



Please read and keep this Owner's Guide and the instructions carefully read and follow the Important Safety Instructions, Warranty and Contact information.

For additional information about your headphones or to replace accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/QC20i>

Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 15 hours of battery life.

Note: Before charging, be sure the headphones are at room temperature, between 41°F (5°C) and 104°F (40°C).

Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Charging clip
- D. StayHead™ + tips: Small (white), Medium, installed (grey), Large (black)
- E. USB charging cable
- F. Carry case

Powering on

Slide the power switch on the control module to On. The headphones will turn on in Standby mode, which reduces most power consumption around you.

Note: When the power is off, the headphones will not respond to the operation of the power switch. For best quality audio, turn the power on.

Switching modes

Press the Mode button on the side of the remote to switch to the mode you want. The headphones will hear some sounds around you, such as traffic noise.

Connecting to an Apple device

Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.

The headphones come with an inline microphone and 3-button remote for convenient control of selected Apple products.

Action	Headphone Control
Adjust volume	Press + or –
Play/Pause	Press and release Answer/End
Skip track	Press and release Answer/End twice quickly
Previous track	Press and release Answer/End three times quickly
Fast forward	Press Answer/End twice and hold
Reset	Press Answer/End three times and hold
Answer or end a call	Press and release Answer/End
Switch to incoming call, or current call	While on a call, press Answer/End and hold for about 2 seconds and release
Use voice control	Press and hold Answer/End. The ride on the headphones will guide you for compatibility and usage information.

Note: Full controls may not be available for some Apple products.

Importance of Proper Fit

For effective noise reduction performance, it is important to choose the correct size StayHead™ + tips. Select the size that gives you the best comfort and control in each ear. You may need to try all three sizes to determine the best fit.

To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

To change a StayHead™ + tip:

- Gently peel the edges of the attached tip away from the earcup, using care not to pull on the cord.
 - CAUTION:** To prevent damage, do not pull on the tip wing.
 - Slide the new tip over the headphone nozzle.
 - Press the tip securely into place until you feel it latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.
- ### 4 Fitting the headphones to your ear
- Insert the headphone into the ear so the tip gently rests on the earcup.
 - Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights

Color	Status while in use:	Status while charging:
Green (solid)	Power on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	Power on. Less than 3 hours of battery life remaining.	N/A
Yellow (blinking)	N/A	Charging Error: See "Temperature range"
Red	N/A	Charging Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Mode Indicator (LED)

Color	Indicates:
Green (On)	Noise Cancelling on
None (Off)	Aware mode on

Troubleshooting

Poor sound quality
Make sure the headphones are powered on and securely plugged into the headphone jack on the Apple device.

- Try another StayHead™ + tip size.
- Try another Apple device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

Headphones won't turn on.
Turn off the power switch.

Poor or No noise reduction

Make sure the power is switched on and the Mode Indicator is on (green).

Try another StayHead™ + tip size. See "Importance of Proper Fit."

Ensure that headphones are properly charged.

Short battery life (less than 16 hours)

Apple is not responsible for the operation of the device if the headphones are not properly charged and the battery is fully connected and verify that the Battery Indicator is blinking amber.

Microphone not working

Make sure the headphones are securely plugged into the headphone jack on the Apple device.

- Make sure the microphone is not blocked.
- Try another ear, Apple device, or application.

Technical information

Temperature range
Operate and store this product within the temperature range of 41°F to 113°F (-20°C to 45°C) only.

Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only.

For use with:

The remote and mic are supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB), and iPod nano (4th generation or later). The remote is supported by iPod touch (3rd generation or later), Audio is supported by iPad and iPod models.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Made for iPod™, "Made for iPhone"™, and "Made for iPad"™ mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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 iPod, iPhone or iPad may affect wireless performance.

Serial number for your records.

Please retain (or Warranty Card):

Now is a good time to register your headphones. You can do this easily by going to:

<http://global.bose.com/register>

©2013 Bose Corporation. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.

