

Owner's Guide
Brugervejledning
Bedienungsanleitung
Gebruikershandleiding
Guía del usuario
Käyttöohje
Notice d'utilisation
Manuale di istruzioni
Kezelési útmutató
Brukerveiledning
Podręcznik użytkownika
Manual do Proprietário
Bruksanvisning
ຄູ່ມືຜູ້ໃຊ້
사용자 안내서
用戶指南
使用者指南
取扱説明書
स्वामी गाइड
Руководство владельца
دليل المالك

BOSE

NOISE-MASKING
SLEEPBUDS™

Please read and keep all safety and use instructions.

Important Safety Instructions

1. To avoid accidental ingestion, keep the sleepbuds™ away from children and pets. The sleepbuds™ contain a silver-zinc battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the sleepbuds™ in the charging case with the charging lid closed, and keep out of the reach of children and pets.
2. Do NOT allow children to use the sleepbuds™.
3. Clean the sleepbuds™ and charging case only with a dry cloth. For additional cleaning instructions, see page 31.
4. Only use attachments/accessories specified by the manufacturer.

WARNINGS/CAUTIONS

- When using this product, basic precautions should always be followed, including the following:
 - Read all the instructions before using the charging case.
 - To reduce the risk of injury, close supervision is necessary when the charging case is used near children.
 - Do not expose charging case to water, rain, liquids or snow.
 - Use of a power supply or charger not recommended or sold by power pack manufacturer may result in a risk of fire or injury to persons.
 - Do not use the charging case in excess of its output rating. Overload outputs above rating may result in a risk of fire or injury to persons.
 - Do not use a charging case that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
 - Do not disassemble the charging case. Incorrect reassembly may result in risk of fire or injury to persons.
 - Do not open, crush or expose a charging case to fire or excessive temperature. Exposure to fire or temperature above 212° F, 100° C may cause explosion.
 - Have servicing performed by a qualified repair person using only identical replacement parts.
- Do NOT use your sleepbuds™ at any time in which the inability to hear surrounding sounds may present a danger to yourself or others. If engaging in any activity requiring attention to your surroundings (e.g., attending to children, driving, riding a bicycle or walking in or near traffic, a construction site or railroad, etc.), remove the sleepbuds™ or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- Do NOT submerge the sleepbuds™ in water. Do NOT expose the sleepbuds™ to moving water (e.g., from a faucet, etc.). Do NOT wear the sleepbuds™ while showering or bathing, or when participating in water sports, e.g., swimming, waterskiing, surfing, etc.



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.

- 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.
- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- Do NOT make unauthorized alterations to this product.
- Use this product only with the power supply provided.
- The provided power supply has not been tested for use at altitudes greater than 2000 meters.



仅适用于 2000m 以下地区安全使用
Use at altitude less than 2000 meters only.

- 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).

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 ISED 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 ISED 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.

FCC ID: A94424611

IC: 3232A-424611

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

 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

For Europe:

Frequency band of operation 2400 to 2483.5 MHz:

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



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 batteries from this product. Contact your local Bose retailer or other qualified professional for removal.



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



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



China Restriction of Hazardous Substances Table

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. 0: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.						
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: Bose noise-masking sleepbuds™, Type designation: 424611						
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.						

Please complete and retain for your records

The serial number is located on the bottom of the charging case.

Serial number: _____

Model number: 424611

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; "9" is 2009 or 2019.

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

Input Rating: 5V  150mA

Charging temperature range: 41° F – 113° F (5° C – 45° C)

Discharging temperature range: 41° F – 113° F (5° C – 45° C)

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BOSE SLEEP APP

Features 11

STAY AWARE OF YOUR SURROUNDINGS

Set an appropriate volume..... 12

Tips for maintaining awareness..... 12

 Basic tips..... 12

 Advanced tips 12

WHAT'S IN THE CARTON

Contents 13

CONTROLS

Open the charging case 14

Power on 15

Power off..... 15

Call functions..... 16

 Phone Call Alerts 16

 Answer a phone call 16

SECURE FIT

Choose the correct StayHear+ Sleep tips..... 17

Fit the sleepbuds™ in your ear..... 18

Check your StayHear+ Sleep tip size 19

Change the StayHear+ Sleep tips..... 20

BATTERY

Charge the sleepbuds™ 21

 Charging time..... 22

 Check the battery levels of the sleepbuds™ 22

Charge the case..... 23

 Charging time..... 23

 Check the case battery level 24

Battery protection 24

SLEEPBUDS™ STATUS

Sleepbuds™ charging lights 25

Charging case battery lights 26

BLUETOOTH® CONNECTIONS

Connect your mobile device..... 28

Disconnect a mobile device..... 28

Reconnect a mobile device..... 28

ADVANCED FEATURES

Phone-Free Mode 29

Dark Mode for the Bose Sleep app..... 29

Reset the charging case..... 30

Update the charging case 30

CARE AND MAINTENANCE

Clean the sleepbuds™ and charging case 31

Replacement parts and accessories..... 31

Limited warranty 31

TROUBLESHOOTING

Try these solutions first 32

Other solutions 32

Download the free Bose Sleep app, which you'll need to control your sleepbuds™, select masking sounds, manage wake-up alarms and Phone Call Alerts, adjust volume and configure advanced settings.

