



# BOSE 852270-0010 USB Link Module for Headphone User Guide

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USB LINK

## IMPORTANT SAFETY INSTRUCTIONS

Please read and keep all safety and use instructions.

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## Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.

6. Clean only with a dry cloth.
7. Only use attachments/accessories specified by the manufacturer.
8. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

## WARNINGS/CAUTIONS



Contains small parts which may be a choking hazard. Not suitable for children under age 3.

Follow all instructions provided with your headphones.

Do not use your headphones at a high volume for an extended period. To avoid hearing damage, use your headphones at a comfortable, moderate volume level. Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.

Do not make unauthorized alterations to this product.

To reduce the risk of fire or electrical shock, do not expose this product to rain, liquids, or moisture.

Do not expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the product.

## REGULATORY INFORMATION

Information About Products That Generate Electrical Noise (FCC Compliance Notice for the US):

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Bose Corporation could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with FCC and Industry Canada radiation exposure limits set forth for the general population.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**CAN ICES-3(B)/NMB-3(B)**



Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU directive requirements.

The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)

**For Europe:**

**The frequency band of operation 2400 to 2483.5 MHz:**

This symbol means the product must not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling help protect natural resources, human health, and the environment. For more information on the disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

## Article XII



## Article XIV

## China Restriction of Hazardous Substances Table

Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB) Polybrominated	diphenyl ether (PBDE)
PCBs	X	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	X	0	0	0	0	0
Cables	X	0	0	0	0	0

This table is prepared in accordance with the provisions of SJ/T 11364.

0: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.

## Taiwan Restriction of Hazardous Substances Table

Equipment Name: USB Link				Type Designation: 434489		
Restricted substances and their chemical symbols						
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	—	0	0	0	0	0
Metal parts	—	0	0	0	0	0
Plastic parts	0	0	0	0	0	0
Cables	0	0	0	0	0	0
Note 1: “0” indicates that the percentage content of the restricted substance does not exceed the percentage of the reference value of presence. Note 2: The “-” indicates that the restricted substance corresponds to the exemption.						

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; “0” is 2010 or 2020.

**China Importer:** Bose Electronics (Shanghai) Company Limited, Part C, Plant 9, No. 353 North Riying Road, China (Shanghai) Pilot Free Trade Zone

**EU Importer:** Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands

**Mexico Importer:** Bose de México, S. de R.L. de C.V., Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. For service or importer information, call +5255 (5202) 3545.

**Taiwan Importer:** Bose Taiwan Branch, 9F-A1, No. 10, Section 3, Minsheng East Road, Taipei City 104, Taiwan

**Phone Number:** +886-2-2514 7676

**Model:** 434489

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All other trademarks are the property of their respective owners.

The Bose Privacy Policy is available on the Bose website.

Bose Corporation Headquarters: 1-877-230-5639

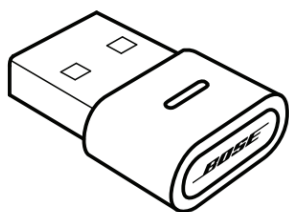
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## WHAT’S IN THE BOX

## CONTENTS

Confirm that the following parts are included:



Bose USB Link



Quick start guide

**NOTE:** If any part of the product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service.

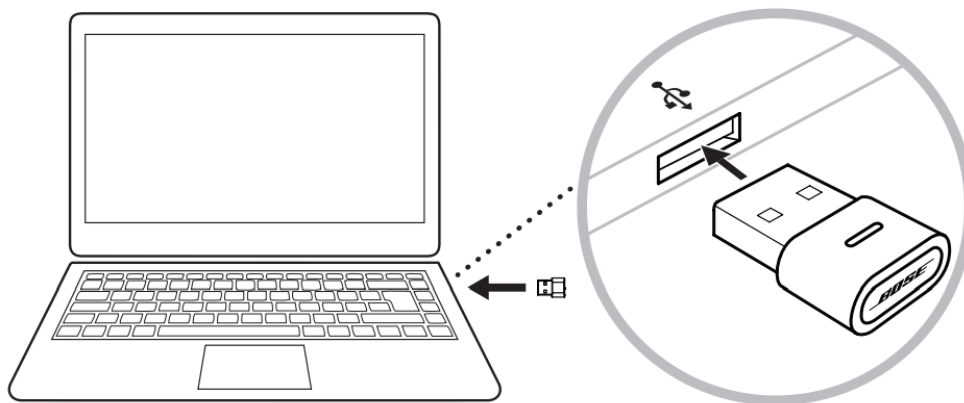
Visit: [worldwide.Bose.com/Support/HP700UC](https://worldwide.Bose.com/Support/HP700UC)

