Owner's Guide

Brugervejledning

Bedienungsanleitung

Gebruikershandleiding

Guía del usuario

Käyttöohje

Notice d'utilisation

Manuale di istruzioni

Kezelési útmutató

Brukerveiledning

Podręcznik użytkownika

Bruksanvisning

คู่มือผู้ใช้

사용자 안내서

用户指南

使用者指南

取扱説明書

دليل المالك

QUIETCOMFORT® 35 II
NOISE CANCELLING

Google Assistant
built-in

IMPORTANT SAFETY INSTRUCTIONS

Please read and keep all safety and use instructions.

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 in/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 cancelling 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.

  – 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 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).

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 operating in conjunction with any other antenna or transmitter.

Meets IMDA 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.

DON'T attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Bose retailer or other qualified professional for removal.

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

Frequency band of operation 2400 to 2480 MHz.

Bluetooth: Maximum transmit power less than 20 dBm EIRP

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

Please dispose of used batteries properly, following local regulations. Do NOT incinerate.

REGULATORY INFORMATION

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 https://www.bose.com/compliance for further information.

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
Speaker	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.

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; "7" is 2007 or 2017.

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 – 113° F (0° C – 45° C)

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

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 Aiphone K.K.

"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.

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

Bose Corporation Headquarters: 1-877-230-5639

CONTENTS

Bose® Connect App

What's in the Carton

Headphone Controls

The Google Assistant

Noise Cancellation

Alternative Voice Control

Battery Charging

Status Indicators

Voice Prompts

Bluetooth Connections

Multiple *Bluetooth* Connections

Care and Maintenance

Troubleshooting

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

What can I do with the Bose Connect app?

- Easily connect to and switch between multiple mobile devices with a single swipe.
- Set up the Action button.
- Customize your headphone experience:
  - Name your headphones.
  - Select a voice prompt language or disable voice prompts.
  - Change the noise cancelling setting.
  - Adjust the auto-off timer.
- Access the product tour and help
- Keep headphones up-to-date with the latest software.

Contents

Confirm that the following parts are included:
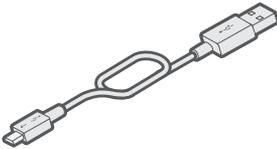
Bose® QuietComfort® 35 wireless headphones II

Carry case

USB cable

3.5 mm audio cable

Note: If any part of your product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service.
Visit: global.Bose.com/Support/QC35ii

HEADPHONE CONTROLS

Action button

Volume up button

Volume down button

Multi-function button

Power/*Bluetooth* switch
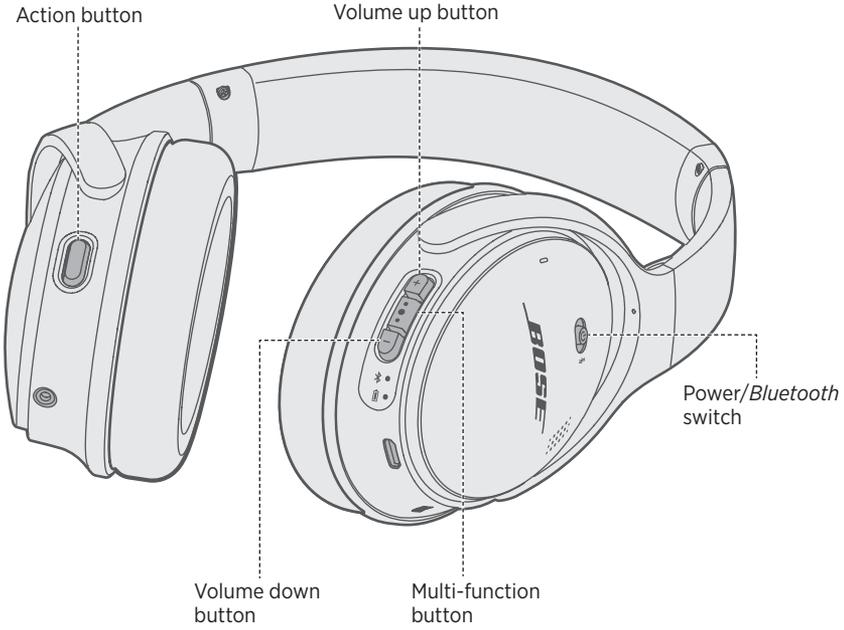
Power on

Slide the Power/*Bluetooth* switch ⏻ to the right ꭓ.

A voice prompt announces the battery level and the battery indicator ▯ glows according to the current charge level.

Power off

Slide the Power/*Bluetooth* switch ⏻ to the left.

