

**BOSE**

# QUIETCONTROL™ 30



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 • ត្រីមីខ្សែ • 사용자 안내서  
用戶指南 • 使用者指南 • 取扱説明書 • دليل المالك

## IMPORTANT SAFETY INSTRUCTIONS

---

### Please read and keep all safety and use instructions.

- 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 in your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Use caution and follow applicable laws regarding mobile phone and headphone use if using the headphones for phone calls while driving. Some jurisdictions impose specific limitations, such as single earpiece configuration, on the use of such products while driving. Do NOT use the headphones for any other purpose while driving.
- Do NOT use the headphones with noise canceling mode 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.
  - Turn the headphones off, or use the headphones with noise canceling 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, even with Aware mode.
- 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.



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.

- 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).

## REGULATORY 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 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.

It must not be co-located or be operating in conjunction with any other antennas or transmitters.

Meets IDA Requirements.

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

#### 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.

[www.bose.com/patents](http://www.bose.com/patents)



Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC and all other EU directive requirements. The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)



廢電池請回收

**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.

**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 <http://products.bose.com/static/compliance/index.html> for further information.

## REGULATORY INFORMATION



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.						
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.						

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; “5” is 2005 or 2015.

**Input Rating:** 5V --- 1A

“Made for iPod,” “Made for iPhone,” and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone or iPad may affect wireless performance.

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

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.

The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

Android, Google Play and the Google Play logo are trademarks of Google Inc.

©2016 Bose Corporation. No part of this work may be reproduced, modified, distributed or otherwise used without prior written permission.

**Getting Started**

Unpacking..... 7

Headphone components..... 8

Powering on/off..... 9

    Using controllable noise cancelling only ..... 9

**Bose® Connect App**


Features ..... 10


**Charging the Battery**

Connecting the USB cable ..... 11

Checking the battery ..... 12

**Headphone Status Indicators**

*Bluetooth*® indicator  ..... 13

Battery indicator  ..... 13

**Importance of Proper Fit**

Choosing the correct StayHear®+ tip ..... 14

Fitting the earbuds to your ear ..... 14

Changing the StayHear®+ tips..... 15

**Voice Prompts**

Pre-installed languages ..... 16

Changing the language ..... 16

***Bluetooth*® Technology**

About *Bluetooth*® wireless technology..... 17

    Choosing your pairing method..... 17

Pairing your device..... 18

Pairing your device with NFC..... 20

Disconnecting a device..... 21

Reconnecting a device..... 21

## CONTENTS

---

### **Managing Multiple Connected Devices**

Switching between two connected devices.....	22
Identifying the connected devices.....	22
Reconnecting a previously paired device.....	22
Clearing the headphone pairing list.....	22
Using the Bose® Connect app .....	22

### **Headphone Controls**

Media playback and volume functions .....	23
Call functions.....	24
Controllable noise cancelling functions .....	24

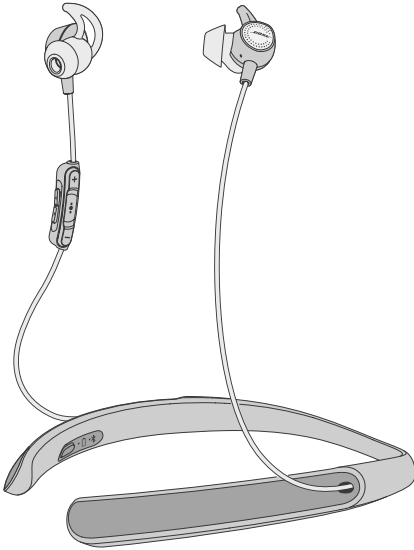
### **Care and Maintenance**

Storing.....	25
Cleaning.....	25
Replacement parts and accessories .....	25
Customer Service.....	26
Limited warranty .....	26
Technical information .....	26

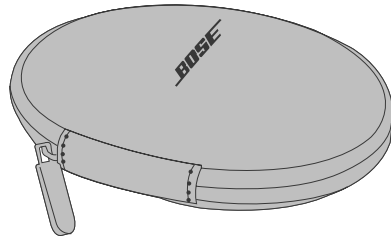
<b>Troubleshooting</b> .....	27
------------------------------	----

