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Model: QuietComfort Ultra Headphones (2nd Gen) | Brand: Bose

INTRODUCTION

The Bose QuietComfort Ultra Headphones (2nd Gen) are engineered to provide an immersive audio experience with advanced noise cancellation and spatialized audio. Designed for comfort and superior sound, these wireless Bluetooth headphones feature CustomTune technology for personalized audio and up to 30 hours of battery life. This manual provides essential information for setup, operation, maintenance, and troubleshooting to ensure optimal use of your headphones.



Image: Bose QuietComfort Ultra Headphones (2nd Gen) in Black, showcasing their sleek design.

WHAT'S IN THE BOX

Your Bose QuietComfort Ultra Headphones (2nd Gen) package includes:

- Bose QuietComfort Ultra Headphones (2nd Gen)
- Protective Case
- USB-C to USB-C Cable (for charging and wired audio)
- 2.5mm to 3.5mm Audio Cable (for analog listening)
- Safety Sheet

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Video: A short unboxing of the Bose QuietComfort Ultra Headphones (2nd Gen), showing the contents of the package.

PRODUCT OVERVIEW

Design and Comfort

The headphones feature plush earcups and a refined metal headband that evenly distributes pressure for a comfortable fit during extended listening sessions. The arms holding the earcups are made with polished metal, adding to the stylish design.



Image: Side view of the Bose QuietComfort Ultra Headphones (2nd Gen), highlighting the polished metal arms and earcup design.

Controls and Ports

The right earcup houses the primary controls:

- **Power/Pairing Button:** Used to power the headphones on/off and initiate Bluetooth pairing.
- **Multi-function Button:** For various controls depending on context (e.g., play/pause, answer calls).
- **Touch-Sensitive Strip:** Located on the backside of the right earcup, drag your finger up or down to adjust volume.

Connectivity ports include:

- **USB-C Port:** For charging and high-quality lossless wired audio connection to compatible devices.
- **2.5mm Audio Jack:** For analog audio connection using the included 2.5mm to 3.5mm cable.



Image: Close-up of the right earcup showing the power button, multi-function button, and touch-sensitive volume strip.

SETUP

Initial Pairing

1. To power on your headphones, press and hold the Power/Pairing button until the indicator light illuminates.
2. To enter pairing mode, continue holding the Power/Pairing button until the indicator light blinks blue.
3. On your device, enable Bluetooth and select "Bose QuietComfort Ultra Headphones" from the list of available devices.

Bose Music App

For full functionality, including software updates, sound customization (EQ), and access to all features, download the Bose Music app from your device's app store. The app allows you to manage connections, adjust noise cancellation modes, and personalize your audio experience.

OPERATING

Noise Cancellation Modes

The headphones offer several listening modes:

- **Quiet Mode:** Bose's best noise cancellation to minimize distractions.
- **Aware Mode:** Allows you to hear your surroundings while enjoying your audio.
- **Immersion Mode:** Combines noise cancellation with Bose Immersive Audio for an expanded sound experience.
- **Cinema Mode:** A new feature that spatializes and balances background sound and effects for a cinematic audio experience.

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Video: Demonstration of Ambient Mode functionality on the Bose QuietComfort Ultra Headphones (2nd Gen).

Bose Immersive Audio

This technology spatializes audio, moving the sound out of your head and placing it in front of you for a more natural and expansive listening experience. CustomTune technology further personalizes this by adapting the sound to the unique shape of your ears.

CHARGING AND BATTERY LIFE

The Bose QuietComfort Ultra Headphones (2nd Gen) offer:

- Up to **30 hours** of play time with Active Noise Cancellation (ANC) on.
- Up to **23 hours** of play time with Immersive Audio enabled.
- Full recharge time is approximately **3 hours** via the USB-C port.

You can listen to high-quality lossless audio while charging by connecting the included USB-C to USB-C cable to a compatible device.

CALL QUALITY

These headphones are equipped with noise-rejecting microphones that focus on your voice, while AI-based background noise suppression filters out ambient sounds and wind for clear phone calls and video conferencing. The USB-C connection also supports high-quality two-way communication.

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Video: Microphone test comparing Bose QuietComfort Ultra Headphones (2nd Gen) with Sennheiser HDB 630.

SPECIFICATIONS

Feature	Detail
Brand	Bose
Model Name	Bose QuietComfort Ultra Headphones (2nd Gen)
Model Number	890101-0100
Ear Placement	Over Ear
Noise Control	Active Noise Cancellation
Connectivity Technology	Wireless (Bluetooth 5.4), Wired (USB-C, 2.5mm Jack)
Bluetooth Range	Up to 30 Feet
Battery Average Life	30 Hours (23 with Immersive Audio)
Battery Charge Time	3 Hours
Control Type	Button Control, App, Touch Strip
Item Weight	0.48 Kilograms
Water Resistance Level	Not Water Resistant

MAINTENANCE

To ensure the longevity and optimal performance of your Bose QuietComfort Ultra Headphones (2nd Gen), follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the earcups and headband. Avoid using harsh chemicals or abrasive materials.
- **Storage:** Store the headphones in their protective case when not in use to prevent damage.
- **Avoid Moisture:** The headphones are not water resistant. Avoid exposure to water, sweat, or high humidity.
- **Cable Care:** Handle the USB-C and audio cables gently to prevent fraying or damage.

TROUBLESHOOTING

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

- **No Power:** Ensure the headphones are fully charged. Connect them to a power source using the USB-C cable.
- **Pairing Issues:** Make sure Bluetooth is enabled on your device and the headphones are in pairing mode (blinking blue light). Try forgetting the device on your phone and re-pairing.
- **Sound Quality:** Check the audio source and ensure the volume is adjusted correctly on both the headphones and your device. If using wired connection, ensure cables are securely connected.
- **Noise Cancellation:** Verify that the desired noise cancellation mode is selected in the Bose Music app.
- **App Connectivity:** Ensure the Bose Music app is up to date and your device's operating system is compatible.

For more detailed troubleshooting, refer to the Bose Music app or the official Bose support website.

WARRANTY AND SUPPORT

Your Bose QuietComfort Ultra Headphones (2nd Gen) come with a **1-Year Manufacturer Warranty**. For warranty claims, technical support, or additional product information, please visit the official Bose support website or contact their customer service.

The Bose Music app is also a valuable resource for accessing the latest software updates, ensuring optimal functionality, and exploring cutting-edge features.