

QUIETCOMFORT 35 II
GAMING HEADSET

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

CE 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

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. 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 headphones at a high volume for any extended period.
 - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
 - Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones with noise canceling on at any time the inability to hear surrounding sounds may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc., and follow applicable laws regarding headphone use.
 - Remove the headphones, or use the headphones with noise canceling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.
 - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Bose customer service.
- Remove headphones immediately if you experience a warming sensation or loss of audio.
- Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.
- Do NOT use the headphones as aviation communication headsets except in case of emergency.
 - No incoming audio will be heard with a discharged or improperly installed battery. This could result in the potential of missed communications while piloting an aircraft.
 - Extremely loud ambient noise levels common to many propeller-driven aircraft may impair your ability to receive incoming audio communications, particularly during takeoff and climb out.
 - The headphones are not engineered for noise conditions, altitude, temperature or other environmental conditions common in non-commercial aircraft, resulting in possible interference to critical communications.



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.
- Do NOT make unauthorized alterations to this product.
- 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).
- Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).

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 ISSED 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 ISSED 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.

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.

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 products.bose.com/static/compliance/index.html for further information.



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



Li-ion



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	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. 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: Controller, Type designation: 425948						
Unit	Restricted substances and its chemical symbols					
	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
Speakers	-	o	o	o	o	o
Cables	-	o	o	o	o	o
Note 1: "o" 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.

China Importer: Bose Electronics (Shanghai) Company Limited, Part C, Plant 9, No. 353 North Riyang 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

Charging Temperature Range: 32° F – 113° F (0° C – 45° C)

Discharging Temperature Range: -4° F – 140° F (-20° C – 60° C)

The CMIIT ID is located on the product label inside the left earcup under the scrim.

Please complete and retain for your records

The serial and model numbers are located inside the right earcup under the scrim.

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 Connect app. In order to receive security updates via the mobile application, you must complete the product setup process in the Bose Connect 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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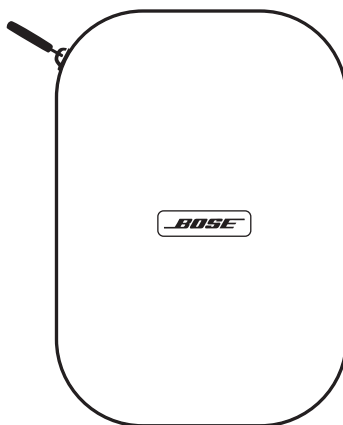
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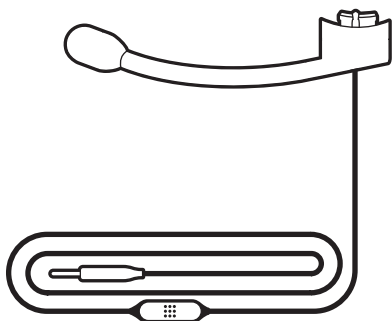
Confirm that the following parts are included:



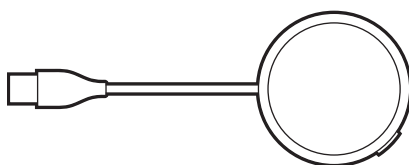
Bose QuietComfort 35 II Gaming Headset



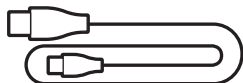
Carry case



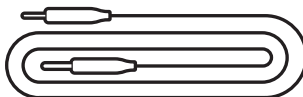
Gaming microphone



PC desktop controller



Charging cable



3.5 mm to 2.5 mm audio cable

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/QC35gaming

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

Using the app, you can choose your voice prompt language, manage headset settings, and access new features through updates.

NOTE: When the gaming microphone is connected, *Bluetooth* is disabled and the Bose Connect app can't find your headset.

DOWNLOAD THE BOSE CONNECT APP

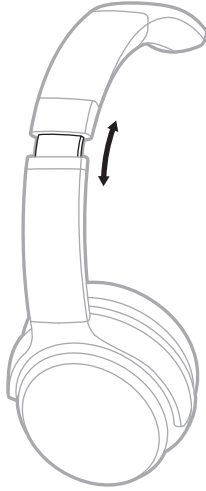
1. On your mobile device, download the Bose Connect app.