## Unpacking

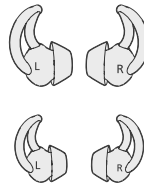
Carefully unpack the carton and confirm that the following parts are included:



Bose® QuietControl™  
wireless headphones

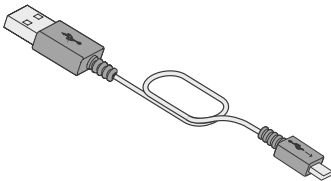


Carry case



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

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



USB cable

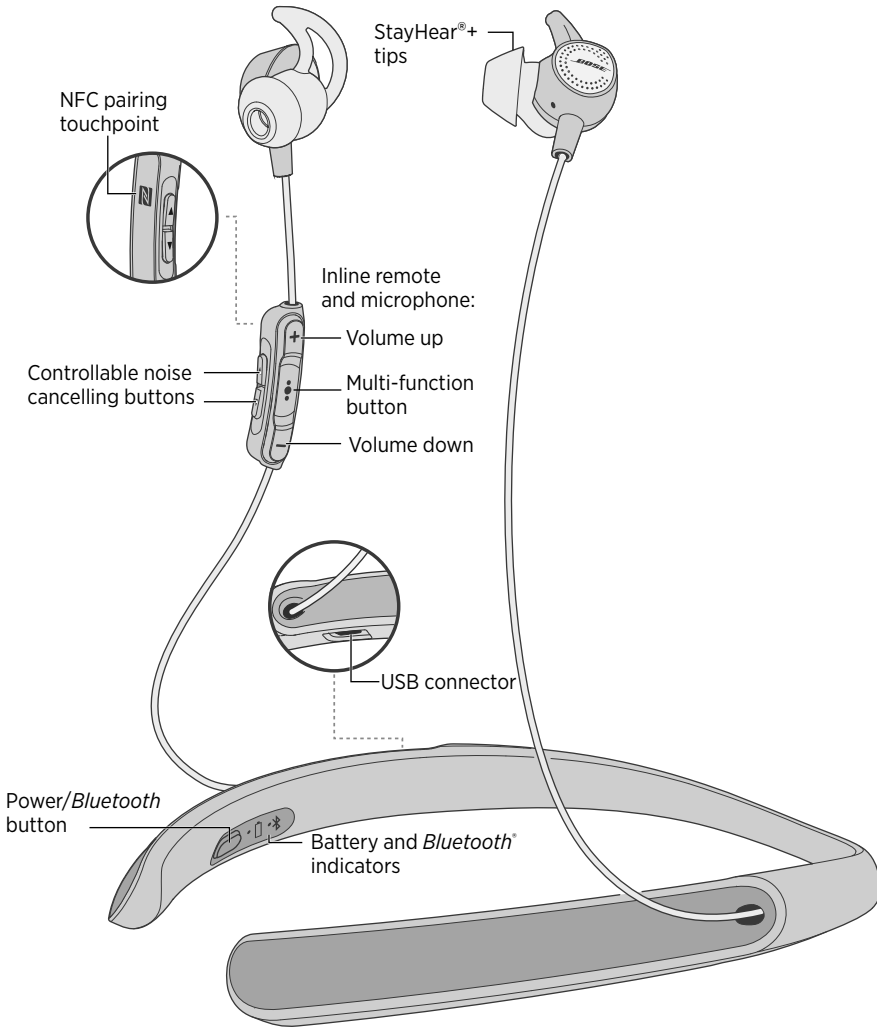
If any part of the product is damaged, do not use it. Contact your authorized Bose® dealer immediately or Bose customer service. Refer to the contact sheet in the carton.