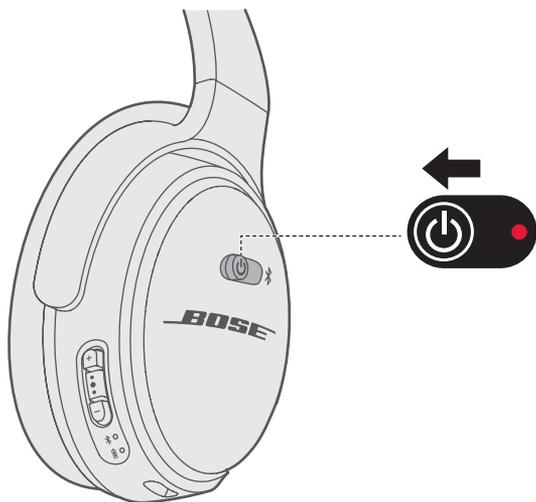**Note:**   When the headphones are powered off, noise cancellation is disabled.

Headphone functions

The headphone controls are located on the back of the right earcup.

Media playback and volume functions

Volume up

Multi-function button
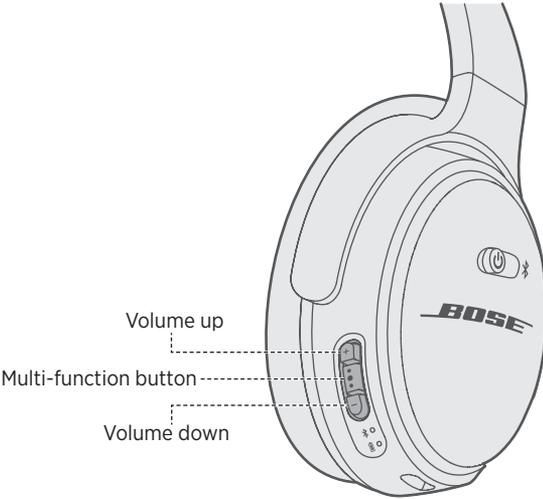
Volume down

Function	What to do
Play/Pause	Press • ● • .
Skip Forward	Double-press • ● • .
Skip Backward	Triple-press • ● • .
Fast Forward	Double-press • ● • and hold the second press.
Rewind	Triple-press • ● • and hold the third press.
Volume Up	Press ✚ .
Volume Down	Press ➖ .

Call functions

The Multi-function button • ● • and microphone are located on the back of the right earcup.

Microphone

Multi-function button

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, double-press • ● • .
Create a conference call	With two active calls, press and hold • ● • for one second.
Mute/unmute a call	While on a call, press ✚ and ━ simultaneously.

Action button functions

The Action button is a programmable button that allows you to quickly and easily access your Google Assistant or noise cancellation. The Action button is located on the back of the left earcup.

Action button

Programming options	What to do
Your Google Assistant	To set the Action button to your Google Assistant, see page 17.
Noise Cancellation	To set the Action button to noise cancellation, see page 18.

Note: The Action button can only be programmed for one function at a time.

THE GOOGLE ASSISTANT

Your headphones have the Google Assistant built in. You can quickly enjoy entertainment, stay connected, get information, and manage your day – all without glancing at your phone.

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

Note: The Google Assistant isn't available in all languages and countries.

Action button

Set the Action button to your Google Assistant

1. Connect your headphones to your mobile device

2. Set up your Google Assistant using your mobile device:

   - On your Android device, press and hold the home button to open the Google Assistant and follow the on-screen instructions.

   - On your iOS devices, open or download the Google Assistant app and follow the app instructions.

Google Assistant

Note: The Google Assistant is available on eligible Android 5.0 devices* or later. For iOS devices, the Google Assistant app needs to be downloaded.

*Works on Lollipop, Marshmallow and Nougat Android Phones with Google Play Services, >1.5GB of memory and 720p or higher screen resolution.

Use your Google Assistant

Function	What to do
Talk to your Google Assistant	Press and hold the Action button to begin. For examples of questions and things you can do, visit: https://assistant.google.com/platforms/headphones
Get your notifications	Press the Action button.
Stop your Google Assistant	Double-press the Action button.
Reply to a message (where available)	After receiving a message notification, press and hold the Action button to respond. When you're done, release the button.

Noise cancellation reduces unwanted noise providing a clearer, more lifelike audio performance. You can choose your noise cancelling setting based on your listening preferences and environment.

Note: To change the noise cancelling setting, you can use the Bose® Connect app or set the Action button to noise cancellation.

Set the Action button to noise cancellation

In the Bose Connect app, tap the gear icon to access Action Button settings.

Change the noise cancelling setting

Press and release the Action button.

