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用戶指南  
使用者指南  
取扱説明書  
स्वामी गाइड  
Руководство владельца  
دليل المالك

**BOSE**

**SOUNDLINK®**  
MICRO

# IMPORTANT SAFETY INSTRUCTIONS

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**Please read and keep all safety and use instructions.**

## **Important Safety Instructions**

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Only use attachments/accessories specified by the manufacturer.
6. Unplug this apparatus during lightning storms or when unused for long periods of time.
7. 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, does not operate normally, or has been dropped.

## **WARNINGS/CAUTIONS**



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 which 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).
- The product label is located on the strap and the bottom of the product.

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

Meets IMDA Requirements.

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

Frequency band of operation 2400 to 2480 MHz.

*Bluetooth:* Maximum transmit power less than 20 dBm EIRP.

*Bluetooth Low Energy:* Maximum power spectral density less than 10 dBm/MHz EIRP.

### **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.

REGULATORY INFORMATION

**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.



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.



**Li-ion** Removal of the rechargeable lithium-ion battery in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see <http://products.bose.com/static/compliance/index.html> for further information.



| 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                                          | 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.<br>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.<br><br>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. |                                            |              |              |                     |                               |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                             |                                            |              |              |                     |                               |                                                                                   |

| Equipment name: Bose Soundlink Micro, Type designation: 076842, 077096, 077130                                                                      |                                                |              |              |                            |                                |                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------|--------------|----------------------------|--------------------------------|---------------------------------------|
|                                                                                                                                                     | 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                                                                                                                                                | -                                              | o            | o            | o                          | o                              | o                                     |
| Metal Parts                                                                                                                                         | -                                              | o            | o            | o                          | o                              | o                                     |
| Plastic Parts                                                                                                                                       | o                                              | o            | o            | o                          | o                              | o                                     |
| Cables                                                                                                                                              | -                                              | o            | o            | o                          | o                              | o                                     |
| <b>Note 1:</b> “o” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. |                                                |              |              |                            |                                |                                       |
| <b>Note 2:</b> The “-” indicates that the restricted substance corresponds to the exemption.                                                        |                                                |              |              |                            |                                |                                       |

## Please complete and retain for your records

The serial and model numbers are located on the strap and the bottom of the product.

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 <http://global.Bose.com/register>

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "7" is 2007 or 2017.

**China Importer:** Bose Electronics (Shanghai) Company Limited, Part C, Plan 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  1.5A

**Charging temperature range:** 32° F – 122° F (0° C – 50° C)

**Discharging temperature range:** -4° F – 158° F (-20° C – 70° C)

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## BOSE® CONNECT APP

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Download the Bose Connect app to keep your software up-to-date, personalize your speaker settings, easily manage *Bluetooth* connections and access new features.

## What can I do with the Bose Connect app?

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- Easily connect to and switch between multiple mobile devices with a single swipe.
- Customize your speaker experience:
  - Name your speaker.
  - Select a voice prompt language or disable voice prompts.
  - Adjust the auto-off timer.
- Pair two Bose speakers to play in Party mode or Stereo mode. Refer to the Bose Connect app for more information about these modes.
- Find answers to frequently asked questions.





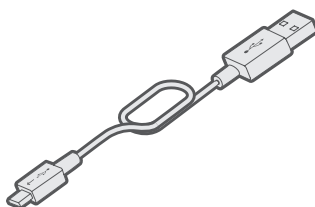
## Contents

---

Confirm that the following parts are included:



Bose® SoundLink® Micro *Bluetooth* speaker



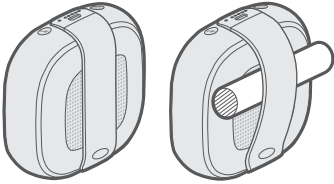
USB cable

**Note:** If any part of the product is damaged, do not use it. Contact your authorized Bose® dealer or Bose customer service.  
Visit: [global.Bose.com/Support/Micro](http://global.Bose.com/Support/Micro)

### Strap configurations

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You can adjust the strap to easily transport the speaker. To secure the speaker, attach it to an object, such as a bicycle handlebar or backpack strap.



