

# Bose QuietComfort 35 II Wireless Bluetooth Headphones



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## Warnings

Adjust the zoom on PDF reader to 100% to properly view this manual. Consult PDF reader's Owner's Manual for instructions on how to adjust zoom.

Always use safe, proper procedures when using, handling, or charging headphones.

For example:

1. Check volume level before putting on headphones. High volumes may cause ear damage.
2. Replace damaged cushions. Damaged cushions could scratch or otherwise damage head and ears.
3. When putting on headphones, ensure ears are comfortably inside cushions. Cushion pressure on ears could harm ears.
4. Prolonged use of headphones may cause soreness or pain in ears and head. Remove headphones when feeling discomfort.
5. Always grasp headphones with two hands by the cushions, or one hand on a cushion, the other on the headpiece. Dangling headphones may cause damage to headphones.
6. Do not use heavy pressure when turning headphone ear rests on hinges. Heavy pressure may damage or break hinges. Use light, gentle pressure when turning until resistance felt. Then stop.
7. Always extend ear rests slowly. Quickly pulling down on ear rests could damage headphones.
8. Make sure to slide ear rests all the way down before putting headphones on head. Then push the ear rests back until the fit is comfortable but snug. Failure could cause headphones to break.

## Introduction

Welcome to your new Bose QuietComfort 35 II Wireless Bluetooth Headphones.

If you've never experienced wireless, noise-cancelling headphones before, some questions might have bubbled up in your mind:

“How do I charge this thing?”

“Do these headphones really help block out noise?” (Spoiler Alert: YES!)

“How in the world do I fit these big headphones into the tiny carrying case?”

Don't worry, the answers to these questions and more are contained in this manual. The manual walks you through easy and safe usage, including:

1. Charging your headphones.
2. Connecting to your computer with Bluetooth.
3. Listening to music and other audio media.
4. Adjusting the level of noise-cancelling.
5. Adjusting volume safely.
6. Checking battery power.
7. Storing the headphones in their case.

After reading this manual, you will gain the confidence to safely use the Bose QuietComfort 35 II Wireless Bluetooth Headphones for hours of enjoyment and/or quiet.

Caution: These stylish, high-tech headphones may lead to delusions that you're a big-time recording studio executive!

## Definitions of Key Terms

### **Ear Cushion/Ear Rests**

A soft, pillow-like circle with space to cover each ear.



*Figure 1 - Ear Cushion/Ear Rest*

**Headpiece**

The half-oval piece of plastic that rests on head.



*Figure 2 - Headpiece inside red box*

### **USB Charging Cable**

A small black cable with a silver plug on each side.



*Figure 3 - USB charging cable*

The **large plug** connects to a phone or computer.



*Figure 4 - Large Plug*

The **small plug** connects to the headphones.



*Figure 5 - Small Plug*

**Background noise**

Talking, music, and other sounds that the headphones work to cancel or reduce.

**Noise-cancelling**

A technology that shields the user from background noise.

**Bluetooth synchronization**

Allows the headphones to connect to computers, phones, and other devices in order to stream audio without using wires.

**Broadcasting device**

A computer, phone, or other source of audio. Headphones use Bluetooth synchronization to send audio to the headphones.



## Technical Description



*Figure 6 - Bose QuietComfort 35 II Wireless Bluetooth Headphones*

The Bose QuietComfort 35 II Wireless Bluetooth Headphones are jet black. Their exterior is made of a thick, durable plastic. The cushions allow for listening to music in comfort. The easy to reach buttons make adjusting the headphones simple.

The half-oval headpiece has a cushion on the bottom, providing a soft, comfortable rest on head.



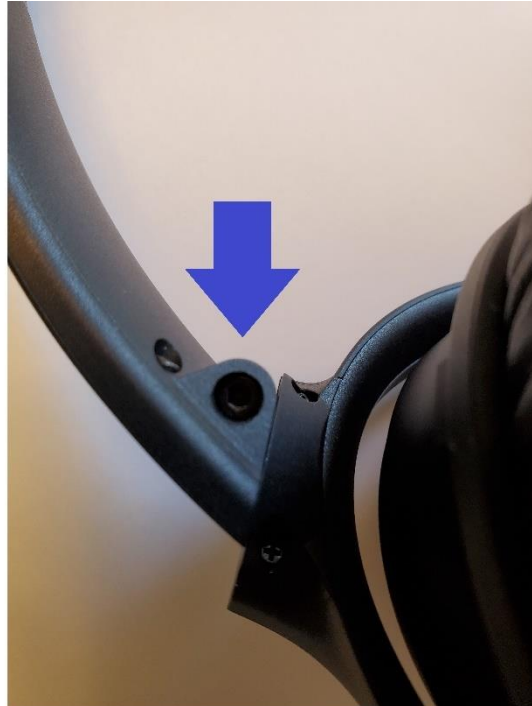
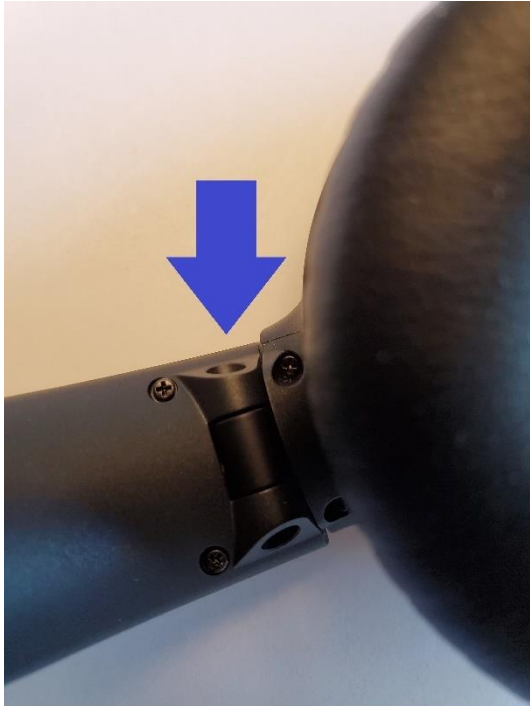
*Figure 7 – Headphone cushion*

Each of the two speakers has an ear rest covered with a soft, pillow-like cushion meant to comfortably surround the ear.



*Figure 8 – Ear rests.*

The ear rests sit on hinges that turn side to side up to 90 degrees and also turn upward up to 90 degrees.



