

Owner's Guide  
Brugervejledning  
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Käyttöohje  
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사용자 안내서  
用戶指南  
使用者指南  
取扱説明書  
دليل المالك

**BOSE**

**QUIETCOMFORT® 35 II**  
NOISE CANCELLING

# IMPORTANT SAFETY INSTRUCTIONS

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## Please read and keep all safety and use instructions.

### WARNINGS/CAUTIONS

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



Contains small parts which may be a choking hazard. Not suitable for children under age 3.



This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- 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 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. It must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IMDA Requirements.

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

### 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 2014/53/EU and all other applicable EU directive requirements. The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)

#### For Europe:

#### Frequency band of operation 2400 to 2483.5 MHz:

*Bluetooth:* Maximum transmit power less than 20 dBm EIRP.

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



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

REGULATORY INFORMATION



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.



Removal of the rechargeable lithium ion battery in this product should be conducted only by a qualified professional. Please contact your local Bose retailer or see <https://www.bose.com/compliance> for further information.



Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speaker	X	O	O	O	O	O
Cables	X	O	O	O	O	O
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.						

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; “8” is 2008 or 2018.

**China Importer:** Bose Electronics (Shanghai) Company Limited, Part C, Plan 9, No. 353 North Riyang Road, China (Shanghai) Pilot Free Trade Zone

**EU Importer:** Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands

**Taiwan Importer:** Bose Taiwan Branch, 9F-A1, No.10, Section 3, Minsheng East Road, Taipei City 104, Taiwan  
Phone Number: +886-2-2514 7676

**Mexico Importer:** Bose de México, S. de R.L. de C.V. , Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545

**Charging temperature range:** 32° F – 113° F (0° C – 45° C)

**Discharging temperature range:** -4° F – 140° F (-20° C – 60° C)

## REGULATORY INFORMATION

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Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with an Apple product may affect wireless performance.

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Download the Bose Connect app to keep your software up to date, personalize your headphone settings, easily manage *Bluetooth* connections and access new features.

## What can I do with the Bose Connect app?

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- Easily connect to and switch between multiple mobile devices with a single swipe.
- Set up the Action button.
- Customize your headphone experience:
  - Name your headphones.
  - Select a voice prompt language or disable voice prompts.
  - Change the noise cancelling mode.
  - Adjust the standby timer.
- Access the product tour and help.
- Keep headphones up to date with the latest software.



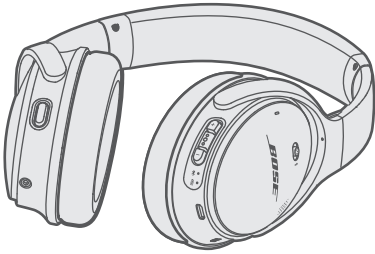
## WHAT'S IN THE CARTON

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### Contents

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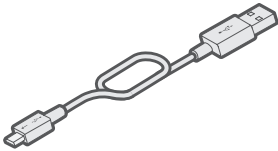
Confirm that the following parts are included:



