

Please read and keep this Owner's Guide and take the time to carefully read and follow the Important Safety Instructions, Warranty and Contact information.

For additional information about your headphones or for replacement accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/C200>

Charging

Allow up to 2 hours for a full charge before first use.

Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 16 hours of battery life.

Note: Before charging, be sure headphones are at room temperature, between 41°F (5°C) and 104°F (40°C).

Components
A. Control module
B. In-line microphone and 3-button remote
C. Clothing clip
D. StayHear+™ tips: Small (white), Medium, Installed (gray), Large (black)
E. Charging cable
F. Carry case

Powering on
1. Slide the power switch on the control module to On. The headphones will turn on in Mode Cancelling, which reduces most sounds around you. Note: When the power off, the headphones will still charge, which lets you turn on the power again, turn the power on.

Switching modes
Press the Mode button on the side of the remote to switch to another mode, which lets you hear some sounds around you, such as traffic noise.

Connecting to an Apple device
1. Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.
2. The headphones come with an in-line microphone with an in-line microphone and 3-button remote for convenient control of connected Apple products.

Action	Headphone Control
Adjust volume	Press + or -
Play/Pause	Press and release Answer/End
Skip track	Press and release Answer/End twice quickly
Previous track	Press and release Answer/End once quickly
Fast forward	Press Answer/End twice and hold
Rewind	Press Answer/End three times and hold
Answer or end a call	Press and release Answer/End
Switch to incoming call, put current call on hold	While on a call, press Answer/End once. Press and release again to end call.
Switch to incoming call, end current call	While on a call, press Answer/End and hold for about 2 seconds and release.
Use voice control	Press and hold Answer/End. See separate user guide for compatibility and usage information.

Importance of Proper Fit
For effective noise reduction performance, it is important to choose the correct size StayHear+™ tip. Select the size that gives you the best comfort and fit. It is best if you may need to try all three sizes to determine the best fit. To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.
Each tip is marked with either an L or an R. Be sure to attach the left tip (L) to the left earpiece and the right tip (R) to the right earpiece.

How to use
1. Gently peel the edges of the attached tip away from the earpiece, using care to avoid the ear canal. CAUTION: To prevent damage, do not pull on the tip wiring.
2. Slide the new tip up over the headphone nozzle. 3. Press the tip securely into place until you feel a latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.

Fitting the headphones to your ear
1. Insert the headphone into the ear so the tip gently rests in the opening of the ear canal. 2. Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights		
Color	Status while in use:	Status while charging:
Green (solid)	3 hours on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	3 hours on. Less than 3 hours of battery life remaining.	N/A
Amber (blinking)	N/A	Charging Error. See "Temperature range"
Red	N/A	Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Lampernes betydning		
Farve	Status under brug:	Status under opladning:
Grøn (solid)	3 timer på. Mere end 3 timer batterilevetid tilbage.	Opladning færdig
Grøn (blinkende)	3 timer på. Mindre end 3 timer batterilevetid tilbage.	N/A
Amber (blinkende)	N/A	Ladningsfejl. Se "Temperaturinterval"
Rød	N/A	Fejl: Se "Temperaturinterval"
Ingen (Off)	Strømløst eller batteriet er tom.	

Erkendelsen der Læmpchen		
Farve	Status i løbet af brugen:	Status under opladning:
Grøn (fast)	3 timer på. Mere end 3 timer batterilevetid tilbage.	Opladning færdig
Grøn (blinker)	3 timer på. Mindre end 3 timer batterilevetid tilbage.	N/A
Amber (blinker)	N/A	Ladningsfejlsfejl. Se "Temperaturinterval"
Rød	N/A	Fejl: Se "Temperaturinterval"
Ingen (Ingen)	Strømløst eller batteriet er tom for strøm.	

Erkendelsen der Læmpchen		
Farve	Status under brug:	Status under opladning:
Grøn (fast)	3 timer på. Mere end 3 timer batterilevetid tilbage.	Opladning færdig
Grøn (blinker)	3 timer på. Mindre end 3 timer batterilevetid tilbage.	N/A
Amber (blinker)	N/A	Ladningsfejlsfejl. Se "Temperaturinterval"
Rød	N/A	Fejl: Se "Temperaturinterval"
Ingen (Ingen)	Strømløst eller batteriet er tom for strøm.	

