SPORT OPEN EARBUDS

Please read and keep all safety, security, and use 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

WARNINGS/CAUTIONS

- Do NOT use the earbuds at a high volume for any extended period.
  - To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the earbuds on 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 and earbuds.
- Do NOT submerge or expose the earbuds for extended period to water, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc.
- Remove earbuds 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.

- 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).
- The battery provided with this product may present a risk of fire or chemical burn if mishandled.
- If the battery leaks, do NOT allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do NOT expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

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.

Left Earbud Model: 109L

Right Earbud Model: 109R

Charging Base Model: 435109

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

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.

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.

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.

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 diphenylether (PBDE)**
PCBs	X	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O
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: Charging Base Type designation: 435109						
	Restricted substances and its chemical symbols					
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	–	○	○	○	○	○
Metal Parts	–	○	○	○	○	○
Plastic Parts	○	○	○	○	○	○
Speakers	–	○	○	○	○	○
Cables	–	○	○	○	○	○
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.						

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

Location of Manufacture: The seventh digit in the serial number indicates the location of manufacture.

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

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 bottom of the charging base.

Please complete and retain for your records

The earbud date code is located on the inside surface of each earbud. The model numbers and charging base serial number is located on the bottom of the base.

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

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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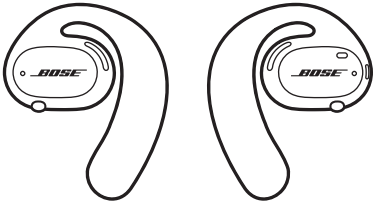
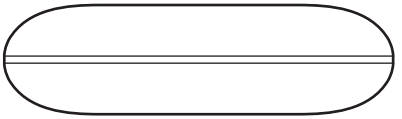
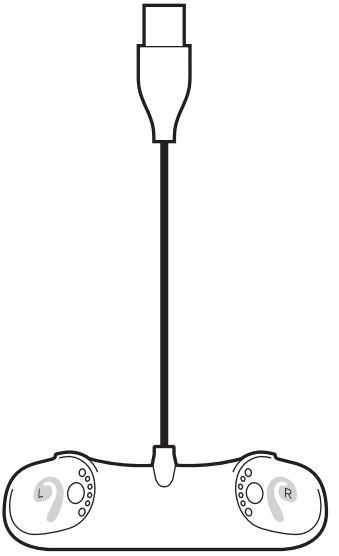
Confirm that the following parts are included:



Bose Sport Open Earbuds



Carry case



Charging base

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

Visit: worldwide.Bose.com/Support/SportOpenEarbuds

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

Using the app, you can check your earbud fit, learn about earbud controls, customize earbud 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 earbuds to an existing account."

DOWNLOAD THE BOSE MUSIC APP

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

Download on the App Store

GET IT ON Google Play

2. Follow the app instructions.

ADD THE EARBUDS TO AN EXISTING ACCOUNT

In the Bose Music app, go to the My Products screen and add your Bose Sport Open Earbuds.

The earbuds 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 earbuds.
- Do NOT submerge the earbuds.

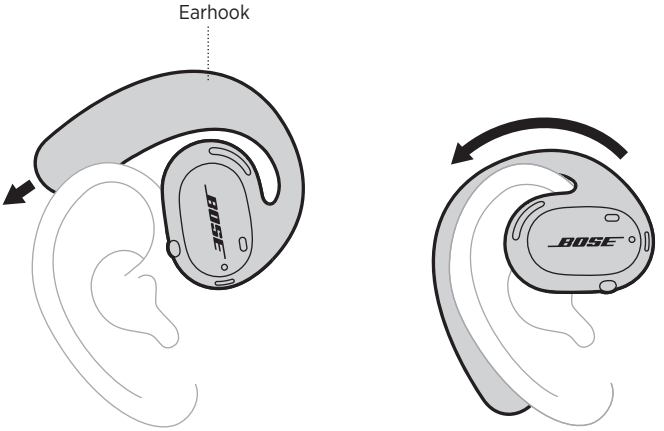
NOTE: IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.