Bose® QuietComfort® 35 wireless headphones II



Carry case



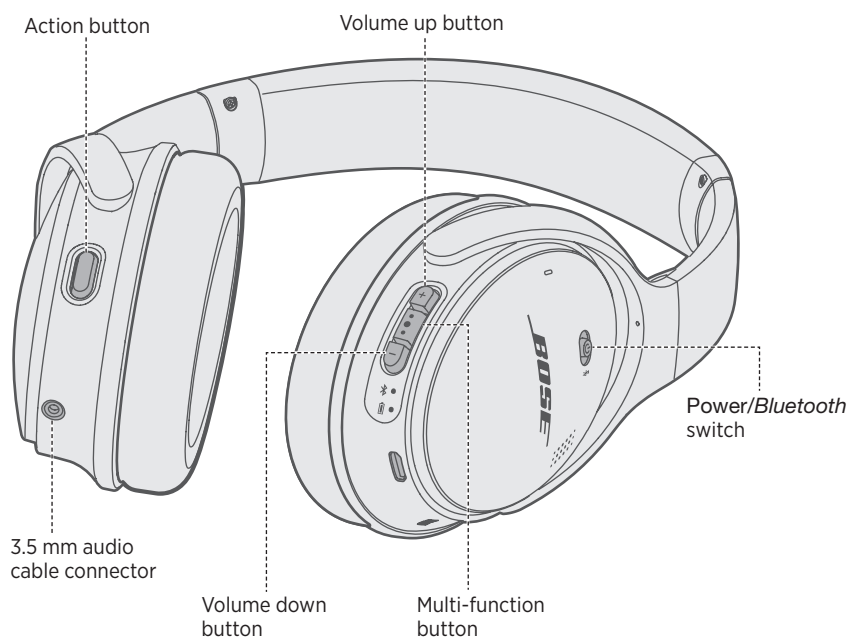
USB cable



3.5 mm audio cable


**Note:** If any part of your product is damaged, do not use it. Contact your authorized Bose® dealer or Bose customer service.  
Visit: [global.Bose.com/Support/QC35ii](https://global.bose.com/Support/QC35ii)


## HEADPHONE CONTROLS



### Power on

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

A voice prompt announces the battery level and the battery indicator  glows according to the current charge level.



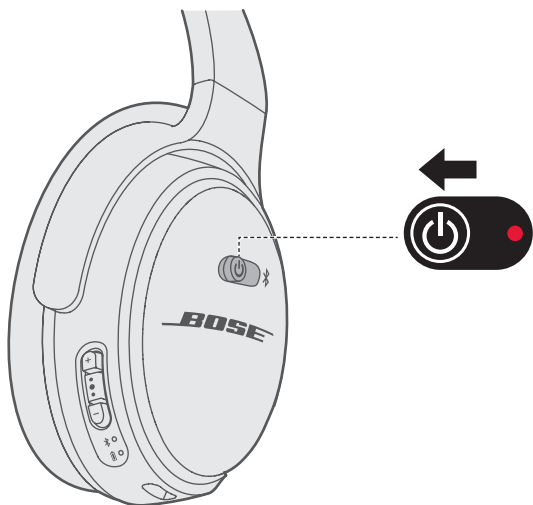
### Standby timer

The standby timer conserves the battery when the headphones are not being used.

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

## Power off

Slide the Power/*Bluetooth* switch  to the left.

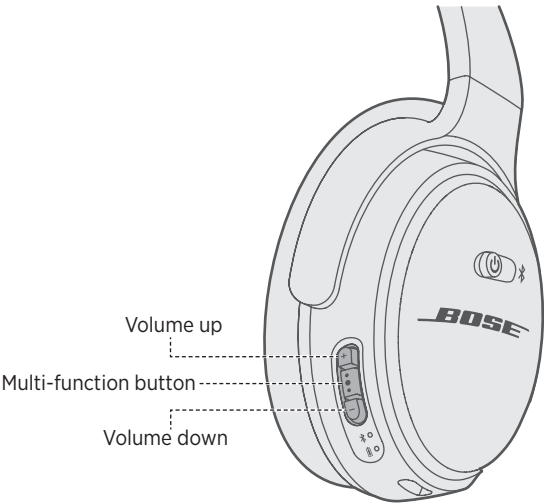


**Note:** When the headphones are powered off, noise cancellation is disabled.

# Headphone functions

The headphone controls are located on the back of the right earcup.

## Media playback and volume functions



Function	What to do
Play/Pause	Press the Multi-function button ●●●.
Skip forward	Double-press ●●●.
Skip backward	Triple-press ●●●.
Fast forward	Double-press ●●● and hold the second press.
Rewind	Triple-press ●●● and hold the third press.
Volume up	Press +.
Volume down	Press -.

## Call functions

The Multi-function button ●●● and microphone are located on the back of the right earcup.



Function	What to do
Answer a call	Press ●●●.
End a call	Press ●●●.
Decline an incoming call	Press and hold ●●● for one second.
Answer a second incoming call and put the current call on hold	While on a call, press ●●● once.
Decline a second incoming call and stay on current call	While on a call, press and hold ●●● for one second.
Switch between two calls	With two active calls, double-press ●●●.
Create a conference call	With two active calls, press and hold ●●● for one second.
Mute/Unmute a call	While on a call, press + and - simultaneously.

Action button functions

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



Action button setting	What to do
Amazon Alexa	To set the Action button to Amazon Alexa, see page 17.
Your Google Assistant	To set the Action button to your Google Assistant, see page 20.
Noise Cancellation	To set the Action button to noise cancellation, see page 21.

