Indications for Use

Sunglasses (nonprescription) are devices that consist of spectacle frames or clips with absorbing, reflective, tinted, polarizing, or photo-sensitized lenses intended to be worn by a person to protect the eyes from bright sunlight but not to provide refractive corrections. This device is available for over the counter sale.

Refer to instructions for use.

Please read and keep all safety, security, and use instructions.

Important Safety Instructions

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

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. Unplug this apparatus during lightning storms or when unused for long periods of time.
9. 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

• Do NOT use the frames at a high volume for any extended period.
  – To avoid hearing damage, use your frames at a comfortable, moderate volume level.
  – Turn the volume down on your device before wearing the frames or placing them near your ears, then turn the volume up gradually until you reach a comfortable listening level.
• Use caution while driving and follow applicable laws regarding use of a mobile phone.
• Focus on your safety and that of others if you use the frames while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc. Remove the frames or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
• Do NOT use the frames if they emit any loud unusual noise. If this happens, turn the frames off and contact Bose customer service.
• Do NOT submerge or expose the frames for extended period to water, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc.
• Remove frames immediately if you experience a warming sensation or loss of audio.
Contains small parts which may be a choking hazard. Not suitable for children under age 3.

This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

• 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.
• Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
• Do NOT make unauthorized alterations to this product.
• Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
• Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
• Do NOT wear the frames while charging.
• After each use, wipe both sides of the lenses and all parts of the frame with the cloth provided or a dry cloth.
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 ISED 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 ISED Canada radiation exposure limits set forth for 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)
PPE Regulation (EU) 2016/425

Management Regulation for Low-power Radio-frequency Devices

Article XII
According to “Management Regulation for Low-power Radio-frequency Devices” without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article XIV
The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

For Europe:
Frequency band of operation 2400 to 2483.5 MHz.
Maximum transmit power less than 20 dBm EIRP.
Maximum transmit power is below regulatory limits such that SAR testing is not necessary and exempt per applicable regulations.

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 helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

DON’T attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Bose retailer or other qualified professional for removal.

Please dispose of used batteries properly, following local regulations. Do not incinerate.

QTY: 1 EA
**Manufactured For:** Bose Corporation, 100 The Mountain Road, Framingham, MA 01701

- Do not use if package is damaged.
- This product does not contain natural rubber latex.
- This product is provided non-sterile.

---

**China Restriction of Hazardous Substances Table**

<table>
<thead>
<tr>
<th>Part Name</th>
<th>Lead (Pb)</th>
<th>Mercury (Hg)</th>
<th>Cadmium (Cd)</th>
<th>Hexavalent Chromium (Cr(VI))</th>
<th>Polybrominated Biphenyl (PBB)</th>
<th>Polybrominated Diphenylether (PBDE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCBs</td>
<td>X</td>
<td>0</td>
<td>0</td>
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</tr>
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<td>Metal Parts</td>
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<tr>
<td>Plastic Parts</td>
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<tr>
<td>Speakers</td>
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<td>0</td>
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<tr>
<td>Cables</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

This table is prepared in accordance with the provisions of SJ/T 11364. 
O: 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:** Powered Speaker, **Type designation:** 431151

<table>
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<tr>
<th>Unit</th>
<th>Lead (Pb)</th>
<th>Mercury (Hg)</th>
<th>Cadmium (Cd)</th>
<th>Hexavalent Chromium (Cr+6)</th>
<th>Polybrominated Biphenyls (PBB)</th>
<th>Polybrominated Diphenylethers (PBDE)</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Cables</td>
<td>-</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

**Note 1:** “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

**Note 2:** The “-” indicates that the restricted substance corresponds to the exemption.
This product complies with ANSI Z80.3, AS/NZS 1067.1, and EN ISO 12312-1.

Tinted eyewear is not recommended to be worn for night driving.

![NOT SUITABLE FOR DRIVING IN TWILIGHT OR AT NIGHT. NOT SUITABLE FOR DRIVING AT NIGHT OR UNDER CONDITIONS OF DULL LIGHT.](image)

The product is designed to block greater than 99% UVA and UVB light energy. This product is in compliance with ANSI Z80.3.