## GETTING STARTED

---


# Headphone components


---

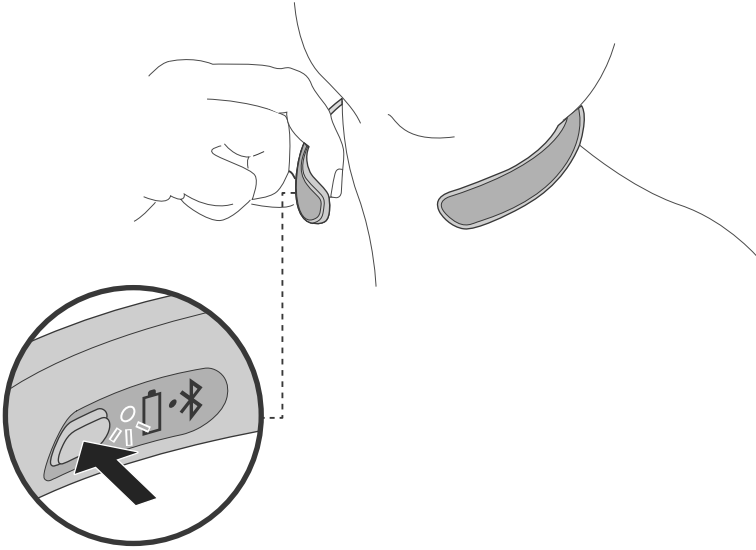




## Powering on/off

**To power on:** Press the Power/*Bluetooth*<sup>®</sup> button until  glows green, yellow, or red (to indicate the current battery charge level).

**To power off:** Press and hold the Power/*Bluetooth* button until  blinks three times and turns off and you hear the power-down tones.



### Using controllable noise cancelling only

When first powering on your headphones, noise cancelling is fully enabled. To let in some or all of the sounds around you, use the controllable noise cancelling buttons on the inline remote.

For more information, see “Controllable noise cancelling functions” on page 24.

## BOSE® CONNECT APP

---

Enhance your headphone experience with the Bose® Connect app.

### Features

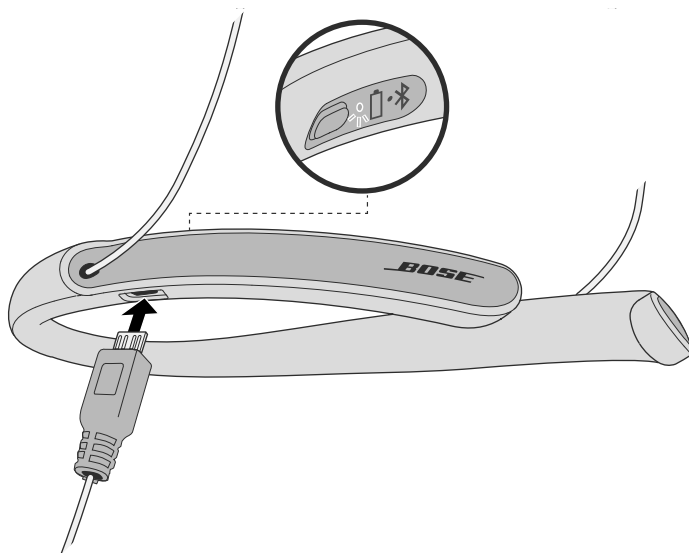
- Unlock the full potential of your QuietControl™ 30 wireless headphones.
- Free app compatible with most Apple and Android™ systems.
- Easily connect and switch between multiple devices with a single swipe.
- Disable voice prompts.
- Control noise cancelling to let in or block outside sounds.
- Keep your headphones up-to-date with the latest software.
- Customize headphone settings, like voice prompt language and auto off.





## Connecting the USB cable

**CAUTION:** Use this product only with an agency-approved power supply that meets local regulatory requirements (for example: UL, CSA, VDE, CCC).

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




3. Plug the other end of the USB cable into a wall charger or computer that is powered on.
  - While charging,  blinks amber.
  - When the battery is fully charged,  glows solid green.
  - Allow up to two hours to fully charge the battery. A full charge powers the headphones for up to 10 hours.
  - The headphones do not play while charging.

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

### Checking the battery

---

- Each time you power on the headphones, the voice prompt announces the headphone battery charge level. To visually check the battery, the indicator is located on the inside right of the neckband.
- When the headphones are in use,  blinks red when the battery needs charging.

For more information, see “Battery indicator ”on page 13.

- If you are connected to an Apple device, the device displays the headphone battery charge level near the upper right corner of the screen and in the notification center (pulled down from lock screen).

## HEADPHONE STATUS INDICATORS

---

The *Bluetooth*<sup>®</sup> and battery indicators are located on the inside right neckband.