## QUICKSTART

### SET UP THE BOSE USB LINK

1. Insert the Bose USB Link into a USB port on your computer. The status indicator on the USB Link will blink.

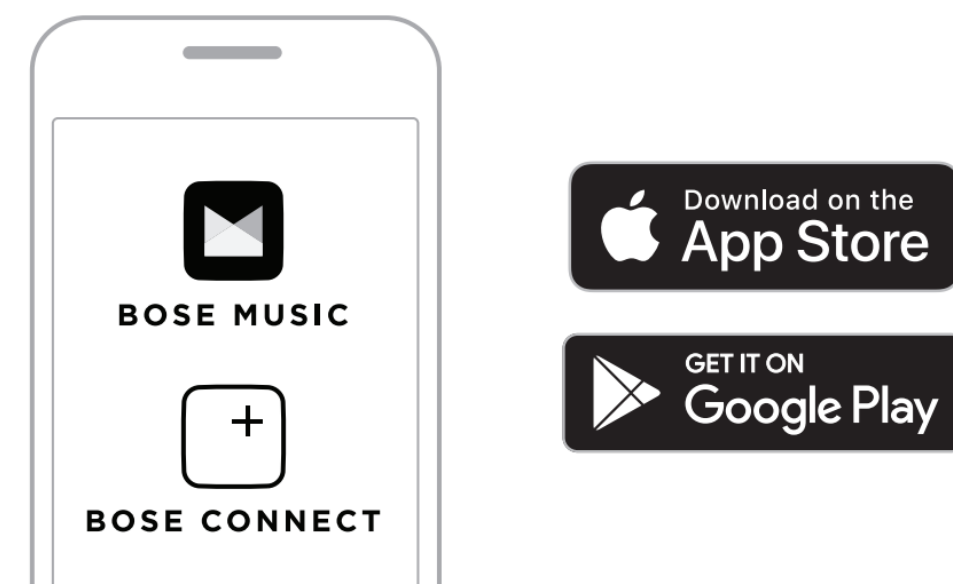
**NOTE:** If your computer has a USB-C port instead of a USB-A port, you can use a standard USB-A-to-C adapter or USB hub to make this connection.



2. Enable your Bose headphones to connect to a new Bluetooth device. Wait a moment for your headphones to connect to the USB Link. The light on the USB Link will blink rapidly and then remain solid when connected to the headphones.



3. To finish setup and access other features, download the Bose Music app or Bose Connect app.



You can use Bose headphones with Bluetooth connectivity with the Bose USB Link.

The USB Link can be actively connected to one set of headphones at a time.

**NOTE:** Depending on the capability of your headphones, your headphones may be able to connect to multiple Bluetooth devices at the same time. This is called multipoint connectivity. This would enable you to connect your headphones to the Bose USB Link and a mobile device at the same time.

**NOTE:** If your headphones have a Voice Assistant feature, it is not available while the headphones are connected to the USB Link.

## CONNECTIONS

### CONNECTION STATUS

The status indicator on the Bose USB Link shows its current status.



LIGHT ACTIVITY	SYSTEM STATE
Slowly pulses blue	The USB Link is ready to connect to a set of headphones.
Rapidly blinks blue	The USB Link is connecting to a set of headphones.
Solid blue	The USB Link is connected to a set of headphones.
Solid purple	The USB Link is connected to Bose Noise Cancelling Headphones 700 (or 700 UC), and the computer is logged into a Microsoft Teams account.
Blinks purple	The USB Link is connected to Bose Noise Cancelling Headphones 700 (or 700 UC), and the computer is logged into a Microsoft Teams account, which is receiving a notification.
Solid red	The USB Link is connected to Bose Noise Cancelling Headphones 700 (or 700 UC) whose microphone is muted.

### CONNECT THE BOSE USB LINK TO A COMPUTER

Insert the Bose USB Link into a USB port on your computer. The status indicator on the USB Link will blink.