FEATURES

- Select masking sounds to play through your sleepbuds™.
- Add new sounds or replace sounds that you don't listen to using the Sound Library.
- Set wake-up alarms.
- Name your sleepbuds™.
- Manage settings for Phone Call Alerts.
- Enable Dark Mode for nighttime use.
- Find answers to frequently asked questions.
- Keep your sleepbuds™ up to date and try new features with the latest software.



The sleepbuds™ are designed to mask noise and disturbances while you sleep. Because of this, they can affect your ability to hear other sounds, such as alarms, warning systems, people and pets.

SET AN APPROPRIATE VOLUME

To balance the levels of noise masking and awareness you want, set an appropriate volume level for your needs. The volume should be high enough to mask noises that are disturbing your sleep, but not so high that you can't hear the sounds you want to hear.

In the Bose Sleep app, set the volume to the lowest level, then increase it gradually until you reach an appropriate level. The lower the volume, the more likely it is that you'll be able to hear the sounds you want or need to hear.

TIPS FOR MAINTAINING AWARENESS

If you're concerned about your ability to hear sounds while wearing the sleepbuds™, try the following tips.

Basic tips

- If you sleep with a partner, consider relying on your partner to help you stay aware of your surroundings while wearing the sleepbuds™.

Advanced tips

These tips make the sleepbuds™ **less effective** at masking noise, but further increase your awareness of your surroundings.

- Wear only one sleepbud™.
- Set your current masking sound so that it stops after a certain amount of time instead of playing all night. You can do this by setting a sleep timer for your current masking sound in the Bose Sleep app.

CONTENTS

Confirm that the following parts are included:



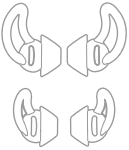
Bose noise-masking sleepbuds™



Portable charging case



Travel bag



StayHear+ Sleep tips:
Large (black) and small (white)



USB power supply*



AC power adapters*

NOTE: Medium (gray) tips are attached to the sleepbuds™.



USB cable

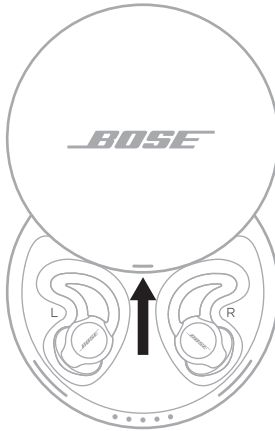
* The USB power supply and AC power adapters may vary slightly. Use the AC power adapter for your region.

NOTE: If any part of your product is damaged, do not use it. Contact your authorized Bose dealer or Bose customer service.

Visit: [worldwide.Bose.com/Support/Sleepbuds](https://www.worldwide.bose.com/Support/Sleepbuds)

OPEN THE CHARGING CASE

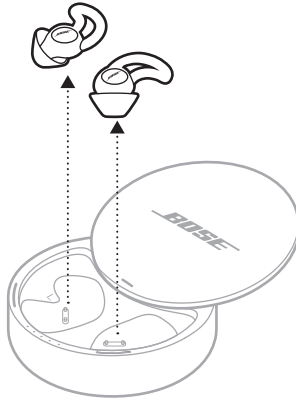
With the Bose logo facing you, slide the lid of the charging case away from you to open.



Lights on the inside rim of the case glow to show the current battery level and charging status of the case and sleepbuds™ (see page 25).

POWER ON

Remove the sleepbuds™ from the charging case.

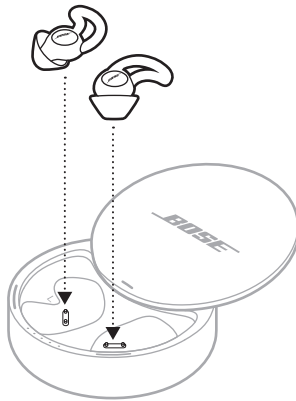


The sleepbuds™ automatically power on.

POWER OFF

Place the sleepbuds™ in the charging case.

For information about how to properly store the sleepbuds™, see “Charge the sleepbuds™” on page 21.



