BOSE

SOUNDLINK MAX PORTABLE SPEAKER

Please read and keep all safety and use instructions.

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

This product conforms to all applicable Electromagnetic Compatibility Regulations 2016 and all other applicable UK regulations. The complete declaration of conformity can be found at: www.Bose.com/compliance

Bose Corporation hereby declares that this product is in compliance with the essential requirements per Radio Equipment Regulations 2017 and all applicable UK regulations. The complete declaration of conformity can be found at: www.Bose.com/compliance

Important Safety Instructions

Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

If the speaker is exposed to salt or chlorinated water, gently rinse with fresh water following the exposure to remove residue. Make sure the connector port is fully dried out before charging.

Only use attachments/accessories specified by the manufacturer.

Refer all servicing to qualified personnel. Servicing is required when the apparatus does not operate normally, or has been physically damaged.

WARNINGS/CAUTIONS

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.

- 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 an agency-approved LPS power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- The battery provided with this product may present a risk of fire, explosion or chemical burn if mishandled, incorrectly replaced or replaced with an incorrect type.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- 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.
- The product label is located on the bottom of the product.

BLUETOOTH LIGHT

Shows the *Bluetooth* connection status.

LIGHT ACTIVITY	SYSTEM STATE
Slowly blinks blue	Ready to connect
Quickly blinks blue	Connecting
Solid white	Connected
Blinks white 2 times	Device list cleared

AUX LIGHT

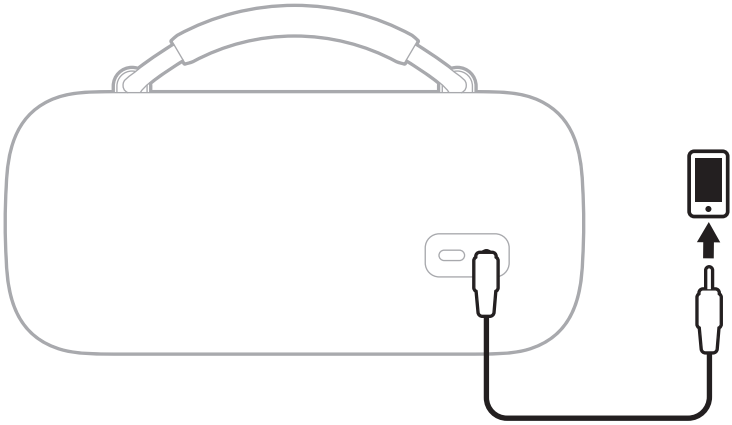
Shows the AUX connection status.

LIGHT ACTIVITY	SYSTEM STATE
Solid white	Connected

CONNECT AN AUDIO CABLE

You can connect an audio cable (not provided) to the speaker to listen to audio on your device.

Connect one end of an audio cable to the 3.5 mm port on the back of the speaker and the other end to the port on your device.



The AUX light glows solid white.

NOTE: To switch to a *Bluetooth* connection, press the *Bluetooth* button ᛒ. To switch back to a wired connection, press the Shortcut button ◎ or disconnect then reconnect the audio cable.

CONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

With Bose SimpleSync technology, you can connect the speaker to a Bose Smart Speaker or Bose Smart Soundbar to listen to the same audio in two different rooms at the same time.

NOTE: SimpleSync technology has a *Bluetooth* range of up to 30 ft (9 m). Walls and construction materials can affect reception.

Compatible products

You can connect the speaker to any Bose Smart Speaker or Bose Smart Soundbar.