### Water resistance

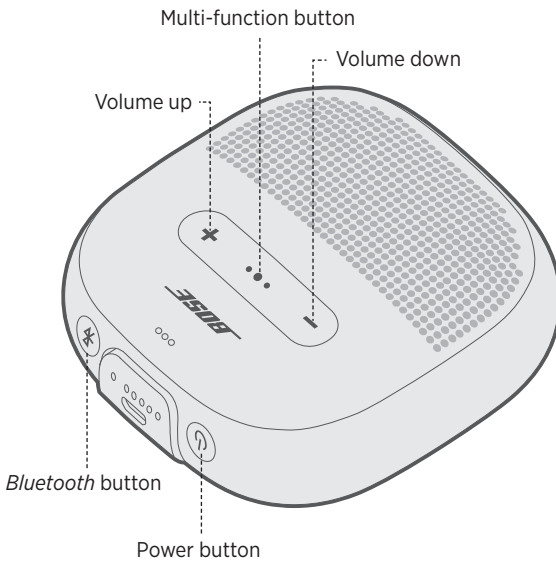
---

Your speaker is rated IPX7 water resistant and IPX4 splash resistant. It can be immersed in water for up to 30 minutes at a depth of 3.2 ft. (1 m). This means that you can use your speaker while showering and in the rain or snow.

**CAUTION:** Do NOT submerge this speaker in any pool of water deeper than 3.2 ft. (1 m).



Controls are located on the top and outer edge of the speaker.

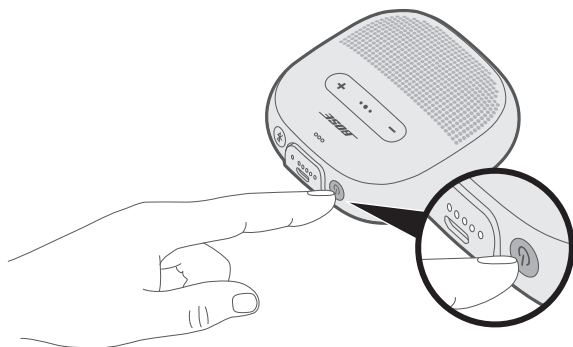


### Power on/off

---

Press the Power button .

The battery indicators glow solid white.



### Auto-off timer

---

The auto-off timer conserves the battery when the speaker is operating on battery power. The speaker switches off when audio has stopped and buttons have not been pressed for 20 minutes.

**Note:** To adjust the time it takes for your speaker to automatically power off, use the Bose® Connect app.

### Disable the auto-off timer

Press and hold **+** and the Multi-function button **•••** simultaneously.

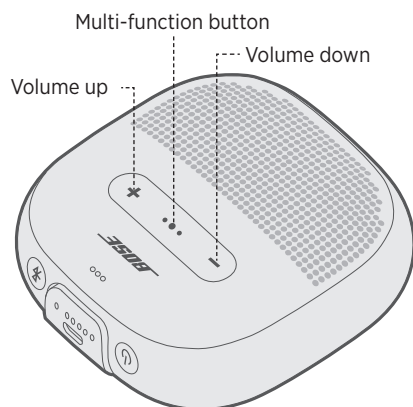
You hear “Auto-off disabled.”

Repeat to re-enable the auto-off timer.

**Tip:** You can also disable the auto-off timer using the Bose Connect app.

## Speaker functions

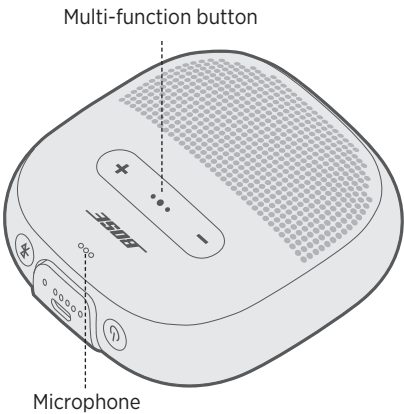
### Media playback and volume functions



| Function      | What to do                           |
|---------------|--------------------------------------|
| Play/Pause    | Press the Multi-function button ●●●. |
| Skip Forward  | Press ●●● twice quickly.             |
| Skip Backward | Press ●●● three times quickly.       |
| Volume Up     | Press +.                             |
| Volume Down   | Press -.                             |

