enabled at the highest level (10).

NOTE: To set the default noise cancelling level for power on, use the Bose Music app.

ADJUST NOISE CANCELLING LEVELS

Choose your noise cancelling level based on your listening preferences and environment. As you increase noise cancellation, unwanted outside noise is reduced. As you decrease noise cancellation, you hear more outside sounds.

Set the level using the Noise Control button (see page 30) or use the Bose Music app.

Noise cancelling levels

You can adjust between full awareness and near silence. On Level 0, noise cancellation is at the lowest level and provides full transparency. On Level 10, noise cancellation is fully enabled so you hear little from the outside world.

TIP: For access to all noise cancellation levels, use the Bose Music app.

Default noise cancelling levels

By default, the Noise Control button cycles through three noise cancelling levels (see page 30). The three default levels are 0 (full awareness), 5 (some awareness), and 10 (near silence).

DEFAULT SETTING	DESCRIPTION
0	Provides full transparency so that you can hear the world around you as if you're not wearing headphones.
5	Blocks most low frequency noises, like the rumble of a train or the hum of a vacuum cleaner, but still provides some awareness of your surroundings.
10	World-class noise cancellation eliminates virtually all the exterior noise around you.

NOTE: To customize default noise cancelling levels, use the Bose Music app.

Cycle through default noise cancelling levels

NOTE: To customize default noise cancelling levels, use the Bose Music app.

1. Press and release the Noise Control button.

   You hear the current noise cancelling level.

2. Repeat until you hear your preferred level.

CONVERSATION MODE

Conversation mode is a convenient shortcut that simultaneously pauses your audio and gives you full awareness. This allows you to have a quick conversation with someone or immediately be aware of your surroundings.

Turn on conversation mode

Press and hold the Noise Control button for 1 second.

Turn off conversation mode

Press any button or tap the touch surface.

The headphones return to the previous noise cancelling level and resume playing audio.

NOISE CANCELLATION WHILE ON A CALL

When you receive a call, the headphones remain at the current noise cancelling level, and Self Voice is activated. Self Voice helps you hear yourself speak more naturally. To adjust the noise cancelling level while on a call, use the Noise Control button (see page 30).

NOTES:

- To adjust Self Voice, use the Bose Music app. You can access this option from the Settings menu.
- You can't use Conversation mode while on a call.

USE NOISE CANCELLATION ONLY

Clear away noisy distractions without audio. Focus on what matters most — your work or whatever your passion.

**TIP:** This feature helps to conserve battery life.

1. Press and hold the Power/*Bluetooth* button until you hear a voice prompt.

    Your mobile device(s) disconnects and all audio stops playing.

2. Set your preferred noise cancelling level (see page 30).

NOTE: Auto-off is disabled when you use noise cancellation only.

CHARGE THE HEADPHONES

1. Connect the small end of the USB cable into the USB port on the right earcup.
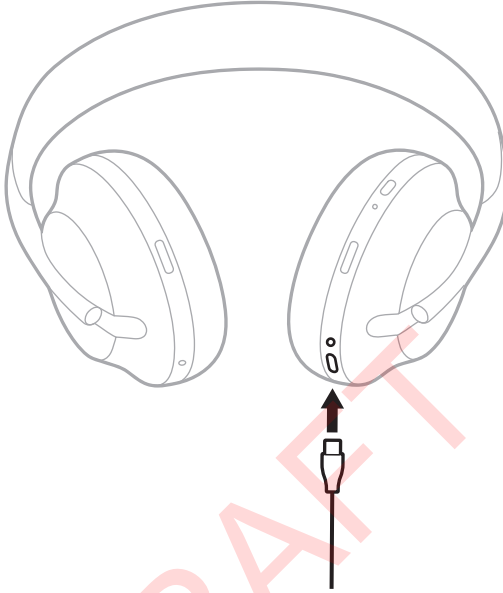
2. Connect the other end into a USB wall charger or computer that is powered on.