Musozonaj	
Farve	Betydning:
Grøn (Grøn)	Strømløst/strømløst.
Grøn (Grøn)	Strømløst/strømløst.
Grøn (Grøn)	Strømløst/strømløst.

Fejlfinding	
Dårligt lydkvalitet	Sorg for, at hovedtelefonerne er tæt og tæt og sidder i begge ører. • Rens hovedtelefonerne for støv og fedt. • Rens hovedtelefonerne for støv og fedt. • Rens hovedtelefonerne for støv og fedt.
Clear or No noise reduction	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.

Technical information	
Power sound quality	Ensure you are using a compatible Apple device. Headphones are powered on and secured by plugging into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Short battery life (less than 16 hours)	• Ensure you are using a compatible Apple device. • Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Microphone not working	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.
Device is not responding to remote button commands	• Ensure you are using a compatible Apple device. • Headphones are powered on and secured by plugging into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Microphone not working	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.
Technical information	

Troubleshooting	
Power sound quality	Ensure you are using a compatible Apple device. Headphones are powered on and secured by plugging into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Short battery life (less than 16 hours)	• Ensure you are using a compatible Apple device. • Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Microphone not working	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.
Device is not responding to remote button commands	• Ensure you are using a compatible Apple device. • Headphones are powered on and secured by plugging into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Microphone not working	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.
Technical information	

Temperature range
Operate and store this product within the temperature range of 4°F to 113°F (-20°C to 45°C) only. Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only. For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.
For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.
Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Made for iPod™, Made for iPhone™, and Made for iPad™ mean an electronic accessory has been designed to connect specifically to iPod®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple performance standards.
Made for iPod™, Made for iPhone™, and Made for iPad™ mean an electronic accessory has been designed to connect specifically to iPod®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple performance standards.

Temperature range
Operate and store this product within the temperature range of 4°F to 113°F (-20°C to 45°C) only. Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only. For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.
For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.
Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Made for iPod™, Made for iPhone™, and Made for iPad™ mean an electronic accessory has been designed to connect specifically to iPod®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple performance standards.
Made for iPod™, Made for iPhone™, and Made for iPad™ mean an electronic accessory has been designed to connect specifically to iPod®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple performance standards.

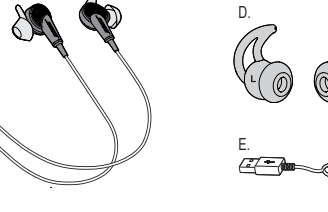
Temperature range
Operate and store this product within the temperature range of 4°F to 113°F (-20°C to 45°C) only. Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only. For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.
For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.
Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Made for iPod™, Made for iPhone™, and Made for iPad™ mean an electronic accessory has been designed to connect specifically to iPod®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple performance standards.
Made for iPod™, Made for iPhone™, and Made for iPad™ mean an electronic accessory has been designed to connect specifically to iPod®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple performance standards.

Temperature range
Operate and store this product within the temperature range of 4°F to 113°F (-20°C to 45°C) only. Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only. For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.
For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.
Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.



Please read and keep this Owner's Guide and take the time to carefully read and follow the Important Safety Instructions, Warranty and Contact information.

For additional information about your headphones or for replacement accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/C200>

Charging

Allow up to 2 hours for a full charge before first use.

Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 16 hours of battery life.

Note: Before charging, be sure headphones are at room temperature, between 41°F (5°C) and 104°F (40°C).

Components
A. Control module
B. In-line microphone and 3-button remote
C. Clothing clip
D. StayHear+™ tips: Small (white), Medium, Installed (gray), Large (black)
E. Charging cable
F. Carry case

Powering on
1. Slide the power switch on the control module to On. The headphones will turn on in Mode Cancelling, which reduces most sounds around you. Note: When the power off, the headphones will still charge, which lets you turn on the power again, turn the power on.

Switching modes
Press the Mode button on the side of the remote to switch to another mode, which lets you hear some sounds around you, such as traffic noise.

Connecting to an Apple device
1. Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.
2. The headphones come with an in-line microphone with an in-line microphone and 3-button remote for convenient control of connected Apple products.

