

Bose 882826-0020

Bose QuietComfort Ultra Earbuds

INSTRUCTION MANUAL

Introduction

Welcome to the world of immersive audio with your Bose QuietComfort Ultra Earbuds. These wireless earbuds are engineered to deliver breakthrough spatialized audio and world-class active noise cancellation, providing an unparalleled listening experience. Designed for comfort and stability, they adapt to your unique ear shape for optimal sound and fit. This manual will guide you through setup, operation, and maintenance to ensure you get the most out of your new earbuds.

What's in the Box

- 2 Bose QuietComfort Ultra Earbuds
- Bose Fit Kit:
 - 3 pairs of eartips (S, M, L)
 - 3 pairs of stability bands (1, 2, 3)
- Charging case
- USB-C (A to C) cable (12")
- Safety sheet



Image: Bose QuietComfort Ultra Earbuds nestled in their charging case, ready for use.

Setup

1. Initial Charge

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

2. Find Your Fit

Optimal fit is crucial for sound quality and noise cancellation. Experiment with the included eartips (S, M, L) and stability bands (1, 2, 3) to find the combination that feels most comfortable and secure, creating a gentle seal in your ear canal. You can mix and match sizes for each ear.



Image: Close-up of the Bose QuietComfort Ultra Earbuds, highlighting the removable eartips and stability bands for customizable fit.

3. Bluetooth Pairing

1. Open the charging case.
2. Press and hold the Bluetooth button on the case until the indicator light blinks blue.
3. On your device, go to Bluetooth settings and select "Bose QuietComfort Ultra Earbuds" from the list of available devices.

4. Bose Music App

Download the Bose Music app from your device's app store. The app provides guided setup, allows you to customize settings (like EQ and shortcuts), check battery levels, and access all the latest features and software updates.

Operating Instructions

Controls

Your earbuds feature intuitive touch controls on the outer surface of each earbud:

- **Play/Pause:** Tap once.
- **Skip Forward:** Double-tap.
- **Skip Backward:** Triple-tap.
- **Volume Control:** Swipe up or down on the earbud surface.
- **Switch Modes:** Press and hold the earbud. Customizable via the Bose Music app.
- **Answer/End Call:** Tap once.
- **Decline Call:** Double-tap.



Image: A person wearing the Bose QuietComfort Ultra Earbuds, demonstrating their comfortable and secure fit in the ear.

Listening Modes

The earbuds offer three primary listening modes, accessible via the Bose Music app or by pressing and holding the earbud:

- **Quiet Mode:** Engages world-class active noise cancellation to minimize distractions.

- **Aware Mode:** Allows you to hear your surroundings while still enjoying your audio.
- **Immersion Mode:** Combines full noise cancellation with Bose Immersive Audio for a deeply engaging experience.

Bose Immersive Audio

Experience a new dimension of sound. Bose Immersive Audio places the sound directly in front of you, making music feel more real and expansive. This feature works best when using both earbuds and can be toggled on/off via the app or earbud controls.

Video: Official Bose video showcasing the features and immersive audio experience of the QuietComfort Ultra Earbuds.

Battery Life

The earbuds provide up to 6 hours of listening time (up to 4 hours with Immersive Audio). The charging case holds up to three additional charges, extending total listening time to 24 hours. A quick 20-minute charge provides up to 2 hours of additional playtime.

Multipoint Connectivity

The earbuds support Bluetooth 5.3 with multipoint connectivity, allowing them to connect to two devices simultaneously. This enables seamless switching between your phone, laptop, or other Bluetooth-enabled devices without manually disconnecting and reconnecting.

Maintenance

- **Cleaning:** Regularly clean the eartips and stability bands with a soft, damp cloth. Ensure charging contacts on both earbuds and case are clean and dry.
- **Storage:** Store earbuds in their charging case when not in use to protect them and keep them charged.
- **Battery Care:** Avoid fully depleting the battery frequently. Charge regularly to prolong battery lifespan.

Troubleshooting

- **No Sound/Connection Issues:** Ensure earbuds are charged and within Bluetooth range. Try restarting your device and re-pairing the earbuds. Check the Bose Music app for connection status.
- **Poor Sound Quality:** Verify proper earbud fit and seal. Adjust EQ settings in the Bose Music app.
- **Noise Cancellation Not Effective:** Ensure a tight seal with the correct eartip and stability band size. Check for obstructions on the earbud microphones.
- **Earbuds Not Charging:** Ensure charging contacts are clean on both earbuds and case. Try a different USB-C cable or power source.

Specifications

Feature	Detail
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Model Name	Bose QuietComfort Ultra Wireless Noise Cancelling Earbuds
Color	White Smoke
Connectivity Technology	Wireless (Bluetooth 5.3)
Noise Control	Active Noise Cancellation (CustomTune technology)
Battery Life (Earbuds)	Up to 6 hours (4 hours with Immersive Audio)
Total Playtime (with Case)	Up to 24 hours
Quick Charge	20-minute charge for 2 hours playtime
Bluetooth Range	10 Meters
Water Resistance Level	Water Resistant
Item Weight	0.705 ounces
Dimensions (Earbud)	0.88 x 0.68 x 1.2 inches

Warranty & Support

Bose QuietComfort Ultra Earbuds come with a limited warranty. For detailed warranty information, product registration, and technical support, please visit the official Bose website or contact Bose customer service. Keep your proof of purchase for warranty claims.

For additional resources, including the full user manual in PDF format, please refer to the [User Manual \(PDF\)](#) and [Troubleshooting Guide \(PDF\)](#).