2. Follow the app instructions.

ADJUST THE HEADBAND

Before placing the headset on your head, adjust the headband so it's evenly centered on the top of your head. The headband should rest gently on your head.



BUTTON ORIENTATION

The inner scrims (cloth covers) of the headset earcups are marked with an **L** (left earcup) and **R** (right earcup). There are three buttons on the right earcup and one button on the left earcup.

Match the right earcup with your right ear and the left earcup with your left ear. Place the headset on your head with the buttons facing behind you and adjust each earcup so its cushion is completely over your ear. Once the headset is on your head, use your thumbs to press the buttons.

NOTE: The buttons are disabled when the gaming microphone is connected.



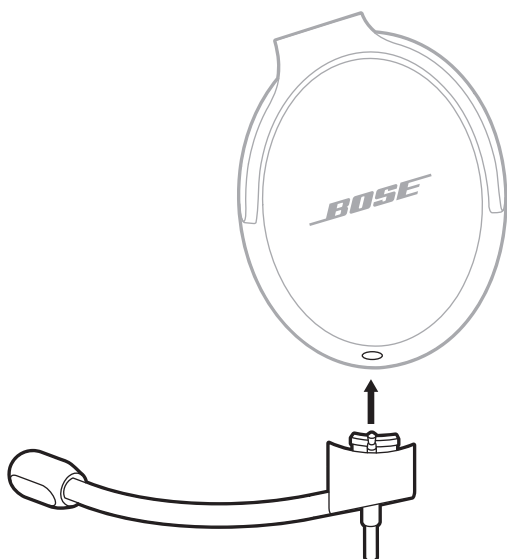
GAMING MICROPHONE

To communicate with your friends or team while gaming, attach the gaming microphone to your headset.

NOTE: When the gaming microphone is connected, *Bluetooth* is disabled and the Bose Connect app can't find your headset.

Attach the microphone

1. Connect the gaming microphone to the 2.5 mm auxiliary port on the left earcup.



2. Connect the other end of the gaming microphone cable to the PC desktop controller or a 3.5 mm AUX port on your gaming system or controller.

NOTES:

- You may need to adjust the audio settings in your gaming system's settings menu. For more information, refer to your gaming system's owner's guide.
- Some console controllers and devices may need an adapter to fit the 3.5 mm cable and access all the microphone features.
- Unmute the microphone before connecting to your gaming system (see page 24).
- Most gaming controllers are compatible with the gaming microphone.

Adjust the microphone

Microphone placement is important for clear communications.

Grasp the gaming microphone and adjust so it's level with your mouth and not touching your lips.

NOTE: You may need to adjust the microphone position for better sound. Check your voice level using the audio settings in your gaming system's settings menu. For more information, refer to your gaming system's owner's guide.



CAUTION: Do NOT rotate the gaming microphone. Forcing the microphone beyond the intended position can cause damage.

POWER ON

On the right earcup, slide the Power/*Bluetooth* switch  to the right.




STANDBY

Standby conserves the headset battery when the headset isn't in use.

To set up and customize the standby timer, use the Bose Connect app.

POWER OFF

Slide  to the left.

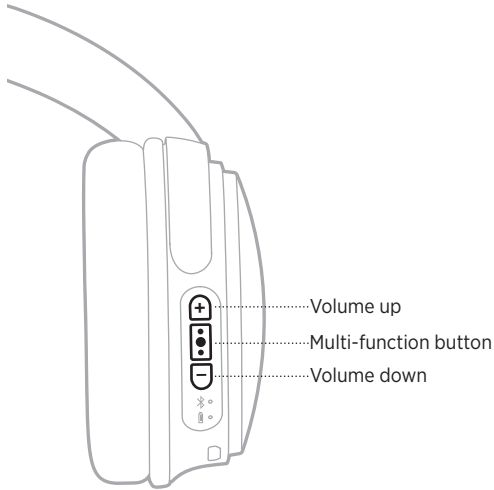


NOTE: When the headsets is powered off, noise cancellation is disabled.

The headset controls are located on the right earcup.

NOTE: The buttons are disabled when the gaming microphone is connected.