**Note:** The Action button can only be programmed for one function at a time.



You can talk to Amazon Alexa on your headphones. With Alexa, you can ask to play music, hear the news, check weather, control smart home devices and more. Alexa lives in the cloud and is always getting smarter, adding new capabilities that are delivered to your device automatically. Using Alexa on your headphones is simple — just press-and-ask, and Alexa will respond instantly.

**Note:** Alexa isn't available in all languages and countries.



## Set the Action button to Alexa

---

1. Connect your headphones to your mobile device.
2. On your mobile device, open or download the Amazon Alexa app and follow the app instructions.



# Access Alexa

To access Alexa, press and release the Action button.



## Things to try

Things to try	Example of what to say
Talk to Alexa	“What’s the weather?”
Play audio	“Play Niall Horan.” <b>Note:</b> Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
Play audio from a specific music service	“Play NPR on iHeartRadio.”
Set a timer	“Set a timer for 5 minutes.”
Discover more skills	“What new skills do you have?”
Stop Alexa	While Alexa is talking, press and release the Action button then say “Stop.”

**Note:** For more information about what Alexa can do, visit: [global.Bose.com/Support/QC35ii](https://global.Bose.com/Support/QC35ii)

Your headphones are optimized for the Google Assistant. You can quickly enjoy entertainment, stay connected, get information, and manage your day — all without glancing at your phone.

For more information on what your Google Assistant can do, visit:  
<https://assistant.google.com/platforms/headphones>

**Note:** The Google Assistant isn't available in all languages and countries.



# Set the Action button to your Google Assistant

---

1. Connect your headphones to your mobile device.
2. Set up your Google Assistant using your mobile device:
  - On your Android device, press and hold the home button to open the Google Assistant and follow the on-screen instructions.
  - On your Apple device, open or download the Google Assistant app and follow the app instructions.



**Note:** The Google Assistant is available on eligible Android devices. To check if your Android device is compatible with the Google Assistant, visit: [support.google.com/assistant](https://support.google.com/assistant)

## Use your Google Assistant

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Function	What to do
Talk to your Google Assistant	Press and hold the Action button to begin.  For examples of questions and things you can do, visit: <a href="https://assistant.google.com/platforms/headphones">https://assistant.google.com/platforms/headphones</a>
Get your notifications	Press the Action button.
Stop your Google Assistant	Double-press the Action button.
Reply to a message (where available)	After receiving a message notification, press and hold the Action button to respond. When you're done, release the button.

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

**Note:** To change the noise cancelling mode, use the Bose® Connect app or set the Action button to noise cancellation.

## Noise cancelling modes

Noise cancelling mode	Description
High	World-class noise cancellation with Bose optimized audio.
Low	Noise cancellation fine-tuned for audio listening in quieter or windy environments.
Off	Noise cancellation disabled.

**Note:** Each time you power on the headphones, your noise cancelling mode defaults to High.

## Set the Action button to noise cancellation

1. In the Bose Connect app, tap the gear icon to access Action button settings.
2. Select noise cancellation.

## Change the noise cancelling mode

Press and release the Action button.

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

# ALTERNATIVE VOICE CONTROL

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You can use the Multi-function button ●●● on your headphones to access the Google Assistant or the native voice control on your mobile device.

**Note:** You can't access voice control while on a call.

## Access alternative voice control

---

If the Action button is set to Amazon Alexa or your Google Assistant, you can access the native voice control on your mobile device using ●●● on the headphones.

Type of mobile device	What to do
Apple (Siri)	Press and hold ●●● for one second. You hear a tone that indicates voice control is active.
Android	Press and hold ●●● for one second. You hear a tone that indicates voice control is active. <b>Note:</b> If the Action button is set to your Google Assistant, see "The Google Assistant" on page 19.

## Access your Google Assistant using the Multi-function button

---

If the Action button is set to Noise Cancellation, you can access your Google Assistant on your Android mobile device using the ●●● on your headphones.

Press and hold ●●● for one second.

You hear a tone that indicates voice control is active.

## Charge the headphones

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1. Plug the small end of the USB cable into the micro-USB connector on the right earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.