PUT ON THE EARBUDS

1. Slide the earhook behind your ear and rotate it back until it rests gently over the top of your ear.

   The earbud should rest over the top of your ear.

   NOTE: Make sure you wear the correct earbud on the correct ear. Look for the **L** (left) and **R** (right) markings on the inside surface of each earbud.



2. Check your fit (see page 15).

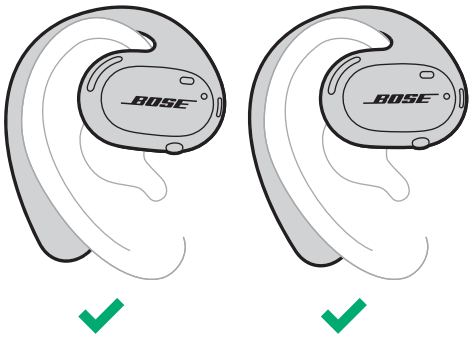
Wearing the earbuds with glasses

To get the best fit with glasses, remove your glasses before putting on the earbuds. When the earbuds are stable and comfortable, put your glasses back on.

CHECK YOUR FIT

Move your head up and down and side to side to make sure the earbuds are stable and comfortable.

PROPER FIT



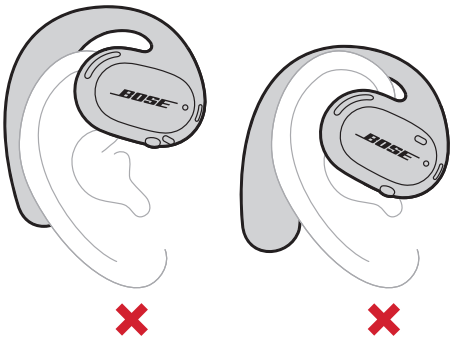
You have the right fit when:

- The earhook rests behind your ear without any discomfort.
- The earbud rests over the top of your ear.

NOTES:

- Depending on your ear, the earbud may look straight or slightly angled.
- A comfortable fit might feel slightly loose on your ear. As long as the earbud doesn't fall off when you move around, it's a proper fit.

IMPROPER FIT



Adjust the fit if:

- The earhook sits too high above your ear.
- The earhook is hanging off the back of your ear.
- The earbud covers your ear canal.

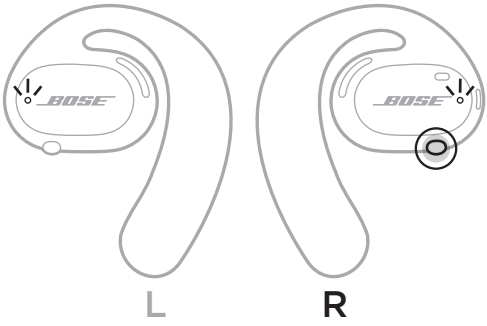
NOTE: If you feel any discomfort while wearing the earbuds, adjust how far back you've rotated the earbud.

POWER ON

Press the button on the right earbud.

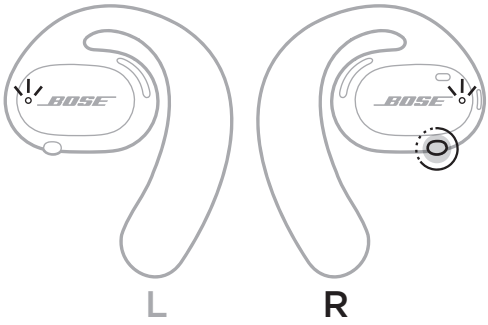
The status lights blink white twice then glow according to *Bluetooth* connection status (see page 23). A voice prompt announces the battery level and *Bluetooth* connection status.

NOTE: When powering on for the first time, press the button on the left earbud and then the right earbud.



POWER OFF

Press and hold the button on the right earbud for 1 seconds. Release the button when you hear the power-down tone or see the status lights blink white twice.

