

**BOSE**

# SOUNDLINK<sup>®</sup> REVOLVE



OWNER'S GUIDE • GUÍA DEL USUARIO • NOTICE D'UTILISATION  
사용자 안내서 • 用户指南 • 使用者指南

# IMPORTANT SAFETY INSTRUCTIONS

---

**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. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
6. Only use attachments/accessories specified by the manufacturer.
7. Unplug this apparatus during lightning storms or when unused for long periods of time.
8. 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, objects have fallen into the apparatus, does not operate normally, or has been dropped.

## WARNINGS/CAUTIONS:



This symbol means there is uninsulated, dangerous voltage within the product enclosure that may constitute a risk of electrical shock.



This symbol means there are important operating and maintenance instructions in this guide.



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.
- Do NOT use a power inverter with this product.
- Use this product only with the power supply provided.
- Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- 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 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 equipment should be installed and operated with a minimum distance of 20 cm between radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IDA Requirements.

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

#### 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.

 Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC and all other EU directive requirements. The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)



廢電池請回收


**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.



## REGULATORY INFORMATION

Names and Contents of Toxic or Hazardous Substances or Elements						
Part Name	Toxic or Hazardous Substances and Elements					
	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.						

### Please complete and retain for your records

The serial and model numbers are located bottom of the speaker.

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.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Android, Google Play and the Google Play logo are trademarks of Google Inc.

The *Bluetooth*® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Bose Corporation is under license.

Google Now is a trademark of Google, Inc.

The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

Siri is a trademark of Apple Inc., registered in the U.S. and other countries.

©2017 Bose Corporation. No part of this work may be reproduced, modified, distributed or otherwise used without prior written permission.

---

## **The Bose® Connect App**

Features.....	7
---------------	---

## **Getting Started**

Unpacking.....	8
Placement guidelines .....	9
Connecting to power.....	10
Powering on your speaker.....	10
Control buttons.....	11
Using the Multi-function button.....	12
Using a Virtual Personal Assistant (VPA) with your speaker .....	12
Voice alerts.....	12

## **Setting Up Voice Prompts**

Pre-installed languages .....	13
Selecting a language .....	13
Disabling voice prompts.....	13
Changing the language .....	13

## **Bluetooth® Technology**

Choosing your pairing method.....	14
Pairing your mobile device.....	15
Pairing a mobile device with NFC .....	16
Pairing another mobile device .....	17
Disconnecting a mobile device.....	17
Reconnecting a mobile device.....	17

## **Managing Multiple Connections**

Identifying the connected mobile devices.....	18
Switching between two connected mobile devices.....	18
Connecting to a mobile device stored in your speaker's pairing list.....	18
Clearing your speaker's pairing list.....	18
Using the Bose® Connect app .....	18

# CONTENTS

---

## **Connecting a Cabled Mobile Device**

Connecting to the AUX connector.....	19
Connecting to the micro-B USB connector.....	19

## **Operating on Battery Power**

Battery protection mode.....	20
Auto-off setting.....	20
Disabling auto-off.....	20

## **Getting System Information**

Status indicators.....	21
Battery indicator.....	22
<i>Bluetooth</i> <sup>®</sup> indicator.....	22
Input indicator.....	22

## **Advanced Features**

Pairing two Bose <sup>®</sup> speakers.....	23
Pairing the speakers using Bose Connect.....	23
Pairing the speakers manually.....	23
Disabling Stereo mode or Party mode.....	25

## **Care and Maintenance**

Cleaning.....	26
Customer service.....	26
Limited warranty.....	26
Technical information.....	26

## **Troubleshooting**

Common solutions.....	27
Resetting your speaker.....	29

Download Bose® Connect to easily manage *Bluetooth*® connections, unlock features and access future updates.

## Features

---

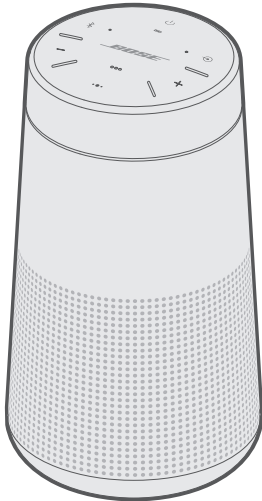
- Unlock the full potential of your speaker.
- Free app compatible with most Apple and Android™ systems.
- Easily connect to and switch between multiple mobile devices with a single swipe.
- Disable voice prompts.
- Keep your speaker up-to-date with the latest software.
- Customize speaker settings, like voice prompt language.
- Configure your speakers to play in Stereo mode or Party mode.