# SPEAKER CONTROLS

## Call functions



| Function                                                       | What to do                                                                                                                                                            |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Answer a call                                                  | Press the Multi-function button ●●●.                                                                                                                                  |
| End a call                                                     | Press ●●●.                                                                                                                                                            |
| Decline an incoming call                                       | Press and hold ●●● for one second.                                                                                                                                    |
| Answer a second incoming call and put the current call on hold | While on a call, press ●●●.                                                                                                                                           |
| Decline a second incoming call and stay on current call        | While on a call, press and hold ●●● for one second.                                                                                                                   |
| Switch between two calls                                       | With two active calls, press ●●● twice quickly.                                                                                                                       |
| Access voice control to make a call                            | While not on a call, press and hold ●●● for one second.<br>Your mobile device may not support voice control. Refer to your device owner's guide for more information. |
| Mute/unmute a call                                             | While on a call, press + and - simultaneously.                                                                                                                        |

## Voice prompt notifications

Your speaker identifies incoming callers which are saved in your contact list.

To disable this feature, see “Disable voice prompts” on page 20.

**Note:** Disabling voice prompt notifications also disables voice prompts.

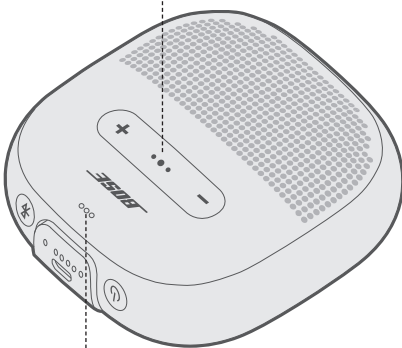
## Access voice control

---

The speaker microphone acts as an extension of the microphone in your mobile device. Using the Multi-function button ●●● on the speaker, you can access the voice control capabilities on your device to make/take calls or ask Siri or Google Now™ to play music, tell you the weather, give you the score of a game and more.

Press and hold ●●● to access voice control on your device. You hear a tone that indicates voice control is active.

Multi-function button

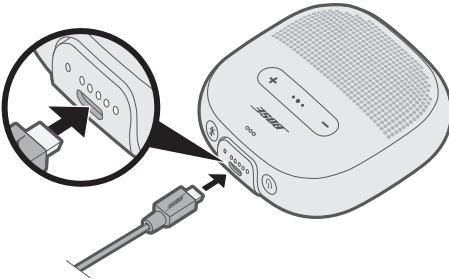


Microphone

### Charge the speaker

---

1. Plug the small end of the USB cable into the USB connector.



2. Plug the other end of the USB cable into a wall charger or computer that is powered on.

While charging, the last lit battery indicator blinks white. When the battery is fully charged, all five battery indicators glow solid white.

Battery indicators



### Charging time

Allow up to four hours to fully charge the battery. A full charge powers the speaker for up to six hours.



## Hear the battery level

Each time you power on the speaker, a voice prompt announces the battery level. When the speaker is in use, a voice prompt announces if the battery needs to be charged.

To hear the battery charge level while using your speaker, press and hold the Power button  until you hear a voice prompt.

**Note:** To visually check the battery, press and hold  while viewing the battery indicators (see page 19).

## Battery protection mode

---

When your speaker battery is depleted (0%), or your speaker is unplugged and unused for more than three days (with a remaining charge of less than 10%), it enters battery protection mode. To reactivate your speaker, connect it to a wall charger or computer that is powered on.

When not in use, store your speaker in a cool place.

**CAUTION:** Do not store your speaker for extended periods when fully charged or with a remaining charge of less than 10 percent.