### ***Bluetooth*<sup>®</sup> indicator**

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

### **Battery indicator**

Indicator activity	System state
Green	Medium to full charge
Amber	Low charge
Blinking red	Need to charge

## IMPORTANCE OF PROPER FIT

---

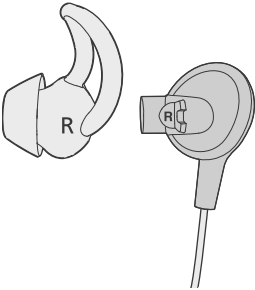
### Choosing the correct StayHear®+ tip

---

For optimal audio performance, it is important to choose the correct size StayHear®+ tip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

**Note:** To test the fit, try speaking aloud with the headphones off. Your voice should sound muffled in both ears; if not, select another tip size.

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

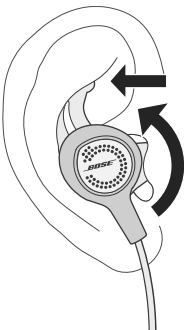


### Fitting the earbuds to your ear

---

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

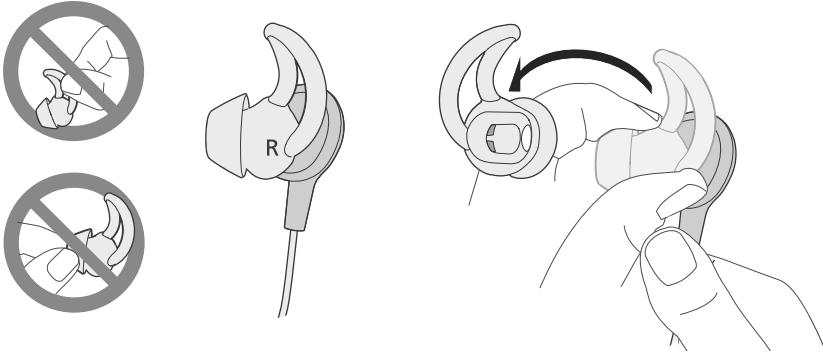
1. Insert the earbud so the StayHear+ tip gently rests in the opening of the ear canal.
2. Tilt the earbud back and tuck the tip wing under the ear ridge until it is secure.



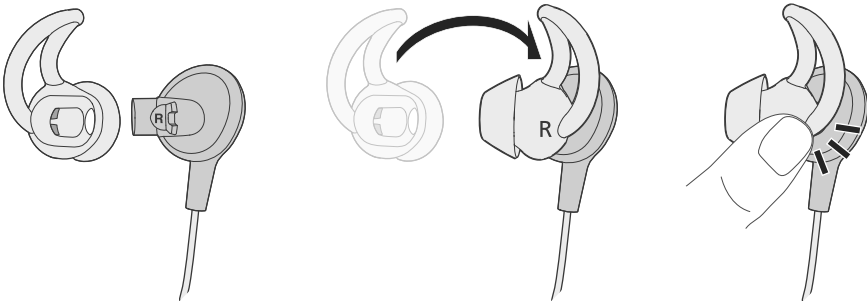
## Changing the StayHear<sup>®</sup>+ tips

1. Holding the earbud by the stem, gently grasp the attached StayHear+ tip and peel it away from the earbud.

**CAUTION:** To prevent tearing, grasp the StayHear+ tip by its base. Do not pull on the tip wing.



2. Align the opening of the new StayHear+ tip with the earbud nozzle and rotate the tip onto the nozzle. Press the base of the tip until it clicks securely into place.



## VOICE PROMPTS

---

Voice prompts guide you through the pairing and connecting processes.

### Pre-installed languages

---

The following languages are pre-installed on your headphones:

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

#### To download another language

Visit: [global.bose.com/Support/QC30](https://global.bose.com/Support/QC30)

### Changing the language

---

When you turn on the headphones for the first time, the voice prompts are in English. To select a different language:

1. Press and hold **+** and **-** simultaneously until you hear the voice prompt for the first language option.
2. Press **+** or **-** to move through the list of languages.
3. When you hear your language, press and hold **●●●** to select.

**Note:** You can also select different languages using the Bose® Connect app; or if you prefer, you can turn off voice prompts using the app.



## About *Bluetooth*® wireless technology

*Bluetooth*® wireless technology lets you stream music from *Bluetooth* smartphones, tablets, computers or other audio devices to your headphones. Before you can stream music from a mobile device, you must pair the device with your headphones.