   While charging, the battery light blinks white. When the battery is fully charged, the battery light glows solid white (see page 36).

NOTE: The headphones do not play audio while charging.

Charging time

Allow up to 2.5 hours to fully charge the headphones.

NOTES:

- When connected wirelessly, a full charge powers the headphones for up to 16 hours.
- When connected using an audio cable, a full charge powers the headphones for up to 27 hours.

HEAR THE BATTERY LEVEL

Each time you power on the headphones, a voice prompt announces the battery level. When you're using the headphones and the battery is low, you hear "Battery low, please charge now."

To hear the battery level while using the headphones, tap and hold the touch surface until you hear a voice prompt.
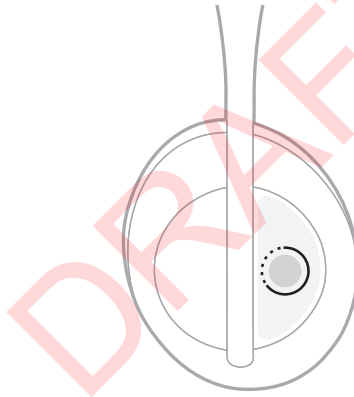
NOTE: By default, the tap and hold action on the headphones is set to announce the battery level. For more information on customizing this action, see page 20.

BLUETOOTH LIGHT

The *Bluetooth* light is located on the right earcup and shows the connection status of a mobile device.

o·························· *Bluetooth* light
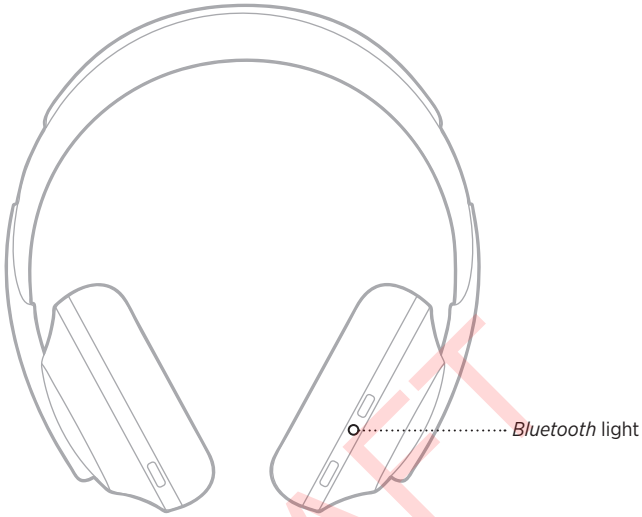
LIGHT ACTIVITY	SYSTEM STATE
Slowly pulses blue	Ready to connect
Blinks blue	Connecting
Solid blue	Connected
Off	Disconnected

BATTERY LIGHT

The battery light is located on the right earcup and shows the battery level.

·············· Battery light
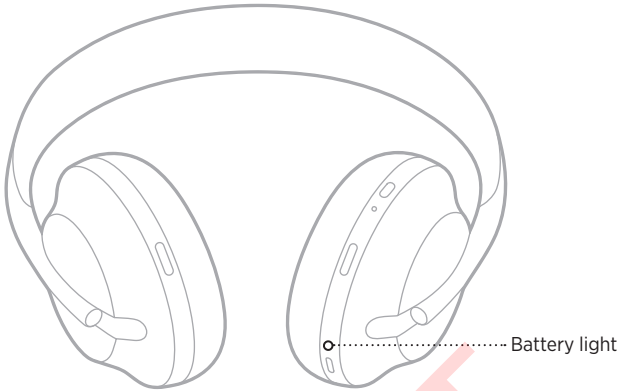
LIGHT ACTIVITY	SYSTEM STATE
Solid white	Medium to full charge
Solid red	Low charge
Blinks red	Need to charge
Blinks red and white	Error - contact Bose customer service
Quickly blinks white	Updating headphones

NOTES:

- While charging, the battery light blinks white. When the headphones are fully charged, the battery light glows solid white.
- If connected to an Apple device, the device displays the battery level near the upper right corner of the screen and in the notification center.
- You can also check the battery level of the headphones using the Bose Music app.