*Figure 9 - Hinge*

Each ear rest is conveniently labeled:



*Figure 10 – Left Ear*



*Figure 11 – Right Ear*

## **Specifications**

Length: 3 inches

Width: 7 inches (extended)

6 inches (contracted)

Height: 8 inches (extended)

7½ inches (contracted)

Weight: ½ pound

Color: Black

Battery Life: Up to 20 hours

Lowest Frequency: 10Hz

## Included



*Figure 12 – Included Components*

In the image above, the components are left to right:

1. Storage Case

Length: 8 ¼ inches

Width: 6 inches

Height: 2 inches

2. USB Charging Cable – 13 inches

3. Headphones

## Features / Procedures

The headphones can expand and contract in size.

### Expand

Pull down on one of the ear rests while firmly holding the top of the headpiece. The headphones expand up to an inch. This allows sizing the headphones to properly fit head.



**Warning: Once the sliding stops, do not try to pull the ear rests down any further. Additional pulling could result in breaking off the ear rest or permanently breaking the expanding/contracting mechanism.**

*Figure 13 - Headphones Expanded*

### Contract

To contract the ear rests, firmly hold the headpiece while gently pushing the ear rests up.



**Warning: Once the sliding stops, do not try to push the ear rests up any further. Additional pushing could result in breaking the expanding/contracting mechanism.**

*Figure 14 - Headphones Contracted*

## Slider Switch Control



*Figure 15 - Slider Switch Control*

The right ear rest has a tiny slider switch with multiple functions:

**1. Slide Left**

Turn off headphones.

**2. Slide Middle**

Turn on headphones.

**3. Slide Far Right: Bluetooth Synchronization**



## Synchronize With a Windows 10 Computer

This example shows how to synchronize with a Windows 10 computer. The computer must have Bluetooth capabilities.

Have the computer's Owner's Manual handy for reference.

1. Find the ear rest that has the "R" inside the cushion.



*Figure 16 – Ear Rest with "R"*

2. On the back of the “R” ear rest, find the Slider Switch Control. Slide the Slider Switch Control to the middle to turn on the headphones.



*Figure 17 – Slider Switch Control*

The green light is now visible to the left of the Slider Switch Control.



*Figure 18 – Green Light*

The green light on the side of the right ear rest comes on.



*Figure 19 – Green light on*

3. Slide and hold the Slider Switch Control to the far right. Hold until the blue light on the right speaker starts blinking.



*Figure 20 – Blue Light Blinking*

The Slider Switch Control will not stay to the far left without maintaining pressure on the Slider Switch Control. The Slider Switch Control bounces back to the middle like a spring.

4. Set the headphones down.
5. Turn on the computer and login.

Consult the computer Owner's Manual for instructions on how to turn on the computer and how to login.

It is easy to skip ahead of the manual since the computer is also giving instructions to move forward.

When working with the computer, do not forget to look back at these instructions after completing a step.

6. On the computer, click the Windows Start Button in the lower, left-hand corner.

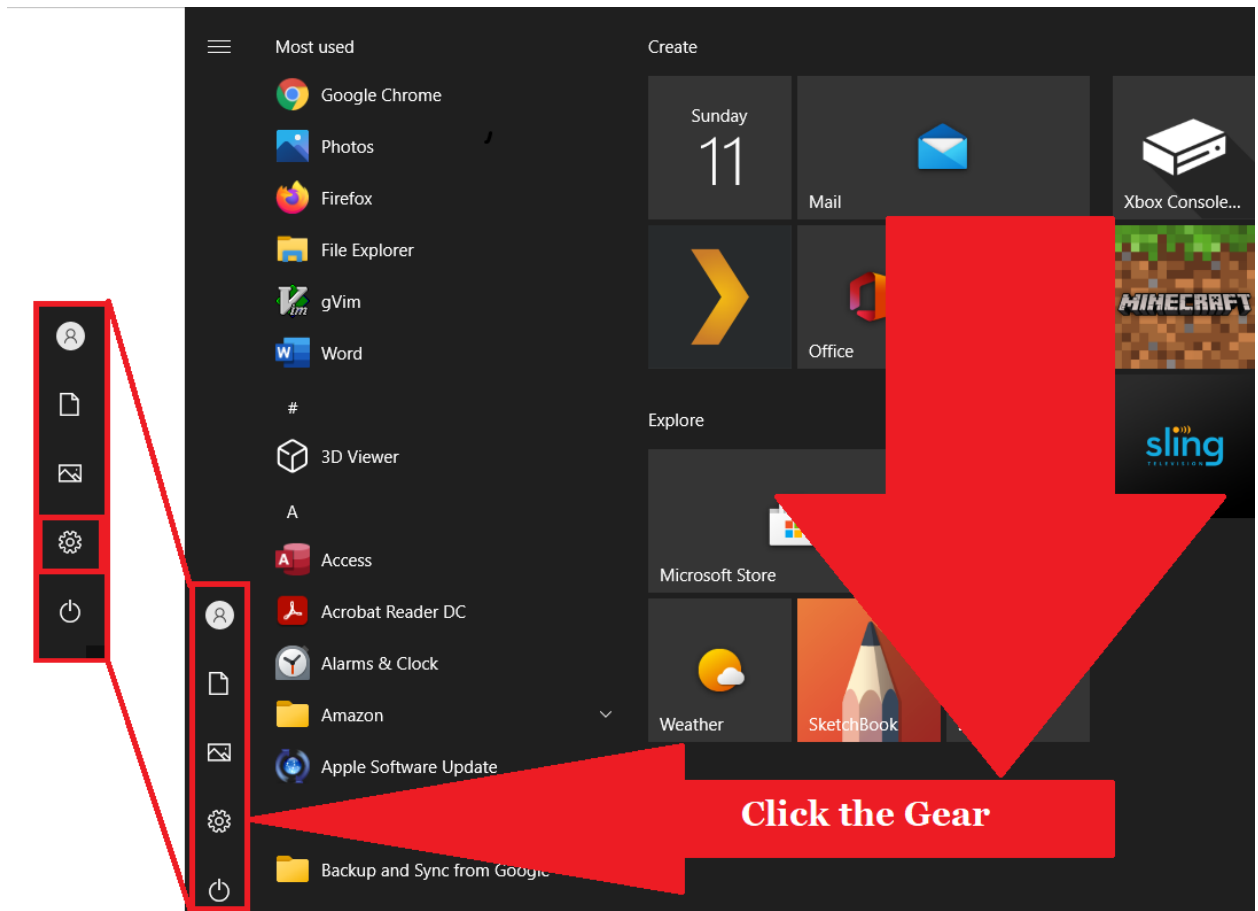


*Figure 21 – Windows start button*

7. A large rectangular menu with many clickable icons appears.

Ignore the middle of the menu with the colorful icons.

Focus eyes on the far left side of the screen. A slim list of small, vertically stacked icons is visible on the far left side of the screen.