### Notes:

- While charging, the battery indicator blinks amber. When the battery is fully charged, the battery indicator glows green.
- The headphones do not play while charging.

## Charging time

Allow up to two hours to fully charge the headphones.

### Notes:

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

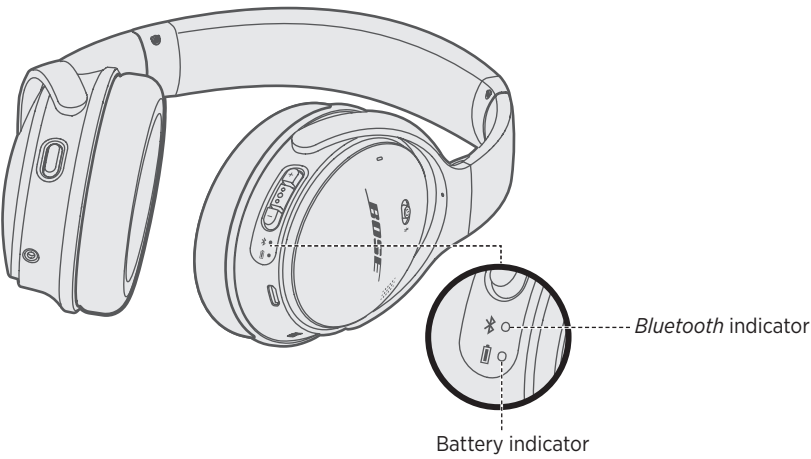
## Hear the battery level

Each time you power on the headphones, a voice prompt announces the battery level. When the headphones are in use, you hear “Battery low, please charge now.”

**Note:** To visually check the battery, see the indicator located on the right earcup. For more information, see “Battery indicator” on page 24.

# STATUS INDICATORS

The *Bluetooth* and battery indicators are located on the right earcup.



## Bluetooth indicator

Indicator activity	System state
Blinking blue	Ready to connect
Blinking white	Connecting
Solid white (10 seconds) then powers off	Connected

## Battery indicator

Indicator activity	System state
Solid green	Medium to full charge
Blinking amber	Charging
Solid amber	Low charge
Blinking red	Need to charge
Solid red	Charging error - contact Bose customer service

**Note:** If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen and in the notification center.



Voice prompts guide you through the *Bluetooth* connection process, announce the battery level and identify connected devices. You can customize voice prompts using the buttons on your headphones.

**Tip:** You can also easily manage voice prompt settings using the Bose® Connect app.

## Pre-installed languages

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The following languages are pre-installed on your headphones:

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

### To check for additional languages

Additional languages may be available. To check for language updates, download the Bose Updater. Visit: [btu.bose.com](https://btu.bose.com)

## Change the language

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When you power on the headphones for the first time, the voice prompts are in English. To select a different language:

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

## Disable voice prompts

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

**Note:** Disabling voice prompts does not disable Amazon Alexa or your Google Assistant.

## BLUETOOTH CONNECTIONS

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*Bluetooth* wireless technology lets you stream music from mobile devices such as smartphones, tablets and laptop computers. Before you can stream music from a device, you must connect the device with your headphones.

### Connect your mobile device using the Bose® Connect app (recommended)

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1. Power on the headphones (see page 12).
2. Download the Bose® Connect app and follow the on-screen connection instructions.






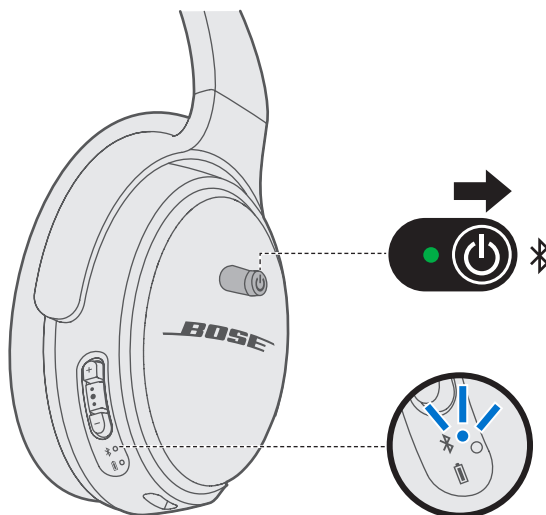
Once connected, you hear “Connected to <device name>,” and the *Bluetooth* indicator ✱ glows solid white.