Bluetooth wireless technology lets you stream music from mobile devices such as smartphones, tablets, and laptop computers. Before you can play audio from a device, you must connect the device with the headphones.

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

NOTE: To get the most out of the headphones, set up and connect your mobile device using the Bose Music app (see page 11).

1. Press and hold the Power/*Bluetooth* button until you hear "Ready to connect another device," and the *Bluetooth* light slowly pulses blue.
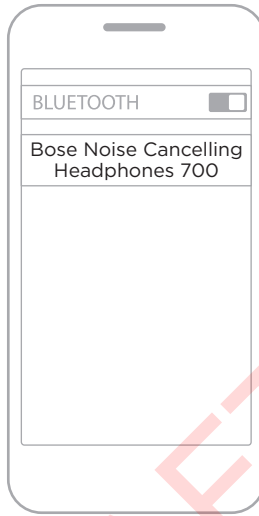

2. On your device, enable the *Bluetooth* feature.

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

3. Select the headphones from the device list.

  TIP: Look for the name you entered for the headphones in the Bose Music app.

  Once connected, you hear "Connected to *<mobile device name>*," and the *Bluetooth* light glows solid blue.

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

When powered on, the headphones try to reconnect with the two most recently-connected devices.

NOTES:

- The devices must be within range (30 ft. or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your mobile device.

CONNECT AN ADDITIONAL MOBILE DEVICE

You can store up to eight devices in the headphone device list, and the headphones can be actively connected to two devices at a time.

To connect an additional device, use the Bose Music app. You can access this option from the Settings menu.

TIP: You can also use the *Bluetooth* menu on your mobile device (see page 37).

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

SWITCH BETWEEN TWO CONNECTED MOBILE DEVICES

1. Pause audio on your first device.

2. Play audio on your second device.

CLEAR THE HEADPHONE DEVICE LIST

1. Press and hold Power/*Bluetooth* button until you hear "*Bluetooth* device list cleared," and the *Bluetooth* light slowly pulses blue.

2. Delete the headphones from the *Bluetooth* list on your device.

   All devices are cleared, and the headphones are ready to connect.

CONNECT THE AUDIO CABLE

Use the audio cable to connect a non-wireless device or if the headphone battery is depleted.