Bitte lesen Sie diese Bedienungsanleitung durch und beachten Sie sie auf. Les et suivez les instructions de sécurité, la garantie et les informations de contact.

For additional information about your headphones or to replace accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/QC20i>

Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 15 hours of battery life.

Note: Before charging, be sure the headphones are at room temperature, between 41°F (5°C) and 104°F (40°C).

Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Charging clip
- D. StayHead™ + tips: Small (white), Medium, installed (grey), Large (black)
- E. USB charging cable
- F. Carry case

Powering on

Slide the power switch on the control module to On. The headphones will turn on in Standby mode, which reduces most power consumption around you.

Note: When the power is off, the headphones will not respond to the operation of the power switch. For best quality audio, turn the power on.

Switching modes

Press the Mode button on the side of the remote to switch to the mode you want. The headphones will hear some sounds around you, such as traffic noise.

Connecting to an Apple device

Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.

The headphones come with an inline microphone and 3-button remote for convenient control of selected Apple products.

Action	Headphone Control
Adjust volume	Press + or –
Play/Pause	Press and release Answer/End
Skip track	Press and release Answer/End twice quickly
Previous track	Press and release Answer/End three times quickly
Fast forward	Press Answer/End twice and hold
Reset	Press Answer/End three times and hold
Answer or end a call	Press and release Answer/End
Switch to incoming call, or current call	While on a call, press Answer/End and hold for about 2 seconds and release
Use voice control	Press and hold Answer/End. The ride on the headphones will guide you for compatibility and usage information.

Note: Full controls may not be available for some Apple products.

Importance of Proper Fit

For effective noise reduction performance, it is important to choose the correct size StayHead™ + tips. Select the size that gives you the best comfort and control in each ear. You may need to try all three sizes to determine the best fit.

To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

To change a StayHead™ + tip:

- Gently peel the edges of the attached tip away from the earcup, using care not to pull on the cord.
 - CAUTION:** To prevent damage, do not pull on the tip wing.
 - Slide the new tip over the headphone nozzle.
 - Press the tip securely into place until you feel it latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.
- ### 4 Fitting the headphones to your ear
- Insert the headphone into the ear so the tip gently rests on the earcup.
 - Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights

Color	Status while in use:	Status while charging:
Green (solid)	Power on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	Power on. Less than 3 hours of battery life remaining.	N/A
Yellow (blinking)	N/A	Charging Error: See "Temperature range"
Red	N/A	Charging Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Mode Indicator (LED)

Color	Indicates:
Green (On)	Noise Cancelling on
None (Off)	Aware mode on

Troubleshooting

Poor sound quality
Make sure the headphones are powered on and securely plugged into the headphone jack on the Apple device.

- Try another StayHead™ + tip size.
- Try another Apple device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

Headphones won't turn on.
Turn off the power switch.

Poor or No noise reduction

Make sure the power is switched on and the Mode Indicator is on (green).

Try another StayHead™ + tip size. See "Importance of Proper Fit."

Ensure that headphones are properly charged.

Short battery life (less than 16 hours)

Apple is not responsible for the operation of the device if the headphones are not properly charged and the battery is fully connected and verify that the Battery Indicator is blinking amber.

Microphone not working

Make sure the headphones are securely plugged into the headphone jack on the Apple device.

- Make sure the microphone is not blocked.
- Try another ear, Apple device, or application.

Technical information

Temperature range
Operate and store this product within the temperature range of 41°F to 113°F (-20°C to 45°C) only.

Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only.

For use with:

The remote and mic are supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB), and iPod nano (4th generation or later). The remote is supported by iPod touch (3rd generation or later), Audio is supported by iPad and iPod models.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Made for iPod™, "Made for iPhone"™, and "Made for iPad"™ mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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 iPod, iPhone or iPad may affect wireless performance.

Serial number for your records.

Please retain (or Warranty Card):

Now is a good time to register your headphones. You can do this easily by going to:

<http://global.bose.com/register>

©2013 Bose Corporation. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.