**NOTE:** If your computer has a USB-C port instead of a USB-A port, you can use a standard USB-A-to-C adapter or USB hub to make this connection.

### CONNECT A SET OF HEADPHONES

1. Press and hold the button on the Bose USB Link for approximately 3 seconds, and then release it. The light on the USB Link will slowly pulse blue to indicate it is ready to connect to another Bluetooth device.
2. Enable your Bose headphones to connect to a new Bluetooth device. Wait a moment for your headphones to connect to the USB Link. The light on the USB Link will blink rapidly and then remain solid when connected to the headphones.

**NOTE:** To learn how to connect your Bose headphones to a Bluetooth device (the Bose USB Link), visit [worldwide.Bose.com/support](https://worldwide.Bose.com/support) and find the product page for your headphones.

**NOTE:** If the Bose USB Link does not connect to a set of Bose Bluetooth headphones after approximately 5 minutes, the status indicator will stop blinking. If you want to connect another set of Bose Bluetooth headphones, repeat the actions above.

## RECONNECT A SET OF HEADPHONES

You can store up to eight devices (headphones) in the device list of the Bose USB Link.

If the USB Link has already been used with other headphones, remove the USB Link from the USB port on your computer, and then reinsert it. The USB Link will try to reconnect to previously connected sets of headphones. The status indicator will blink blue rapidly while connecting.

## CARE AND MAINTENANCE

### CLEAR THE DEVICE LIST

To clear the Bluetooth device list stored on the Bose USB Link, press and hold the button on the USB Link for 7–10 seconds. When the device list is cleared, the status indicator will pulse blue slowly to indicate it is ready to connect to another Bluetooth device.

### CLEAN THE BOSE USB LINK

The Bose USB Link may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Do NOT allow moisture to get inside the USB Link.

### LIMITED WARRANTY

The headphones and Bose USB Link are covered by a limited warranty. Visit our website at

[global.bose.com/warranty](https://global.bose.com/warranty) for details of the limited warranty.

To register your product, visit [global.bose.com/register](https://global.bose.com/register) for instructions. Failure to register will not affect your limited warranty rights.

### SERIAL NUMBER LOCATIONS

The serial and model numbers are located on the product carton.

The serial number can also be accessed using the Bose USB Link firmware updater.

## TROUBLESHOOTING

### TRY THESE SOLUTIONS FIRST

If you experience problems with the Bose USB Link try these solutions first:

- Check the status indicator (see page 9).
- Make sure your Bose headphones support Bluetooth connections.
- Make sure the USB Link is securely connected to your computer (see page 10).
- Download the Bose Music app or Bose Connect app and run available software updates. (Each app supports different models of Bose headphones.)
- Move your headphones closer to the USB Link and away from any interference or obstructions.
- Increase the volume on the headphones, mobile device, music, or meeting app.
- Make sure the meeting app and operating system on your computer is up to date.
- Restart your computer, or sign out of the meeting app and sign back in.
- Remove the USB Link from the USB port on your computer, and then reinsert it.
- Check for available USB Link firmware updates (see page 14).

### OTHER SOLUTIONS

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems.

If you are unable to resolve your issue, contact Bose customer service.

Visit: [worldwide.bose.com/contact](https://worldwide.bose.com/contact)



PROBLEM	WHAT TO DO
The sound is too quiet or not audible at all.	<p>The volume may be too low. Raise the volume in any of the following places:</p> <ul style="list-style-type: none"> <li>• on your Bose Bluetooth headphones</li> <li>• in your meeting software or computer</li> </ul> <p>If you still hear no sound, make sure <b>Bose USB Link</b> is selected as the speaker in your meeting software.</p>
Nothing happens when I press the button on the Bose USB Link.	<p>If you are trying to connect another set of headphones to the USB Link, press and hold the button for at least 3 seconds before releasing it (see page 10). Make sure you are not in a meeting when you press the button. Otherwise, USB Link will not respond so as not to interrupt the meeting.</p>
Bose USB Link is not listed as a speaker in my meeting app.	<p>Wait approximately 30 seconds for your computer to register the USB Link as a microphone, speaker, and camera device.</p> <p>If this still does not work, try the following solutions:</p> <ul style="list-style-type: none"> <li>• Try connecting the USB Link to a different USB port on your computer.</li> <li>• Make sure the USB Link is connected securely to the USB port.</li> </ul>
Adjusting the volume on my computer has no effect on the volume of the Bose USB Link.	<p>Your computer may not have the USB Link selected as the default audio playback device (even if your meeting app is working properly with the USB Link).</p> <ul style="list-style-type: none"> <li>• <b>Windows:</b> Click the speaker icon in the system tray (in the taskbar) and select <b>Bose USB Link</b> as the playback device.</li> <li>• <b>macOS:</b> Click the <b>Apple</b> icon in the upper-left corner of the screen, and select <b>System Preferences</b>, click <b>Sound</b> and then click <b>Output</b>. Select <b>Bose USB Link</b> in the list of devices.</li> </ul>
The status light on the Bose USB Link is solid blue, purple, or red, but my headphones are not connected.	<p>Clear the device list on the USB Link (see page 10), and then try to connect your headphones again (see page 10).</p>