A voice prompt announces the noise cancelling setting. Continue to press and release the Action button until you reach your preferred setting.

You can use the Multi-function button on your headphones to access the Google Assistant or the native voice control on your mobile device.

Note: You can't access voice control while on a call.

Access alternative voice control

If the Action button is set to your Google Assistant, you can access the native voice control on your mobile device using the Multi-function button on the headphones.

Type of mobile device	What to do
iOS (Siri)	Press and hold the Multi-function button • ● • for one second.
	You hear a tone that indicates voice control is active.
Android	Press and hold the Multi-function button • ● • for one second.
	You hear a tone that indicates voice control is active.
	Note: If the Action button is set to your Google Assistant, see page 16.

Access your Google Assistant using the Multi-function button

If the Action button is set to Noise Cancellation, you can access your Google Assistant on your Android mobile device using the Multi-function button on your headphones.

Press and hold the Multi-function button • ● • for one second.

You hear a tone that indicates voice control is active.

Charge the headphones

1. Plug the small end of the USB cable into the micro-USB connector on the right earcup.

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

Note: While charging, the battery indicator blinks amber. When the battery is fully charged, the battery indicator glows green.

Charging time

Allow up to two hours to fully charge the headphones.

Notes:

• When connected wirelessly, a full charge powers the headphones for up to 20 hours.

• When connected using the audio cable, a full charge powers the headphones for up to 40 hours.

Hear the battery level

Each time you power on the headphones, a voice prompt announces the battery level. When the headphones are in use, you hear "Battery low, please charge now."

Note: To visually check the battery, see the indicator located on the right earcup. For more information, see "Battery indicator" on page 21.

The *Bluetooth* and battery indicators are located on the right earcup.

Bluetooth indicator
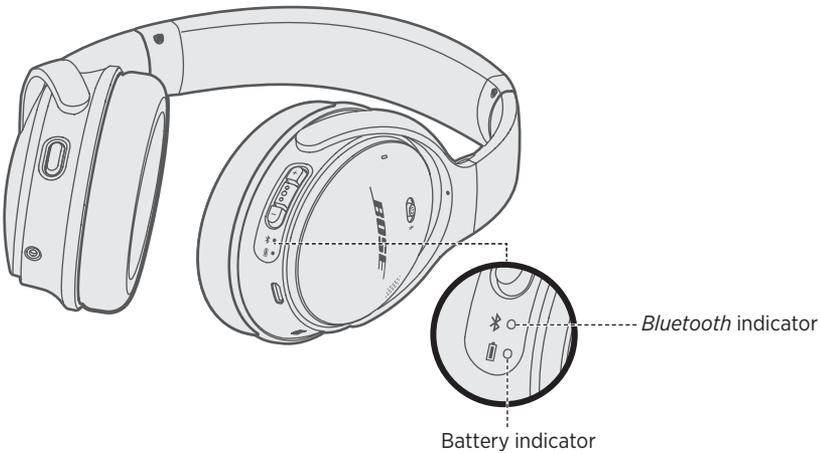
Battery indicator

Bluetooth indicator

Indicator activity	System state
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white (10 seconds) then powers off	Connected

Battery indicator

Indicator activity	System state
Solid green	Medium to full charge
Blinking amber	Charging
Solid amber	Low charge
Blinking red	Need to charge
Solid red	Charging error - contact Bose customer service

Note: If connected to an iOS device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.

Voice prompts

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

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

Pre-installed languages

The following languages are pre-installed on your headphones:

- English
- Spanish
- French

- German
- Mandarin
- Japanese

- Korean
- Italian
- Portuguese

- Swedish
- Dutch

To check for additional languages

Additional languages may be available. To check for language updates, download the Bose Updater.
Visit: btu.Bose.com

Change the language

When you power 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 the Multi-function button • ● • to select.

Disable voice prompts

To disable and re-enable voice prompts, use the Bose Connect app.

Note: Disabling voice prompts does not disable your Google Assistant.

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

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

1. Power on the headphones (see page 11).

2. Download the Bose Connect app and follow the on-screen connection instructions.

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

Choose an alternative connection method

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

Connect using the *Bluetooth* menu on your mobile device

1. Slide the Power/*Bluetooth* button ⏻ to the right ✷ and hold for two seconds.

    You hear "Ready to connect another device" and the *Bluetooth* indicator ✷ blinks blue.