### Choosing your pairing method

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

#### What is NFC?


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

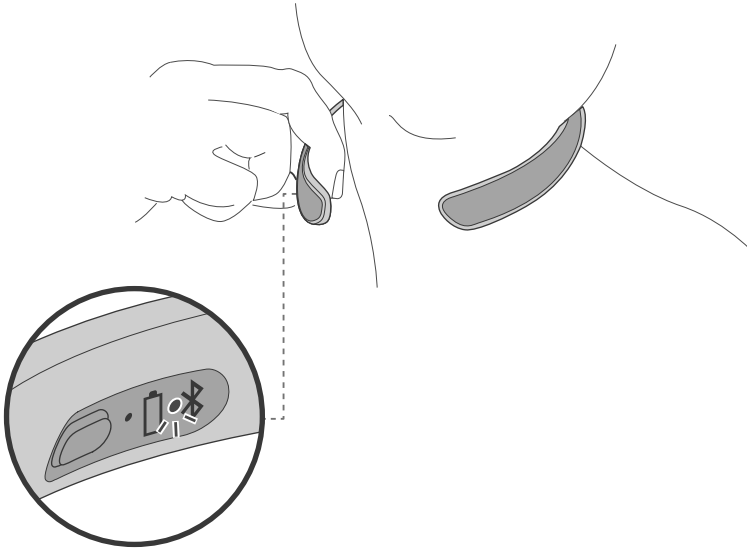
<b>If your device does not support Bluetooth pairing via NFC or if you are unsure:</b>	Follow the instructions for "Pairing your device" on page 18.
<b>If your device supports <i>Bluetooth</i> pairing via NFC:</b>	Follow the instructions for "Pairing your device with NFC" on page 20.

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

## Pairing your device

---

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



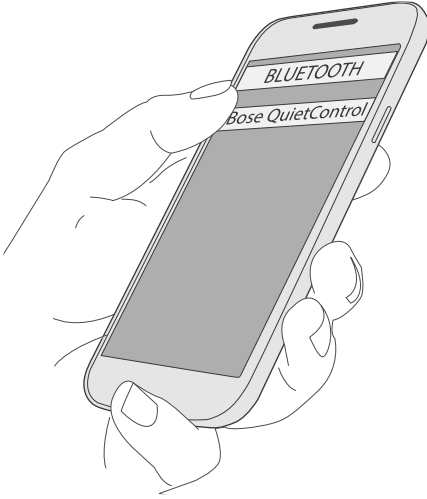
2. On your device, turn on the *Bluetooth* feature.


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

## BLUETOOTH® TECHNOLOGY

---

Select your Bose® QuietControl™ headphones from the device list.



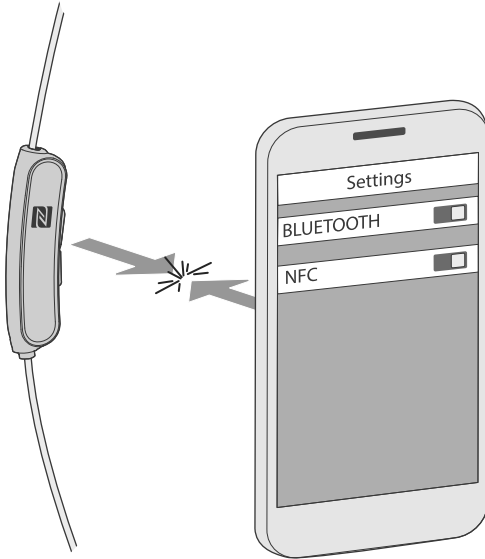
Once paired, you hear “Connected to <device name>” or  glows solid white.


## Pairing your device with NFC

---

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

Your device may prompt you to accept pairing.



Once paired, you hear "Connected to <device name>" or  glows solid white.

## Disconnecting a device

---

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

## Reconnecting a device

---

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

**Note:** The devices must be within range and powered on.

- If your device supports NFC, tap the NFC touchpoint on your device to the back of the inline remote.

## MANAGING MULTIPLE CONNECTED DEVICES

---

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

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

### Switching between two connected devices

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

### Identifying the connected devices

Press the Power/*Bluetooth*<sup>®</sup> button to hear which devices are currently connected.