*Figure 22 – Setup - Gear icon*

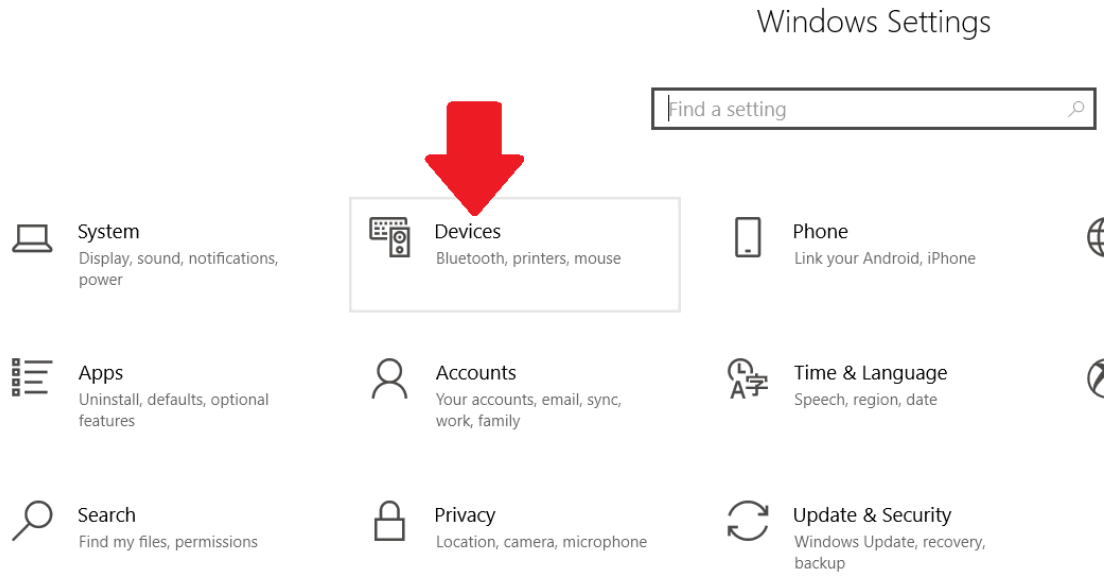
**Click the gear icon.**

If the large rectangular menu does not appear, click the Windows Start Button again.

If the menu disappears and the Windows Settings menu from the next step does not appear, click the Windows Start Button and click the Gear again.