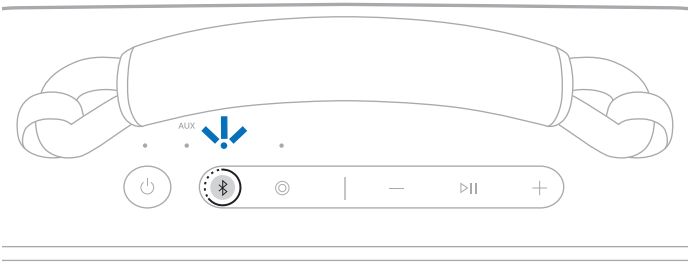
Popular compatible products include:

- Bose Smart Ultra Soundbar/Bose Ultra Soundbar
- Bose Smart Soundbar 900
- Bose Smart Soundbar 700/Bose Soundbar 700
- Bose Smart Soundbar 600
- Bose Soundbar 500
- Bose Smart Speaker 500/Bose Home Speaker 500
- Bose Home Speaker 300
- Bose Portable Smart Speaker/Bose Portable Home Speaker

New products are added periodically. For a complete list and more information, visit: support.Bose.com/Groups

Connect using the Bose app

1. Press and hold the *Bluetooth* button ᛒ until you hear “Ready to connect” and the *Bluetooth* light slowly blinks blue.



NOTE: If a device is already connected, you hear “Ready to connect another device.”

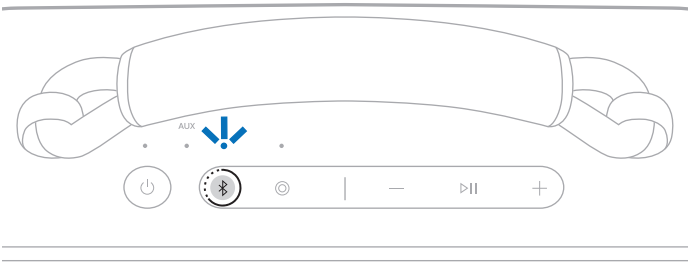
2. Use the Bose app to connect the speaker to a compatible Bose product. For more information, visit: support.Bose.com/Groups

NOTES:

- It could take up to 30 seconds to connect.
- Make sure that the speaker is within 30 ft (9 m) of your speaker or soundbar.
- You can connect the speaker to only one product at a time.

Connect using the product controls

1. Press and hold the *Bluetooth* button ᛒ until you hear “Ready to connect” and the *Bluetooth* light slowly blinks blue.



NOTE: If a device is already connected, you hear “Ready to connect another device.”

2. On your soundbar remote or the top of your speaker, press and hold the *Bluetooth* button until the light bar or light ring pulses blue.

   The speaker connects to your soundbar or speaker, and you hear the same audio through both devices.

NOTES:

- It could take up to 30 seconds to connect.
- Make sure that the speaker is within 30 ft (9 m) of your speaker or soundbar.
- You can connect the speaker to only one product at a time.

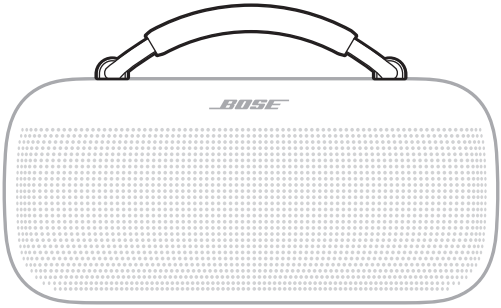
RECONNECT TO A BOSE SMART SPEAKER OR SOUNDBAR

Use the Bose app to reconnect the speaker to a previously-connected compatible Bose product. For more information, visit: support.Bose.com/Groups

NOTES:

- Your speaker or soundbar must be within range (30 ft or 9 m) and powered on.
- If the speaker doesn’t connect, see “Speaker doesn’t reconnect to a previously-connected Bose Smart Speaker or Soundbar” on page 38.

You can use the handle to easily carry the speaker.

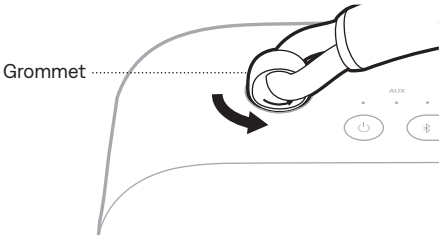


You can also replace the handle with a new handle or carry strap.