Only lenses approved by Bose should be used with the Frames Tempo product.

Not for direct observation of the sun.

Not for protection against artificial light sources, e.g. solaria.

Not for use as eye protection against mechanical impact hazards.

When not in use, store the product in the carry case provided.

**EU FILTER CATEGORY:** ISO 12312-1 CAT. 2

**AUSTRALIAN LENS CATEGORY:** 1067.1 CAT. 2

These sunglasses provide a medium level of sun glare reduction and good UV protection.

**UV Rating:** UV 400 cut

---

**Please complete and retain for your records**

The frames serial number is located on the left temple, and the model/reference number is located on the right temple.

- **Serial number:** ____________________________
- **Model number:** ____________________________

Please keep your receipt with your owner’s guide. Now is a good time to register your Bose product. You can easily do this by going to [global.Bose.com/register](http://global.Bose.com/register)

---

**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 Riiyng Road, China (Shanghai) Pilot Free Trade Zone

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

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

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

**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.

- **Phone Number:** +5255 (5202) 3545

**Input Rating:** 5V => 500mA

The CMIIT ID is located on the inside front temple.

**REF** BMD0010
Security Information

This product is capable of receiving security updates from Bose automatically when connected to the Bose Music app. In order to receive security updates via the mobile application, you must complete the product setup process in the Bose Music app. **If you do not complete the setup process, you will be responsible for installing security updates that Bose makes available via btu.bose.com**

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**Package: Mbed TLS 2.16.1**

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Version 2.0, January 2004

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Confirm that the following parts are included:

- Bose Frames Tempo
- Carry case
- Charging cable
- Nose pads (sizes 1 and 3)

**NOTE:** Size 2 nose pads are attached to the frames. For help identifying the nose pad sizes, see page 17.

- Cleaning cloth

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

The Bose Music app lets you set up and control the frames from any mobile device, such as a smartphone or tablet.

Using the app, you can customize power and volume settings, choose your voice prompt language, and get new features.

**NOTE:** If you have already created a Bose account in the app for another Bose product, see “Add the frames to an existing account” (below).

**DOWNLOAD THE BOSE MUSIC APP**

1. On your mobile device, download the Bose Music app.

![Download Bose Music app](apple_app_store.png)

2. Follow the app instructions.

**ADD THE FRAMES TO AN EXISTING ACCOUNT**

1. Press and hold the button on the right temple until you hear “Ready to connect” or see the status light blink blue.

2. In the Bose Music app, from the **My Bose** screen, tap +.

**NOTES:**

- If the app can’t find the frames, see “Bose Music app can’t find frames” on page 33.
- To return to the **My Bose** screen, tap □□ in the top-left corner of the screen.

3. Follow the app instructions.
The frames are rated IPX4 water resistant. They are designed to be sweat and weather resistant against drops of water but aren’t meant to be submerged under water.

**CAUTIONS:**
- Do NOT swim or shower with the frames.
- Do NOT submerge the frames.

**NOTE:** IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.
CHECK YOUR FIT
Move your head up and down to check that you’re using the best nose pad size.

NOTES:
• If the frames don’t feel comfortable and secure, see “Try another nose pad size” on page 17.
• When riding a bike, wear the frames over your helmet strap.

PROPER FIT

When the frames fit:
• The nose pads comfortably rest on the sides of your nose.
• The lenses comfortably rest over your eyes and don’t move when you smile.

IMPROPER FIT

When the frames don’t fit:
• The lenses might sit too low or too high on your face.
• The lenses might sit too close or too far from your face.
TRY ANOTHER NOSE PAD SIZE

Size 2 nose pads come attached and additional sizes are in the box. The size is marked on the inside of each nose pad with a 1, 2, or 3. Each nose pad is also marked with an L (left) and an R (right).

CHANGE THE NOSE PADS

1. Using the provided cleaning cloth, firmly pull the bottom of the nose pad down and away from the frames.

2. Choose a new nose pad size.
3. Align the bottom of the nose pad hole with the bottom of the nose pad arm.

4. Push the nose pad up then in towards the frames until you feel it click into place.

   **NOTE:** Make sure you’re attaching the **R** and **L** nose pad to the correct side of the frames.

5. Check your fit (see page 16).
POWER ON
Press the button on the right temple.

The status light blinks white twice then glows according to Bluetooth connection status (see page 26). A voice prompt announces the battery level and Bluetooth connection status.
POWER OFF

Press and hold the button until you hear a tone.