## Unpacking

---

Carefully unpack the carton and confirm that the following parts are included:



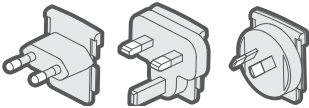
SoundLink® Revolve  
*Bluetooth*® speaker



USB power supply



USB cable



AC power adapters



The USB power supply and AC power adapters may vary slightly. Use the AC power adapter for your region.

If part of the speaker is damaged, do not use it. Contact your authorized Bose® dealer or Bose customer service. Refer to the contact sheet in the carton.



## Placement guidelines

---

- For best *Bluetooth*<sup>®</sup> performance place your mobile device within 33 ft. (10 m) of your speaker, and make sure there is a clear line of sight between you and your speaker. Moving your mobile device further away, or not having a clear line of sight, may impact sound quality, and your mobile device may disconnect from your speaker.
- Keep other wireless equipment at least 3 ft. (1 m) away from your speaker.
- Place your speaker and your mobile device outside of and away from metal cabinets, other audio/video components and direct heat sources.

### **CAUTIONS:**

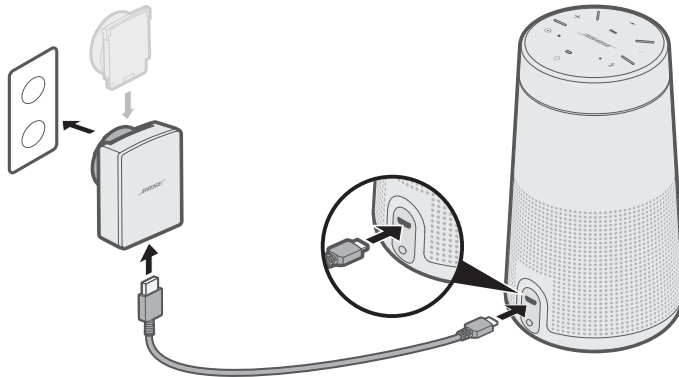
- Stand your speaker on its base. Standing your speaker on any other side may cause damage to your speaker and affect sound quality.
- Avoid placing your speaker on wet or dirty surfaces.

# Connecting to power

---



Your speaker ships with a partial charge. Before using your speaker for the first time, connect it to an AC (mains) outlet. Your speaker does not need to be fully charged, but it does require the initial connection to activate the battery.

1. Plug the small end of the USB cable into the micro-B USB connector on your speaker.



2. Plug the other end into the USB power supply.
3. Plug the USB power supply into an AC (mains) outlet.

**Note:** If necessary, plug the AC adapter for your region into the AC (mains) outlet.

The battery indicator  blinks amber, and your speaker emits a tone. When fully charged,  glows green.

# Powering on your speaker

---

On the button pad, press the Power button .