## Choose an alternative connection method

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

### Connect using the *Bluetooth* menu on your mobile device

1. Slide the Power/*Bluetooth* button  to the right  and hold for two seconds.  
You hear “Ready to connect another device,” and the *Bluetooth* indicator  blinks blue.



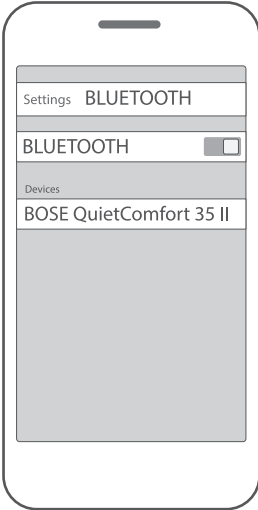
## BLUETOOTH CONNECTIONS


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

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

3. Select your headphones from the device list.



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

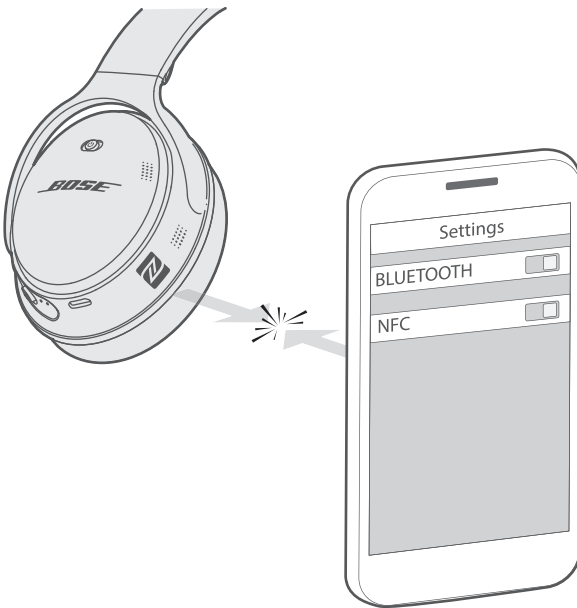
## Connect using NFC on your mobile device


### What is NFC?

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

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

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



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

### Disconnect a mobile device

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Use the Bose® Connect app to disconnect your mobile device.


**Tip:** You can also disconnect using the *Bluetooth* menu on your mobile device.

### Reconnect a mobile device

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When powered on, the headphones try to reconnect with the two most recently-connected devices.

**Note:** The devices must be within range (30 ft. or 9 m) and powered on.

You can connect additional devices to your headphones. These *Bluetooth* connections are controlled with the Power/*Bluetooth* switch . Voice prompts guide you through controlling multiple connections. Before connecting an additional mobile device, make sure this feature is enabled.

**Tip:** You can also easily manage multiple connected devices using the Bose® Connect app.

## Connect another mobile device

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You can store up to eight connected devices in the headphone pairing list, and your headphones can be actively connected to two devices at a time.

To connect another device, download the Bose Connect app (see page 26) or use the *Bluetooth* menu on your mobile device (see page 27).

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

## Identify connected mobile devices

---

Slide  to the right  and release to hear which device is currently connected.

## Switch between two connected mobile devices





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

**Note:** Your headphones receive phone calls from both devices, despite which device is playing audio.



## **Reconnect a previously connected device**

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1. Slide the Power/*Bluetooth* switch  to the right  and release to hear which device is connected.
2. Within two seconds, slide  to the right  and release again to connect to the next device in the headphone pairing list. Repeat until you hear the correct device name.
3. Play audio on the connected mobile device.

## **Clear the headphone pairing list**

---

1. Slide  to  and hold for 10 seconds, until you hear “*Bluetooth* device list cleared. Ready to connect.”
2. Delete your headphones from the *Bluetooth* list on your mobile device.  
All devices are cleared and the headphones are ready to connect.



## Connect the audio cable

Use the 3.5 mm cable (provided) to connect a non-wireless device or to continue using the headphones if the battery charge is depleted.