The status light blinks white twice then fades to black.

Flip-to-Off

Flip the frames upside down for 2 seconds.

The status light blinks white twice then fades to black.

NOTE:

• After the frames power off, you can move them in any orientation.
• You can disable Flip-to-Off in the Bose Music app. You can access this option from the Settings menu.

Auto-off using motion detection

The frames use motion detection to identify when they aren’t being used. When the frames haven’t moved for 10 minutes, they automatically power off.

NOTE: You can disable motion detection in the Bose Music app. You can access this option from the Settings menu.
Use the button and touch surface on the right temple to control media playback, volume, phone calls, and voice control.

**Touch surface**
- Adjust volume
- Access voice control

**Button**
- Control media playback
- Control phone calls

**MEDIA PLAYBACK**

<table>
<thead>
<tr>
<th>CONTROL</th>
<th>WHAT TO DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play/Pause</td>
<td>Press the button.</td>
</tr>
<tr>
<td>Skip forward</td>
<td>Double-press the button.</td>
</tr>
<tr>
<td>Skip backward</td>
<td>Triple-press the button.</td>
</tr>
</tbody>
</table>


**VOLUME**

You can adjust the volume by swiping on the touch surface, or you can enable Press & Turn volume control in the Bose Music app (see page 23).

**NOTE:** Enabling Press & Turn volume control disables swiping on the touch surface.

**Use touch control**

**Increase volume**

Swipe forward on the touch surface.

**NOTE:** You hear a tone when the volume reaches the maximum level.

**Decrease volume**

Swipe backward on the touch surface.

**NOTE:** You hear a tone when the volume reaches the minimum level.
Use Press & Turn volume control
You can set the frames to use Press & Turn volume control. Access this option from the Settings menu in the Bose Music app.

NOTE: Enabling Press & Turn volume control, disables swiping on the touch surface.

Adjust volume
Press and hold the touch surface while turning your head to the right (to increase) or left (to decrease).

NOTES:
• To change the volume in larger intervals, turn your head slowly.
• You hear a tone when the volume reaches the maximum or minimum level.
**PHONE CALLS**

<table>
<thead>
<tr>
<th>CONTROL</th>
<th>WHAT TO DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer/End a call</td>
<td>Press the button.</td>
</tr>
<tr>
<td>Decline an incoming call</td>
<td>Double-press the button.</td>
</tr>
<tr>
<td>Answer a second incoming call and put the current call on hold</td>
<td>While on a call, press the button.</td>
</tr>
<tr>
<td>Decline a second incoming call and stay on the current call</td>
<td>While on a call, double-press the button.</td>
</tr>
</tbody>
</table>

**Call notifications**

A voice prompt announces incoming callers and call status.

**NOTE:** To stop call notifications, disable voice prompts using the Bose Music app. You can access this option from the Settings menu.

**ACCESS VOICE CONTROL**

The frames microphone acts as an extension of the microphone in your mobile device. Using the touch surface on the right temple, you can access the voice control capabilities on your device to make/take calls or ask Siri or your Google Assistant to play music, tell you the weather, give you the score of a game, and more.

Double-tap the touch surface to access voice control on your device.

You hear a tone that indicates voice control is active.
CHARGE THE FRAMES

1. Connect the small end of the USB cable to the USB-C port.

2. Connect the other end to a USB-A wall charger (not provided).

   **CAUTION:** Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).

   While charging, the status light blinks white. When the battery is fully charged, the status light glows solid white (see page 27).

NOTES:

- The frames don’t play audio while charging.
- Don’t wear the frames while charging.

CHECK THE FRAMES BATTERY LEVEL

Hear battery notifications

Each time you power on the frames, a voice prompt announces the battery level.

While using the frames, a voice prompt announces if the battery needs to be charged.

View the battery level

- Check the home screen in the Bose Music app.
- When the status light blinks red, the frames need to be charged.
The frames status light is located on the right temple.