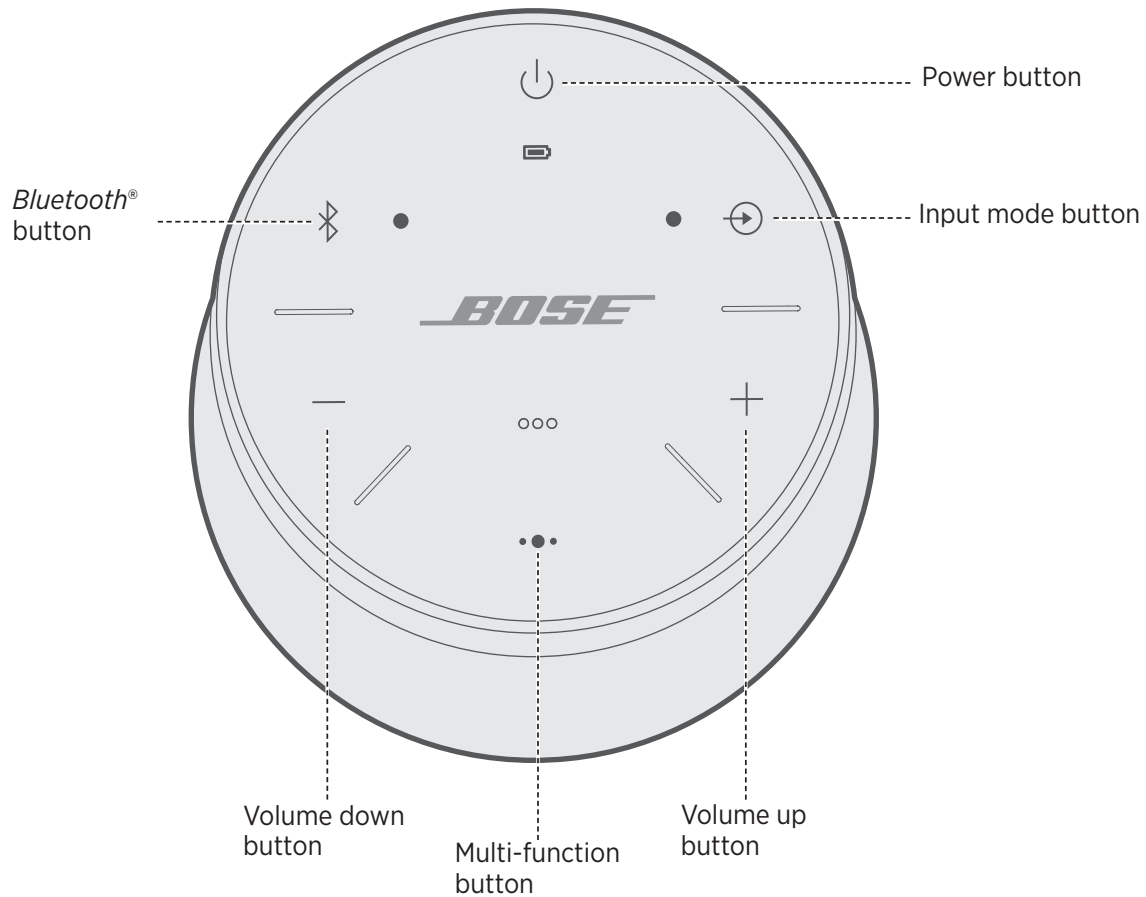
- The first time the speaker is powered on, the *Bluetooth*<sup>®</sup> indicator blinks blue, and you hear a voice prompt to select a language (see page 13).
- When the speaker has been powered on previously and at least one mobile device has been paired, the *Bluetooth*<sup>®</sup> indicator blinks white and connects to the last two mobile devices to which it was connected.

You hear “Battery <number> percent. Connected to <mobile device name>.” and the *Bluetooth*<sup>®</sup> indicator glows solid white.

## Control buttons

The button pad enables you to power on your speaker and control your speaker's playback, volume and speakerphone.

**Note:** Certain mobile devices may not support these functions.



## Using the Multi-function button

This button controls music sources and speakerphone calls on your mobile device from your speaker.

### Playback controls

Play	Press ●●●.
Pause	Press ●●●. <b>Note:</b> In Input mode, pressing ●●● mutes the audio (see page 19).
Skip forward to the next track	Press ●●● twice.
Skip backward to the previous track	Press ●●● three times.

### Speakerphone controls

Make a call	Press and hold ●●● to activate VPA on your mobile device. <b>Note:</b> See “Using a Virtual Personal Assistant (VPA) with your speaker” for more information.
Switch a call from speakerphone to your mobile device, while on a call	Press and hold ●●●.
Answer a call	Press ●●●.
Reject a call	Press and hold ●●●.
End a call	Press ●●●.
Mute a call	Press and hold + and – simultaneously. Press and hold again to unmute.
Switch between calls	While on a call, press ●●● to answer a second call. Press ●●● twice to switch between the calls.

## Using a Virtual Personal Assistant (VPA) with your speaker

You can use the built-in microphone for taking calls and accessing Siri or Google Now™ from your speaker.

Press and hold ●●● to activate VPA on your mobile device.

### Voice alerts

Your speaker identifies incoming callers (when applicable). To disable this feature, see “Disabling voice prompts” on page 13.

Voice prompts guide you through the *Bluetooth*® pairing and connecting processes.

