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› Bose QuietComfort Earbuds II User Manual

Bose 870730-0020

Bose QuietComfort Earbuds II User Manual

MODEL: 870730-0020

Introduction

The Bose QuietComfort Earbuds II are advanced wireless in-ear headphones engineered to provide personalized noise cancellation and immersive sound. Designed for comfort and a secure fit, these earbuds adapt to your unique ear shape for an optimal listening experience. This manual provides essential information on setting up, operating, maintaining, and troubleshooting your earbuds.

What's in the Box

Your Bose QuietComfort Earbuds II package includes the following components:

- Bose QuietComfort Earbuds II (Left and Right)
- Charging Case
- 3 pairs of ear tips (sizes Small, Medium, Large)
- 3 pairs of stability bands (sizes 1, 2, 3 - one set pre-installed on earbuds)
- USB-C to USB-A Charging Cable

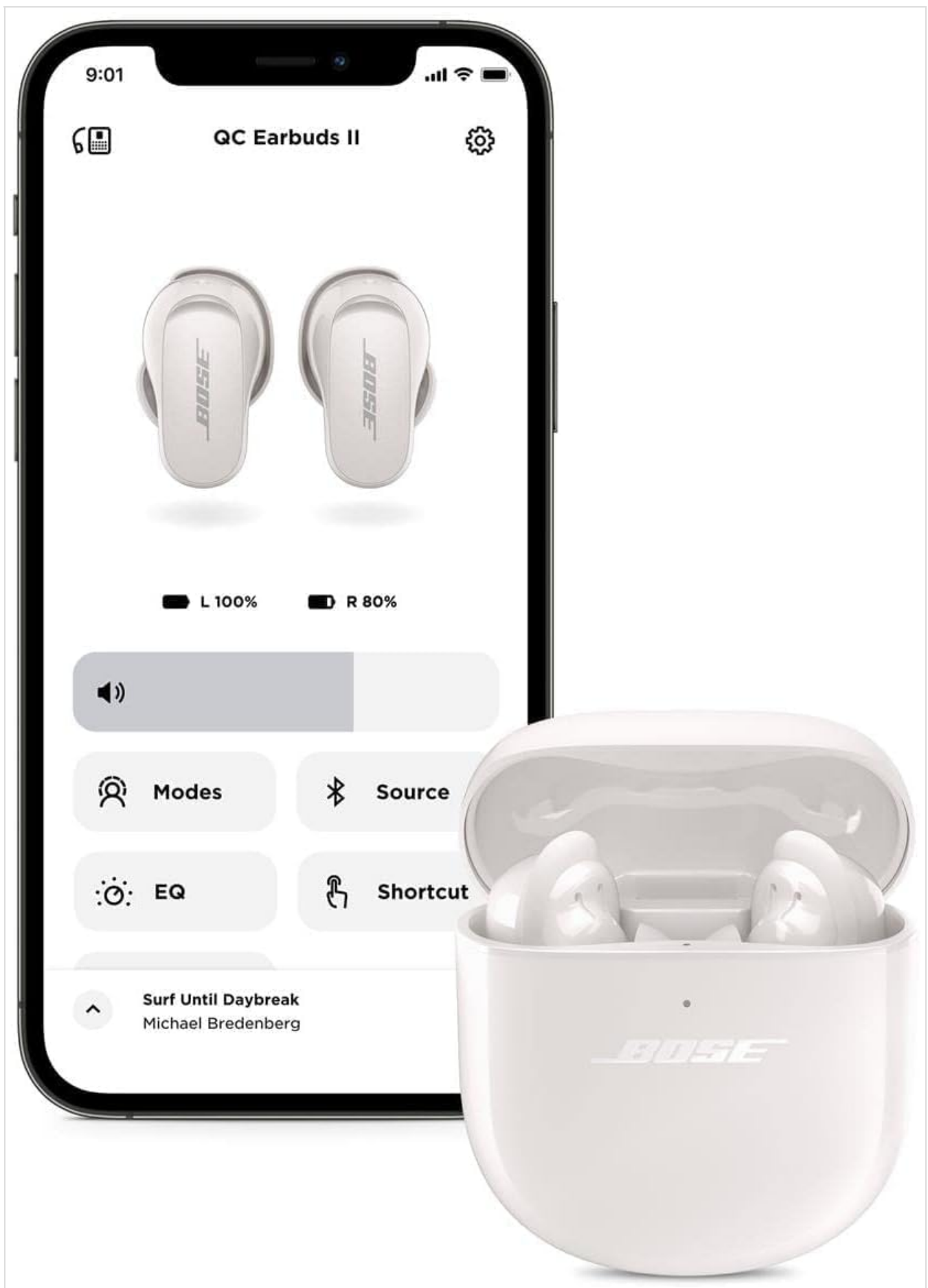


Image: All components included with the Bose QuietComfort Earbuds II.