8. Click on “**Devices – Bluetooth, printers, mouse**”.

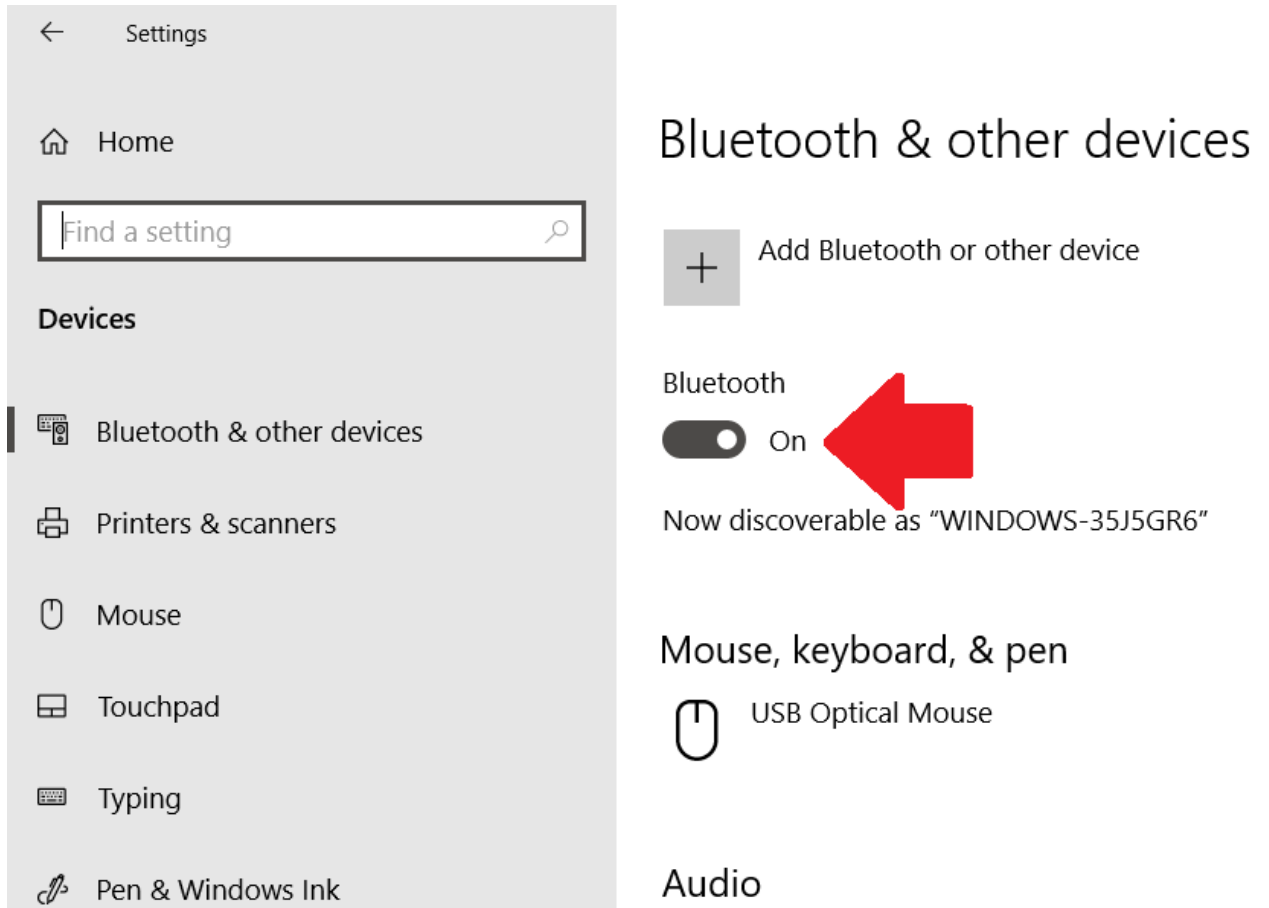
Settings



*Figure 23 - Devices*

9. Make sure the Windows 10 slider under Bluetooth is switched to **On**.

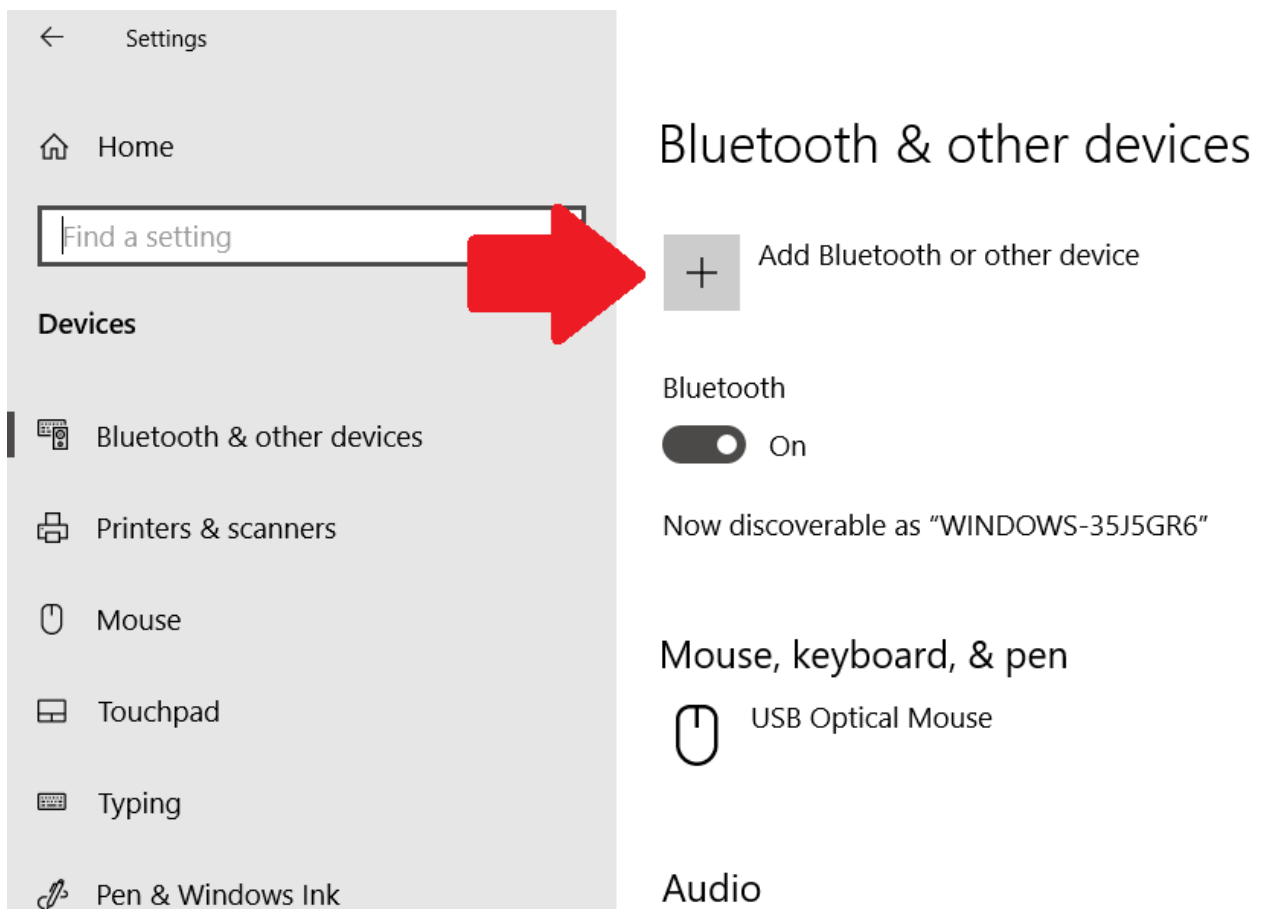
If the slider under Bluetooth is **Off**, click the slider to switch it to **On**.