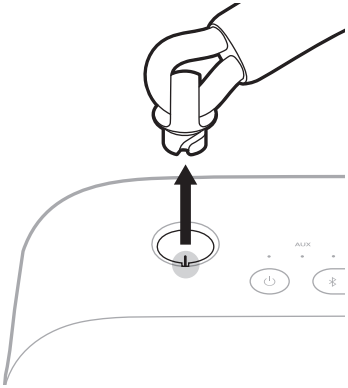
To order these optional accessories, visit: support.Bose.com/sl-max

REMOVE THE HANDLE

1. Firmly turn the grommet on the end the handle to the left (counter-clockwise) ¼ turn.



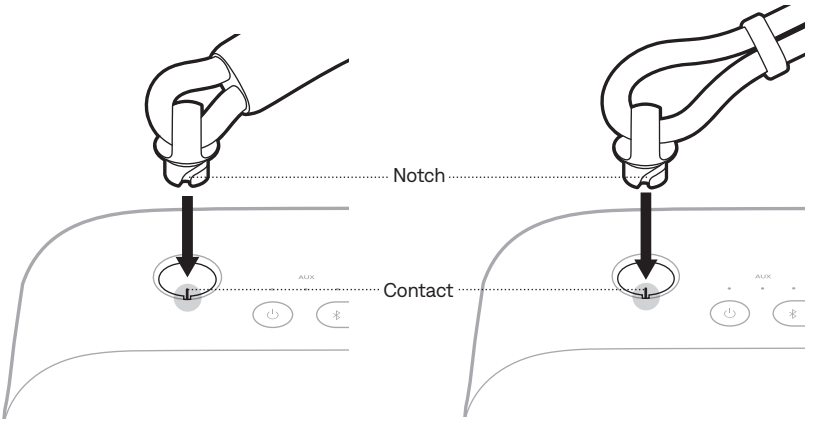
2. Lift to remove the handle from the speaker.



3. Repeat steps 1 – 2 to remove the other side of the handle.

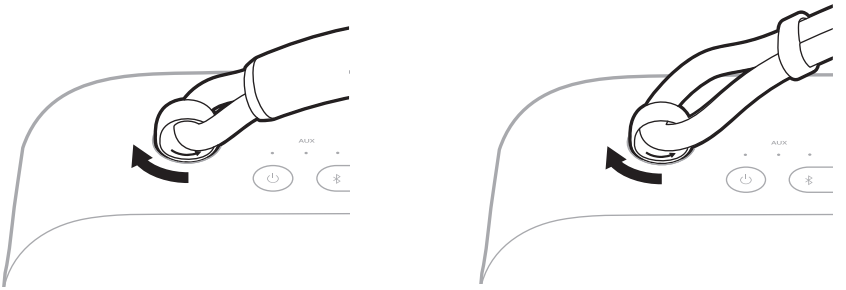
ATTACH A NEW HANDLE OR CARRY STRAP

1. Align the notches in the grommet with the contacts in the opening and place the grommet inside the speaker.



Handle **Carry strap**

2. Turn the grommet to the right (clockwise) ¼ turn until you feel a click.



Handle **Carry strap**

3. Repeat steps 1 – 2 to attach the other side of the handle or carry strap.

The speaker is waterproof, splash resistant, and dustproof. It's rated IP67 and IP64. You can submerge the speaker in water for up to 30 minutes at a depth of up to 3.3 ft (1 m). It can also be used while showering and in the rain or snow.

CAUTIONS:

- Do NOT submerge this speaker in any pool of water deeper than 3.3 ft (1 m).
- Avoid playing audio while the speaker is submerged.
- If the speaker is exposed to salt or chlorinated water, gently rinse with fresh water following the exposure to remove residue.
- Never attempt to charge the speaker or your device while the speaker is wet. Doing so may cause damage to the speaker. The speaker is waterproof, but the USB-C port must be fully dried out before charging. If moisture is detected, the Power light slowly blinks white and amber (see page 26).