### Pre-installed languages

---

- English
- Spanish
- French
- Portuguese
- Dutch
- Danish
- Swedish
- Finnish
- Norwegian
- German
- Italian
- Mandarin
- Cantonese
- Japanese
- Korean
- Arabic
- Russian
- Polish

#### To check for additional languages

Visit: [global/Bose.com/Support/SLR](http://global/Bose.com/Support/SLR)

You can also use the Bose Connect app (see page 7).

If your language preference is not available, see “Disabling voice prompts.”

### Selecting a language

---

1. Press **-** or **+** to scroll through available languages.
2. When you hear your language preference, press and hold the Multi-function button **•••** to select it.

You hear a beep and “Ready to pair.”

### Disabling voice prompts

---

Press and hold **-** or **+** simultaneously until you hear “Voice prompts off.”

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

### Changing the language

---

1. Press and hold **-** and **⊕** simultaneously until you hear the voice prompt for the first language option.
2. Press **-** or **+** to scroll through available languages.
3. When you hear your language preference, press and hold **•••** until you hear a beep and “Connected to <mobile device name>.”

*Bluetooth*® wireless technology lets you stream music from *Bluetooth* smartphones, tablets, computers or other mobile devices to your speaker. Before you can stream music from a mobile device, you must pair the mobile device with your speaker.

## Choosing your pairing method

---

You can pair your mobile device with your speaker using *Bluetooth* wireless technology or Near Field Communication (NFC).

You can also use the Bose Connect app to pair your mobile device (see page 7).

### What is NFC?

NFC is a technology that enables mobile devices to establish wireless communication with each other by simply tapping the mobile devices together. Refer to your mobile device owner's guide to see if your model supports NFC.

If your mobile device does not support <i>Bluetooth</i> pairing via NFC or if you are unsure:	Follow the instructions for "Pairing your mobile device" on page 15.
If your mobile device supports <i>Bluetooth</i> pairing using NFC:	Follow the instructions for "Pairing a mobile device with NFC" on page 16.

**Note:** If your mobile device supports *Bluetooth* pairing via NFC, you can use either pairing method.

---

## Pairing your mobile device

---

When you power your speaker on for the first time, the speaker automatically searches for your mobile device.

**Note:** To pair another mobile device, see page 17.

1. On your mobile device, turn on the *Bluetooth*® feature.

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

2. Select your Bose® Revolve SoundLink® speaker from the device list.



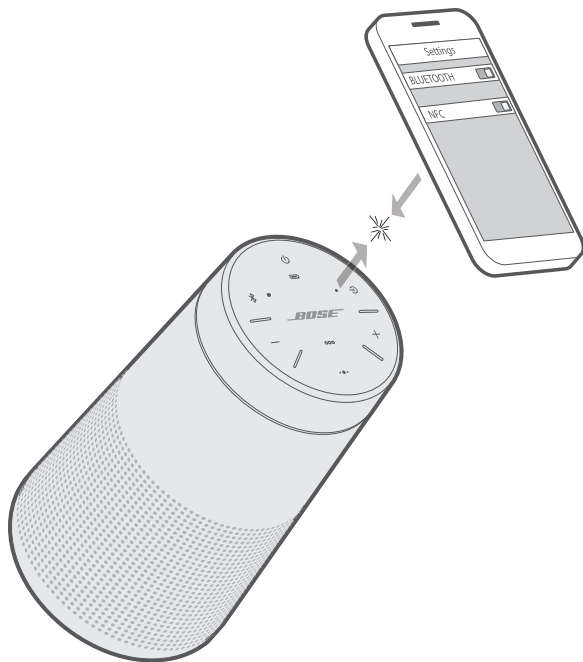
Once paired, you hear “Connected to <mobile device name>,” and the *Bluetooth* indicator glows solid white.

## Pairing a mobile device with NFC

---

1. Unlock your mobile device and turn on the *Bluetooth*® and NFC features.  
Refer to your mobile device owner's guide to learn more about these features.
2. Tap and hold the NFC touchpoint on your mobile device to the top center of your speaker. The target area is the Bose® logo.

Your mobile device may prompt you to accept pairing.




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



## Pairing another mobile device

---

You can store up to eight paired mobile devices in the speaker pairing list.

