

If you experience problems with your headphones:

- Make sure your headphones are powered on.
- Charge the battery.
- Verify the state of the status indicators (see page 13).
- Move your mobile device closer to the headphones and away from any interference or obstructions.
- Make sure your mobile device supports pairing via *Bluetooth* technology or NFC.

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.

Common solutions

Problem	What to do
Headphones don't pair with mobile device	<ul style="list-style-type: none"> • On your mobile device: <ul style="list-style-type: none"> – Turn the <i>Bluetooth</i> feature off and then on. – Delete your Bose® SoundSport® headphones from the <i>Bluetooth</i> list on your mobile device. Pair again. • Pair a different mobile device (see page 18). • Visit: global.Bose.com/Support/SSW to see how-to videos. • Power the headphones off and then on. • Power your mobile device off and then on. • Clear the headphone pairing list (see page 22).
Headphones don't pair with NFC-enabled mobile device	<ul style="list-style-type: none"> • Unlock your mobile device and turn on the <i>Bluetooth</i> and NFC features. • Tap the NFC touchpoint on the back of your mobile device to the back of the inline remote. • Power the headphones off and then on. • Power your mobile device off and then on.
No sound	<ul style="list-style-type: none"> • Increase the volume on your headphones and mobile device. • Press the Power/<i>Bluetooth</i> button to hear the connected mobile device. Make sure you are using the correct device. • Use a different music source. • Pair a different mobile device (see page 18). • If two mobile devices are connected, pause audio on the first mobile device and play audio on the other mobile device. • If two mobile devices are connected, move the mobile devices within range of the headphones (30 ft. or 9 m).

TROUBLESHOOTING

Problem	What to do
Poor sound quality	<ul style="list-style-type: none">• Use a different music source.• Pair a different mobile device (see page 18).• Disconnect the second mobile device.• Move the mobile device closer to the headphones, and away from any interference or obstructions.• Clear any debris or wax buildup from the earbuds and headphone nozzles.
Headphones don't charge	<ul style="list-style-type: none">• Open the hinged door on the bottom of the right earbud and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones.• Secure both ends of the USB cable.• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.
StayHear [®] + Sport tips falling off	Securely attach the tips to the earbuds (see “Changing the StayHear [®] + Sport tips” on page 15.)
Lost StayHear [®] + Sport tip	Contact Bose customer service for replacement tips.