MEDIA PLAYBACK AND VOLUME



FUNCTION	WHAT TO DO
Play/Pause	Press the Multi-function button ••.
Skip forward	Double-press ••.
Skip backward	Triple press ••.
Fast forward	Double-press •• and hold the second press.
Rewind	Triple-press •• and hold the third press.
Volume down	Press —. NOTE: To quickly decrease the volume, press and hold —.
Volume up	Press +. NOTE: To quickly increase the volume, press and hold +.

PHONE CALLS

The Multi-function button **•••** and microphone are located on the right earcup.



FUNCTION	WHAT TO DO
Answer/End a call	Press the Multi-function button ••• .
Decline an incoming call	Press and hold ••• for 1 second.
Answer a second incoming call and put the current call on hold	While on a call, press ••• once.
Decline a second incoming call and stay on current call	While on a call, press and hold ••• for 1 second.
Switch between two calls	With two active calls, double-press ••• .
Create a conference call	With two active calls, press and hold ••• for 1 second.
Mute/Unmute a call	While on a call, press + and — simultaneously.

ACTION BUTTON FUNCTIONS

The Action button is a programmable button that allows you to quickly and easily access Google Assistant, Amazon Alexa, or noise cancellation. The Action button is located on the back of the left earcup.

NOTES:


- Google Assistant and Amazon Alexa aren't available when the gaming microphone is connected to the headset and *Bluetooth* is disabled.
- You can't control noise cancellation when the gaming microphone is connected to the headset.



FUNCTION	WHAT TO DO
Google Assistant	To set the Action button to Google Assistant, see page 28.
Amazon Alexa	To set the Action button to Amazon Alexa, see page 29.
Noise cancellation	To set the Action button to noise cancellation, see page 33.

GAMING CONTROLS

Turn on noise cancellation

1. Connect the gaming microphone to the headset (see page 18).
2. On the right earcup, slide the Power/*Bluetooth* switch  to the right.

NOTE: You can still use the headset for gaming when noise cancellation is off.



Mute/Unmute the gaming microphone

Slide the in-line controller down to mute the microphone.



NOTE: Unmute the microphone before connecting to your gaming system.

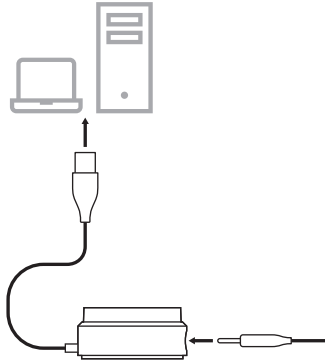
PC desktop controller

Use the PC desktop controller to adjust the volume and turn on mic monitoring while gaming.

NOTE: For PC users only.

Connect PC desktop controller to your PC

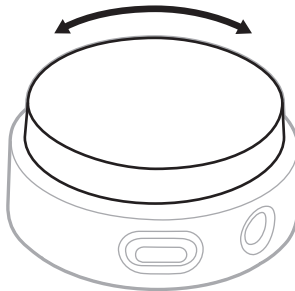
1. Connect the PC desktop controller to a USB port on your PC.



2. Connect the gaming microphone cable to the port in the PC desktop controller.

Adjust the volume

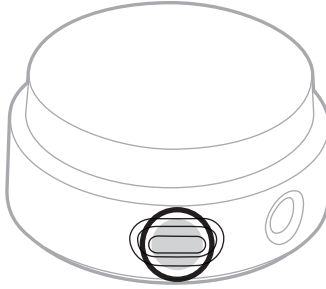
CONTROL	WHAT TO DO
Increase volume	Turn the controller to the right (clockwise).
Decrease volume	Turn the controller to the left (counter-clockwise).



Mic monitoring

Mic monitoring controls how much of your own voice you hear while using the headset.

1. Press the button on the controller to turn on mic monitoring.



2. Repeat to cycle between low, medium, high, and off.

NOTE: To quickly turn off mic monitoring, press and hold the button on the controller.

VOICE ASSISTANT OPTIONS

You can set the headset to quickly and easily access Google Assistant, Amazon Alexa, or voice control capabilities on your mobile device.