*Figure 24 – Bluetooth slider*



10. Click the **+** to the left of **“Add Bluetooth or other device”**.



*Figure 25 – Add Bluetooth button*

11. On the “Add a device” menu, click **Bluetooth**.

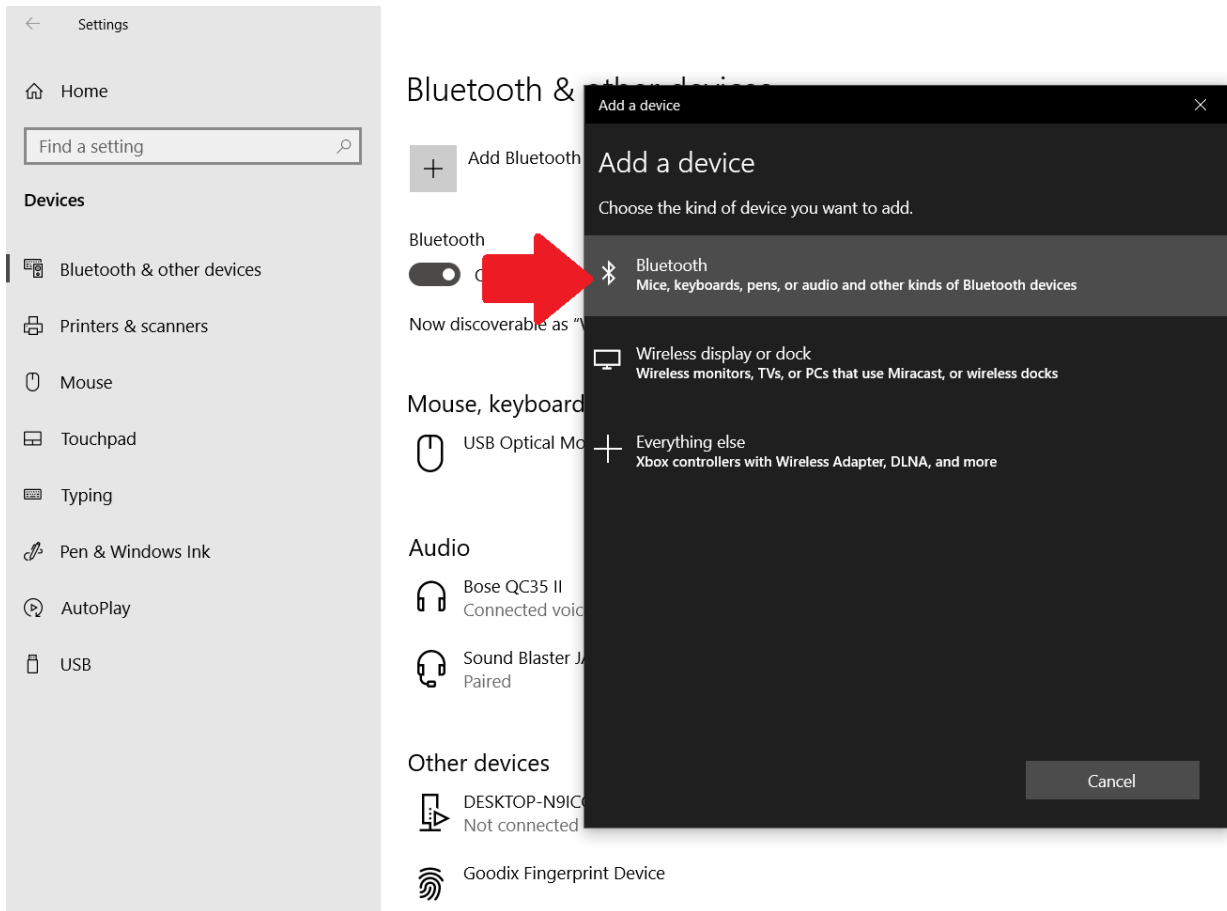
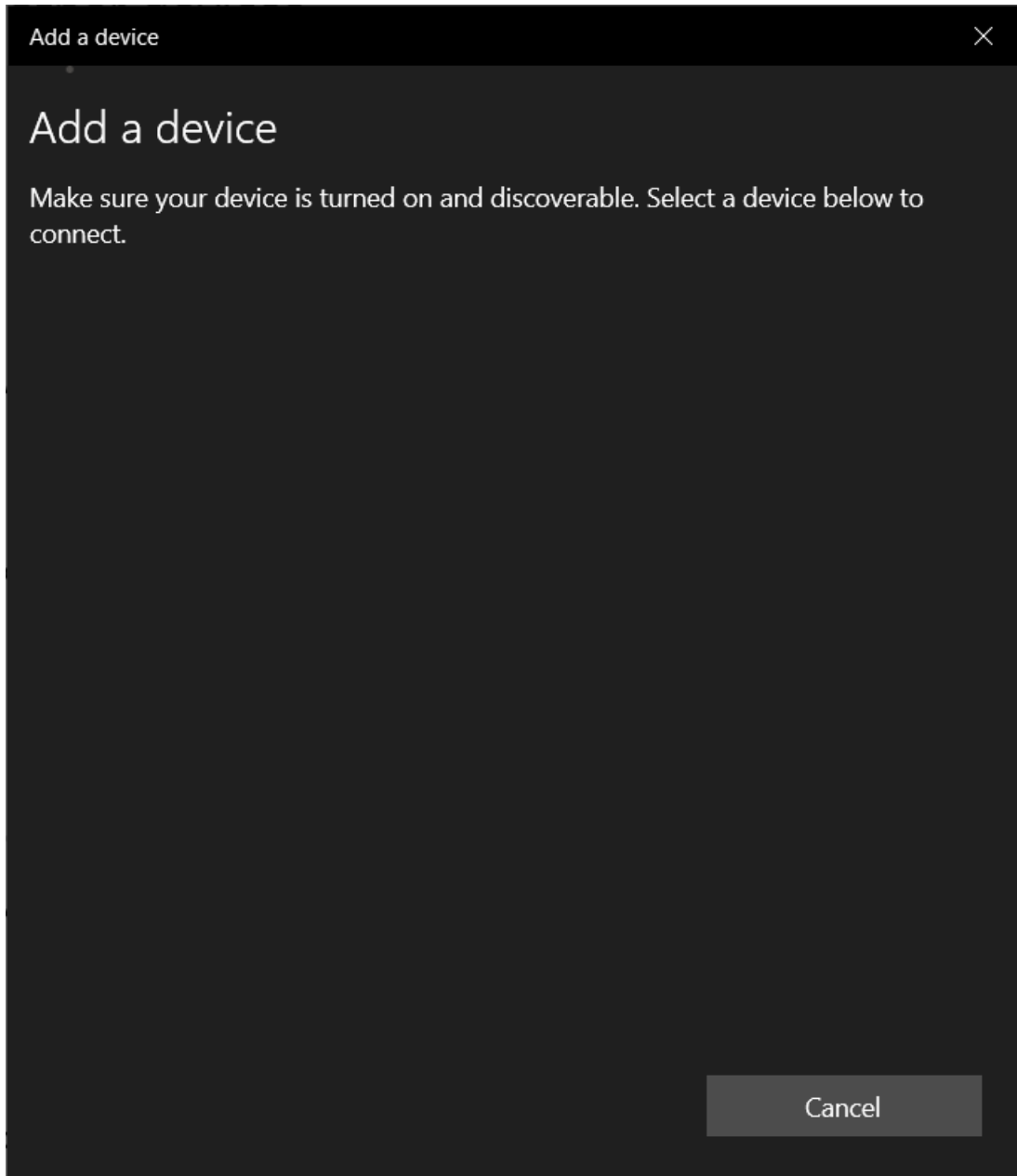