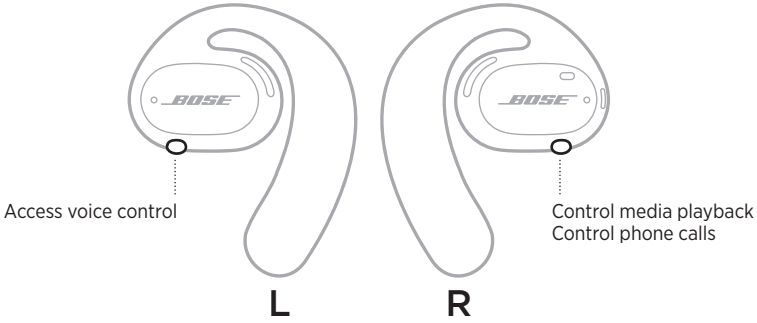


Auto-off

Auto-off conserves battery when the earbuds aren't being used. After 10 minutes of no audio playing or no movement, the earbuds automatically power off.

To power on, see page 16.

NOTE: To disable Auto-off, use the Bose Music app. You can access this option from the Settings menu.



MEDIA PLAYBACK

CONTROL	WHAT TO DO
Play/Pause	Press the button on the right earbud.
Skip forward	Double-press the button on the right earbud.
Skip backward	Triple-press the button on the right earbud.

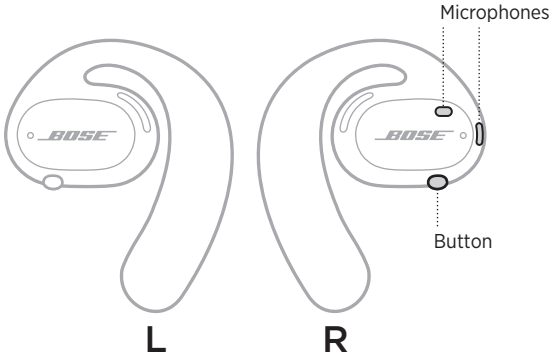
VOLUME FUNCTIONS

To increase or decrease the volume, use the volume controls on your mobile device or the Bose Music app.

PHONE CALLS

The microphones and button to control phone calls are located on the right earbud.

NOTE: For the best audio experience for phone calls, make sure the microphones aren't blocked.



CONTROL	WHAT TO DO
Answer/End a call	Press the button on the right earbud.
Decline an incoming call	Double-press the button on the right earbud.
Answer a second incoming call and put the current call on hold	While on a call, press the button on the right earbud.
Decline a second incoming call and stay on the current call	While on a call, double-press the button on the right earbud.

Call notifications

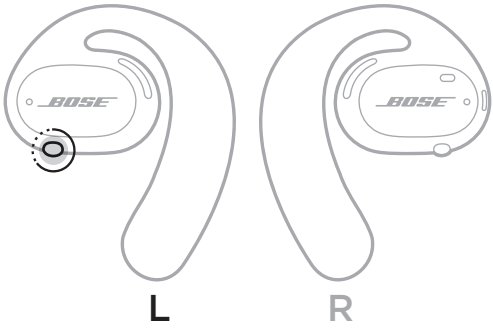
A voice prompt announces incoming callers and call status.

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 earbud microphones act as an extension of the microphone in your mobile device. Using the button on the left earbud, you can access the voice control capabilities on your device to make/take calls or ask Siri or Google Assistant to play music, tell you the weather, give you the score of a game, and more.

Press and hold the button on the left earbud to access voice control on your device.



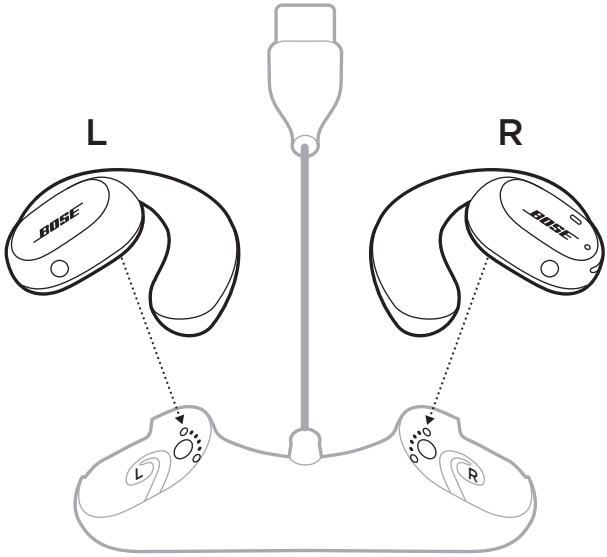
You hear a tone that indicates voice control is active.