NOTES:

- You can't set the headset to access Google Assistant and Amazon Alexa at the same time.
- Google Assistant and Amazon Alexa aren't available in certain languages and countries.
- Google Assistant and Amazon Alexa aren't available when the gaming microphone is connected to the headset and *Bluetooth* is disabled.

SET UP YOUR VOICE ASSISTANT

Before you begin, make sure your mobile device is connected to a Wi-Fi® or cellular data network.

To set up your voice assistant, use the voice assistant app and follow the app instructions.

ACCESS GOOGLE ASSISTANT

Your headset is optimized for Google Assistant, making your headset the perfect companion for getting stuff done on your travels or commute. Continue your conversations while on the go and easily access the best of Google, from Google Play Music to Google Maps. You can quickly enjoy entertainment, stay connected to friends, get information, and manage your day—all without glancing at your phone. Listen to your favorite songs, have notifications and messages read to you, or set reminders and timers. Just press and hold the Action button to start a conversation with Google Assistant.

For more information about what Google Assistant can do, visit:

<https://support.google.com/headphones>

NOTE: Google Assistant isn't available in certain languages and countries.

Use the Action button on the left earcup to control Google Assistant.



THINGS TO TRY

WHAT TO DO

Talk to Google Assistant	<p>Press and hold the Action button until you hear a tone. After you hear a tone, say your request.</p> <p>For examples of questions and things you can do, visit: https://support.google.com/headphones</p>
Get your notifications	Press the Action button.
Reply to a message	After receiving a message notification, press and hold the Action button to respond. When you're done, release the button.
Stop Google Assistant	Double-press the Action button.

Things to try

Press the Action button, and then say:

ACTION	EXAMPLES OF WHAT TO SAY
Enjoy entertainment	Play some music
Keep in touch	Text mom “see you in 5”
Get answers	What’s the weather this weekend?
Manage your day	Tell me about my day

ACCESS AMAZON ALEXA

The headset is Amazon Alexa enabled. With Alexa, you can ask to play music, hear the news, check the weather, control smart home devices, and more. Using Alexa on your headset is simple, just use the Action button, make a request, and Alexa responds instantly. Alexa is also designed to protect your privacy – you can view and delete your voice requests at any time in the Alexa app.

For more information about what Alexa can do, visit:

<https://www.amazon.com/usealexa>

NOTE: Alexa isn't available in certain languages and countries.

Use the Action button on the left earcup to control Amazon Alexa.



THINGS TO TRY

WHAT TO DO

Talk to Alexa

Press and release the Action button. After you hear a tone, say your request.

For a list of things to try, visit:
<https://www.amazon.com/usealexa>

Stop Alexa

Press and release the Action button.

Things to try

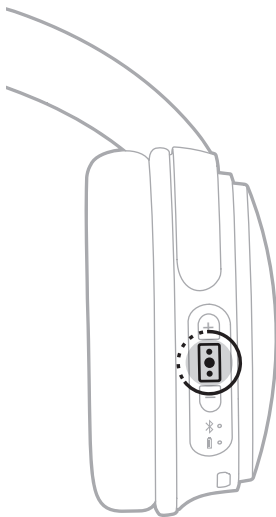
Press the Action button, and then say:

ACTION	EXAMPLES OF WHAT TO SAY
Talk to Alexa	What can you do?
Play audio	Play rock music. NOTE: Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
Pause audio	Pause.
Control volume	Volume up.
Skip to the next song	Skip.
Plan your day	How's my day looking?
Set a reminder	Remind me to "feed Jack's fish" at 6pm.
Add to your shopping list	Alexa, add milk to my shopping list.
Send a message (Alexa-to-Alexa messaging only)	Send a message to Tom.
Stay entertained	Tell me a joke.
Discover more skills	What are your popular skills?
Stop Alexa	Stop.

ACCESS VOICE CONTROL ON YOUR MOBILE DEVICE

You can use the Multi-function button •• on your headset to access the native voice control on your mobile device.

To access your mobile device voice control, press and hold •• for 1 second.



You hear a tone that indicates voice control is active.

NOTE: You can't access the voice control on your mobile device when the gaming microphone is attached to your headset.

Noise cancellation reduces unwanted noise, providing a clearer, more lifelike audio performance. You can choose the noise cancelling mode based on your listening preferences and environment.