The sleepbuds™ automatically power off, and the corresponding charging lights blink white (see “Sleepbuds™ charging lights” on page 25).

CALL FUNCTIONS

To use the sleepbuds™ for call functions:

- Turn off Do Not Disturb on your mobile device. The sleepbuds™ follow your device Do Not Disturb setting.
- Set up Phone Call Alerts using the Bose Sleep app.

Once set, you can receive alerts through the sleepbuds™ and answer phone calls with your mobile device.

NOTE: Your sleepbuds™ use *Bluetooth* Low Energy to connect to your device and may periodically disconnect during the night. If you receive a call when your sleepbuds™ are disconnected, you won't receive Phone Call Alerts.

Phone Call Alerts

Phone Call Alerts are notifications sent through the sleepbuds™ that wake you when a phone call comes in.

To enable Alerts and manage volume/sound settings, tap the gear icon in the Bose Sleep app.

Answer a phone call

Use your mobile device to answer calls. You can't answer phone calls with the sleepbuds™.

1. Remove the sleepbuds™ from your ears.
2. Answer the call on your mobile device.

CHOOSE THE CORRECT STAYHEAR+ SLEEP TIPS

For optimal noise masking and stability, it is important to choose the correct size StayHear+ Sleep tip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

NOTE: To test the fit of your current StayHear+ Sleep tip size, see page 19.

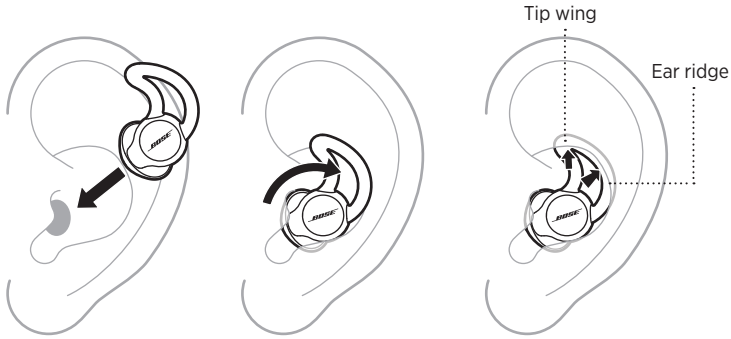
Each sleepbud™ and StayHear+ Sleep tip is marked with either an **L** or an **R**. Make sure to insert the left sleepbud™ into the left tip and the right sleepbud™ into the right tip.



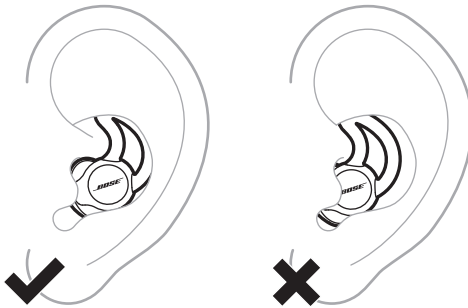
FIT THE SLEEPBUDS™ IN YOUR EAR

The StayHear+ Sleep tip lets the sleepbud™ rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

1. Place the sleepbud™ in your ear with the Bose logo facing outwards.
2. Rotate the sleepbud™ back, locking it in place.
3. Press the tip wing to tuck it underneath your ear ridge.

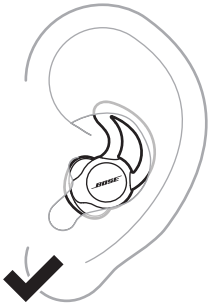


NOTE: Be gentle when placing the sleepbuds™ in your ears. The eartip should be deep enough in your ear to create a seal but not so deep that it feels uncomfortable.



CHECK YOUR STAYHEAR+ SLEEP TIP SIZE

To check if your current StayHear+ Sleep tip size is right for you, use a mirror or ask a friend to compare your fit to the size guide below. The tip wing should fit securely under your ear ridge without being compressed.



Proper fit



Too big



Too small

In addition, try the following:

- Try speaking aloud. Your voice should sound muffled in both ears.
- Shake your head. The sleepbuds™ should stay secure.

If your current tip size doesn't feel secure, select another size.

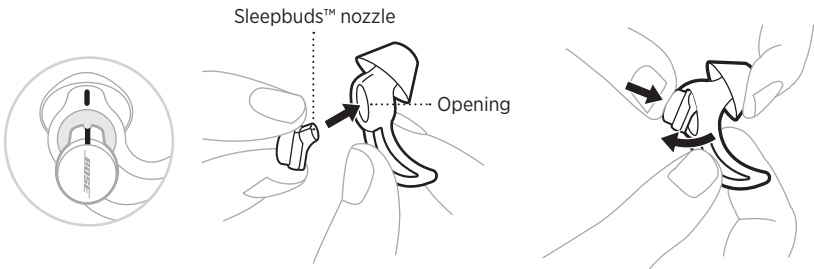
NOTE: For information about changing the tips, see page 20.