Bitte lesen Sie diese Bedienungsanleitung durch und beachten Sie sie auf. Les et suivez les instructions de sécurité, la garantie et les informations de contact.

For additional information about your headphones or to replace accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/QC20i>

Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 15 hours of battery life.

Note: Before charging, be sure the headphones are at room temperature, between 41°F (5°C) and 104°F (40°C).

Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Charging clip
- D. StayHead™ + tips: Small (white), Medium, installed (grey), Large (black)
- E. USB charging cable
- F. Carry case

Powering on

Slide the power switch on the control module to On. The headphones will turn on in Standby mode, which reduces most power consumption around you.

Note: When the power is off, the headphones will not respond to the operation of the power switch. For best quality audio, turn the power on.

Switching modes

Press the Mode button on the side of the remote to switch to the mode you want. The headphones will hear some sounds around you, such as traffic noise.

Connecting to an Apple device

Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.

The headphones come with an inline microphone and 3-button remote for convenient control of selected Apple products.

Action	Headphone Control
Adjust volume	Press + or –
Play/Pause	Press and release Answer/End
Skip track	Press and release Answer/End twice quickly
Previous track	Press and release Answer/End three times quickly
Fast forward	Press Answer/End twice and hold
Reset	Press Answer/End three times and hold
Answer or end a call	Press and release Answer/End
Switch to incoming call, or current call	While on a call, press Answer/End and hold for about 2 seconds and release
Use voice control	Press and hold Answer/End. The ride on the headphones will guide you for compatibility and usage information.

Note: Full controls may not be available for some Apple products.

Importance of Proper Fit

For effective noise reduction performance, it is important to choose the correct size StayHead™ + tips. Select the size that gives you the best comfort and control in each ear. You may need to try all three sizes to determine the best fit.

To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

To change a StayHead™ + tip:

- Gently peel the edges of the attached tip away from the earcup, using care not to pull on the cord.
 - CAUTION:** To prevent damage, do not pull on the tip wing.
 - Slide the new tip over the headphone nozzle.
 - Press the tip securely into place until you feel it latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.
- ### 4 Fitting the headphones to your ear
- Insert the headphone into the ear so the tip gently rests on the earcup.
 - Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights

Color	Status while in use:	Status while charging:
Green (solid)	Power on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	Power on. Less than 3 hours of battery life remaining.	N/A
Yellow (blinking)	N/A	Charging Error: See "Temperature range"
Red	N/A	Charging Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Mode Indicator (LED)

Color	Indicates:
Green (On)	Noise Cancelling on
None (Off)	Aware mode on

Troubleshooting

Poor sound quality
Make sure the headphones are powered on and securely plugged into the headphone jack on the Apple device.

- Try another StayHead™ + tip size.
- Try another Apple device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

Headphones won't turn on.
Turn off the power switch.

Poor or No noise reduction

Make sure the power is switched on and the Mode Indicator is on (green).

Try another StayHead™ + tip size. See "Importance of Proper Fit."

Ensure that headphones are properly charged.

Short battery life (less than 16 hours)

Apple is not responsible for the operation of the device if the headphones are not properly charged and the battery is fully connected and verify that the Battery Indicator is blinking amber.

Microphone not working

Make sure the headphones are securely plugged into the headphone jack on the Apple device.

- Make sure the microphone is not blocked.
- Try another ear, Apple device, or application.

Technical information

Temperature range
Operate and store this product within the temperature range of 41°F to 113°F (-20°C to 45°C) only.

Charge the battery when the temperature is between 41°F and 104°F (5°C and 40°C) only.

For use with:

The remote and mic are supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB), and iPod nano (4th generation or later). The remote is supported by iPod touch (3rd generation or later), Audio is supported by iPad and iPod models.

Apple, iPad, iPhone, iPod, iPod classic, iPod nano, iPod shuffle, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Made for iPod™, "Made for iPhone"™, and "Made for iPad"™ mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, 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 iPod, iPhone or iPad may affect wireless performance.