UPDATE THE SPEAKER

The speaker begins updating automatically when connected to the Bose app and an update is available. Follow the app instructions. When the update begins, the Power light blinks white 3 times (repeated) until the update is complete.

You can also update the speaker using the Bose updater website. On your computer, visit: btu.Bose.com and follow the on-screen instructions. When the update begins, the Power light quickly blinks white for 10 seconds.

CLEAN THE SPEAKER

The speaker may require periodic cleaning.

- Clean the surface of the speaker with a soft, damp cloth (water only). Make sure the USB-C port is fully dried out before charging. If moisture is detected, the Power light slowly blinks white and amber (see page 26).
- Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.
- If the speaker is exposed to salt or chlorinated water, gently rinse with fresh water following the exposure to remove residue.

STORE THE SPEAKER

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

CAUTION: Do NOT store the speaker for extended periods when the battery is fully charged or has a low charge (see page 26).

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/sl-max

LIMITED WARRANTY

The speaker is covered by a limited warranty. Visit our website at worldwide.Bose.com/Warranty for details of the limited warranty.

To register your product, visit worldwide.Bose.com/ProductRegistration for instructions. Failure to register will not affect your limited warranty rights.

TRY THESE SOLUTIONS FIRST

If you experience problems with the speaker:

- Power the speaker off and then on again (see page 19).
- Charge the speaker (see page 23).
- Check the status lights (see page 26).
- Make sure your device supports *Bluetooth* connections (see page 12).
- Increase the volume on the speaker, your device, and your music app.
- Move your device closer to the speaker (30 ft or 9 m) and away from any interference or obstructions.
- Connect another device (see page 12).

If you couldn't resolve your issue, see the table below to identify symptoms and solutions to common problems. You can also access troubleshooting articles, videos, and other resources at: support.Bose.com/sl-max

If you're unable to resolve your issue, contact Bose customer service.

Visit: worldwide.Bose.com/contact

OTHER SOLUTIONS

SYMPTOM	SOLUTION
No power (battery)	Battery may be in protection mode or discharged. Connect the speaker to a power source (see page 23).
Speaker doesn't connect with device	Clear the speaker device list (see page 16). Delete the speaker from the *Bluetooth* list on your device, including any duplicate listings labeled LE (Low Energy). Connect again (see page 12). Visit: support.Bose.com/sl-max to see how-to videos.
Speaker doesn't respond to multi-press functions	Vary the speed of presses.
No sound	Make sure voice prompts are on using the Bose app. Press the *Bluetooth* button ᛒ and release to hear the connected device. Make sure you're using the correct device. Use a different music source. If two devices are connected, pause audio on the first device and play audio on the other device.

SYMPTOM	SOLUTION
Poor sound quality from device connected by *Bluetooth* connection	Use a different music source. If two devices are connected, disconnect the second device. Disable any audio enhancement features on the device or music app. If the speaker was exposed to water, wait for the speaker to dry and try again.
Poor sound quality from a device connected by an audio cable	Make sure both ends of the audio cable are secure (see page 28). Disable any audio enhancement features on the device or music app. Try another audio cable (see page 28).
No sound from a device connected by an audio cable	Make sure both ends of the audio cable are secure (see page 28). Press play on your device to make sure audio is playing. Play audio from a different application or music service. Play audio from content stored directly on your device. Increase the volume on the speaker, then increase the volume on your device. Try another audio cable (see page 28). Restart your device.
Delayed audio	Play audio from a different application or music service. Close and re-open the application or music service. Try an audio cable (see page 28).
Speaker doesn't charge	Make sure both ends of the USB-C cable are secure (see page 23). Make sure you're using the Bose-provided USB-C cable or a similar USB-C cable providing a minimum of 5V ⎓, 3A. Try another charging source. If the speaker has been exposed to high or low temperatures, let it return to room temperature and then try charging again. If the speaker was exposed to water, wait for the speaker to dry and try again. Reset the speaker (see page 39).

