

Bose Bose QuietComfort Ultra

Bose QuietComfort Ultra Headphones User Manual

Your guide to an immersive listening experience.

INTRODUCTION

Welcome to the user manual for your Bose QuietComfort Ultra Wireless Noise Cancelling Headphones. This document provides essential information on setting up, operating, maintaining, and troubleshooting your headphones to ensure you get the most out of their advanced features, including world-class noise cancellation and breakthrough spatial audio.

WHAT'S IN THE BOX

- Bose QuietComfort Ultra Headphones
- Protective Case
- Audio Cable
- USB-C Charging Cable
- User Manual (this document)



Image: The Bose QuietComfort Ultra Headphones in White Smoke, shown alongside a portable power bank, illustrating the product and its charging capability.

SETUP

Initial Charging

Before first use, fully charge your headphones. A full charge provides up to 24 hours of listening time (up to 18 hours with Immersive Audio enabled). A quick 15-minute charge can provide up to 2.5 hours of battery life (up to 2 hours with Immersive Audio).

Pairing with Your Device

1. **Power On:** Slide the Power/Bluetooth button on the right earcup to the 'On' position.
2. **Enter Pairing Mode:** Slide and hold the Power/Bluetooth button to the Bluetooth symbol until the indicator light blinks blue.
3. **Connect via Bluetooth:** On your device, open Bluetooth settings and select 'Bose QC Ultra Headphones' from the list of available devices.
4. **Use Bose Music App:** For optimal setup and personalized settings, download the Bose Music app from your

device's app store. The app guides you through connection and offers advanced features.



iPhone sold separately.

Image: The Bose QuietComfort Ultra Headphones are shown next to a smartphone, illustrating the seamless integration with the Bose Music app for personalized control and settings.

OPERATING YOUR HEADPHONES

Controls

The headphones feature intuitive touch controls and physical buttons located on the earcups:

- **Power/Bluetooth Button:** Located on the right earcup, controls power on/off and Bluetooth pairing.
- **Mode Button:** Cycles through noise cancellation modes (Quiet, Aware, Immersion).
- **Volume Touch Strip:** Located on the right earcup, slide your finger up or down to adjust volume. This strip can also be customized for shortcuts via the Bose Music app.
- **Multi-function Button:** Controls music playback (play/pause, skip tracks) and call management (answer/end calls).



Image: A detailed view of the right earcup of the Bose QuietComfort Ultra Headphones, highlighting the physical buttons and the touch-sensitive volume strip for easy control.

Noise Cancellation and Spatial Audio

- **Quiet Mode:** Provides world-class noise cancellation, effectively blocking out ambient sounds for focused listening.
- **Aware Mode:** Allows you to hear your surroundings and engage in conversations without removing your headphones, maintaining situational awareness.
- **Immersion Mode:** Combines full noise cancellation with the spatialized audio of Bose Immersive Audio, creating a highly immersive listening experience.
- **CustomTune Technology:** Analyzes your ear's shape and adapts the audio performance for a personalized sound experience.
- **Crystal-Clear Calls:** A revolutionary microphone system focuses on your voice, filtering out background noise for clear communication.

Bose Music App Features

The Bose Music app enhances your headphone experience with additional customization options:

- **Adjustable EQ:** Fine-tune bass, mid-range, and treble levels to your preference.
- **Custom Modes:** Create and save personalized listening modes, combining noise cancellation levels with Immersive Audio settings.
- **Shortcut Customization:** Assign specific functions to the volume touch strip for quick access.
- **Device Management:** View battery life, manage connected devices, and access product tips.

COMFORT AND DESIGN

The QuietComfort Ultra Headphones are designed for extended wear with superior comfort:

- **Lightweight Build:** Weighing approximately 253 grams (0.56 lbs), these headphones are designed to feel light on your head.
- **Luxe Materials:** Soft ear cushions and a headband that evenly spreads pressure ensure a comfortable fit.
- **Angled Earcups:** The earcups are angled to provide ample space for your ears, preventing discomfort during long listening sessions.
- **Exchangeable Ear Cushions:** The ear cushions are designed to be exchangeable, allowing for easy replacement if needed.



Image: A side profile of the Bose QuietComfort Ultra Headphones in White Smoke, showcasing the ergonomic design of

the earcups and the padded headband for enhanced comfort.

MAINTENANCE

Proper maintenance ensures the longevity and performance of your headphones:

- **Cleaning:** Use a soft, dry cloth to clean the exterior surfaces. Do not use abrasive cleaners or solvents.
- **Earcup Care:** Gently wipe the ear cushions with a damp cloth if necessary. Ensure they are completely dry before use.
- **Storage:** When not in use, store your headphones in the provided protective hard-shell case to prevent damage.



Image: The Bose QuietComfort Ultra Headphones are shown folded and stored within their compact, protective hard-shell case, emphasizing portability and safe storage.

TROUBLESHOOTING

If you encounter issues with your headphones, try the following solutions:

- **No Power:** Ensure the headphones are charged. Connect them to a power source using the USB-C cable.
- **Connectivity Issues:**
 - Verify Bluetooth is enabled on your device.
 - Ensure headphones are in pairing mode (blinking blue light).
 - Forget the device in your device's Bluetooth settings and re-pair.
 - If using multi-point connection, try disconnecting from one device.
- **Sound Quality Issues:**
 - Adjust EQ settings in the Bose Music app.
 - Ensure earcups are properly sealed around your ears.

- **Noise Cancellation Issues:**

- Check the noise cancellation mode (Quiet, Aware, Immersion).
- Adjust noise cancellation levels in the Bose Music app.

- **Resetting Headphones:** If issues persist, perform a factory reset via the Bose Music app or by following specific instructions in the full product manual.

SPECIFICATIONS

Feature	Specification
Model Name	Bose QuietComfort Ultra
Connectivity Technology	Wired, Wireless (Bluetooth 5.3)
Battery Life	Up to 24 Hours (18 Hours with Immersive Audio)
Noise Control	Active Noise Cancellation (Quiet, Aware, Immersion Modes)
Ear Placement	Over Ear
Control Type	Media Control, Touch
Item Weight	2.44 Pounds (approx. 1.1 kg)
Product Dimensions	9.94 x 6.38 x 2.5 inches
Material	Plastic (Carrying Case), Synthetic Leather (Earcups)

WARRANTY AND SUPPORT

Your Bose QuietComfort Ultra Headphones come with a limited warranty. For detailed warranty information, product registration, and customer support, please visit the official Bose website or contact Bose customer service. You can also find additional resources and FAQs in the Bose Music app.