1. Insert the cable into the connector on the right earcup.



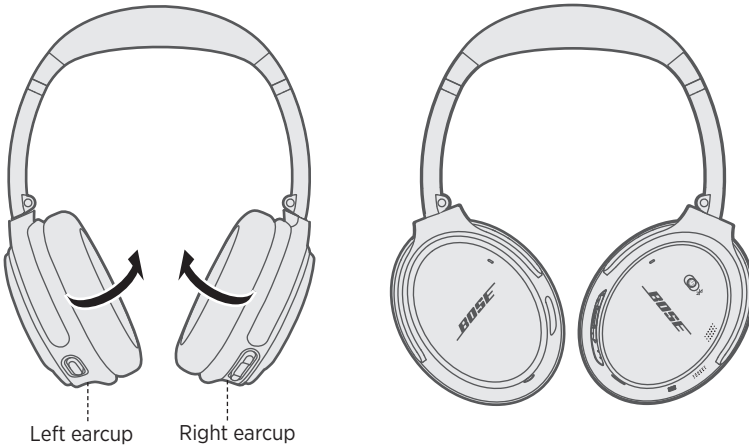
2. Insert the other end of the cable into the connector on your device.

### Store your headphones

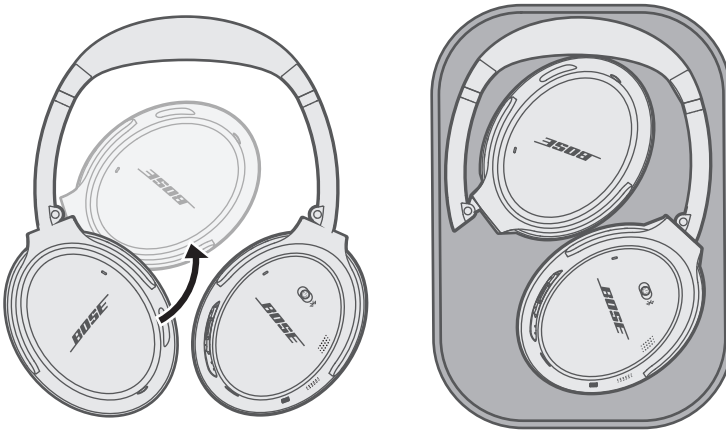
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The earcups rotate for easy, convenient storage. Place the headphones flat into the case.

1. Rotate both earcups inward so they lay flat.



2. Fold the left earcup up toward the headband.



#### Notes:

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

## Clean the headphones

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Your headphones may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Don't allow moisture to get inside the earcups or the audio input connector.

## Replacement parts and accessories

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Replacement parts and accessories can be ordered through Bose customer service. Visit: [global.bose.com/QC35ii](https://global.bose.com/QC35ii)

## Limited warranty

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Your headphones are covered by a limited warranty. Visit our website at [global.bose.com/warranty](https://global.bose.com/warranty) for details of the limited warranty.

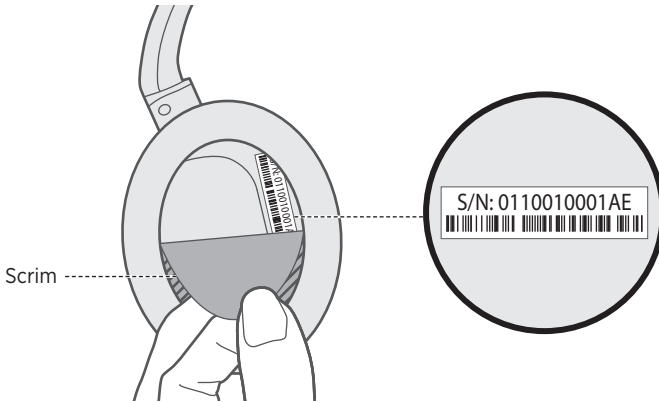
To register your product, visit [global.bose.com/register](https://global.bose.com/register) for instructions. Failure to register will not affect your limited warranty rights.

### Serial number location

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

To view the serial number, grab the scrim at the top edge and gently peel it away. Be careful not to press down on or remove any other components inside the earcup as this could damage the headphones.



## Common solutions



If you experience problems with your headphones:

- Check the state of the status indicators (see page 24).
- Charge the battery (see page 23).
- Increase the volume on your headphones, mobile device and music app.
- Try connecting another mobile device (see page 31).

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.