### Reconnecting a previously paired device

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

### Clearing the headphone pairing list

1. Power off the headphones.
2. Press and hold the Power/*Bluetooth* button for 10 seconds, until you hear “*Bluetooth* device list cleared.”
3. Delete your Bose<sup>®</sup> QuietControl™ headphones from the *Bluetooth* list on your device.  
All devices are cleared and the headphones are ready to pair a new device.

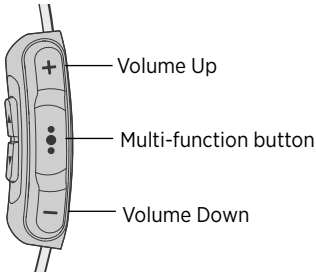
### Using the Bose<sup>®</sup> Connect app

You can also easily manage multiple connected devices using the Bose Connect app. For more information, see “Bose<sup>®</sup> Connect App” on page 10.

## HEADPHONE CONTROLS

---

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



## Media playback and volume functions

---

Function	What to do
Play/Pause	Press ●●●
Skip Forward	Press ●●● twice quickly.
Skip Backward	Press ●●● three times quickly.
Fast forward	Press ●●● twice quickly and hold the second press.
Rewind	Press ●●● three times quickly and hold the third press.
Volume Up	Press +
Volume Down	Press -

## HEADPHONE CONTROLS

---

### Call functions

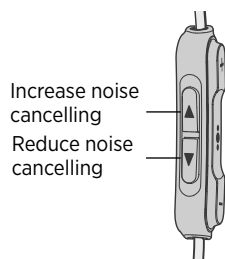
---

Function	What to do
Answer a call	Press ●●●
End a call	Press ●●●
Decline an incoming call	Press and hold ●●● for one second.
Answer a second incoming call and put the current call on hold	While on a call, press ●●● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●●● for one second.
Switch between two calls	With two active calls, press ●●● twice.
Create a conference call	With two active calls, press and hold ●●● for one second.
Activate voice control	While not on a call, press and hold ●●● for one second. Refer to your device's owners guide for compatibility and usage information about this feature.
Mute/unmute a call	While on a call, press + and - simultaneously.

### Controllable noise cancelling functions

---

Use the controllable noise cancelling buttons to control the level of sound in your environment.



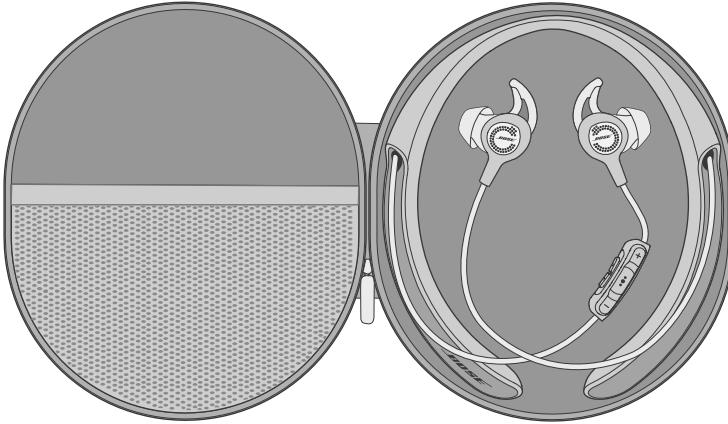
Function	What to do
Increase noise cancelling (block outside sounds)	Press and hold ▲ until the desired setting is reached.
Reduce noise cancelling (hear more outside sounds)	Press and hold ▼ until the desired setting is reached.



## Storing

---

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



## Cleaning

---

Your headphones may require periodic cleaning.

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

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

**Cleaning the neckband:** Clean only with a soft, dry cloth. Do not use cleaning solvents or detergents.

## Replacement parts and accessories

---

Replacement parts and accessories can be ordered through Bose® customer service. See “Customer Service” on page 26.

## CARE AND MAINTENANCE

---

### Customer Service

---

For additional help using your headphones:

- Visit: [global.bose.com/Support/QC30](https://global.bose.com/Support/QC30)
- Contact Bose® customer service. Refer to the contact sheet in the carton for more information.