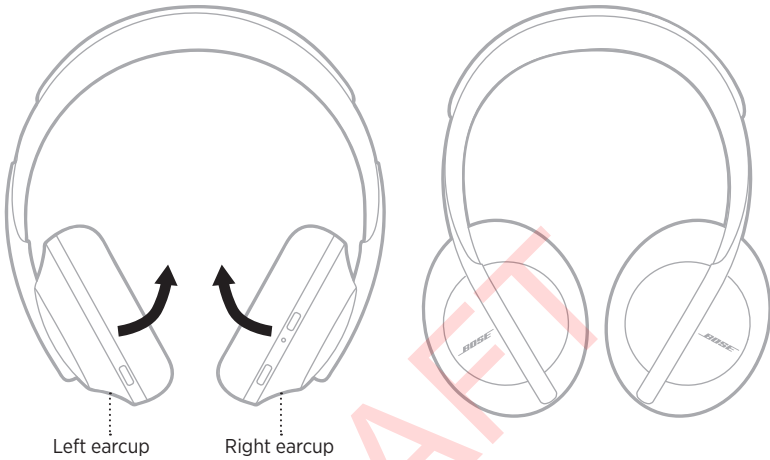1. Insert the cable into the 2.5 mm jack on the right earcup.
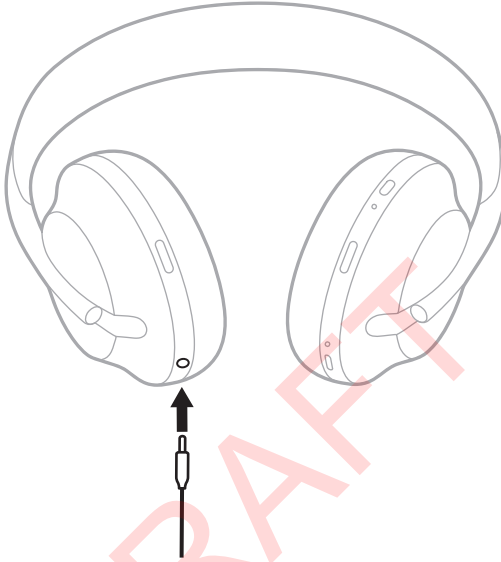
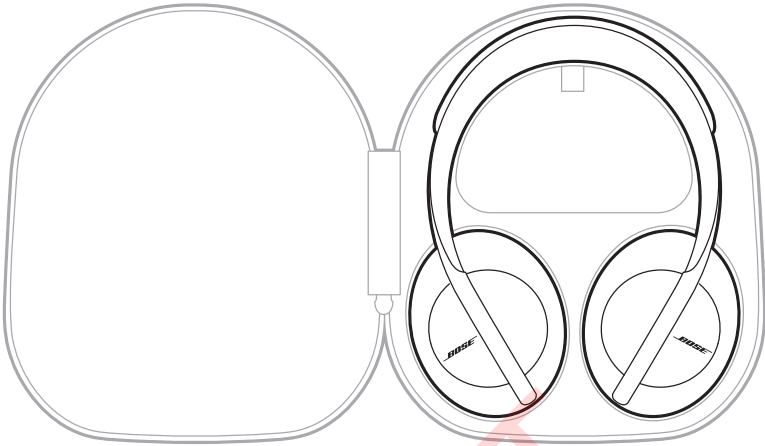2. Insert the other end of the cable into the 3.5 mm jack on your device.

STORE THE HEADPHONES

The earcups rotate for easy, convenient storage.

1. Adjust the earcups so that the headband is at its smallest size (see page 12).

2. Rotate both earcups inward so they lay flat.

Left earcup   Right earcup

3. Place the headphones flat into the case.

NOTES:

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

CLEAN THE HEADPHONES

The headphones may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Do NOT allow moisture to get inside the earcups or the 2.5 mm jack.

REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service.

Visit: worldwide.Bose.com/Support/HP700

LIMITED WARRANTY

The 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.

SERIAL NUMBER LOCATIONS

The serial number is located:

- On the carton outer label.
- In the Bose Music app, under Technical Info.
- In the right earcup, underneath the scrim (cloth insert).

View the serial number on the headphones (not recommended)

On the right earcup, gently grip the scrim at the top-right edge and lift it slightly to reveal the label.

CAUTION: Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.

S/N: 0110010001AE

Scrim
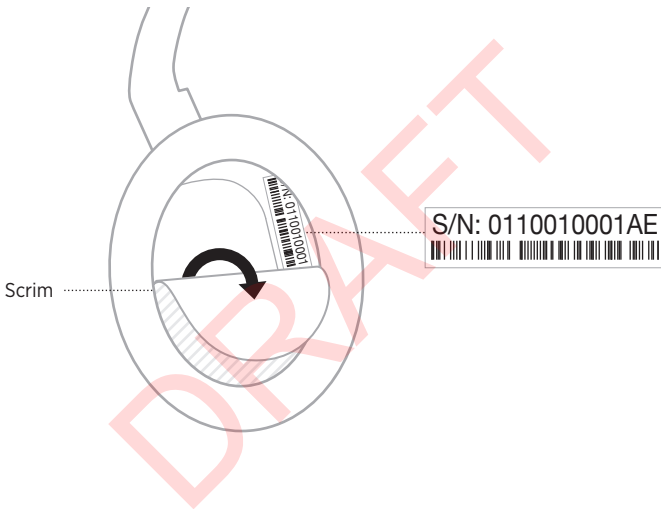
TRY THESE SOLUTIONS FIRST

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

- Power on the headphones (see page 14).