Figure 26 – Add a device menu

12. A message appears, “**Make sure your device is turned on and discoverable. Select a device below to connect.**”

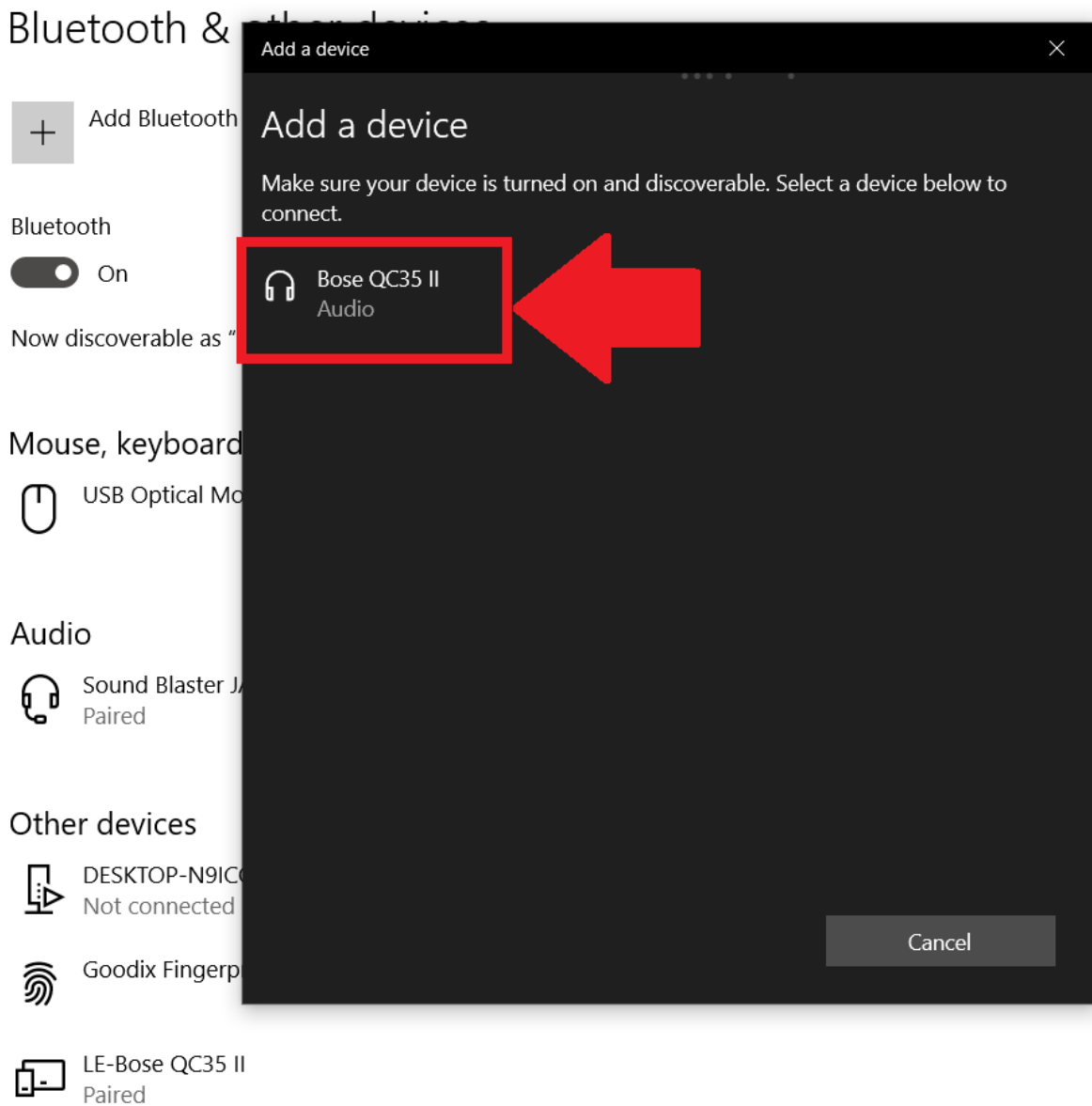
If the blue light stopped blinking on the headphones after a few minutes, repeat Step 3 above until the blue light blinks as in Step 3, Figure 20.



*Figure 27 – Add a device*

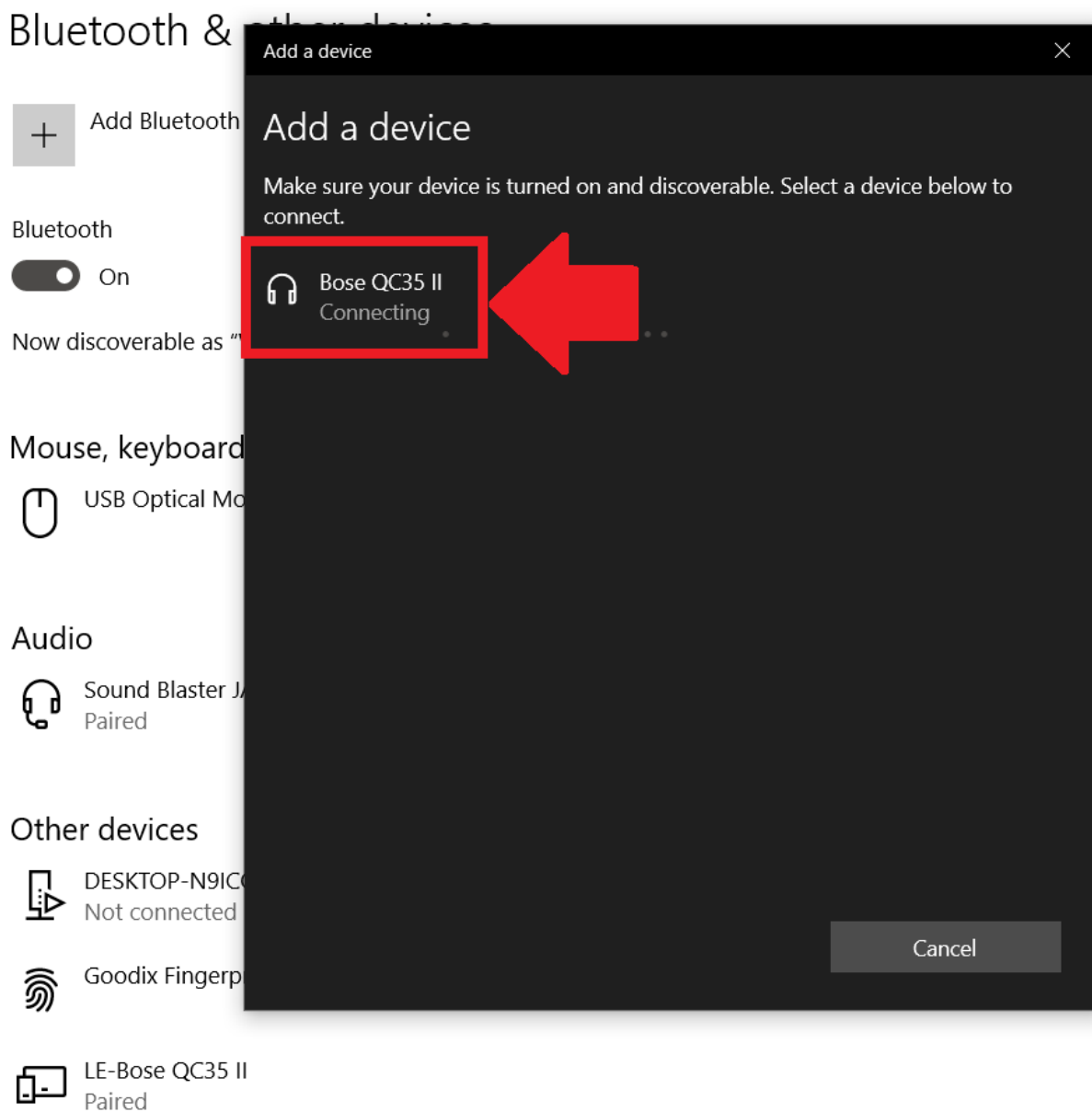
It may take several seconds for the headphones to appear on the “**Add a device**” page.

13. Bose QC35 II appears on the device list. Click on “**Bose**”.



*Figure 28 – Add a device: Selecting Bose QC35 II*

14. The message briefly changes to “**Connecting**”. If the “**Connecting**” message is not visible, it may have flashed quickly in the blink of an eye. Skip down to Step 15 below.