Serial number for your records.

Please retain (or Warranty Card):

Now is a good time to register your headphones. You can do this easily by going to:

<http://global.bose.com/register>

©2013 Bose Corporation. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.

Bitte lesen Sie diese Bedienungsanleitung durch und beachten Sie sie auf. Les et suivez les instructions de sécurité, la garantie et les informations de contact.

For additional information about your headphones or to replace accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/QC20i>

Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 15 hours of battery life.

Note: Before charging, be sure the headphones are at room temperature, between 41°F (5°C) and 104°F (40°C).

Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Charging clip
- D. StayHead™ + tips: Small (white), Medium, installed (grey), Large (black)
- E. USB charging cable
- F. Carry case

Powering on

Slide the power switch on the control module to On. The headphones will turn on in Standby mode, which reduces most power consumption around you.

Note: When the power is off, the headphones will not respond to the operation of the power switch. For best quality audio, turn the power on.

Switching modes

Press the Mode button on the side of the remote to switch to the mode you want. The headphones will hear some sounds around you, such as traffic noise.

Connecting to an Apple device

Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.

The headphones come with an inline microphone and 3-button remote for convenient control of selected Apple products.

Action	Headphone Control
Adjust volume	Press + or –
Play/Pause	Press and release Answer/End
Skip track	Press and release Answer/End twice quickly
Previous track	Press and release Answer/End three times quickly
Fast forward	Press Answer/End twice and hold
Reset	Press Answer/End three times and hold
Answer or end a call	Press and release Answer/End
Switch to incoming call, or current call	While on a call, press Answer/End and hold for about 2 seconds and release
Use voice control	Press and hold Answer/End. The ride on the headphones will guide you for compatibility and usage information.

Note: Full controls may not be available for some Apple products.

Importance of Proper Fit

For effective noise reduction performance, it is important to choose the correct size StayHead™ + tips. Select the size that gives you the best comfort and control in each ear. You may need to try all three sizes to determine the best fit.

To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

To change a StayHead™ + tip:

- Gently peel the edges of the attached tip away from the earcup, using care not to pull on the cord.
 - CAUTION:** To prevent damage, do not pull on the tip wing.
 - Slide the new tip over the headphone nozzle.
 - Press the tip securely into place until you feel it latch. The ridge on the headphone housing should fit into the slot on the inside of the tip.
- ### 4 Fitting the headphones to your ear
- Insert the headphone into the ear so the tip gently rests on the earcup.
 - Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

Recognizing the lights

Color	Status while in use:	Status while charging:
Green (solid)	Power on. More than 3 hours of battery life remaining.	Charging complete
Green (blinking)	Power on. Less than 3 hours of battery life remaining.	N/A
Yellow (blinking)	N/A	Charging Error: See "Temperature range"
Red	N/A	Charging Error: See "Temperature range"
None (Off)	Power off or battery depleted.	

Mode Indicator (LED)

Color	Indicates:
Green (On)	Noise Cancelling on
None (Off)	Aware mode on

Troubleshooting

Poor sound quality
Make sure the headphones are powered on and securely plugged into the headphone jack on the Apple device.

- Try another StayHead™ + tip size.
- Try another Apple device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

Headphones won't turn on.
Turn off the power switch.

Poor or No noise reduction

Make sure the power is switched on and the Mode Indicator is on (green).

Try another StayHead™ + tip size. See "Importance of Proper Fit."

Ensure that headphones are properly charged.

Short battery life (less than 16 hours)

Apple is not responsible for the operation of the device if the headphones are not properly charged and the battery is fully connected and verify that the Battery Indicator is blinking amber.

Microphone not working

Make sure the headphones are securely plugged into the headphone jack on the Apple device.

- Make sure the microphone is not blocked.
- Try another ear, Apple device, or application.

Technical information

Temperature range
Operate and store this product within the temperature range of 41°F to 113°F (-20°C to 45°C) only.

Charge the battery when the temperature is between 41°F and 104°F (5°C