CHANGE THE STAYHEAR+ SLEEP TIPS

1. Holding the base of the attached StayHear+ Sleep tip, peel the tip back and gently slide the sleepbud™ out of the tip.

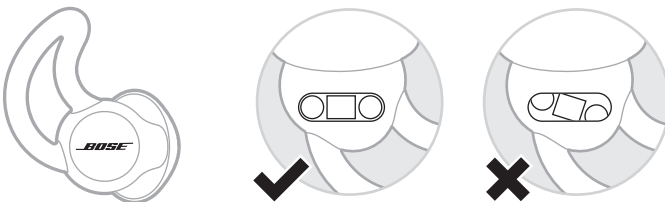


2. Align the raised line near the opening of the new StayHear+ Sleep tip with the groove on the nozzle on the sleepbud™. Slide the nozzle into the opening. Then, gently stretch the base of the tip around the back of the sleepbud™ to hold the sleepbud™ in place.



NOTE: Make sure to insert the left sleepbud™ into the left tip and the right sleepbud™ into the right tip (see page 20).

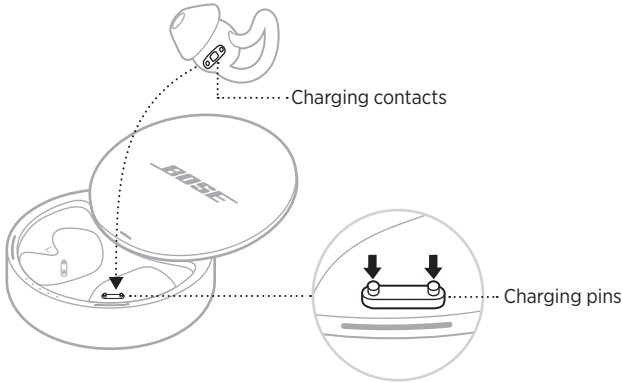
3. Make sure that the sleepbud™ is correctly oriented in the tip. The Bose logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip.



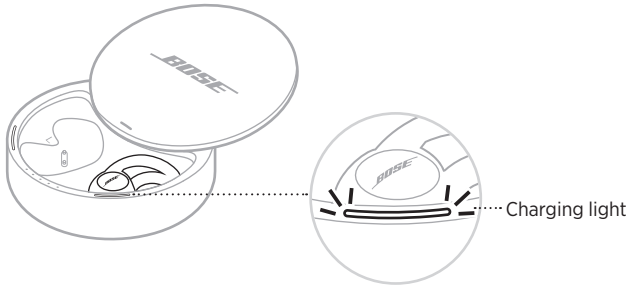
CHARGE THE SLEEPBUDS™

The sleepbuds™ charge while they are in the charging case.

1. Align the charging contacts on the right sleepbud™ with the charging pins on the right side of the case.



2. Place the sleepbud™ in the case until it magnetically snaps into place.
The charging light for the right sleepbud™ blinks white.



NOTE: If the charging light doesn't blink white when you place the sleepbud™ in the case, you may have placed the sleepbud™ in the case incorrectly or your case battery may be depleted. Place the sleepbuds™ in the case again, then charge the case (see page 23). If the issue persists, see "Sleepbuds™ don't charge" on page 33.

3. Repeat steps 1 and 2 to charge the left sleepbud™.

Charging time

Allow up to eight hours to fully charge the sleepbuds™.

NOTE: A full charge allows up to 10 hours of use.

Check the battery levels of the sleepbuds™

You can check the battery levels of the sleepbuds™ while using or charging the sleepbuds™.

While using the sleepbuds™

In the Bose Sleep app, check the center of the home screen to see the current battery level of the sleepbuds™.

NOTE: If the sleepbuds™ have different battery levels, the home screen shows the lowest level.

While charging the sleepbuds™

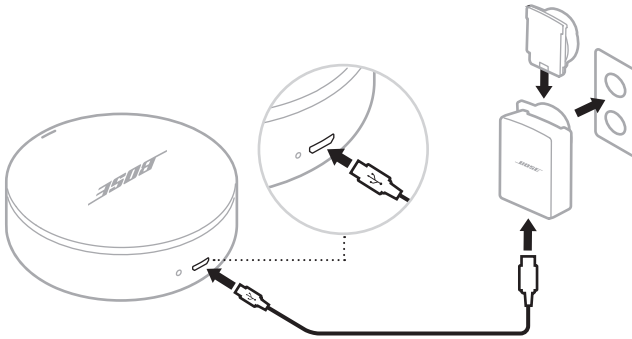
When you place a sleepbud™ in the charging case, the corresponding charging light blinks according to charging status (see page 25).