- Press and hold the *Bluetooth*® button  until the *Bluetooth* indicator blinks blue, and you hear, “Ready to pair another device.” Pair your mobile device to the speaker (see page 15).
- If your mobile device supports pairing via NFC, see “Pairing a mobile device with NFC” on page 16.

## Disconnecting a mobile device

---

- Turn off the *Bluetooth* feature on your mobile device.
- If your mobile device supports pairing via NFC, tap and hold the NFC touchpoint on your mobile device to the top center of your speaker. The target area is the Bose® logo.

## Reconnecting a mobile device

---

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

**Note:** The mobile devices must be within range and powered on.

If your mobile device supports pairing via NFC, tap the NFC touchpoint on your mobile device to the top of your speaker. The target area is the Bose® logo.

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

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

### Identifying the connected mobile devices

---

Press **ⓧ** to hear which mobile devices are currently connected.

### Switching between two connected mobile devices

---

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

### Connecting to a mobile device stored in your speaker's pairing list

---

1. Press **ⓧ** to hear which mobile device is currently connected.
2. Press **ⓧ** within two seconds to connect to the next mobile device in your speaker's pairing list.
3. Repeat until you hear the desired mobile device name.  
You hear a tone that indicates the mobile device is connecting.
4. Play audio on the connected mobile device.

### Clearing your speaker's pairing list

---

1. Press **ⓧ** and hold for 10 seconds, until you hear "*Bluetooth*<sup>®</sup> device list cleared. Ready to pair."  
All mobile devices are cleared and your speaker is ready to pair a new mobile device.
2. Delete your speaker from the *Bluetooth* list on your mobile device.

### Using the Bose<sup>®</sup> Connect app

---

You can also easily manage multiple connected mobile devices using the Bose<sup>®</sup> Connect app. For more information, see page 7.

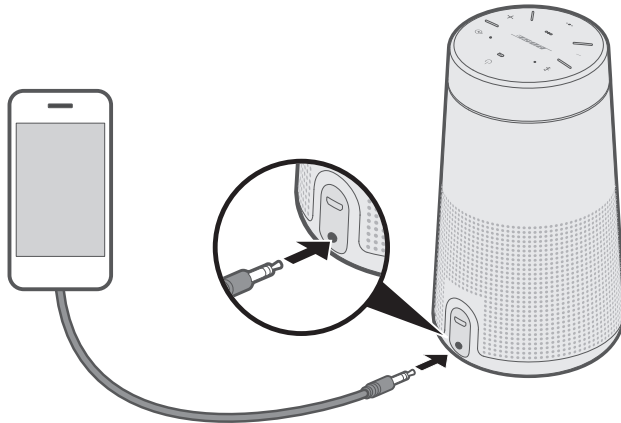
You can connect the audio output of a smartphone, tablet, computer or other type of mobile device to the AUX connector or micro-B USB connector.



### Connecting to the AUX connector

---

The AUX connector accepts a 3.5 mm stereo cable plug (not provided).

1. Using a 3.5 mm stereo cable, connect your mobile device to the AUX connector on your speaker.



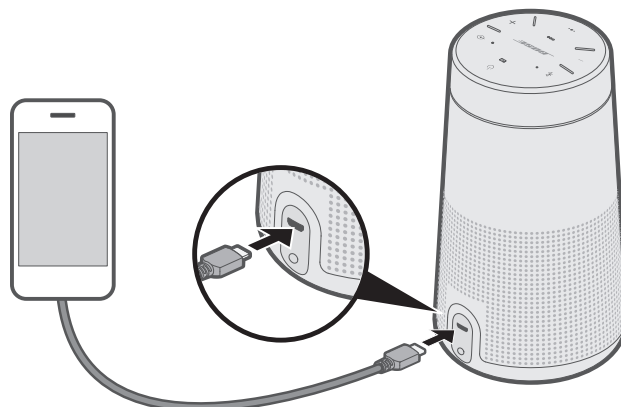
2. Press  on your speaker.
3. Press and release  until you hear “AUX Audio.”



### Connecting to the micro-B USB connector

---

The micro-B USB connector accepts a USB A-Type plug.

1. Using a USB cable, connect your mobile device to the micro-B USB connector on your speaker.




2. Press  on your speaker.
3. Press and release  until you hear “USB Audio.”

### Battery protection mode

---

When your speaker is unplugged and unused for more than three days with a remaining charge of less than 10 percent, it enters battery protection mode to preserve battery power. To reactivate your speaker, connect it to AC (mains) power.