Symptom	Solution
Headphones don't power on	Charge the battery.
Headphones don't connect with your mobile device	<ul style="list-style-type: none"> <li>• Check the state of the status indicators (see page 24).</li> <li>• Disconnect the back-up audio cable.</li> <li>• Disconnect the USB charging cable.</li> <li>• On your mobile device:               <ul style="list-style-type: none"> <li>- Disable the <i>Bluetooth</i> feature and then re-enable.</li> <li>- Delete your Bose® QuietComfort® wireless headphones II from the <i>Bluetooth</i> list on your device. Connect again.</li> </ul> </li> <li>• Move your mobile device closer to the headphones and away from any interference or obstructions.</li> <li>• Connect another mobile device (see page 31).</li> <li>• Visit <a href="https://global.bose.com/Support/QC35ii">global.bose.com/Support/QC35ii</a> to see how-to videos.</li> <li>• Clear the headphone pairing list (see page 32) and connect again.</li> </ul>
Headphones don't connect using NFC	<ul style="list-style-type: none"> <li>• Check the state of the status indicators (see page 24).</li> <li>• Make sure your device supports <i>Bluetooth</i> connecting via NFC.</li> <li>• Unlock your device and enable the <i>Bluetooth</i> and NFC features.</li> <li>• Tap the NFC touchpoint on the back of your mobile device to the NFC touchpoint on the headphones.</li> </ul>

## TROUBLESHOOTING

Symptom	Solution
No sound	<ul style="list-style-type: none"> <li>• Power on the headphones and charge the battery.</li> <li>• Check the state of the status indicators (see page 24).</li> <li>• Increase the volume on your headphones, your mobile device and music source.</li> <li>• Slide the Power/<i>Bluetooth</i> switch  to the right  and release to hear the connected device. Make sure you are using the correct device.</li> <li>• Move your mobile device closer to the headphones and away from any interference or obstructions.</li> <li>• Use a different music source.</li> <li>• Connect another mobile device (see page 31).</li> <li>• If two mobile devices are connected, pause your other device first.</li> <li>• If two mobile devices are connected, move the devices within range of the headphones (30 ft. or 9 m).</li> </ul>
Poor sound quality	<ul style="list-style-type: none"> <li>• Use a different music source.</li> <li>• Connect another mobile device (see page 31).</li> <li>• Disconnect the second device.</li> <li>• Move your mobile device closer to the headphones and away from any interference or obstructions.</li> </ul>
No sound from a device connected by the back-up audio cable	<ul style="list-style-type: none"> <li>• Secure the ends of the back-up audio cable.</li> <li>• Increase the volume on your headphones, your mobile device and music source.</li> <li>• Connect another device (see page 31).</li> </ul>
Poor sound quality from a device connected by audio cable	<ul style="list-style-type: none"> <li>• Secure the ends of the back-up audio cable.</li> <li>• Connect another device (see page 31).</li> </ul>
Battery won't charge	<ul style="list-style-type: none"> <li>• Secure the ends of the USB charging cable.</li> <li>• Try another charging source.</li> <li>• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.</li> </ul>
Amazon Alexa is not responding	<ul style="list-style-type: none"> <li>• If you haven't already, set the Action button to Amazon Alexa (see page 17).</li> <li>• Connect your mobile device to Wi-Fi®.</li> <li>• Make sure you are in a country where Amazon Alexa is available.</li> <li>• Make sure you are using the most up-to-date version of the Amazon Alexa app.</li> <li>• For additional support, visit: <a href="https://global.Bose.com/Support/QC35ii">global.Bose.com/Support/QC35ii</a></li> </ul>

Symptom	Solution
Your Google Assistant not responding	<ul style="list-style-type: none"><li>• If you haven't already, set the Action button to your Google Assistant (see page 20).</li><li>• Connect your mobile device to Wi-Fi.</li><li>• Make sure you are in a country where the Google Assistant is available.</li><li>• For additional support, visit: <a href="https://support.google.com/assistant">support.google.com/assistant</a></li></ul>
Action button does not change the noise cancelling mode	<ul style="list-style-type: none"><li>• Make sure your headphones are powered on.</li><li>• Make sure the Action button is set to noise cancellation.</li><li>• Use the Bose® Connect app to change the noise cancelling mode.</li></ul>



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