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

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

3. Select your headphones from the device list.

Once connected, you hear "Connected to *<device name>*," and the *Bluetooth* indicator ≯ glows solid white.
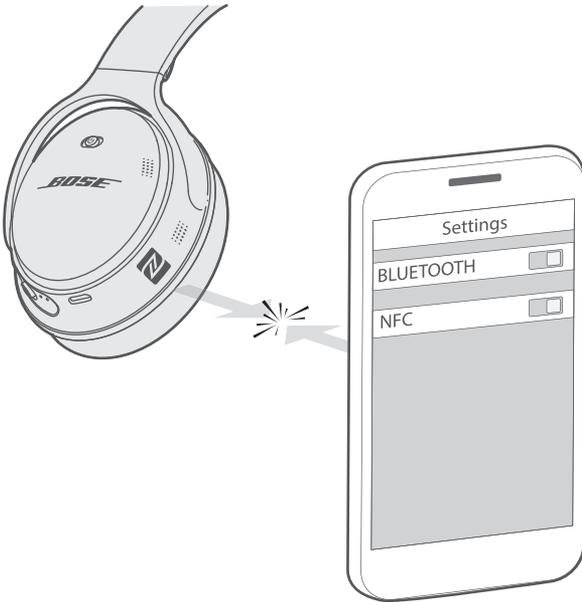
Connect using NFC on your mobile device

What is NFC?

NFC enables a *Bluetooth* connection by simply tapping two devices together. Refer to your device owner's guide to see if your model supports NFC.

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

1. With your headphones powered on, unlock your device and enable 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 left underside of the headphones.

   Your device may prompt you to accept the *Bluetooth* connection.

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

Disconnect a mobile device

Disable the *Bluetooth* feature on your device.

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

Reconnect a mobile device

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

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

You can connect additional devices to your headphones. These *Bluetooth* connections are controlled with the Power/*Bluetooth* switch ⏻. Voice prompts guide you through controlling multiple connections. Before connecting an additional mobile device, make sure this feature is enabled.

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

Connect another mobile device

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

To connect another device, download the Bose Connect app (see page 23) or use the *Bluetooth* menu on your mobile device (see page 24).

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

Identify connected mobile devices

Slide ⏻ to the right ⁑ and release to hear which device is currently connected.

Switch between two connected mobile devices

1. Pause audio on your first mobile device.

2. Play audio on your second mobile device.

   Note: Your headphones receive phone calls from both devices, despite which device is playing audio.

Reconnect a previously connected device

1. Slide the Power/*Bluetooth* switch ⏻ to the right ✳ and release to hear which device is connected.

2. Within two seconds, slide ⏻ to the right ✳ and release again 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 mobile device.

Clear the headphone pairing list

1. Slide ⏻ to ✳ and hold for 10 seconds, until you hear "Mobile device list cleared."

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

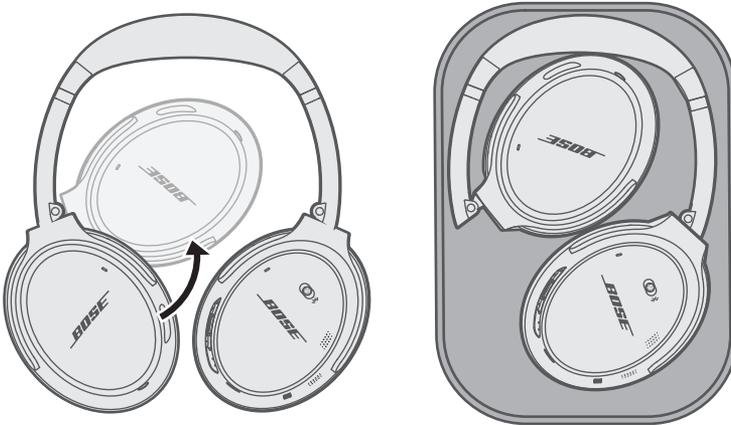   All devices are cleared and the headphones are ready to connect.

Store your headphones

The earcups rotate for easy, convenient storage. Place the headphones flat into the case.

1. Rotate both earcups inward so they lay flat.

Left earcup   Right earcup
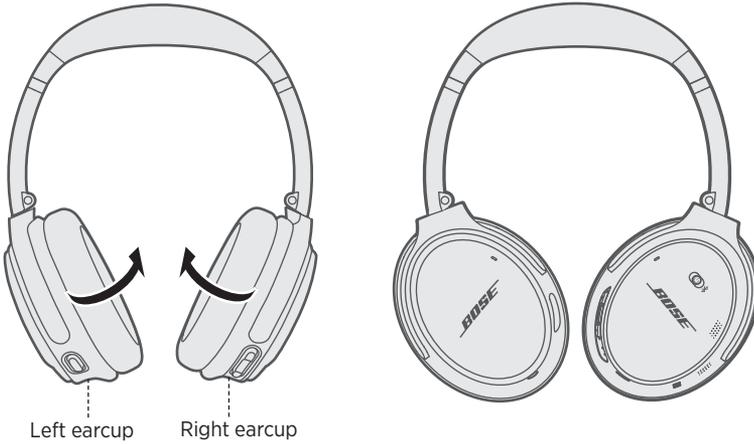
2. Fold the left earcup up toward the headband.