SYMPTOM	SOLUTION
Mobile device doesn't charge	Make sure both ends of the USB-C cable are secure (see page 25). If the speaker was exposed to water, wait for the speaker to dry and try again. Make sure your device can receive a charge from another device. Refer to your mobile device owner's guide. Disconnect the USB-C cable from the speaker and then reconnect. If your device still doesn't charge, disconnect the USB-C cable from your device and reconnect. If you're unable to resolve your issue, refer to your device owner's guide.
Speaker doesn't connect to a Bose Smart Speaker or Soundbar	Make sure you're using the Bose app (see page 13). Make sure your Bose Smart Speaker or Soundbar is running the latest software. Use the Bose app and run available software updates. Make sure you're connecting to a compatible Bose product. For a list of compatible products, visit: support.Bose.com/Groups Press and hold the *Bluetooth* button ᛒ until you hear "Ready to connect" or "Ready to connect another device" and the *Bluetooth* light slowly blinks blue. Make sure that the speaker is within 30 ft (9 m) of your soundbar or speaker.
Speaker doesn't reconnect to a previously-connected Bose Smart Speaker or Soundbar	On the speaker, press and hold the *Bluetooth* button ᛒ until the *Bluetooth* light slowly blinks blue, and you hear "Ready to connect another device." Use the Bose app to connect the speaker to a compatible Bose product. For more information, visit: support.Bose.com/Groups
Delayed audio when connected to Bose Smart Speaker or Soundbar	Download the Bose app (see page 13) and run available software updates. On a computer, check btu.Bose.com for USB updates.

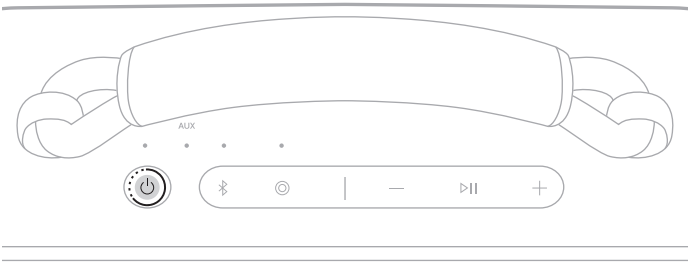
RESET THE SPEAKER

If the speaker is unresponsive, you can reset it.

Resetting the speaker resets the product controls and reboots the speaker. It doesn't clear any device settings.

NOTE: Make sure the USB-C cable isn't connected to the speaker.

1. Press and hold the Power button ⏻ for up to 30 seconds until the speaker powers off.



2. Press the Power button ⏻.

   The Power light glows according to the battery level (see page 26).

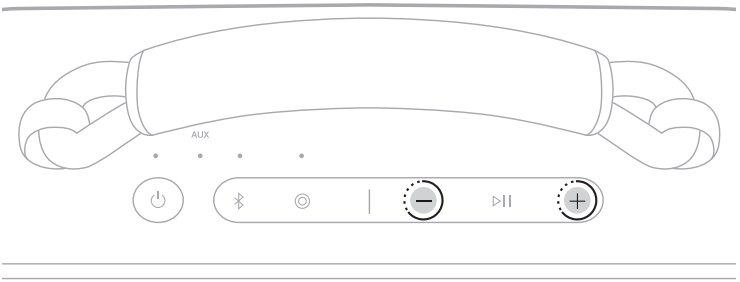
NOTES:

- If the USB-C cable is connected, you must remove it before you can reset the speaker.
- If you're unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/sl-max

RESTORE THE SPEAKER

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

1. Press and hold the Volume up button + and Volume down button — for 15 seconds until the Power light quickly blinks white for 3 seconds.



   The speaker powers off.

2. Press the Power button ⏻.

   The Power light glows according to the battery level (see page 26). The *Bluetooth* light slowly blinks blue, and you hear “Ready to connect.”

NOTE: If you’re unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/sl-max

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