- Check the state of the status lights (see page 35).

- Make sure your mobile device supports *Bluetooth* connections (see page 37).

- Download the Bose Music app and run available software updates.

- Move your device closer to the headphones and away from any interference or obstructions.

- Charge the battery (see page 33).

- Increase the volume on the headphones, mobile device, and music app.

- Connect another mobile device (see page 37).

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.

Visit: worldwide.Bose.com/Support/HP700

PROBLEM	WHAT TO DO
Headphones don't connect with *Bluetooth* device	On your device: • Turn the *Bluetooth* feature off and then on. • Delete the headphones from the *Bluetooth* list on your device. Connect again (see page 37). Visit: worldwide.Bose.com/Support/HP700 to see how-to videos. Clear the headphone device list (see page 39). Connect again.
Headphones don't respond during setup	Make sure you are using the Bose Music app for setup.
Bose Music app doesn't work on mobile device	Make sure your mobile device is compatible with the Bose Music app and meets minimum system requirements. • **Compatibility information**: Visit: worldwide.Bose.com/Support/HP700 • **System requirements**: Refer to the app store on your mobile device. Uninstall the Bose Music app on your mobile device, then reinstall the app (see page 11).

PROBLEM	WHAT TO DO
No sound	Press Play on your mobile device to make sure audio is playing.
	Play audio from a different application or music service.
	Restart your device.
	If two devices are connected, pause the first device and play the other mobile device.
	If two devices are connected, move the devices within range of the headphones (30 ft. or 9 m).
No sound (wired connection)	Secure both ends of the audio cable.
	Press play on your mobile device to make sure audio is playing.
	Play audio from a different application or music service.
	Restart your device.
Poor sound quality	If in a windy environment, adjust the noise cancelling level (see page 29).
	Play audio from a different application or music service.
	Disconnect the second device.
	Turn off any audio enhancement features on the device or music app.
	On your device:
	• Turn the *Bluetooth* feature off and then on.
	• Delete the headphones from the *Bluetooth* list on your device. Connect again (see page 37).
Headphones don't charge	Make sure the USB cable is correctly aligned with the port on the headphones.
	Secure both ends of the USB cable.
	If the headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.
Can't adjust noise cancelling	Power off and on the headphones (see page 14).
Microphone isn't picking up sound	Make sure the microphone openings on the front edge of the headphones are not blocked.
	Try another phone call.
	Try another compatible device.

PROBLEM	WHAT TO DO
Loud environment for phone calls	Use the Bose Music app to adjust Self Voice. You can access this option from the Settings menu.
Device doesn't respond to touch control	For multi-tap functions, vary the tap pressure.
Voice prompt language unavailable	To customize or disable voice prompts, use the Bose Music app. You can access this option from the Settings menu.
Alexa doesn't respond	Make sure Alexa has been set up using the Bose Music app (see page 22). Connect your mobile device to Wi-Fi. Make sure you're in a country where Alexa is available. Make sure the wake word is enabled (see page 27). Make sure you are using the most up-to-date version of the Amazon Alexa app. Make sure your mobile device is compatible. For additional support, visit: https://www.amazon.com/usealexa
Your Google Assistant doesn't respond	Make sure your Google Assistant has been set up using the Bose Music app (see page 22). Connect your mobile device to Wi-Fi. Make sure you're in a country where Google Assistant is available. Make sure the wake word is enabled (see page 27). Make sure you are using the most up-to-date version of the Google Assistant app. Make sure your mobile device is compatible. Visit: https://support.google.com/headphones For additional support, visit: https://support.google.com/headphones

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