# STATUS INDICATORS

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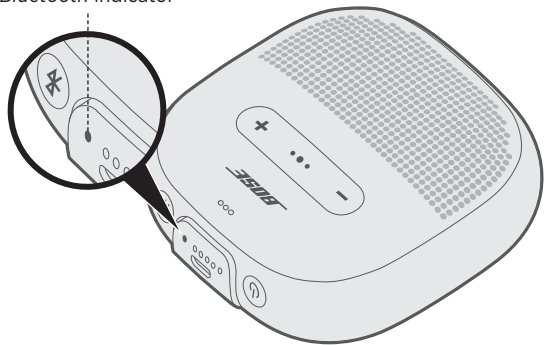
The *Bluetooth* and battery indicators are located on the outer edge of the speaker.

## Bluetooth indicator

---

Shows the connection status of a mobile device.

*Bluetooth* indicator

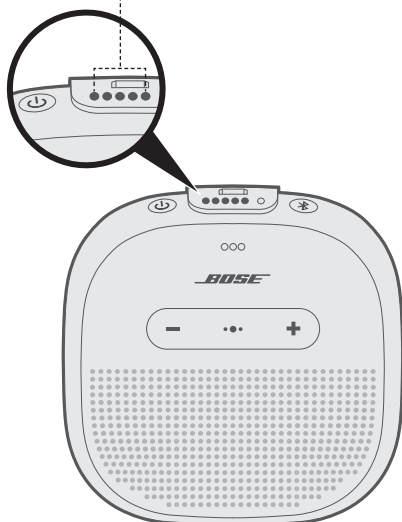


|                |                  |
|----------------|------------------|
| Blinking blue  | Ready to connect |
| Blinking white | Connecting       |
| Solid white    | Connected        |
| Solid blue     | Select language  |

## Battery indicators

Shows the battery charge level.

Battery indicators



|       |            |
|-------|------------|
| ●○○○○ | 0% - 20%   |
| ●●○○○ | 20% - 40%  |
| ●●●○○ | 40% - 60%  |
| ●●●●○ | 60% - 80%  |
| ●●●●● | 80% - 100% |

### Notes:

- When charging, the last lit battery indicator blinks white. When the speaker is fully charged, all battery indicators glow solid white.
- To visually check the battery level, press and hold the Power button  while viewing the battery indicators.
- If connected to an Apple device, the device displays the speaker battery level near the upper right corner of the screen and in the notification center.

## VOICE PROMPTS

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Voice prompts guide you through the *Bluetooth* connection process, announce the battery level and identify connected devices. You can customize voice prompts using the buttons on your speaker.

**Tip:** You can also easily manage voice prompts using the Bose® Connect app.

## Pre-installed languages

---

The following languages are pre-installed on your speaker:

- English
- Spanish
- French
- German
- Mandarin
- Japanese
- Korean
- Italian
- Portuguese
- Swedish
- Dutch
- Russian
- Polish

### Check for additional languages

Additional languages may be available. To check for language updates, download the Bose® Updater.

Visit: [btu.Bose.com](http://btu.Bose.com)

## Change the language

---

When you power on the speaker for the first time, the voice prompts are in English.

1. Press and hold the Multi-function button **•••** and **—** simultaneously until you hear the voice prompt for the first language option.
2. Press **+** or **—** to move through the list of languages.
3. When you hear your language, press and hold **•••** to select.

## Disable voice prompts

---

Press and hold **+** and **—** simultaneously until you hear “voice prompts off.”

**Note:** Repeat to re-enable voice prompts.

*Bluetooth* wireless technology lets you stream music from mobile devices such as smartphones, tablets and laptop computers. Before you can stream music from a device, you must connect the device with your speaker.

### Connect your mobile device using the Bose® Connect app (recommended)

---

With your speaker powered on, download the Bose Connect app and follow the on-screen connection instructions.