Action	Headphone Control
Adjust volume	Press + or -
Play/Pause	Press and release Answer/End
Skip track	Press and release Answer/End twice quickly
Previous track	Press and release Answer/End once quickly
Fast forward	Press Answer/End twice and hold
Rewind	Press Answer/End three times and hold
Answer or end a call	Press and release Answer/End
Switch to incoming call, put current call on hold	While on a call, press Answer/End once. Press and release again to end call.
Switch to incoming call, end current call	While on a call, press Answer/End and hold for about 2 seconds and release.
Use voice control	Press and hold Answer/End. See separate user guide for compatibility and usage information.

Importance of Proper Fit
For effective noise reduction performance, it is important to choose the correct size StayHear+™ tip. Select the size that gives you the best comfort and fit. It is best if you may need to try all three sizes to determine the best fit. To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.
Each tip is marked with either an L or an R. Be sure to attach the left tip (L) to the left earpiece and the right tip (R) to the right earpiece.

How to use
1. Gently peel the edges of the attached tip away from the earpiece, using care to avoid the ear canal. CAUTION: To prevent damage, do not pull on the tip wiring.
2. Slide the new tip up over the headphone nozzle. 3. Press the tip securely into place until you feel a latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.

Fitting the headphones to your ear
1. Insert the headphone into the ear so the tip gently rests in the opening of the ear canal. 2. Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights		
Color	Status while in use:	Status while charging:
Green (solid)	3 hours on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	3 hours on. Less than 3 hours of battery life remaining.	N/A
Amber (blinking)	N/A	Charging Error. See "Temperature range"
Red	N/A	Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Lampernes betydning		
Farve	Status under brug:	Status under opladning:
Grøn (solid)	3 timer på. Mere end 3 timer batterilevetid tilbage.	Opladning færdig
Grøn (blinkende)	3 timer på. Mindre end 3 timer batterilevetid tilbage.	N/A
Amber (blinkende)	N/A	Ladningsfejlsfejl. Se "Temperaturinterval"
Rød	N/A	Fejl: Se "Temperaturinterval"
Ingen (Ingen)	Strømløst eller batteriet er tom for strøm.	

Erkendelsen der Læmpchen		
Farve	Status under brug:	Status under opladning:
Grøn (fast)	3 timer på. Mere end 3 timer batterilevetid tilbage.	Opladning færdig
Grøn (blinker)	3 timer på. Mindre end 3 timer batterilevetid tilbage.	N/A
Amber (blinker)	N/A	Ladningsfejlsfejl. Se "Temperaturinterval"
Rød	N/A	Fejl: Se "Temperaturinterval"
Ingen (Ingen)	Strømløst eller batteriet er tom for strøm.	

Musozonaj	
Farve	Betydning:
Grøn (Grøn)	Strømløst/strømløst.
Grøn (Grøn)	Strømløst/strømløst.
Grøn (Grøn)	Strømløst/strømløst.

Fejlfinding	
Dårligt lydkvalitet	Sorg for, at hovedtelefonerne er tæt og tæt og sidder i begge ører. • Rens hovedtelefonerne for støv og fedt. • Rens hovedtelefonerne for støv og fedt. • Rens hovedtelefonerne for støv og fedt.
Clear or No noise reduction	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.

Technical information	
Power sound quality	Ensure you are using a compatible Apple device. Headphones are powered on and secured by plugging into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Short battery life (less than 16 hours)	• Ensure you are using a compatible Apple device. • Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Microphone not working	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.
Device is not responding to remote button commands	• Ensure you are using a compatible Apple device. • Headphones are powered on and secured by plugging into the headphone jack on the Apple device. • Try another StayHear+™ tip size. • Clean the connector with isopropyl alcohol and dry with a clean cloth. • Turn the power off by sliding the power switch. • Clear or No noise reduction: • Make sure the power is switched on and the Mode indicator is on (green). • Try another StayHear+™ tip size. See "Importance of Proper Fit." • Ensure that headphones are properly charged. • When charging, use care to avoid the ear canal.
Microphone not working	• Make sure the headphones are properly plugged into the headphone jack on the Apple device. • Make sure the microphone is not blocked. • Try another Apple device, or application.
Technical information	

Temperature range
Operate and store this product within the temperature range of 4°F to 113°F (-20°C to 45°C) only. Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only. For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone 3GS (2nd generation or later), iPod nano (4th generation or later). Audio is supported by iPod nano and iPod touch.
For use with: The remote mic and is supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB) and iPod nano (4th generation or later). The remote is supported by iPhone