CHARGE THE CASE

The charging case stores and charges your sleepbuds™ while you're not using them.

NOTES:

- Keep the case connected to AC (mains) power when possible to make sure that your sleepbuds™ are always fully charged. You can also use the case battery to charge the sleepbuds™ while traveling.
 - Before charging, make sure the sleepbuds™ are at room temperature, between 41° F (5° C) and 113° F (45° C).
1. Connect the small end of the USB cable to the USB connector on the back of the case.



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

NOTE: If necessary, attach the AC power adapter for your region.

Charging time

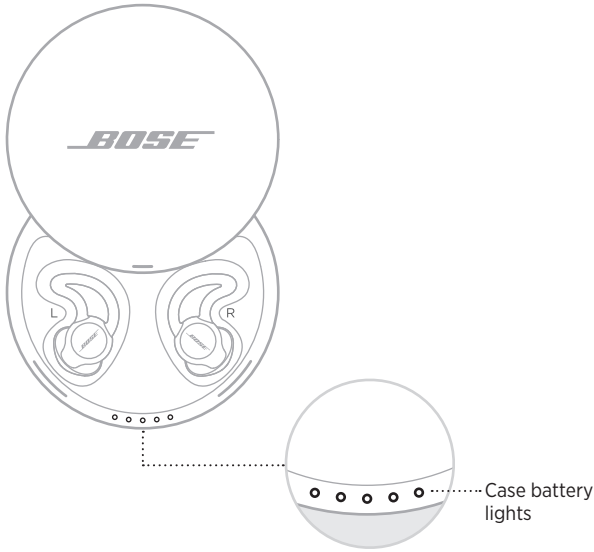
When the sleepbuds™ are outside the case, allow up to three hours to fully charge the case. When the sleepbuds™ are inside the case, charging time varies.

NOTE: When the case is fully charged and operating on battery power, you can fully charge the sleepbuds™ once. A single charge of the sleepbuds™ allows up to 10 hours of use.

Check the case battery level

Open the lid of the charging case (see page 14). The case battery lights glow as follows:

- If five lights glow solid, the case battery is fully charged.
- If only one light glows solid, the case battery is low. Charge the case battery (see page 23).



For more information, see “Charging case battery lights” on page 26.

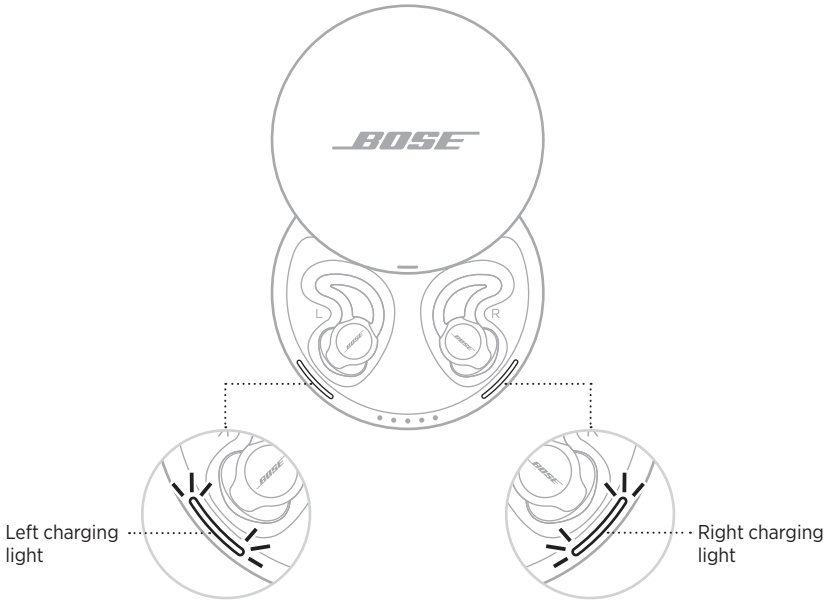
BATTERY PROTECTION

The battery protection feature conserves the batteries of the sleepbuds™ during long-term storage. The sleepbuds™ switch off when they have been left in the case for a week.

To wake the sleepbuds™, connect the case to power (see page 23), then remove the sleepbuds™ from the case.

SLEEPBUDS™ CHARGING LIGHTS

Shows the charging status of each sleepbud™. The charging lights are located on the inside rim of the charging case next to the sleepbuds™.