CHARGE THE EARBUDS

1. Align the charging contacts on each earbud with the charging pins on the charging base.

2. Place the earbuds on the charging base until they magnetically snap into place.

   NOTE: Make sure you place the correct earbud on the correct side of the charging base. Look for the **L** (left) and **R** (right) markings on the inside surface of each earbud.



3. Connect the USB cable to 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 earbud status lights blink white. When the battery is fully charged, the status lights glow solid white (see page 23).

NOTE: For the best battery performance, store the earbuds on the charging base when not in use.

CHECK THE EARBUD BATTERY LEVEL

Hear battery notifications

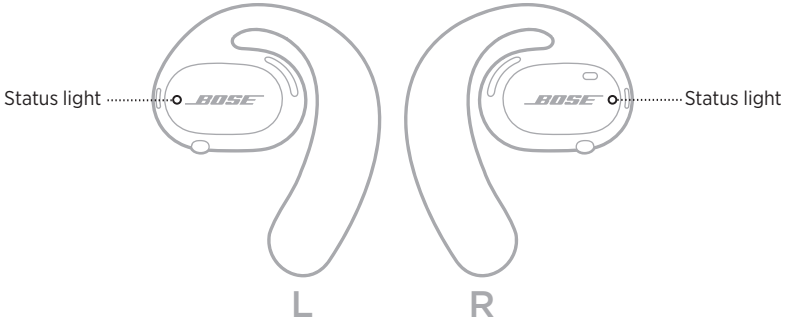
Each time you power on the earbuds, a voice prompt announces the battery level.

While using the earbuds, 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 earbud status lights blink red, the earbuds need to be charged.

The earbud status lights are located on the outside surface of each earbud.



BLUETOOTH STATUS

Shows the *Bluetooth* connection status of mobile devices.

LIGHT ACTIVITY	SYSTEM STATE
Slowly blinks blue	Ready to connect
Quickly blinks blue	Connecting
Solid blue (10 seconds)	Connected

BATTERY STATUS

Shows the earbud battery status.

LIGHT ACTIVITY	SYSTEM STATE
Blinks red (10 seconds)	Need to charge
Blinks white	Charging
Solid white	Full charge

UPDATE AND ERROR STATUS

Shows the update and error status.

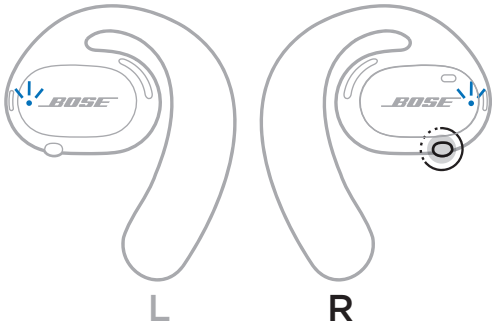
LIGHT ACTIVITY	SYSTEM STATE
Quickly blinks white	Updating earbuds (see page 30)
Blinks red and white (repeated)	Error - contact Bose customer service

CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

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

NOTE: For the best experience, use the Bose Music app to set up and connect your mobile device (see page 12).

1. With the earbuds powered on, press and hold the button on the right earbud for 5 seconds. Release the button when you hear “Ready to connect” or see the status lights slowly blink blue.



2. On your device, enable the *Bluetooth* feature.

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

3. Select your earbuds from the device list.

   NOTE: Look for the name you entered for your earbuds in the Bose Music app. If you didn't name your earbuds, 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 earbuds try to connect with the most recently-connected device.

To connect another recently-connected device, select the earbuds from your device list (see page 26).

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

CLEAR THE EARBUD DEVICE LIST

1. With the earbuds powered on, press and hold the button on the right earbud for 10 seconds. Release the button when you hear "*Bluetooth* device list cleared" or see the status light slowly blink blue.
2. Delete your earbuds from the *Bluetooth* list on your mobile device.

   All devices are cleared, and the earbuds are ready to connect.