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

Your headphones may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Don't allow moisture to get inside the earcups or the audio input connector.

Replacement parts and accessories

Replacement parts and accessories can be ordered through Bose customer service. Visit: global.Bose.com/QC35ii

Limited warranty

Your QuietComfort® 35 wireless headphones II 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/en_au/support/policies.html or www.Bose.co.nz/en_nz/support/policies.html for details of the Australia and New Zealand warranty.

Serial number location

The serial number is located beneath the right scrim in the back of the earcup. The scrim is the inner screen which covers and protects the components inside the earcup.

To view the serial number, grab the scrim at the top edge and gently peel it away. Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.

Scrim

S/N: 0110010001AE
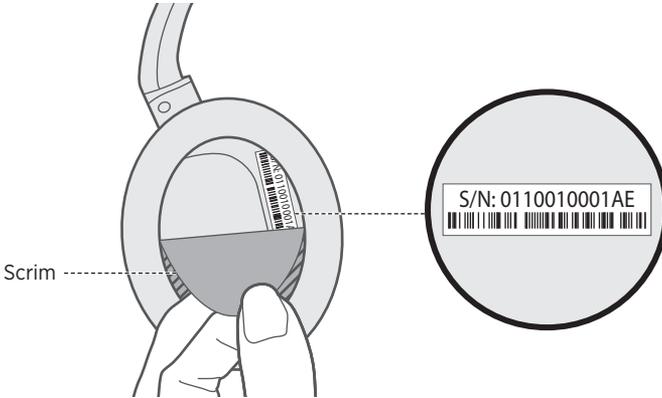
Common solutions

If you experience problems with your headphones:

- Check the state of the status indicators (see page 21).

- Charge the battery (see page 20).

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

- Try connecting another mobile device (see page 28).

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
Headphones don't power on	Charge the battery.
Headphones don't connect with your mobile device	• Check the state of the status indicators (see page 21). • Disconnect the back-up audio cable. • Disconnect the USB charging cable. • On your mobile device: - Disable the *Bluetooth* feature and then re-enable. - Delete your Bose® QuietComfort® wireless headphones II from the *Bluetooth* list on your device. Connect again. • Move your mobile device closer to the headphones and away from any interference or obstructions. • Connect another mobile device (see page 28). • Visit global.Bose.com/support/QC35ii to see how-to videos. • Clear the headphone pairing list (see page 29) and connect again.
Headphones don't connect using NFC	• Check the state of the status indicators (see page 21). • Make sure your device supports *Bluetooth* connecting via NFC. • Unlock your device and enable the *Bluetooth* and NFC features. • Tap the NFC touchpoint on the back of your mobile device to the NFC touchpoint on the headphones.

Symptom	Solution
No sound	• Power on the headphones and charge the battery.
	• Check the state of the status indicators (see page 21).
	• Increase the volume on your headphones, your mobile device and music source.
	• Slide the Power/*Bluetooth* switch ⏻ to the right ✷ and release to hear the connected device. Make sure you are using the correct device.
	• Move your mobile device closer to the headphones and away from any interference or obstructions.
	• Use a different music source.
	• Connect another mobile device (see page 28).
	• If two mobile devices are connected, pause your other device first.
	• If two mobile devices are connected, move the devices within range of the headphones (30 ft. or 10 m).
Poor sound quality	• Use a different music source.
	• Connect another mobile device (see page 28).
	• Disconnect the second device.
	• Move your mobile device closer to the headphones and away from any interference or obstructions.
No sound from a device connected by the back-up audio cable	• Secure the ends of the back-up audio cable.
	• Increase the volume on your headphones, your mobile device and music source.
	• Connect another device (see page 28).
Poor sound quality from a device connected by audio cable	• Secure the ends of the back-up audio cable.
	• Connect another device (see page 28).
Battery won't charge	• Secure the ends of the USB charging cable.
	• Try another charging source.
	• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.
Your Google Assistant not responding	• Make you are in a country where the Google Assistant is available.
	• For additional support, visit: support.google.com/assistant
Action button does not change the noise cancelling setting	• Make sure your headphones are powered on.
	• Make sure the Action button is set to noise cancellation.
	• Use the Bose® Connect app to change the noise cancelling setting.

792727-0010