**BLUETOOTH CONNECTION STATUS**

Shows the Bluetooth connection status of mobile devices.

<table>
<thead>
<tr>
<th>LIGHT ACTIVITY</th>
<th>SYSTEM STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slowly blinks blue</td>
<td>Ready to connect</td>
</tr>
<tr>
<td>Quickly blinks blue</td>
<td>Connecting</td>
</tr>
<tr>
<td>Solid blue (10 seconds)</td>
<td>Connected</td>
</tr>
</tbody>
</table>
## FRAMES STATUS

### BATTERY STATUS

Shows the frames battery charge status.

<table>
<thead>
<tr>
<th>LIGHT ACTIVITY</th>
<th>SYSTEM STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinks red (10 seconds)</td>
<td>Need to charge</td>
</tr>
<tr>
<td>Blinks white</td>
<td>Charging</td>
</tr>
<tr>
<td>Solid white</td>
<td>Full charge</td>
</tr>
</tbody>
</table>

### ERROR STATUS

Shows the error status.

<table>
<thead>
<tr>
<th>LIGHT ACTIVITY</th>
<th>SYSTEM STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinks red and white (repeated)</td>
<td>Error - contact Bose customer service</td>
</tr>
</tbody>
</table>
CONNECT USING THE BLUETOOTH MENU ON YOUR MOBILE DEVICE

You can store up to eight devices in the frames device list. You can connect and play audio from only one device at a time.

NOTE: To get the best experience, set up and connect your mobile device using the Bose Music app (see page 14).

1. With the frames powered on, press and hold the button on the right temple until you hear “Ready to connect” or see the status light blink blue.

2. On your device, enable the Bluetooth feature.

   NOTE: The Bluetooth feature is usually found in the Settings menu.

3. Select your frames from the device list.

   NOTE: Look for the name you entered for your frames in the Bose Music app. If you didn’t name your frames, the default name appears.

Once connected, you hear “Connected to <mobile device name>” or see the status light glow solid blue then fade to black.
DISCONNECT A MOBILE DEVICE

Use the Bose Music app to disconnect your mobile device.

**TIP:** You can also use Bluetooth settings to disconnect your device. Disabling the Bluetooth feature disconnects all other devices.

RECONNECT A MOBILE DEVICE

When powered on, the frames try to connect with the most recently-connected device.

**NOTE:** The device must be within range (30 ft or 9 m) and powered on.

CLEAR THE FRAMES DEVICE LIST

1. With the frames powered on, press and hold the button on the right temple for 10 seconds until you hear “Bluetooth device list cleared” or see the status light slowly blink blue.

2. Delete your frames from the Bluetooth list on your device.

   All devices are cleared, and the frames are ready to connect.
CARE AND MAINTENANCE

STORE THE FRAMES
The frames collapse for easy, convenient storage.

1. Fold the temples inward towards the lenses so the temples lay flat.

2. Place the frames in the case with the lenses facing towards the front of the case.

NOTES:

• Make sure to power off the frames when not in use.
• Before storing the frames for more than a few months, make sure the battery is fully charged.
## MAINTAIN THE FRAMES

<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>CARE INSTRUCTIONS</th>
</tr>
</thead>
</table>
| Frames      | After each use, wipe both sides of the lenses and all parts of the frame with the provided cleaning cloth or a dry cloth. **CAUTIONS:**  
• Do NOT use any sprays near the frames.  
• Do NOT use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.  
• Do NOT allow liquids to spill into any openings.                                                                                                                                                                                                                       |
| Nose pads   | Wipe each nose pad with a dry cloth.                                                                                                                                                                                                                                                                                                             |
REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service.
Visit: worldwide.Bose.com/Support/Tempo

NOTE: For information about how to replace lenses, refer to the instructions provided with your lens accessories.

LIMITED WARRANTY

The frames are covered by a limited warranty. Visit our website at global.Bose.com/warranty for details of the limited warranty.

To register your product, visit global.Bose.com/register for instructions. Failure to register will not affect your limited warranty rights.