STORE THE EARBUDS

On the charging base

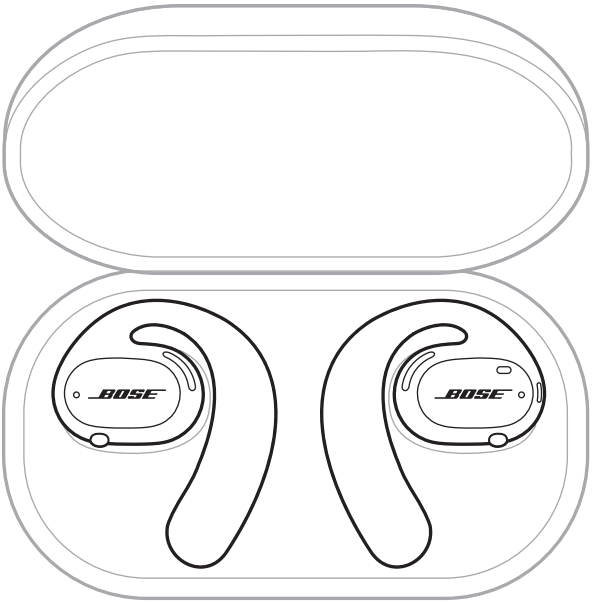
For the best battery performance, store the earbuds on the charging base when not in use (see page 21).

In the carry case

Use the carry case to protect the earbuds during travel.

Place the correct earbud on the correct side of the case. Look for the **L** (left) and **R** (right) markings on the inside surface of each earbud.

NOTE: Make sure to power off the earbuds when not in use (see page 17). The carry case does not charge the earbuds.

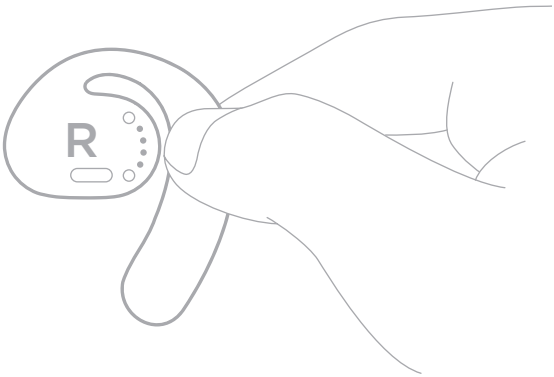


CLEAN THE EARBUDS AND CHARGING BASE

COMPONENT	CARE INSTRUCTIONS
Earbuds	Wipe only with a dry, soft cotton swab or equivalent. **CAUTIONS:** • Do NOT use bug spray or any other sprays near the earbuds. • Do NOT use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives. • Do NOT allow liquids to spill into any openings.
Charging base	Wipe only with a dry, soft cotton swab or equivalent. **CAUTION:** Do NOT use any sprays near the charging base.
Charging contacts (on earbuds) and charging pins (on charging base)	To prevent rusting, wipe with a dry, soft cotton swab or equivalent.

Remove water from earbuds

Holding the side of the earhook, firmly shake the earbuds to remove any excess water.



REPLACEMENT PARTS AND ACCESSORIES

Replacement parts and accessories can be ordered through Bose customer service.

Visit: worldwide.Bose.com/Support/SportOpenEarbuds

LIMITED WARRANTY

The earbuds 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.

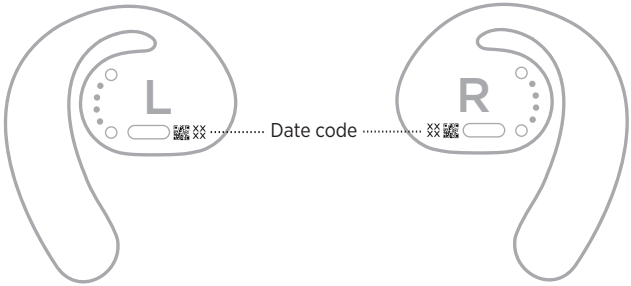
UPDATE THE EARBUDS

The earbuds update automatically when connected to the Bose Music app. Follow the app instructions.

TIP: You can also update the earbuds and charging base using the Bose updater website. On your computer, visit: btu.Bose.com and follow the on-screen instructions.