LIGHT ACTIVITY

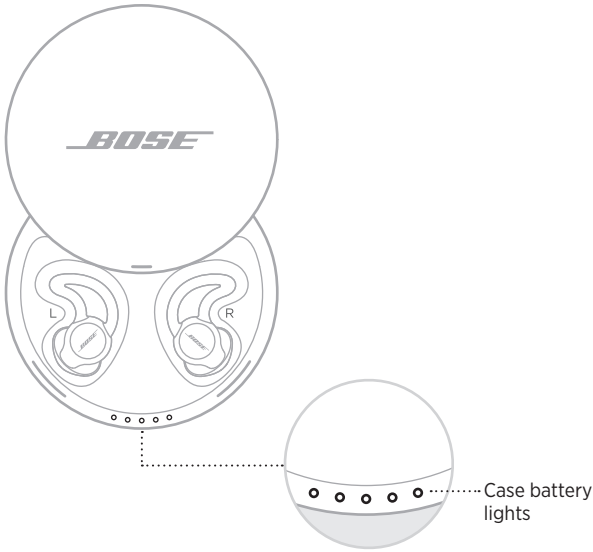
CHARGING STATUS

Blinking white	Charging
Solid white	Fully charged

NOTE: If the case isn't connected to power, the lights turn off after two minutes of inactivity.

CHARGING CASE BATTERY LIGHTS

Shows the battery level and charging status of the charging case. Five battery lights are located on the inside front rim of the case.



LIGHT ACTIVITY	CHARGING PERCENTAGE
● ○ ○ ○ ○	0% - 20%
● ● ○ ○ ○	20% - 40%
● ● ● ○ ○	40% - 60%
● ● ● ● ○	60% - 80%
● ● ● ● ●	80% - 100%
● ○ ● ○ ●	<p>Charging error. Try the following solutions:</p> <ul style="list-style-type: none"> Remove the sleepbuds™ from the charging case (see page 15), then place them in the case again (see page 21). Reset the case (see page 30). <p>If the error persists, contact Bose customer service.</p>

NOTES:

- When charging, the last lit battery light blinks white. When the charging case is fully charged, all battery lights glow solid white.
- If the case isn't connected to power, the lights turn off after two minutes of inactivity.

Bluetooth Low Energy wireless technology lets you control the sleepbuds™ using the Bose Sleep app on your mobile device. Before you can control the sleepbuds™, you must download the app and connect your device with the sleepbuds™.

CONNECT YOUR MOBILE DEVICE

Download the Bose Sleep app and follow the app instructions.



DISCONNECT A MOBILE DEVICE

Use the Bose Sleep app to disconnect a device.

TIP: You can also disable the *Bluetooth* feature on your device to disconnect.
Disabling the *Bluetooth* feature on your device disconnects all other devices.

RECONNECT A MOBILE DEVICE

When the sleepbuds™ power on, the most recently-connected device automatically reconnects with the sleepbuds™.

NOTE: The device must be within range (30 ft. or 9 m) and powered on.

PHONE-FREE MODE

Enabling Phone-Free Mode in the Bose Sleep app lets you use your sleepbuds™ with a limited set of features without having to interact with the app.

You may want to enable this feature if:

- You prefer sleeping without electronics nearby.
- You don't need to set a wake-up alarm or hear notifications.

NOTE: Because the sleepbuds™ are disconnected from your device, they can't play alarms or receive notifications when Phone-Free Mode is enabled.

When you enable Phone-Free Mode, the sleepbuds™ begin playing a selected masking sound as soon as you remove them from the charging case. They continue to play that sound for a set amount of time or until you return them to the case, depending on your settings.

DARK MODE FOR THE BOSE SLEEP APP

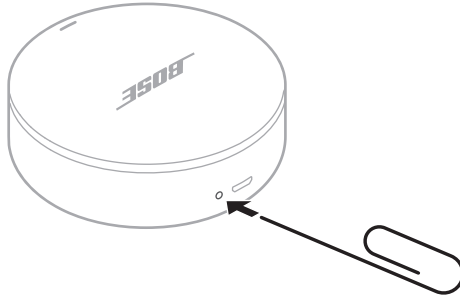
Use Dark Mode to change the Bose Sleep app to a darker color scheme and make it easier on the eyes in dark environments. It keeps your night as peaceful as possible when setting up the sleepbuds™ before bed or making adjustments in the middle of the night.

To enable Dark Mode, tap the gear icon in the Bose Sleep app.

RESET THE CHARGING CASE

Resetting the charging case powers the case off and then on. This can help resolve charging issues.