NOISE CANCELLING MODES

MODE	DESCRIPTION
High	World-class noise cancellation with Bose-optimized audio.
Low	Noise cancellation fine-tuned for audio listening in quiet or windy environments.
Off	Noise cancellation disabled.

NOTE: Each time you power on the headset, your noise cancelling mode defaults to High.

SET THE ACTION BUTTON TO NOISE CANCELLATION

1. In the Bose Connect app, tap the gear icon to access Action button settings.
2. Select **Noise Cancellation**.

Change the noise cancelling mode

Press and release the Action button.


A voice prompt announces the noise cancelling mode. Continue to press and release the Action button until you reach your preferred mode.

TIP: You can also change the noise cancelling mode using the Bose Connect app. You can access this option from the Settings menu.


CONNECT USING THE *BLUETOOTH* MENU ON YOUR MOBILE DEVICE

You can store up to eight devices in the headset device list, and the headset can be actively connected to two devices at a time. You can play audio from only one device at a time.

NOTES:

- For the best experience, use the Bose Connect app to set up and connect your mobile device (see page 15).
 - When the gaming microphone is connected, *Bluetooth* is disabled and the Bose Connect app can't find your headset.
1. Slide the Power/*Bluetooth* button  to the right and hold until you hear "Ready to connect another device."



NOTE: If you're not wearing the headset, slide  to the right and hold until the *Bluetooth* light blinks blue.

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

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

3. Select your headset from the device list.

NOTE: Look for the name you entered for your headset in the Bose Connect app. If you didn't name your headset, the default name appears.



Once connected, you hear “Connected to <device name>”. The headset's name appears in the mobile device list.

CONNECT USING NFC ON YOUR MOBILE DEVICE

What is NFC?

NFC enables a *Bluetooth* connection by simply tapping two devices together. Refer to your device owner's guide to see if your model supports NFC.

NOTE: If your device supports a *Bluetooth* connection via NFC, you can use either connection method.

1. With your headset powered on, unlock your device and enable the *Bluetooth* and NFC features. Refer to your device owner's guide to learn more about these features.
2. Tap the NFC touchpoint on your device to the left underside of the headset.

Your device may prompt you to accept the *Bluetooth* connection. Once connected, you hear “Connected to <device name>.”

NOTE: If you're not wearing the headset, the *Bluetooth* light glows solid white once connected.

DISCONNECT A MOBILE DEVICE

Use the Bose Connect 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 headset tries to connect with the two most recently-connected devices.

NOTES:

- The devices must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your mobile device.

IDENTIFY CONNECTED MOBILE DEVICES



Slide the *Power/Bluetooth* switch  to the right and release 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.


NOTE: Your headset receives phone calls from both devices, despite which device is playing audio.

RECONNECT A PREVIOUSLY CONNECTED MOBILE DEVICE

1. Slide  to the right and release to hear which device is connected.
2. Slide  to the right and release again within 2 seconds to connect to the next device in the headset device list.
3. Repeat until you hear the correct device name.
4. Play audio on the connected device.

CLEAR THE HEADSET DEVICE LIST

1. Slide the Power/*Bluetooth* switch  to the right and hold for 10 seconds, until you hear “*Bluetooth* device list cleared.”

NOTE: If you're not wearing the headset, slide  to the right and hold for 10 seconds, until the *Bluetooth* light blinks blue.

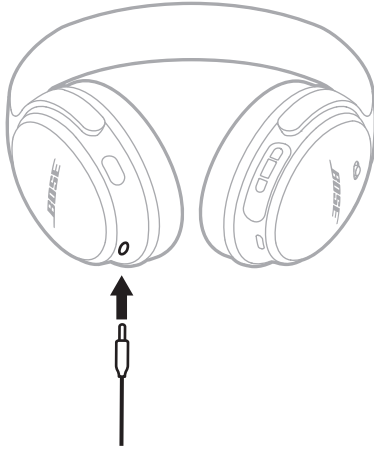
2. Delete the headset from the *Bluetooth* list on your device.

All devices are cleared, and the headset is ready to connect.

CONNECT THE AUDIO CABLE

Use the audio cable to connect a non-wireless device or if the headset battery is depleted.