VIEW THE EARBUD DATE CODE

The date code is located on the inside surface of each earbud.



VIEW THE CHARGING BASE SERIAL NUMBER

The serial number is located on the bottom of the charging base.

TIP: The charging base serial number is also located on the carton outer label.

TRY THESE SOLUTIONS FIRST

If you experience problems with the earbuds:

- Power on the earbuds (see page 16).
- Charge the batteries (see page 21).
- Check the state of the status lights (see page 23).
- Make sure your mobile device supports *Bluetooth* connections.
- Download the Bose Music app and run available software updates.
- Increase the volume on your mobile device, and/or your audio/streaming app.
- Connect another mobile device (see page 25).

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

PROBLEM	WHAT TO DO
Earbuds don't power on	If powering on for the first time, make sure you press the button on the left earbud and then the right earbud. Charge the earbuds (see page 21). If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature.
Earbuds don't connect with mobile device	On your device: • Turn the *Bluetooth* feature off and then on. • Delete the earbuds from the *Bluetooth* list on your device. Connect again (see page 25). Clear the earbuds device list (see page 27). Connect again (see page 25). Move your device closer to the earbuds and away from any interference or obstructions. Connect another mobile device (see page 25). To see how-to videos, visit: worldwide.Bose.com/Support/SportOpenEarbuds

PROBLEM	WHAT TO DO
Earbuds don't respond during app setup	Make sure you're using the Bose Music app for setup (see page 12). Make sure the *Bluetooth* feature is on in your mobile device Settings menu.
Bose Music app can't find earbuds	Power on the earbuds (see page 16). Press and hold the button on the right earbud for 10 seconds or until you hear "Ready to connect" or see the status lights slowly blink blue. In the Bose Music app, run available software updates.
Bose Music app doesn't work on mobile device	Make sure the Bose Music app is compatible with your device. Uninstall the Bose Music app on your device then reinstall the app (see page 12).
Intermittent *Bluetooth* connection	Clear the earbuds device list (see page 27). Connect again (see page 25). Move your device closer to the earbuds and away from any interference or obstruction.
No sound	Make sure the earbuds are powered on (see page 16). Press play on your mobile device to make sure audio is playing. Move your device closer to the earbuds and away from any interference or obstruction. Play audio from a different application or music service. Play audio from content stored directly on your device. Make sure the earbuds are within range of each other. Connect another mobile device (see page 25). Restart your mobile device.
No sound from one earbud	Make sure the earbuds are within range of each other. Charge the battery (see page 21).
Poor sound quality	Play audio from a different application or music service. Play audio from content stored directly on your device. Connect another mobile device (see page 25). Move the device closer to the earbuds and away from any interference or obstructions. Turn off any audio enhancement features on your device or your audio/streaming app.

PROBLEM	WHAT TO DO
Microphone isn't picking up sound	Make sure the microphone isn't muted on your mobile device. Make sure the microphones aren't blocked. Try another phone call. Try another compatible device. On your device: • Turn the *Bluetooth* feature off and then on. • Delete the earbuds from the *Bluetooth* list on your device. Connect again (see page 25).
Earbuds don't charge	Make sure the earbuds are on the correct side of the charging base and properly seated (see page 21). Make sure the USB charging cable is securely connected to the USB wall charger. If the earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature and then try charging again. Try a different USB wall charger.
Device not responding to button presses	For multi-press functions, vary speed of presses. Make sure your music app supports the function. Power off and then power on your earbuds. On your device: • Turn the *Bluetooth* feature off and then on. • Delete the earbuds from the *Bluetooth* list on your device. Connect again (see page 25). Connect another mobile device (see page 25).
Earbuds don't fit	Make sure you're wearing the correct earbud on the correct ear. Look for the **L** (left) and **R** (right) markings on the inside surface of each earbud. Make sure you rotate the earbuds back until they feel stable. If you feel any discomfort, loosen the fit by adjusting how far you've rotated the earbud (see page 15). If wearing glasses, remove your glasses before putting on the earbuds. When the earbuds are stable and comfortable, put your glasses back on.

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