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

**CAUTION:** Do not store your speaker for extended periods when fully charged or when  blinks red.


### Auto-off setting

---

Your speaker powers off after 30 minutes of inactivity (no sound coming from your speaker) while using the following connections and power sources:

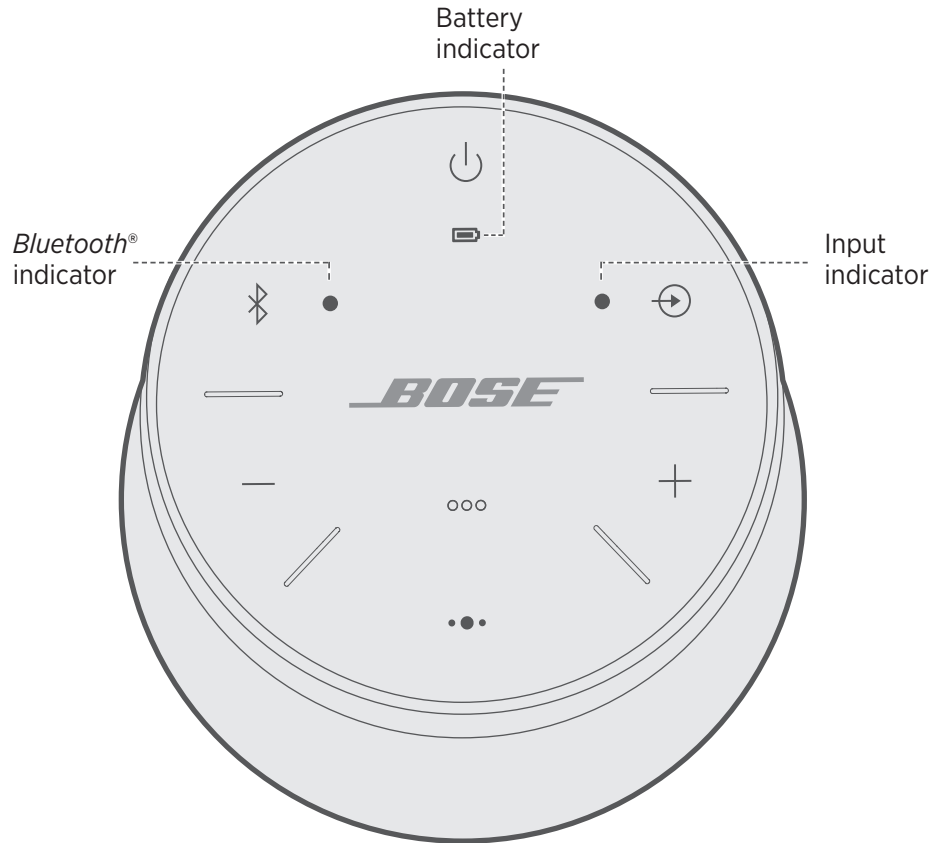
- AUX connection operating on battery or AC (mains) power.
- *Bluetooth*<sup>®</sup> connection operating on battery power.

### Disabling auto-off


1. Press and hold **+** and  simultaneously.  
You hear “Auto-off disabled.”
2. Repeat to re-enable the auto-off feature.

## Status indicators

The top of the speaker has a series of indicators that glow according to system state.



## Battery indicator

Shows the battery charge level. Each time you power on your speaker,  displays the battery charge level for two seconds and a voice prompt announces the battery charge level.

To check the battery charge level, press and hold  while checking .

**Note:** Battery performance varies with the content played and the volume level at which it is played. In typical use, the speaker battery lasts up to 12 hours.

Indicator activity	System state
Solid green	Charged/medium to full charge
Blinking amber	Charging
Solid amber	Medium charge
Blinking red	Need to charge

## Bluetooth® indicator

Shows the connection status of a mobile device.

Indicator activity	System state
Blinking blue	Ready to pair
Blinking white	Connecting
Solid white	Connected

## Input indicator

Shows the connection status of a mobile device connected with an AUX or micro-B USB cable.

Indicator activity	System state
Solid white	Speaker is ready to play content from a mobile device

For more information on using a cable to connect a mobile device, see page 19.