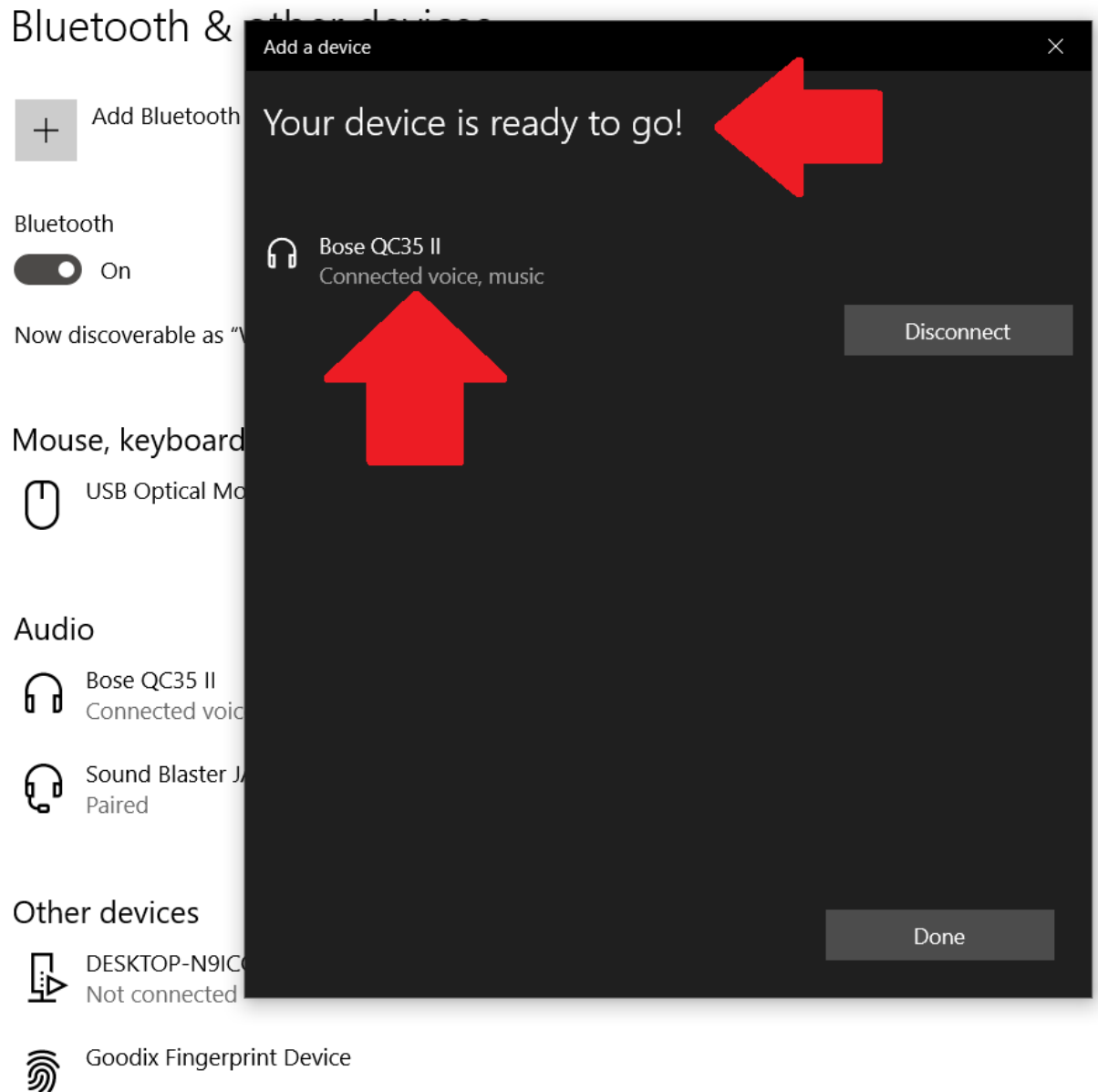


*Figure 29 – Connecting message displayed*

15. After 1-3 seconds, the message, **“Your device is ready to go!”** appears.

The message, **“Connected voice, music”** also appears.

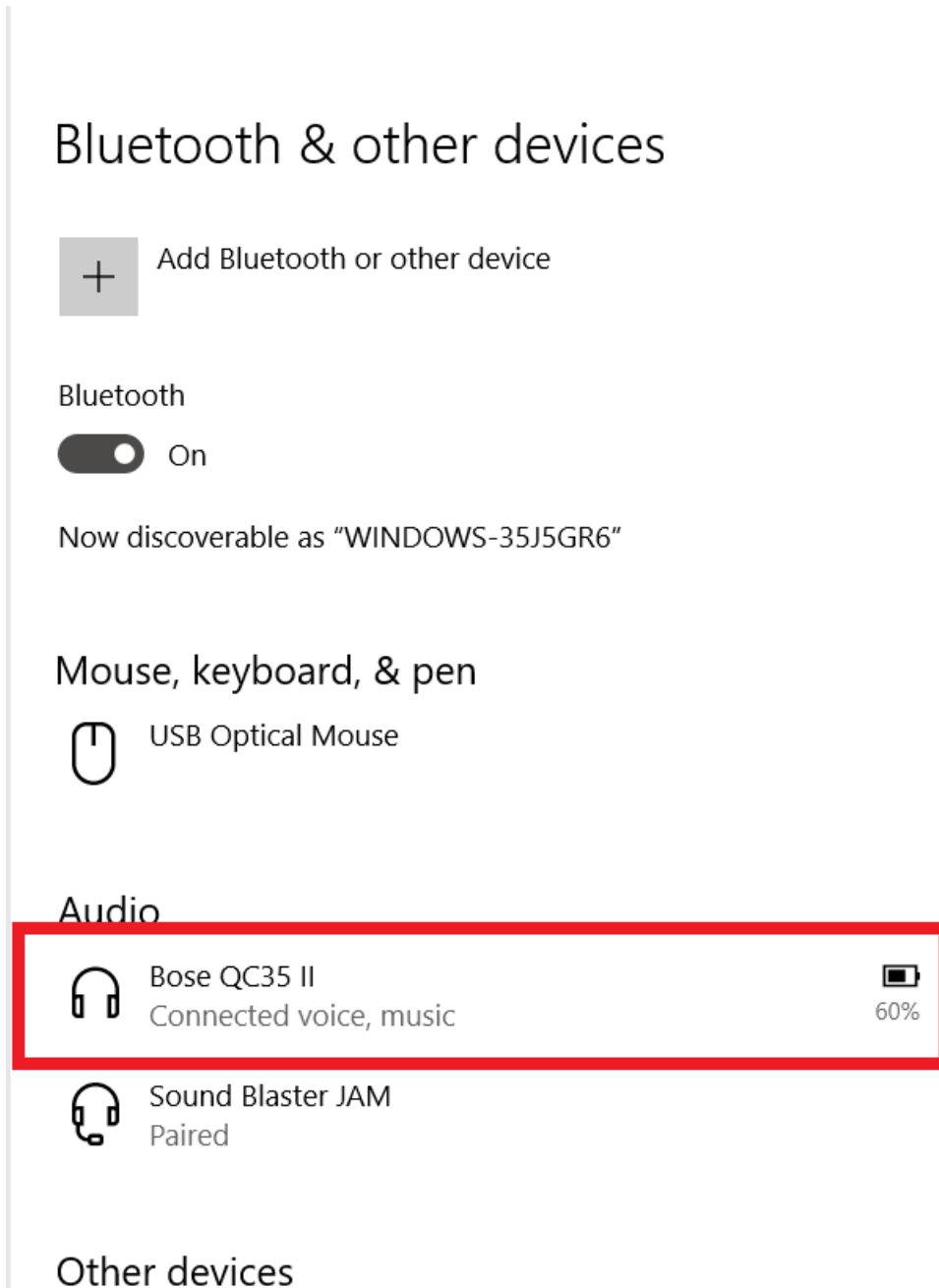
If the **“Your device is ready to go!”** message does not appear, consult computer Owner’s Manual for additional troubleshooting.