1. Connect the cable to the 2.5 mm port on left earcup.

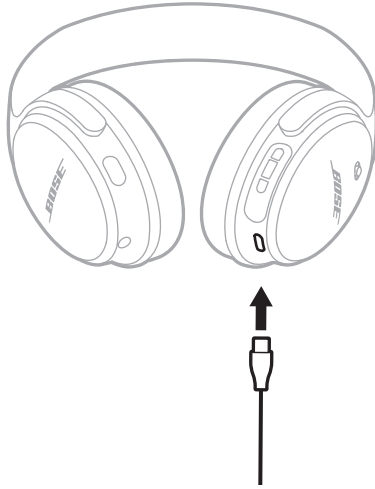


2. Connect the other end of the cable to the 3.5 mm port on your device.

NOTE: The built in microphone doesn't work when the audio cable is connected to the headset.

CHARGE THE HEADSET

1. Connect the small end of the USB cable to the micro-USB port on the right earcup.



2. Connect the other end to a USB wall charger.

The battery light blinks amber. When the battery is fully charged, the battery light glows green (see page 41).

NOTE: The headset doesn't play while charging.

Charging time

Allow up to 2 hours to fully charge the headset.

NOTES:

- When connected wirelessly, a full charge powers the headset for up to 20 hours.
- When connected using the audio cable or gaming microphone, a full charge powers the headset for up to 40 hours.

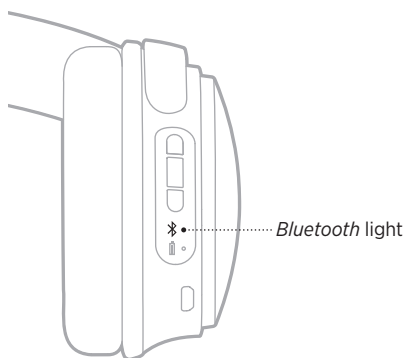
Hear the battery level

Each time you power on the headset, a voice prompt announces the battery level. When the headset is in use, you hear "Battery low, please charge now."

NOTE: To visually check the battery, see the light located on the right earcup. For more information, see "Battery light" on page 41.

BLUETOOTH STATUS

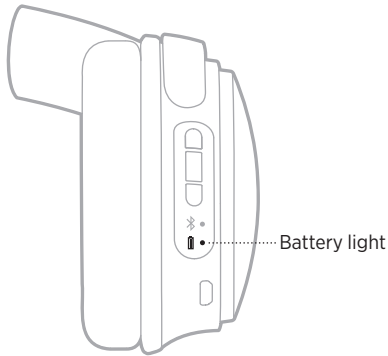
The *Bluetooth* light is located on right earcup and shows the connection status of mobile devices.



LIGHT ACTIVITY	SYSTEM STATE
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white (10 seconds)	Connected
Off	Disconnected

BATTERY STATUS

The battery light is located on right earcup and shows the battery level.



LIGHT ACTIVITY	SYSTEM STATE
Solid green	Medium to full charge
Blinking amber	Charging
Solid amber	Low charge
Blinking red	Need to charge
Solid red	Charging error - contact Bose customer service

TIP: You can also check the battery level of the headset using the Bose Connect app.

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 headset.

AVAILABLE LANGUAGES

The following language options are available on the headset:

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

CHANGE THE LANGUAGE

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

DISABLE VOICE PROMPTS

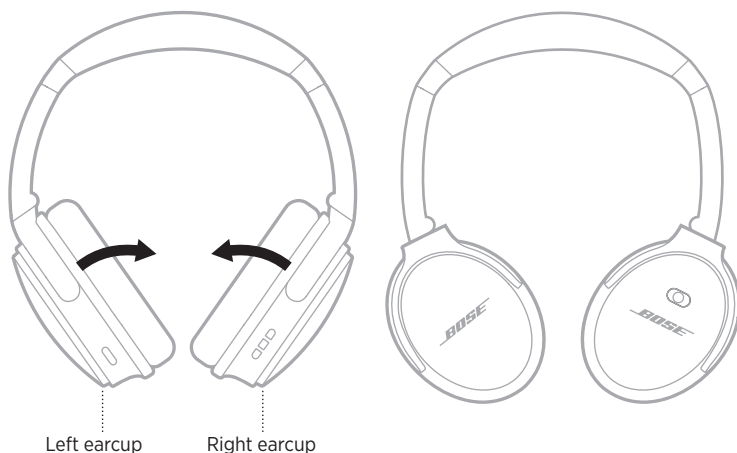
To disable and re-enable voice prompts, use the Bose Connect app.