---

## Pairing two Bose® speakers

---

You can configure your Bose® speakers to play in Stereo mode (left speaker and right speaker separate) or Party mode (left and right speakers in unison) using the Bose Connect app or manually using the speakers' control buttons. Refer to your Bose owner's guide to determine if your secondary speaker supports these modes.

**Note:** Bose Corporation recommends using the Bose Connect app to pair your speakers together.



### Pairing the speakers using Bose Connect

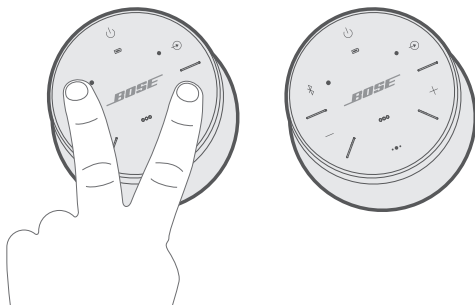
For information about configuring Stereo mode or Party mode using the Bose Connect app, refer to the in-app help.

### Pairing the speakers manually

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

#### Stereo mode



1. Verify both speakers are powered on.
2. Verify at least one speaker is paired to your mobile device.
3. Place your speakers to your left and right.
4. On your left speaker, press and hold  and  simultaneously.

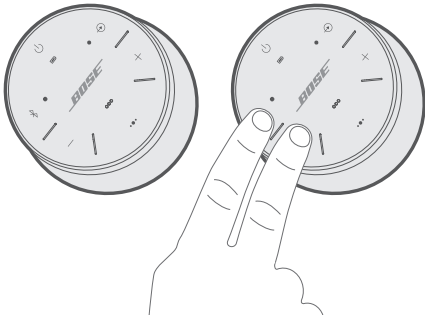


5. Release the buttons when you hear "Press *Bluetooth*® and volume down button simultaneously on a second Bose device to enter Stereo mode."

## ADVANCED FEATURES

---

6. On your right speaker, press and hold  and  simultaneously.
7. Release the buttons when your right speaker emits a tone.





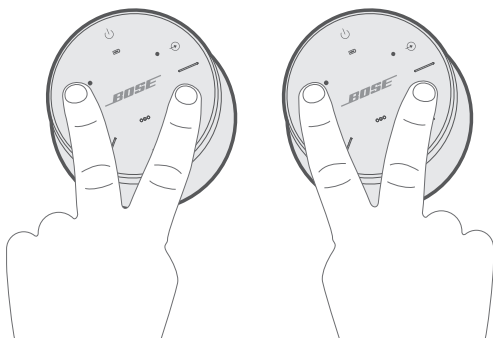
After 10 seconds, you hear “Stereo mode” from both speakers simultaneously. Then you hear “Left” from the left speaker and “Right” from the right speaker. Stereo mode is enabled. You are now able to play audio in stereo using your mobile device.

8. 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 mobile device, distance and environmental factors.

### Party mode

1. Configure your speakers for Stereo mode (see page 23).
2. On both speakers, press  and  simultaneously.



3. Release the buttons when you hear “Party mode.”

Party mode is enabled. You are now able to play audio in unison using your mobile device.




4. 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.

### **Disabling Stereo mode or Party mode**

Do one of the following on either speaker:

- Press and hold **•••** and **+** simultaneously until you hear “Bose speakers unlinked.”
- Press  to power off the speaker.

### Cleaning

---

- Clean the surface of the speaker with a soft, damp cloth (water only).
- Do not use any sprays near the speaker. Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia or abrasives.
- Do not allow liquids to spill into any openings.

### Customer service

---

For additional help using your speaker:

- Visit [global/Bose.com/Support/SLR](http://global/Bose.com/Support/SLR)
- Contact Bose® customer service. Refer to the contact sheet in the carton.

### Limited warranty

---

Your speaker is covered by a limited warranty. Details of the limited warranty are provided on the warranty card in the carton. Please refer to the warranty 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 or New Zealand. See our website at [www.bose.com.au/warranty](http://www.bose.com.au/warranty) or [www.bose.co.nz/warranty](http://www.bose.co.nz/warranty) for details of the Australia and New Zealand warranty.


