

[Manuals.plus](#) /

› [Bose](#) /

› Bose QuietComfort 35 II Wireless Bluetooth Headphones, Noise-Cancelling, with Alexa Voice Control - Black

Bose 789564-0010

Bose QuietComfort 35 II Wireless Bluetooth Headphones User Manual

Model: 789564-0010

PRODUCT OVERVIEW

The Bose QuietComfort 35 II Wireless Bluetooth Headphones offer world-class noise cancellation, allowing you to immerse yourself in your audio without distractions. Designed for comfort and convenience, these headphones integrate seamlessly with your devices and provide exceptional sound quality.



Figure 1: Bose QuietComfort 35 II Wireless Bluetooth Headphones (Black)

Key Features:

- Three levels of world-class noise cancellation for better listening experience in any environment.
- Alexa-enabled for voice access to music, information, and more.
- Noise-rejecting dual-microphone system for clear sound and voice pick-up.
- Balanced Audio performance at any volume.
- Hassle-free Bluetooth pairing, personalized settings, access to future updates, and more through the Bose Connect app.
- Bose AR enabled — an innovative, audio-only version of augmented reality.
- For iPhone, iPad, and Android users, ensure your product's firmware is up to date through the Bose Connect app to access

Bose AR-enhanced apps.

WHAT'S IN THE BOX

Your Bose QuietComfort 35 II headphones come with all the necessary accessories to get you started.



Figure 2: Included accessories with Bose QuietComfort 35 II Headphones

- QC35 headphones II
- Charging cable (USB-A to Micro-USB)
- Backup audio cable (2.5mm to 3.5mm)
- Carry case

SETUP

Initial Setup and Bluetooth Pairing:

1. Ensure your headphones are charged. Connect the charging cable to the Micro-USB port on the right earcup and a USB power source.
2. Slide the Power/Bluetooth switch on the right earcup to the 'On' position. A voice prompt will indicate the battery level.
3. To enter pairing mode, slide the Power/Bluetooth switch to the Bluetooth symbol and hold until you hear 'Ready to pair' and the Bluetooth indicator blinks blue.
4. On your device (smartphone, tablet, computer), enable Bluetooth and select 'Bose QC35 II' from the list of available devices.
5. Once connected, you will hear 'Connected to [Device Name]' from the headphones.



Figure 3: Enjoying audio with Bose QuietComfort 35 II Headphones

Bose Connect App:

For enhanced control and features, download the Bose Connect app from your device's app store. The app allows you to:

- Adjust noise cancellation levels.
- Manage Bluetooth connections.
- Access product updates and personalized settings.
- Unlock Bose AR experiences (requires firmware update).

OPERATING INSTRUCTIONS

Controls:



Figure 4: Detailed view of headphone controls

- **Power/Bluetooth Switch:** Located on the right earcup. Slide to 'On' to power on/off. Slide and hold to the Bluetooth symbol for pairing.
- **Multi-function Button:** Located on the right earcup, between the volume buttons. Press once to play/pause audio or answer/end calls. Double-press to skip forward. Triple-press to skip backward.
- **Volume Buttons:** Located on the right earcup, above and below the multi-function button. Press + to increase volume, - to decrease volume.
- **Action Button:** Located on the left earcup. Press to adjust noise cancellation levels (High, Low, Off) or to access your voice assistant (Alexa or Google Assistant, depending on setup).

Battery Life and Charging:

The QuietComfort 35 II headphones offer up to 20 hours of battery life on a single charge. A voice prompt will announce the battery level each time you power on the headphones. To charge, connect the provided USB cable to the Micro-USB port on the right earcup and a USB power source. A full charge typically takes about 2.25 hours.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your headphones.



Figure 5: Earcup detail, highlighting comfort and design

Cleaning:

- Wipe the surfaces of the headphones with a soft, dry cloth.
- Do not allow moisture to enter the earcup ports.

- For the headband and ear cushions, use a slightly damp cloth with mild soap if necessary, then wipe dry. Avoid excessive moisture.

Earcup Replacement:

Over time, the ear cushions may show signs of wear. Replacement ear cushions are available from authorized Bose retailers. Follow the instructions provided with the replacement cushions for proper installation.

TROUBLESHOOTING

If you encounter any issues with your Bose QuietComfort 35 II headphones, refer to the following common solutions or consult the official troubleshooting guide.

Common Issues:

- **No Power:** Ensure the headphones are charged. Connect to a power source and allow time for charging.
- **No Audio/Poor Audio Quality:** Check Bluetooth connection. Ensure headphones are selected as the audio output device on your source. Move closer to your device to avoid interference.
- **Bluetooth Pairing Issues:** Ensure headphones are in pairing mode. Clear the Bluetooth device list on your source device and try pairing again.
- **Noise Cancellation Not Working:** Ensure the Action button is set to the desired noise cancellation level (High).

For more detailed troubleshooting steps, please refer to the official [Troubleshooting Guide \(PDF\)](#).

SPECIFICATIONS

Feature	Specification
Model Name	Quietcomfort 35 II
Connectivity Technology	Bluetooth
Wireless Communication Technology	Bluetooth
Headphones Jack	3.5 mm Jack
Noise Control	Active Noise Cancellation
Battery Life	20 Hours
Charging Time	20 Hours (Note: This likely refers to playback time, not charge time. Typical charge time is ~2.25 hours.)
Item Weight	8.32 ounces
Material	Glass-filled Nylon, Faux Leather, Stainless Steel
Compatible Devices	iPhone, iPad, Android devices

WARRANTY AND SUPPORT

Bose products are designed for durability and performance. For detailed warranty information, please refer to the documentation included with your product or visit the official Bose website.

Additional Resources:

- For comprehensive instructions and diagrams, download the official [User Guide \(PDF\)](#).
- An extended [User Manual \(PDF\)](#) is also available for in-depth details.

Protection Plans:

Consider purchasing an extended protection plan for additional coverage beyond the standard manufacturer's warranty. Options may include 2-Year or 3-Year plans, or a Complete Protect plan covering multiple eligible purchases.

© 2024 Bose Corporation. All rights reserved.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question