SERIAL AND MODEL/REFERENCE NUMBER LOCATIONS

The serial number is located on the inner left temple, and the model/reference number is located on the inner right temple.
TRY THESE SOLUTIONS FIRST

If you experience problems with the frames:

- Power on the frames (see page 19).
- Charge the battery (see page 25).
- Check the state of the status lights (see page 26).
- Make sure your mobile device supports Bluetooth connections.
- Download the Bose Music app and run available software updates.
- Increase the volume on the frames, your mobile device, and/or your audio/streaming app.
- Connect another mobile device (see page 28).

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

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>WHAT TO DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frames don’t connect with mobile device</td>
<td>On your device:</td>
</tr>
<tr>
<td></td>
<td>• Turn the Bluetooth feature off and then on.</td>
</tr>
<tr>
<td></td>
<td>• Delete the frames from the Bluetooth list on your device.</td>
</tr>
<tr>
<td></td>
<td>Connect again (see page 28).</td>
</tr>
<tr>
<td></td>
<td>Move your device closer to the frames and away from any interference or obstructions.</td>
</tr>
<tr>
<td></td>
<td>Connect a different mobile device (see page 28).</td>
</tr>
<tr>
<td></td>
<td>To see how-to videos, visit: worldwide.Bose.com/Support/Tempo</td>
</tr>
<tr>
<td></td>
<td>Clear the frames device list (see page 29). Connect again (see page 28).</td>
</tr>
<tr>
<td>Bose Music app doesn’t work on device</td>
<td>Make sure the Bose Music app is compatible with your device.</td>
</tr>
<tr>
<td></td>
<td>Uninstall the Bose Music app on your device then reinstall the app (see page 14).</td>
</tr>
<tr>
<td>Bose Music app can’t find frames</td>
<td>Power on the frames (see page 19).</td>
</tr>
<tr>
<td></td>
<td>Press and hold the button on the right temple until you hear “Ready to connect” or see the status light blink blue.</td>
</tr>
<tr>
<td></td>
<td>In the Bose Music app, run available software updates.</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>WHAT TO DO</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Intermittent <em>Bluetooth</em> connection</td>
<td>Clear the frames device list (see page 29). Connect again (see page 28). Move the mobile device closer to the frames.</td>
</tr>
<tr>
<td>No sound</td>
<td>Press play on your mobile device to make sure audio is playing. Move your device closer to the frames and away from any interference or obstruction. Use a different music source. Connect a different device (see page 28).</td>
</tr>
<tr>
<td>Poor sound quality</td>
<td>Use a different music source. Connect a different mobile device. Move the device closer to the frames and away from any interference or obstructions. Turn off any audio enhancement features on your device or your audio/streaming app.</td>
</tr>
<tr>
<td>Microphone isn't picking up sound</td>
<td>Make sure the microphone opening on the right temple isn't blocked. Try another phone call. Try another compatible device.</td>
</tr>
<tr>
<td>Frames don’t charge</td>
<td>Secure both ends of the charging cable. If the frames have been exposed to high or low temperatures, let the frames return to room temperature and then try charging again. Try a different USB wall charger.</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>WHAT TO DO</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Frames don’t respond to touch control</td>
<td>Make sure you are touching the correct touch surface (see page 21). Make sure your hands are dry. If your hair is wet, make sure it isn’t interfering with the touch surface. If wearing gloves, remove them before tapping the touch control surface.</td>
</tr>
<tr>
<td>Can’t adjust volume by swiping the touch surface</td>
<td>Make sure Press &amp; Turn volume control is disabled in the Bose Music app. You can access this option from the Settings menu. Make sure you are swiping the correct touch control surface (see page 21). Make sure your hands are dry. If your hair is wet, make sure it isn’t interfering with the touch surface. If wearing gloves, remove them before tapping the touch control surface.</td>
</tr>
<tr>
<td>Can’t adjust volume using Press &amp; Turn volume control</td>
<td>Make sure Press &amp; Turn volume control is enabled in the Bose Music app. You can access this option from the Settings menu. Make sure you’re touching the correct touch control surface (see page 21). Make sure you turn your head while pressing the touch surface. Make sure your hands are dry.</td>
</tr>
<tr>
<td>Device not responding to button presses</td>
<td>For multi-press functions: vary speed of presses. Make sure your music app supports the function. Power off and then power on your frames. On your device: • Turn the Bluetooth feature off and then on. • Delete the frames from the Bluetooth list on your device. Connect again (see page 28). Try another compatible device.</td>
</tr>
</tbody>
</table>
## SYMBOLS AND DESCRIPTIONS