*Figure 30 – Synchronization complete message*

16. Click **Done**.

17. Under Audio, the headphones are listed as Bose QC35 II. If the headphones are not listed, consult computer Owner's Manual for additional troubleshooting.



*Figure 31 – Connectivity displayed*

Play music on your Windows 10 computer. The sound emanates from your headphones. Try it!

## Battery Power Indicator

The power indicator doubles as the battery power indicator. The indicator is located on the right ear rest. A battery icon is below the pinpoint light.

When turning on the headphones, the pinpoint light glows in 1 of 3 colors, each indicating a different battery charge status:

1. Green indicates a strong charge.



*Figure 32 - Green: Strong Charge*



2. Yellow indicates the battery is getting low.



*Figure 33 - Yellow: Getting Low*

3. Red indicates a very low battery – charge immediately.



*Figure 34 - Blinking Red: Charge Immediately*

## Volume Control

The volume control buttons are located on the side of the right ear rest.



*Figure 35 - Plus “+” Button turns volume up*



*Figure 36 - Minus “-” Button turns volume down*

## Play/Pause/Next/Previous Button

The play/pause/next/previous button is located in-between the two volume buttons. The button is labelled with 3 dots.



*Figure 37 – Play/Pause/Next/Previous Button*

### **Press:**

**1 time:** Toggle between music play and pause.

**2 times** quickly: Skip to next song.

**3 times** quickly: Go back to previous song.

These features may not work with all music playing software. Consult the music player Owner's Manual.

## Charging Headphones

Requires USB cable. Included with purchase:



*Figure 38 - USB Cable*



*Figure 39 - Small Connector*



*Figure 40 – Plug into power jack*

Plug small connector on USB cable into power jack on right ear rest.



*Figure 41 - Big Connector*



*Figure 42 – Plugging into laptop*

Plug big connector on USB cable into the computer's USB port or wall charging power plug.

Reference computer Owner's Manual to determine where computer's USB port is located.

**If the connector does not go in easily, do not try to force it in.** Try turning the connector upside down and re-inserting.

## Noise-Cancelling Button



*Figure 43 - The left ear rest houses a thin oval button.*

Pressing the thin oval button toggles between the 3 levels of noise-cancelling. Each press provides a different beep sound that indicates the level of noise-cancelling.

1. **Low beep** – Noise-cancelling off.
2. **Medium beep** – Low level of noise-cancelling.
3. **High beep** – High level of noise-cancelling.

The order is OFF – HIGH – LOW.

When the headphone cushions are snugly around ears, headphones provide some natural noise-cancelling even when the headphones are turned off.

## Store Headphones

Storing the large headphones in the small carrying case is not magic. Below are the steps to follow to quickly and easily store the headphones.

1. Unzip the storage case.



*Figure 44 – Unzip the case.*

2. Open the storage case and lay it open.



*Figure 45 – Open storage case*

3. Remove any items from the storage case.
4. Turn off the headphones.



5. Contract the ear rests all the way so the headphones are as compact as possible. Turn to Page 15 for instructions for contracting headphones.



*Figure 46 – Contracted ear rests*

6. Turn each ear rest on its hinge so the inside of both cushions are visible.



*Figure 47 – Both ear rests turned to face forward*

7. Turn the left ear rest upward so that it moves into the space between the right ear rest and the headpiece.



*Figure 48 – Left ear rest turned upward*

8. Place the headphones in the deep part of the case, with the head piece crescent on the left.



*Figure 49 – Headphones stored in case*

9. Close the storage case.
10. Zip the storage case until sealed.

## Troubleshooting Guide

1. Nothing happens when headphones are turned on.

Below are a few tips:

- a. Charge headphones.
- b. Schedule service request on [www.bose.com](http://www.bose.com).

2. Music streaming is unreliable from a distance.

Moving further away from the broadcasting device causes audio play to deteriorate in quality.

Below are a few tips:

- a. Move closer to broadcasting device.
- b. Turn the headphones off, then turn the headphones back on.
- c. Restart the broadcasting device. Caution: Make sure to save and close other apps before shutting down. Consult broadcasting device Owner's Manual for best practices on shutting down and restarting.
- d. Disable other Bluetooth devices. If a number of other devices like phones, computers, and other headphones are using Bluetooth, it may help to temporarily shut these down to eliminate interference.

3. Battery charge does not last long.

Replace battery.

Schedule service request on [www.bose.com](http://www.bose.com).

4. Noise-cancelling does not block out all noise.

Noise-cancelling is designed to reduce noise but cannot eliminate all background noise. Especially extremely loud noises.

## Citations

### 1. Cover Art

CNET. (2018). CNET.com. Retrieved June 28, 2021, from <https://cnet4.cbsstatic.com/img/4zhRXTybrcYCEo2oixqFIJleZQ8=/2017/09/28/f5dafac2-8378-4455-80bf-98a2463b582c/boseqc35iia.jpg>

### 2. Frequency Info (p. 13)

Versus. (n.d.). *Bose QuietComfort 35 II review | 62 facts and highlights*. Retrieved July 10, 2021, from <https://versus.com/en/bose-quietcomfort-35-ii>