### Technical information

---

**Input Voltage:** 5V 

**Input Current:** 1.5A

If you experience problems with your *Bluetooth*<sup>®</sup> speaker:

- Check  (see page 22). Charge your speaker if necessary.
- Make sure all cables are securely attached.
- Check the state of status indicators (see page 21).
- Place your speaker according to placement guidelines (see page 9).
- Make sure your mobile device supports *Bluetooth*<sup>®</sup> or pairing via NFC technology (see page 14).

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<sup>®</sup> customer service.




## Common solutions

The following table lists symptoms and possible solutions to common problems.

Symptom	Solution
No power (battery)	<ul style="list-style-type: none"> <li>• Battery may be in protection mode or discharged. Connect it to AC (mains) power.</li> </ul>
Battery won't charge	<ul style="list-style-type: none"> <li>• Connect the USB cable to a different USB power supply.</li> <li>• Use a different USB cable.</li> <li>• Connect to a different AC (mains) power source.</li> </ul>
Speaker won't pair with mobile device	<ul style="list-style-type: none"> <li>• On your mobile device, turn the <i>Bluetooth</i><sup>®</sup> feature off and then on. Remove your speaker from the <i>Bluetooth</i> list on your mobile device. Pair your mobile device again.</li> <li>• Clear your speaker's pairing list (see page 18). Pair your mobile device again.</li> <li>• Pair a different mobile device (see page 17).</li> <li>• Reset your speaker (see page 28).</li> </ul>
Speaker does not pair with NFC	<ul style="list-style-type: none"> <li>• Unlock your mobile device and turn on the <i>Bluetooth</i> and NFC features.</li> <li>• Tap the NFC touchpoint on the back of your mobile device to the top of your speaker.</li> <li>• Use <i>Bluetooth</i> to pair your mobile device (see page 15).</li> </ul>

## TROUBLESHOOTING


---

Symptom	Solution
No sound	<ul style="list-style-type: none"> <li>• On your mobile device, turn the <i>Bluetooth</i><sup>®</sup> feature off and then on. Remove your Bose SoundLink speaker from the <i>Bluetooth</i> list on your mobile device. Pair your mobile device again.</li> <li>• Increase the volume on your speaker, your mobile device and music source.</li> <li>• Verify voice prompts are on. Press  to hear the connected mobile device. Make sure you are using the correct mobile device.</li> <li>• Use a different music source.</li> <li>• Pair a different mobile device (see page 17).</li> <li>• If two speakers are connected, pause your other speaker.</li> </ul>
No sound from a cabled mobile device	<ul style="list-style-type: none"> <li>• Power on the mobile device and play music.</li> <li>• Increase the volume on your speaker and mobile device.</li> <li>• Press and release  until the Input indicator is solid white (AUX) or blinks white (USB).</li> <li>• Use a different AUX cable or USB cable.</li> <li>• Increase the volume on the mobile device.</li> <li>• Connect a different mobile device.</li> </ul>
Poor sound quality	<ul style="list-style-type: none"> <li>• Use a different music source.</li> <li>• Pair a different mobile device.</li> <li>• Disconnect the second mobile device.</li> <li>• Increase the volume on the mobile device.</li> </ul>
Poor sound quality from a cabled mobile device	<ul style="list-style-type: none"> <li>• Increase the volume on your speaker and mobile device.</li> <li>• Use a different AUX cable or USB cable.</li> <li>• Connect a different mobile device.</li> </ul>
Audio plays from the wrong mobile device (when two mobile devices are connected)	<ul style="list-style-type: none"> <li>• Press  to hear the connected mobile device(s). Make sure you are using the correct mobile device.</li> <li>• Pause or quit the music source on the mobile device playing music.</li> <li>• Disconnect the second mobile device.</li> </ul>
Speaker powers off	<ul style="list-style-type: none"> <li>• If using a cabled mobile device, increase the volume on your mobile device.</li> <li>• Disable auto-off (see page 20).</li> </ul>

## Resetting your speaker

---

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

1. Power on your speaker.
2. Press and hold  for 10 seconds, until the *Bluetooth*<sup>®</sup> indicator blinks blue, and you hear a voice prompt to select a language (see page 13).



***BOSE***<sup>®</sup>  
*Better sound through research*<sup>®</sup>

©2017 Bose Corporation, The Mountain,  
Framingham, MA 01701-9168 USA  
AM773386 Rev. 00