To reset the charging case, insert a thin paper clip into the hole on the back of the case near the USB connector. Press until you feel a click.



UPDATE THE CHARGING CASE

The Bose Sleep app alerts you if an update is available for your charging case. To access the update, download the Bose Updater on your computer.

Visit: btu.Bose.com

CLEAN THE SLEEPBUDS™ AND CHARGING CASE

Your sleepbuds™ and charging case may require periodic cleaning.

COMPONENT	CLEANING PROCEDURE
StayHear+ Sleep tips	Remove the tips from the sleepbuds™ and wash them with a mild detergent and water. NOTE: Make sure you thoroughly rinse and dry the tips before reattaching them to the sleepbuds™.
Sleepbuds™ nozzles	Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.
Case charging pins and sleepbuds™ charging contacts	Regularly pat dry with a dry soft cotton swab or equivalent. CAUTION: Do NOT clean the charging pins using a wiping motion, as this can bend the charging pins or force moisture into cracks in the case.
Charging case	Clean only with a dry soft cotton swab or equivalent.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: worldwide.Bose.com/Support/Sleepbuds

LIMITED WARRANTY

The sleepbuds™ are 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.

TRY THESE SOLUTIONS FIRST

If you experience problems with your sleepbuds™, try these solutions first:

- Place the sleepbuds™ in the charging case (see page 15) and remove them (see page 15).
- Close and open the charging case, then check the sleepbuds™ and charging case status (see page 25).
- Charge the charging case (see page 23) and sleepbuds™ (see page 21).
- Move your mobile device closer to the sleepbuds™ (within 30 ft. or 9 m) and away from any interference or obstructions.
- Make sure that your device supports *Bluetooth* Low Energy (also called *Bluetooth* Smart). All devices that are compatible with iOS 10 and newer and most devices that are compatible with Android 5.0 and newer support *Bluetooth* Low Energy.
- Check the Bose Sleep app to make sure that your sleepbuds™ software is up to date.
- Make sure that you are using the Bose Sleep app, not a different app, to control your sleepbuds™ (see page 28).
- Try connecting another device (see page 28).

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/Support/Sleepbuds

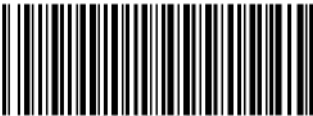
SYMPTOM	SOLUTION
No power	The batteries of the sleepbuds™ may be in battery protection mode or depleted. Connect the charging case to power (see page 23), then charge the sleepbuds™ (see page 21).

SYMPTOM	SOLUTION
Sleepbuds™ don't connect with mobile device	<p>On your device:</p> <ul style="list-style-type: none"> • Disable and then enable the <i>Bluetooth</i> feature. • Disconnect your device from the sleepbuds™ (see page 28). Connect again (see page 28). <p>Connect the charging case to power (see page 23), then remove the sleepbuds™ from the case.</p> <p>Place the sleepbuds™ in the charging case and check the sleepbuds™ charging lights (see page 25). Charge the sleepbuds™.</p> <p>Restart your device. Connect again (see page 28).</p> <p>Connect a different device (see page 28).</p> <p>Visit: worldwide.bose.com/Support/Sleepbuds to see how-to videos.</p> <p>Reset the charging case (see page 30).</p>
Sleepbuds™ don't charge	<p>Make sure the sleepbuds™ are properly placed in the charging case (see page 21).</p> <p>Check the charging case battery lights to make sure that the case battery isn't depleted (see page 26).</p> <p>Make sure that the charging contacts for each sleepbud™ are visible through the back of each StayHear+ Sleep tip (see page 20).</p> <p>Make sure there is no debris or wax buildup covering the charging contacts on the sleepbuds™ or the charging pins in the case.</p> <p>If the sleepbuds™ have been exposed to high or low temperatures and all of the status lights are blinking white, let the sleepbuds™ return to room temperature. Try charging again.</p> <p>Reset the charging case (see page 30).</p>
Charging case doesn't charge	<p>Secure both ends of the USB cable.</p> <p>Connect the USB cable to a different USB power supply.</p> <p>Use a different USB cable.</p> <p>Connect to a different (AC) mains power source.</p> <p>Check the charging case battery lights to make sure that there isn't a charging error (see page 26).</p> <p>If the sleepbuds™ have been exposed to high or low temperatures and all of the status lights are blinking white, let the sleepbuds™ return to room temperature. Try charging again.</p> <p>Reset the charging case (see page 30).</p>