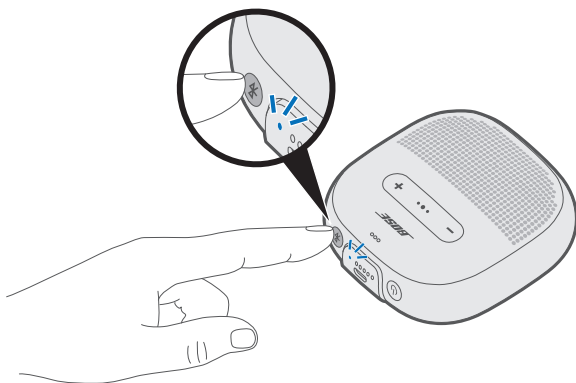


Once connected, you hear “Connected to <mobile device name>,” and the *Bluetooth* indicator glows solid white.

### Connect using the *Bluetooth* menu on your mobile device

---

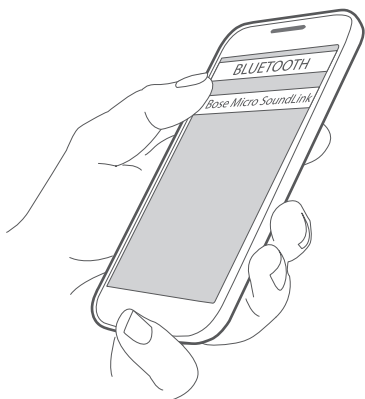
1. With your speaker powered on, press and hold the *Bluetooth* button  until you hear “Ready to connect,” and the *Bluetooth* indicator blinks blue.



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

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

3. Select your speaker from the device list.



Once connected, you hear “Connected to <mobile device name>,” and the *Bluetooth* indicator glows solid white.

**Tip:** Look for the name you entered for your speaker in the Bose® Connect app.

## Disconnect a mobile device

---

Disable the *Bluetooth* feature on your device.

**Tip:** You can also disconnect your device using the Bose® Connect app.

## Reconnect a mobile device

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When powered on, the speaker tries to reconnect with the two most recently-connected devices.

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

## MULTIPLE *BLUETOOTH* CONNECTIONS

---

You can pair additional devices to your speaker. These *Bluetooth* connections are controlled with the *Bluetooth* button . Voice prompts guide you through controlling multiple connections. Before connecting an additional mobile device, make sure this feature is enabled.

**Tip:** You can also easily manage multiple connected devices using the Bose® Connect app.

## Connect an additional mobile device

---

You can store up to eight paired devices in the speaker pairing list, and your speaker can be actively connected to two devices at a time.

To connect an additional device, download the Bose® Connect app (see page 21) or use the *Bluetooth* menu on your mobile device (see page 22).

**Note:** You can only play audio from one device at a time.

## Identify connected mobile devices

---

Press  to hear which devices are currently connected.

## Switch between two connected mobile devices

---

1. Pause audio on your first device.
2. Play audio on your second device.



## Reconnect a previously connected mobile device

---

1. Press the *Bluetooth* button  to hear which device is connected.
2. Press  again within three seconds to connect to the next device in the speaker pairing list.
3. Repeat until you hear the correct device name.
4. Play audio on the connected device.

## Clear the speaker pairing list

---

1. Press and hold the *Bluetooth* button  for 10 seconds until you hear “*Bluetooth* device list cleared,” and the *Bluetooth* indicator blinks blue.
2. Delete your speaker from the *Bluetooth* list on your mobile device.  
All devices are cleared, and the speaker is ready to connect.

## SHARE AUDIO BETWEEN BOSE SPEAKERS

---

You can pair Bose speakers together to play in the following modes:

- Party mode (left and right speakers in unison)
- Stereo mode (left speaker and right speaker separate)

You can do this using the Bose® Connect app (recommended) or the speaker control buttons.

Refer to your Bose owner's guide to determine if your secondary speaker supports these modes.

## Pair the speakers using the Bose Connect app (recommended)

---

For more information, download the Bose Connect app.