<table>
<thead>
<tr>
<th>SYMBOL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Bluetooth symbol" /></td>
<td>Bluetooth</td>
</tr>
<tr>
<td><img src="image" alt="CE certification mark" /></td>
<td>CE certification mark</td>
</tr>
<tr>
<td><img src="image" alt="Choking hazard" /></td>
<td>Choking hazard</td>
</tr>
<tr>
<td><img src="image" alt="Catalogue number" /></td>
<td>Catalogue number</td>
</tr>
<tr>
<td><img src="image" alt="China ROHS battery" /></td>
<td>China ROHS battery</td>
</tr>
<tr>
<td><img src="image" alt="Customer support" /></td>
<td>Customer support</td>
</tr>
<tr>
<td><img src="image" alt="Date of manufacture" /></td>
<td>Date of manufacture</td>
</tr>
<tr>
<td><img src="image" alt="Documentation" /></td>
<td>Documentation</td>
</tr>
<tr>
<td><img src="image" alt="Do not use if package is damaged" /></td>
<td>Do not use if package is damaged</td>
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<td>Does not contain latex</td>
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<tr>
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<td>Downloads</td>
</tr>
<tr>
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<td>Energy efficiency verification</td>
</tr>
<tr>
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<td>FCC certification</td>
</tr>
<tr>
<td><img src="image" alt="Forum" /></td>
<td>Forum</td>
</tr>
<tr>
<td><img src="image" alt="Good protection against sunglare" /></td>
<td>Good protection against sunglare</td>
</tr>
<tr>
<td><img src="image" alt="Green Dot trademark symbol" /></td>
<td>Green Dot trademark symbol</td>
</tr>
<tr>
<td><img src="image" alt="Japan battery recycling" /></td>
<td>Japan battery recycling</td>
</tr>
<tr>
<td><img src="image" alt="KCC certification" /></td>
<td>KCC certification</td>
</tr>
<tr>
<td><img src="image" alt="Keep dry" /></td>
<td>Keep dry</td>
</tr>
<tr>
<td><img src="image" alt="Magnetic interference" /></td>
<td>Magnetic interference</td>
</tr>
<tr>
<td><img src="image" alt="Manufacturer" /></td>
<td>Manufacturer</td>
</tr>
<tr>
<td>SYMBOL</td>
<td>DESCRIPTION</td>
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<td>NCC certification</td>
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<td>NOM NYCE certification</td>
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<tr>
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<td>Non-sterile</td>
</tr>
<tr>
<td><img src="image" alt="Twilight" /></td>
<td>NOT SUITABLE FOR DRIVING IN TWILIGHT OR AT NIGHT</td>
</tr>
<tr>
<td><img src="image" alt="Phone" /></td>
<td>Phone</td>
</tr>
<tr>
<td><img src="image" alt="Compliance" /></td>
<td>Regulatory compliance mark</td>
</tr>
<tr>
<td><img src="image" alt="Instructions" /></td>
<td>Refer to instructions for use</td>
</tr>
<tr>
<td><img src="image" alt="Security" /></td>
<td>Security information</td>
</tr>
<tr>
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<td>Serial number</td>
</tr>
<tr>
<td><img src="image" alt="IMDA" /></td>
<td>Singapore IMDA compliance</td>
</tr>
<tr>
<td><img src="image" alt="Battery" /></td>
<td>Taiwan battery recycling</td>
</tr>
<tr>
<td><img src="image" alt="Temperature" /></td>
<td>Temperature limit</td>
</tr>
<tr>
<td><img src="image" alt="Video" /></td>
<td>Videos</td>
</tr>
<tr>
<td><img src="image" alt="Warning" /></td>
<td>Warnings/Cautions</td>
</tr>
<tr>
<td><img src="image" alt="WEEE" /></td>
<td>Waste of electrical and electronic equipment directive symbol</td>
</tr>
</tbody>
</table>