SYMPTOM	SOLUTION
Sleepbuds™ are uncomfortable	<p>Make sure that you're placing the sleepbuds™ in your ears correctly. Remember to rotate the sleepbud™ back and press the tip wing to tuck it underneath your ear ridge (see page 18).</p> <p>Make sure that you're using the right size StayHear+ Sleep tip for each sleepbud™ (see page 19). You may need a different size for each ear.</p> <p>Be gentle when placing the sleepbuds™ in your ears. The eartip should be deep enough in your ear to create a seal but not so deep that it feels uncomfortable (see page 18).</p> <p>Make sure that the sleepbuds™ are correctly oriented in the StayHear+ Sleep tips. The Bose logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip (see page 20).</p>
No sound	<p>In the Bose Sleep app, increase the volume of the current masking sound.</p> <p>Place the sleepbuds™ in the charging case and check the sleepbuds™ charging lights (see page 25). Fully charge the sleepbuds™.</p> <p>Clear any debris or wax buildup from the StayHear+ Sleep tips and sleepbuds™ nozzles (see page 31).</p> <p>Make sure that you're placing the sleepbuds™ in your ears correctly. Remember to rotate the sleepbud™ back and press the tip wing to tuck it underneath your ear ridge (see page 18).</p> <p>Connect a different device (see page 28).</p>

SYMPTOM	SOLUTION
<p>Poor sound quality</p>	<p>Check that the sleepbuds™ are creating a seal in your ears to block noise. Try speaking aloud. Your voice should sound muffled. Shake your head. The sleepbuds™ should stay secure.</p> <p>Make sure that you're placing the sleepbuds™ in your ears correctly. Remember to rotate the sleepbud™ back and press the tip wing to tuck it underneath your ear ridge (see page 18).</p> <p>Make sure that you're using the right size StayHear+ Sleep tip for each sleepbud™ (see page 19). You may need a different size for each ear.</p> <p>Make sure that the sleepbuds™ are correctly oriented in the StayHear+ Sleep tips. The Bose logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip (see page 20).</p> <p>Clear any debris or wax buildup from the StayHear+ Sleep tips and sleepbuds™ nozzles (see page 31).</p> <p>Try a different masking sound. Some sounds are tailored to be more effective for masking noise, so they may sound different than what you're used to.</p> <p>Remember that your sleepbuds™ are designed for sleep, so you might need to think about sound quality differently than you would for a pair of headphones.</p>
<p>Sleepbuds™ falling out of ears</p>	<p>Check that the sleepbuds™ fit securely in your ears. Try speaking aloud. Your voice should sound muffled. Shake your head. The sleepbuds™ should stay secure.</p> <p>Make sure that you're placing the sleepbuds™ in your ears correctly. Remember to rotate the sleepbud™ back and press the tip wing to tuck it underneath your ear ridge (see page 18).</p> <p>Make sure that you're using the right size StayHear+ Sleep tip for each sleepbud™ (see page 19). You may need a different size for each ear.</p>

SYMPTOM	SOLUTION
<p>Sleepbuds™ don't mask noise effectively</p>	<p>Check that the sleepbuds™ are creating a seal in your ears to block noise. Try speaking aloud. Your voice should sound muffled. Shake your head. The sleepbuds™ should stay secure.</p> <p>Make sure that you're placing the sleepbuds™ in your ears correctly. Remember to rotate the sleepbud™ back and press the tip wing to tuck it underneath your ear ridge (see page 18).</p> <p>Make sure that you're using the right size StayHear+ Sleep tip for each sleepbud™ (see page 19). You may need a different size for each ear.</p> <p>In the Bose Sleep app, increase the volume of the current masking sound. To be effective, the masking sound should be slightly louder than the noise in your environment.</p> <p>Try a different masking sound. No sound is equally effective in all environments, so you should try each to find the one that's most effective for you.</p> <p>Add new masking sounds using the Sound Library. In the Bose Sleep app, tap the gear icon to access the Sound Library.</p>
<p>Sleepbuds™ don't receive Phone Call Alerts</p>	<p>Make sure you have Phone Call Alerts enabled in the Bose Sleep app. To enable Phone Call Alerts, tap the gear icon in the app.</p> <p>Turn off Do Not Disturb on your mobile device. The sleepbuds™ follow your device Do Not Disturb setting.</p> <p>Your sleepbuds™ use <i>Bluetooth</i> Low Energy to connect to your device and may periodically disconnect during the night. If you receive a call when your sleepbuds™ are disconnected, you won't receive Phone Call Alerts.</p>
<p>StayHear+ Sleep tips falling off</p>	<p>Securely attach the tips to the sleepbuds™ (see page 20).</p> <p>Make sure that the sleepbuds™ are correctly oriented in the StayHear+ Sleep tips. The Bose logo on the sleepbud™ should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip (see page 20).</p>



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