RESET THE HEADPHONES

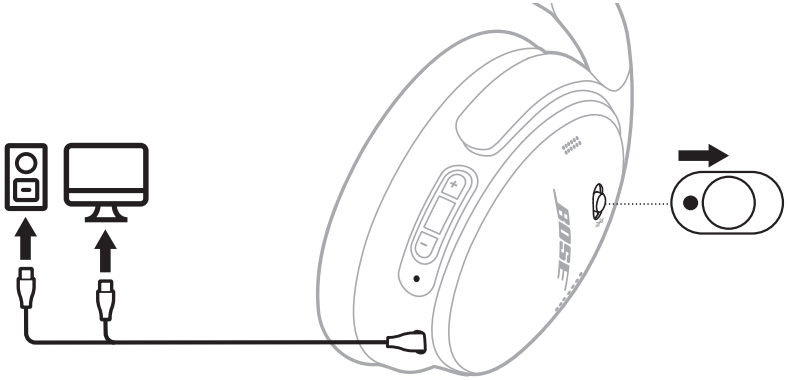
If the headphones are unresponsive, you can reset them.

Resetting the headphones resets the product controls and reboots the headphones. It doesn't clear any device settings.

1. Connect the small end of the USB cable to the USB-C port on the left earcup.



2. Slide the Power/*Bluetooth* switch to the right ᛒ. At the same time, connect the other end of the USB to a USB-A power source such as a computer or wall charger.



When the reset is complete, the status light glows according to the current charge level (see page 28).

RESTORE THE HEADPHONES TO FACTORY SETTINGS

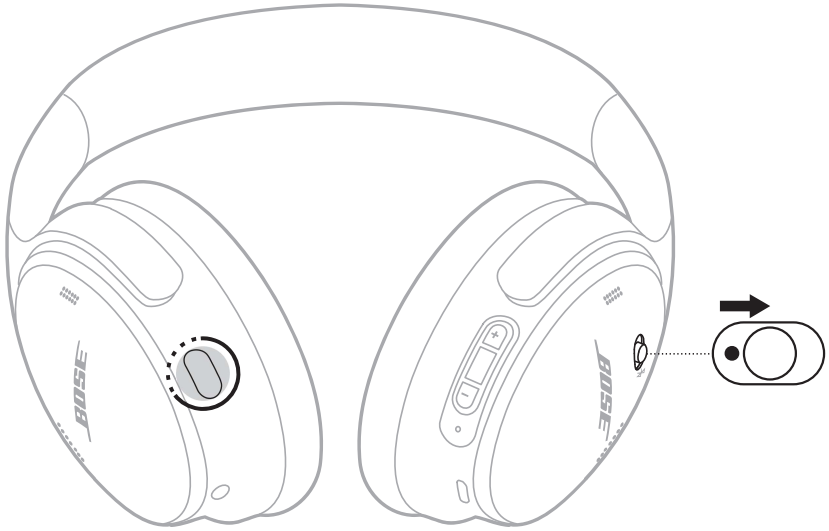
A restore to factory settings can clear all settings and return the headphones to their original out-of-box state. After, the headphones can be configured as if they were being set up for the first time.

Restoring to factory settings is only recommended if you are having issues with the headphones, or you have been instructed to do so by Bose customer service.

1. Remove the headphones from the *Bluetooth* list on your device.
2. Remove the headphones from your Bose account using the Bose Music app.

   NOTE: For more information about how to remove the headphones from your Bose account using the Bose Music app, visit: support.Bose.com/QC

3. Slide the Power/*Bluetooth* switch to the right ᛒ and hold. At the same time, press and hold the Action button for 30 seconds.



The status light blinks white. After 30 seconds, the status light blinks amber to indicate factory settings are being restored (2 to 3 seconds).

When the reset is complete, the status light slowly blinks blue. The headphones are now in their original out-of-box state.

NOTE: If you're unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/QC