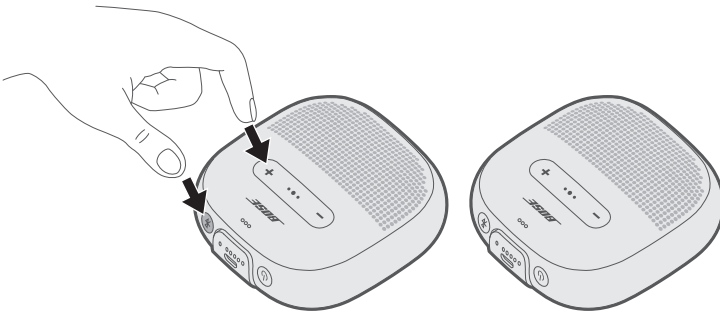
## Pair the speakers manually

---

If you are unable to access the Bose Connect app, follow the instructions below.

### Party mode

1. Make sure both speakers are powered on.
2. Make sure one speaker is connected to your mobile device.
3. On the speaker connected to your device, press and hold the *Bluetooth* button  and  simultaneously.

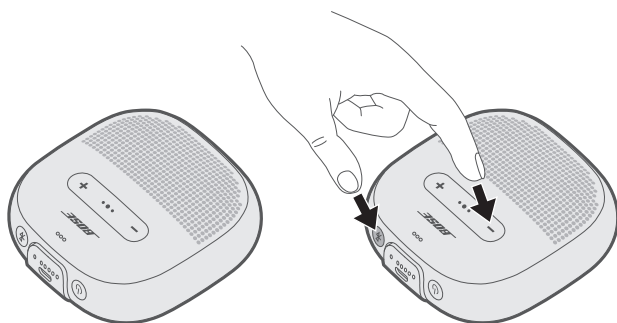


4. Release the buttons when you hear "Press the *Bluetooth* and volume down buttons simultaneously on a second Bose device."

## SHARE AUDIO BETWEEN BOSE SPEAKERS

---

5. On the other speaker, press and hold the *Bluetooth* button  and  simultaneously.



6. Release the buttons when the speaker emits a tone.

After about 10 seconds, you hear “Party mode” from both speakers simultaneously. Party mode is enabled, and you are now able to play audio in unison using your mobile device.

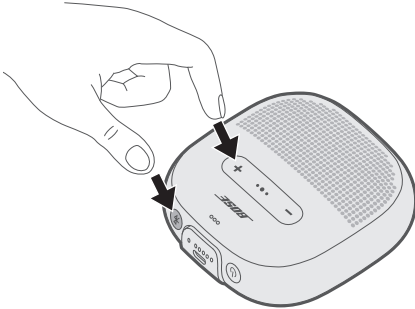
7. For an optimal experience, position your speakers:

- In the same room or outdoor area
- So there are no obstructions between them

**Note:** Performance may vary based on mobile device, distance and environmental factors.

### Stereo mode

1. Configure your speakers for Party mode (see page 26).
2. On one speaker, press the *Bluetooth* button  and **+** simultaneously.



3. Release the buttons when you hear “Stereo mode.”  
You hear “Left” from the left speaker and “Right” from the right speaker.  
Stereo mode is enabled, and you are now able to play audio in stereo using your mobile device.
4. For an optimal experience, position your speakers:
  - In the same room or outdoor area
  - Within 10 feet of each other, free from obstructions
  - So that your distance to each speaker is equal**Note:** Performance may vary based on device, distance and environmental factors.

### Switch between Party mode and Stereo mode

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On either speaker, press  and **+** simultaneously.

### Disable Party mode or Stereo mode

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Power off the second speaker.

## Clean the speaker

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Your speaker may require periodic cleaning.

- Clean the surface of the speaker with a soft, damp cloth (water only).
- Do not use any solvents, chemicals or cleaning solutions containing alcohol, ammonia or abrasives.

## Replacement parts and accessories

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Replacement parts and accessories can be ordered through Bose customer service. Visit: [global.Bose.com/Support/Micro](https://global.Bose.com/Support/Micro)

## Limited warranty

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The speaker is covered by a limited warranty. Details of the limited warranty are provided on the product registration card that is included in the carton. Please refer to the card for instructions on how to register. Failure to register will not affect your limited warranty rights.