Setup

To begin using your earbuds, ensure they are charged and properly fitted. The Bose Music app is recommended for a

guided setup experience and to unlock full features.

1. Charging the Earbuds and Case

Before first use, fully charge the earbuds and the charging case. Connect the provided USB-C cable to the charging port on the case and plug the other end into a USB power source. The indicator light on the case will show charging status.

2. Selecting the Right Fit

The Bose Fit Kit includes three sizes of ear tips and three sizes of stability bands. Experiment with different combinations to find the most comfortable and secure fit for your ears. A proper seal is crucial for optimal audio performance and noise cancellation.



Image: Top view of the Bose QuietComfort Earbuds II.



Image: Bottom view of the Bose QuietComfort Earbuds II.

3. Pairing with Your Device

Open the charging case. The earbuds will automatically enter pairing mode. On your device, go to Bluetooth settings and select "Bose QC Earbuds II" from the list of available devices. For a seamless experience, download the Bose Music app and follow the in-app instructions for pairing and personalization.

Operating Controls

The Bose QuietComfort Earbuds II feature intuitive touch controls on each earbud, allowing you to manage your audio and calls without needing to access your phone.

- **Play/Pause Music:** Tap once on either earbud.
- **Adjust Volume:** Swipe up or down on the earbud's surface.
- **Answer/End Call:** Tap once on either earbud.
- **Reject Call:** Press and hold on either earbud.
- **Change Noise Cancellation Mode:** Double-tap on either earbud to cycle through your preferred modes (e.g., Quiet, Aware).

You can also listen with just one earbud. Simply remove one earbud, and the other will continue playing audio or allow you to take calls.



Image: A user demonstrating the touch controls on the earbud.

Noise Cancellation

Equipped with Bose's proprietary CustomTune sound calibration technology, these earbuds intelligently personalize noise cancellation and sound performance to your ears. This ensures deep, immersive sound and effective noise reduction tailored specifically for you.

The Active Noise Cancelling technology continuously monitors ambient sound and generates an opposing signal to cancel it out, providing a quiet listening environment. The Aware Mode allows you to hear your surroundings while still enjoying your audio, perfect for situational awareness.



Image: Bose QuietComfort Earbuds II, highlighting their design for noise cancellation.

Battery and Charging

The earbuds offer up to 6 hours of listening time on a single charge. The portable charging case provides an additional 3 full charges, extending your total listening time to up to 24 hours.

- **Earbud Battery Life:** Up to 6 hours
- **Total Listening Time with Case:** Up to 24 hours
- **Quick Charge:** A 20-minute charge provides up to 2 hours of listening time.

To charge, place the earbuds in the charging case and close the lid. Connect the USB-C cable to the case and a power

source. The indicator light on the case will confirm charging status.



Image: Bose QuietComfort Earbuds II in their charging case.

Connectivity

The earbuds utilize advanced Bluetooth 5.3 technology for a strong and continuous connection. They maintain a stable connection within 30 feet (10 meters) of your paired device.

- **Bluetooth Version:** 5.3

- **Wireless Range:** Up to 30 feet (10 meters)
- **Multi-Device Memory:** The earbuds can remember up to seven paired devices, allowing for easy switching between them without re-pairing.

Bose Music App

The Bose Music app enhances your earbud experience by providing access to various settings and features. It guides you through the setup process and allows for personalization of your listening experience.

- **Guided Setup:** Step-by-step instructions for initial setup.
- **Noise Cancellation Levels:** Adjust the intensity of noise cancellation.
- **Bluetooth Connections:** Manage and switch between paired devices.
- **Custom Shortcuts:** Personalize earbud controls.
- **Equalizer (EQ) Control:** Fine-tune your audio preferences.