NOTE: Disabling voice prompts doesn't disable Google Assistant or Amazon Alexa.

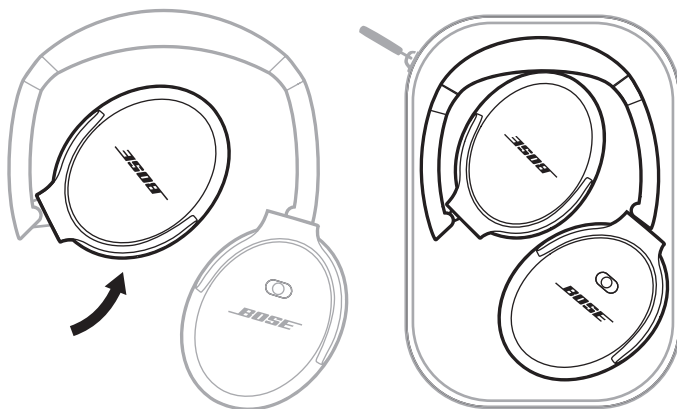
STORE THE HEADSET

The earcups rotate for easy, convenient storage. Place the headset flat into the case.

1. Rotate both earcups inward so they lay flat.



2. Fold the left earcup up toward the headband.



NOTES:

- Make sure to power off the headset when not in use.
- Remove the gaming microphone before storing.
- Before storing the headset for more than a few months, make sure the battery is fully charged.

CLEAN THE HEADSET

- Wipe the outside surfaces with a soft, dry cloth.
- Don't allow moisture to get inside the earcups or the 2.5 mm port.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: worldwide.Bose.com/Support/QC35gaming

LIMITED WARRANTY

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

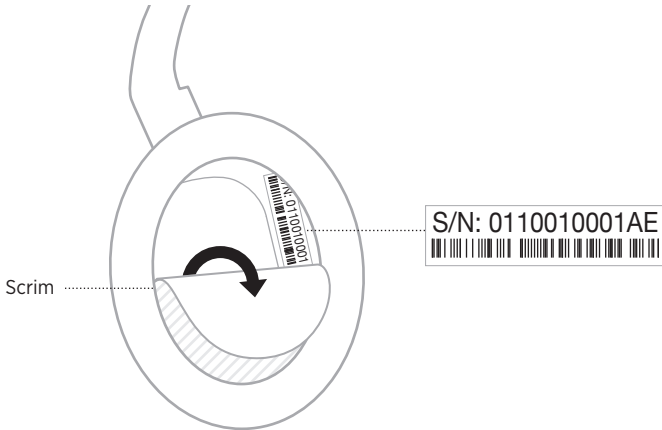
To register your product, visit global.Bose.com/register for instructions. Failure to register will not affect your limited warranty rights.

SERIAL NUMBER LOCATIONS

The serial number is located beneath the right scrim in the back of the earcup. The scrim is the inner screen which covers and protects the components inside the earcup.

To view the serial number, grab the scrim at the top edge and gently peel it away.

CAUTION: Be careful not to press down on or remove any other components inside the earcup as this could damage the headset.



TRY THESE SOLUTIONS FIRST

If you experience problems with the headset, try these solutions first:

- Power on the headset (see page 20).
- Check the status lights (see page 40).
- Make sure your mobile device supports *Bluetooth* connections (see page 34).
- Download the Bose Connect app and run available software updates.
- Move your device closer to the headset and away from any interference or obstructions.
- Charge the battery (see page 39).
- Increase the volume on the headset, mobile device, and music app.
- Connect another mobile device (see page 36).