The warranty information provided with this product does not apply in Australia and New Zealand. See our website at [www.Bose.com.au/en\\_au/support/policies.html](https://www.Bose.com.au/en_au/support/policies.html) or [www.Bose.co.nz/en\\_nz/support/policies.html](https://www.Bose.co.nz/en_nz/support/policies.html) for details of the Australia and New Zealand warranty.

# Common solutions

If you experience problems with your speaker:

- Power on the speaker (see page 12).
- Check the state of the status indicators (see page 18).
- Make sure your mobile device supports *Bluetooth* technology (see page 22).
- Charge the battery (see page 16).
- Increase the volume on your speaker, device and music app.
- Move your device closer to the speaker and away from any interference or obstruction.
- Try connecting another device (see page 24).

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: [global.Bose.com/Support/Micro](https://global.Bose.com/Support/Micro)

| Symptom                                     | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No power (battery)                          | <ul style="list-style-type: none"><li>• Battery may be in protection mode or discharged. Connect your speaker to a wall charger or computer that is powered on.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Speaker does not connect with mobile device | <ul style="list-style-type: none"><li>• On your device:<ul style="list-style-type: none"><li>– Disable and then enable the <i>Bluetooth</i> feature.</li><li>– Delete your speaker from the <i>Bluetooth</i> list on your device. Connect again (see page 24).</li></ul></li><li>• Connect a different device (see page 25).</li><li>• Visit: <a href="https://global.Bose.com/Support/Micro">global.Bose.com/Support/Micro</a> to see how-to videos.</li><li>• Clear the speaker pairing list (see page 25). Connect again.</li></ul>                                                                 |
| Bose speakers do not pair together manually | <ul style="list-style-type: none"><li>• Download the Bose Connect app for an additional way to pair your Bose speakers.</li><li>• Your second speaker may not support Stereo or Party mode. Refer to your Bose speaker owner's guide.</li></ul>                                                                                                                                                                                                                                                                                                                                                        |
| No sound                                    | <ul style="list-style-type: none"><li>• Make sure voice prompts are on. Press the <i>Bluetooth</i> button  to hear the connected device. Make sure you are using the correct device.</li><li>• Use a different music source.</li><li>• Connect a different mobile device (see page 24).</li><li>• If two devices are connected, pause audio on the first device and play audio on the other device.</li><li>• If two devices are connected, move the devices within range of the speaker (30 ft. or 9 m).</li></ul> |

| Symptom                                        | Solution                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Poor sound quality                             | <ul style="list-style-type: none"><li>• Use a different music source.</li><li>• Connect a different device.</li><li>• Disconnect the second device.</li><li>• Disable any audio enhancement features on the device or music app.</li></ul>                                                                                                                                                                            |
| Speaker does not charge                        | <ul style="list-style-type: none"><li>• Make sure the connector on the cable is correctly aligned with the connector on the speaker.</li><li>• Try another charging source.</li><li>• Secure both ends of the USB cable.</li><li>• If your speaker has been exposed to high or low temperatures, let it return to room temperature and then try charging again.</li><li>• Reset your speaker (see page 32).</li></ul> |
| Microphone is not picking up sound             | <ul style="list-style-type: none"><li>• Make sure the microphone opening on the top of the speaker is not blocked.</li><li>• Try another phone call.</li><li>• Try another compatible device.</li><li>• If the speaker was exposed to water, dry it out and try again.</li></ul>                                                                                                                                      |
| Mobile device not responding to button presses | <ul style="list-style-type: none"><li>• For multi-press functions using the Multi-function button ●●●, vary the speed of presses.</li><li>• Full controls may not be available for some models.</li><li>• Try another compatible device.</li></ul>                                                                                                                                                                    |

### Reset your speaker

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Factory reset clears connected devices and language settings from your speaker and returns it to the original factory settings.

1. Power on your speaker.
2. Press and hold the Power button  for 10 seconds, until the *Bluetooth* indicator glows blue, and you hear a voice prompt to select a language (see page 21).



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