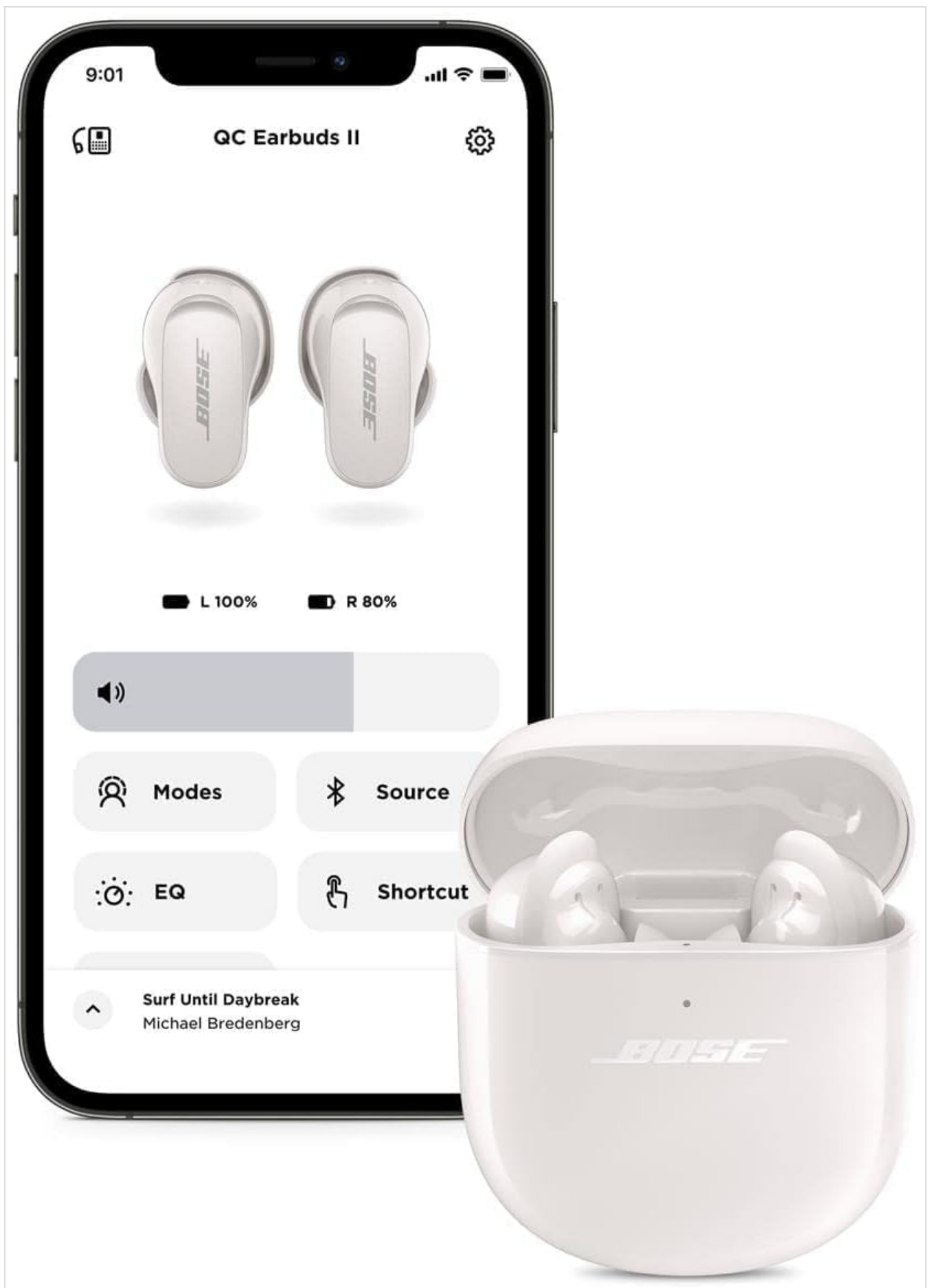


Image: Bose Music app interface on a smartphone, showing earbud status and controls.

Specifications

Feature	Detail
Model Name	QUIETCOMFORT EARBUDS II
Connectivity Technology	Wireless (Bluetooth 5.3)
Noise Control	Active Noise Cancellation with CustomTune technology
Battery Life (Earbuds)	Up to 6 hours
Total Battery Life (with Case)	Up to 24 hours
Charging Time	1 Hour (earbuds and case)
Water Resistance Level	IPX4 (sweat and water resistant)
Control Method	Touch
Dimensions (Earbuds)	1.2" H x 0.68" W x 0.88" D (each)
Weight (Earbuds)	0.22 oz (each)
Color	Soapstone

Maintenance

Proper care ensures the longevity and performance of your earbuds.

- **Cleaning:** Regularly clean the ear tips and stability bands with a soft, damp cloth. Ensure the charging contacts on both the earbuds and the case are free of debris.
- **Storage:** When not in use, store the earbuds in their charging case to protect them and keep them charged.
- **Avoid Extreme Conditions:** Do not expose the earbuds or case to extreme temperatures, humidity, or liquids beyond their IPX4 rating.

Troubleshooting

If you encounter issues with your Bose QuietComfort Earbuds II, refer to the official troubleshooting guide for detailed solutions.

Common issues include:

- **No Sound:** Check Bluetooth connection, volume levels, and earbud battery.
- **Poor Noise Cancellation:** Ensure proper ear tip seal and correct stability band size.
- **Charging Issues:** Verify cable connection and clean charging contacts.
- **Connectivity Problems:** Try re-pairing the earbuds or restarting your device.

For a comprehensive troubleshooting guide, please download the PDF document:[Troubleshooting Guide \(PDF\)](#)

Warranty and Support

Bose products are designed for durability and performance. Your Bose QuietComfort Earbuds II come with a limited warranty covering manufacturing defects. For specific warranty terms and conditions, please refer to the official documentation.

For further assistance, product registration, or to access the full user manual, please visit the official Bose support website or refer to the provided user manual:

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