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
Headset doesn't power on	Charge the battery.
Headset doesn't connect with mobile device	Disconnect the gaming microphone. Disconnect the back-up audio cable. On your device: <ul style="list-style-type: none"> • Turn the <i>Bluetooth</i> feature off and then on. • Delete the headset from the <i>Bluetooth</i> list on your device. Connect again (see page 37). Visit: worldwide.Bose.com/Support/QC35gaming to see how-to videos. Clear the headset device list (see page 37). Connect again.
Headset doesn't respond during app setup	Make sure you are using the Bose Connect app for setup. Close out of the Bose Connect app and open it again.

PROBLEM	WHAT TO DO
No sound while gaming	<p>Make sure the gaming microphone is secure (see page 18).</p> <p>Adjust the audio settings in your gaming system settings menu. Refer to your gaming system owner's guide for more information.</p> <p>If using the PC desktop controller:</p> <ul style="list-style-type: none"> • Try using a different USB port on your computer. • Make sure your volume is turned up (see page 25). • Check your computers audio settings.
No sound (<i>Bluetooth</i> connection)	<p>Press play on your mobile device to make sure audio is playing.</p> <p>Play audio from a different application or music service.</p> <p>Restart your device.</p> <p>If two devices are connected, pause the first device and play the other mobile device.</p> <p>If two devices are connected, move the devices within range of the headset (30 ft or 9 m).</p>
No sound (wired connection)	<p>Secure both ends of the audio cable.</p> <p>Press play on your mobile device to make sure audio is playing.</p> <p>Play audio from a different application or music service.</p> <p>Restart your device.</p>
Poor sound quality	<p>Play audio from a different application or music service.</p> <p>Disconnect the second device.</p> <p>Turn off any audio enhancement features on the device or music app.</p> <p>On your device:</p> <ul style="list-style-type: none"> • Turn the <i>Bluetooth</i> feature off and then on. • Delete the headset from the <i>Bluetooth</i> list on your device. Connect again (see page 34).

PROBLEM	WHAT TO DO
Headset won't charge	<p>Make sure the USB cable is correctly aligned with the port on the headset.</p> <p>Secure both ends of the USB cable.</p> <p>If the headset has been exposed to high or low temperatures, let the headset return to room temperature and then try charging again.</p> <p>Try another USB wall charger.</p>
Can't adjust noise cancellation	<p>Power off and on the headset (see page 20).</p>
Gaming microphone isn't picking up sound	<p>Unmute the microphone before connecting to your gaming system (see page 24).</p> <p>Make sure the microphone is facing your mouth.</p> <p>Make sure the microphone is plugged in correctly (see page 18).</p> <p>Adjust the microphone so it's level with your mouth.</p> <p>Check your voice level using the audio settings in your gaming system's settings menu. For more information, refer to your gaming system's owner's guide.</p>
Headset microphone isn't picking up sound	<p>Make sure the microphone openings on the front edge of the headset aren't blocked.</p> <p>Try another phone call.</p> <p>Try another compatible device.</p>
Google Assistant doesn't respond	<p>Make sure the Action button is set to Google Assistant (see page 27).</p> <p>Connect your mobile device to Wi-Fi or cellular data network.</p> <p>Make sure you're in a country where Google Assistant is available.</p> <p>Make sure you are using the most up-to-date version of the Google Assistant app.</p> <p>Make sure your mobile device is compatible. Visit: https://support.google.com/headphones</p> <p>For additional support, visit: https://support.google.com/headphones</p>

PROBLEM	WHAT TO DO
Alexa doesn't respond	<p>Make sure the Action button is set to Amazon Alexa (see page 30).</p> <p>Connect your mobile device to Wi-Fi or cellular data network.</p> <p>Make sure you're in a country where Alexa is available.</p> <p>Make sure you are using the most up-to-date version of the Amazon Alexa app.</p> <p>Make sure your mobile device is compatible.</p> <p>For additional support, visit: https://www.amazon.com/usealexa</p>
Action button doesn't change the noise cancelling mode	<p>Make sure your headset is powered on.</p> <p>Make sure the Action button is set to noise cancellation.</p> <p>Use the Bose Connect app to change the noise cancelling mode.</p>
Voice prompt is set to other language	<p>Change the language of the voice prompts (see page 42).</p> <p>To disable voice prompts, use the Bose Connect app (see page 42). You can access this option from the Settings menu.</p>



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