## RESTORE THE FACTORY DEFAULT SETTINGS

If the Bose USB Link is unresponsive or not functioning as expected, you can restore its factory default settings. Restoring the factory default settings will clear the USB Link device list.

Press and hold the button on the USB Link for 7–10 seconds.

## UPDATE THE FIRMWARE

You may occasionally need to update the firmware installed on the Bose USB Link.

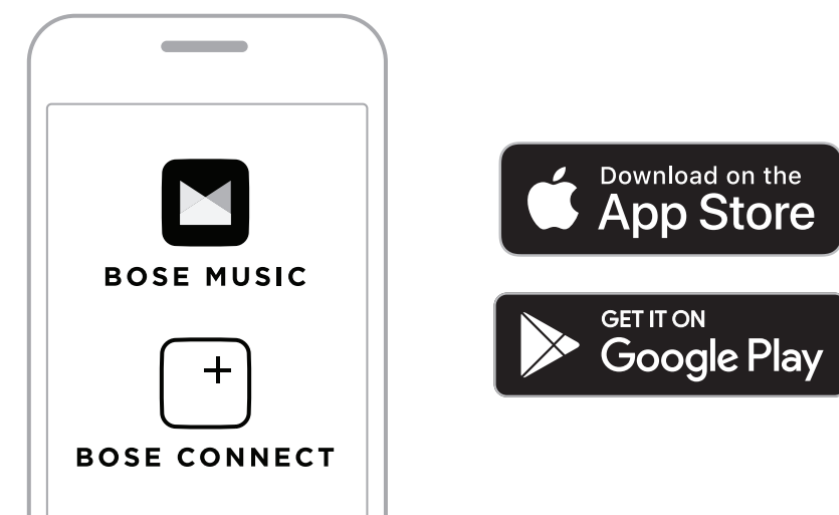
If you experience any issues related to Bluetooth connectivity, integration with your meeting app, or audio quality, update the firmware to see if that fixes the issue.

To download, install, and use the Bose USB Link Updater app on your computer:

1. On your computer, visit [pro.bose.com/USBLink](https://pro.bose.com/USBLink).
2. Download the ZIP file for the Bose USB Link Updater app.
3. Open the ZIP file, and then double-click the installer.
4. Follow the on-screen steps to complete the installation.
5. Insert the USB Link into a USB port on your computer. The light on the USB Link will blink.
6. Open the Bose USB Link Updater app on your computer and follow the app instructions.

Also, make sure your Bose headphones have the most current software installed on them. To do this, download and open the Bose Music app or Bose Connect app.

(Each app supports different models of Bose headphones. Check the list of supported models for each app in its description on the App Store<sup>SM</sup> or on the Google Play<sup>TM</sup> store.)



We also recommend making sure the meeting software and operating system on your computer are up to date.



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**Documents / Resources**



USB LINK

[BOSE 852270-0010 USB Link Module for Headphone](#) [pdf] User Guide  
852270-0010, USB Link Module for Headphone, USB Link

## References

-  [Product registration](#)
-  [Warranties | Bose](#)
-  [Bose USB Link Updater application | Bose Professional](#)
-  [Contact Us](#)
-  [Bose Product Support](#)
-  [Noise Cancelling Headphones 700 UC | Bose Product Support](#)
-  [Bose European Union Regulatory and Compliance Information](#)