### Limited warranty

---

Your QuietControl™ 30 wireless in-ear headphones are covered by a limited warranty. Details of the limited warranty are provided on the product registration card that is included in the carton. Please refer to the card for instructions on how to register. Failure to register will not affect your limited warranty rights.

The warranty information provided with this product does not apply in Australia and New Zealand. See our website at [www.bose.com.au/warranty](https://www.bose.com.au/warranty) or [www.bose.co.nz/warranty](https://www.bose.co.nz/warranty) for details of the Australia and New Zealand warranty.

### Technical information

---

**Input Rating:** 5V  1A

## TROUBLESHOOTING

---

Problem	What to do
Headphones don't turn on	<ul style="list-style-type: none"> <li>• Power on the headphones (see "Powering on/off" on page 9).</li> <li>• Charge the battery.</li> </ul>
Headphones don't pair with mobile device	<ul style="list-style-type: none"> <li>• On your mobile device:               <ul style="list-style-type: none"> <li>– Turn the <i>Bluetooth</i><sup>®</sup> feature on and then off.</li> <li>– Delete your Bose<sup>®</sup> QuietControl™ headphones from the <i>Bluetooth</i> list on your device. Pair again.</li> </ul> </li> <li>• Move your device closer to the headphones and away from any interference or obstructions.</li> <li>• Pair a different device (see "Pairing your device" on page 18).</li> <li>• Visit: <a href="http://global.bose.com/support/QC30">global.bose.com/support/QC30</a> to see how-to videos.</li> <li>• <b>Clear the headphone pairing list:</b> Power off the headphones. Press and hold the <i>Power/Bluetooth</i> button for 10 seconds until you hear "<i>Bluetooth</i> device list cleared." Delete your Bose QuietControl™ headphones from the <i>Bluetooth</i> list on your device. Pair again.</li> </ul>
Headphones don't pair with NFC-enabled device	<ul style="list-style-type: none"> <li>• Make sure your mobile device supports NFC.</li> <li>• Unlock your device and turn on the <i>Bluetooth</i> and NFC features.</li> <li>• Tap the NFC touchpoint on the back of your device to the back of the inline remote.</li> </ul>
No sound	<ul style="list-style-type: none"> <li>• Power on the headphones and charge the battery.</li> <li>• Increase the volume on your headphones and mobile device.</li> <li>• Press the <i>Power/Bluetooth</i> button to hear the connected device. Make sure you are using the correct device.</li> <li>• Move your device closer to the headphones and away from any interference or obstruction.</li> <li>• Use a different music source.</li> <li>• Pair a different mobile device (see "Pairing your device" on page 18).</li> <li>• If two devices are connected, pause the first device and play the other device.</li> <li>• If two devices are connected, move the devices within range of the headphones (30 ft. or 10 m).</li> </ul>

## TROUBLESHOOTING

---

<b>Problem</b>	<b>What to do</b>
Poor sound quality	<ul style="list-style-type: none"><li>• Use a different music source.</li><li>• Pair a different mobile device.</li><li>• Disconnect the second device.</li><li>• Move the device closer to the headphones, and away from any interference or obstructions.</li><li>• Clear any debris or wax buildup from the earbuds and headphone nozzles.</li></ul>
No noise cancelling	<ul style="list-style-type: none"><li>• Make sure the power is switched on. The power indicator should glow solid green.</li></ul>
Noise cancelling won't adjust	<ul style="list-style-type: none"><li>• Turn the headphone's power off and then on again.</li><li>• Charge the headphones.</li></ul>
Headphones don't charge	<ul style="list-style-type: none"><li>• Open the hinged door on the bottom of the right earbud and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones.</li><li>• Secure both ends of the USB cable.</li><li>• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.</li></ul>
StayHear <sup>®</sup> + tips falling off	Securely attach the tips to the earbuds (see "Changing the StayHear+ tips" on page 15).
Lost StayHear+ tip	Contact Bose <sup>®</sup> customer service for replacement tips.

-----



762456-0010

***BOSE***<sup>®</sup>  
*Better sound through research*<sup>®</sup>

©2016 Bose Corporation, The Mountain,  
Framingham, MA 01701-9168 USA  
AM762456 Rev. 00