

BOSE

ULTRA OPEN EARBUDS (2ND GEN)

Please read and keep all safety and use instructions.

Declarations of conformity and other product compliance information can be found at:
www.Bose.com/compliance

CE 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.

Important Safety Instructions

Do not use this apparatus near water.

Clean only with a dry cloth.

Only use attachments/accessories specified by the manufacturer.

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



WARNINGS/CAUTIONS

- To avoid accidental ingestion, keep the product away from children and pets. The product contains a battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention. When not in use, store the product out of reach of children and pets.
- Product is not intended for use by children.
- To avoid hearing damage, do not use your headphones at a high volume. Turn the volume down on your product before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable, moderate listening level.
- To avoid hearing damage, do not insert the earbud speaker directly into your ear canal. Wear the earbuds with the speaker on the outer edge of your ear and the barrel behind your ear. For more information about how to wear the earbuds, see page 12.
- Use of this product while operating a vehicle may be prohibited by law in some locations. Use caution and follow applicable laws. Stop using this product immediately if it interferes with your ability to remain attentive or interferes with your ability to hear surrounding sounds, including alarms and warning signals, while operating a vehicle.
- Use caution if using these headphones while performing any activity that requires your attention. Do not use the headphones when the inability to clearly hear surrounding sounds may present a danger to yourself or others, for example while riding a bicycle or walking in or near traffic, a construction site, railroad, etc.
- Do NOT submerge the product in water or expose the product to water for extended periods.
- Remove product immediately if you notice heat coming from the product.



This symbol means use of this product with an incompatible or improperly installed battery could cause a safety hazard. Contact Bose customer service for battery service options or visit bose.com/batt for more information.



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



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

- Do NOT make unauthorized alterations to this product.
- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- 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 or chemical burn if mishandled, incorrectly replaced or replaced with an incorrect type.
- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- This product must only be operated with compatible Bose certified batteries. Contact Bose customer service for battery service options.
- Wipe off sweat from the earbuds and the charging case before charging.
- The charge case lid should be securely closed when being worn or carried in a pocket, purse, or carry bag.

WARNING: Do not expose product to any chemical substances that are not specified by Bose, including but not limited to lubricants, cleaning agents, contact sprays, or hydrocarbon based solvents. Exposure to such substances can lead to degradation of the plastic material, resulting in cracking and/or exposure to a hazardous condition.

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 product or 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.

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 contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS. Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with FCC and ISCED Canada radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: A94638L / A94638R | **IC:** 3232A-638L / 3232A-638R

Case Model: 444638 | **Right Earbud Model:** 638R | **Left Earbud Model:** 638L

CAN ICES (B) / NMB (B)

CAN RSS-216 / CNR-216

For Europe: Frequency band of operation 2400 to 2483.5 MHz. Maximum transmit power less than 20 dBm EIRP. | Frequency band of operation: 111 kHz - 148 kHz. Maximum transmit power less than 37.7 dBuA/m. | Maximum transmit power is below EU regulatory limits such that EU SAR testing is not necessary and exempt per applicable regulations.



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.

Low-power Radio-frequency Devices Technical Regulations: 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. 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 is operated in compliance with the Telecommunications Management Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.



The power delivered by the charger must be between min 2.5 Watts required by the radio equipment, and max 2.5 Watts in order to achieve the maximum charging speed.

DON'T attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Bose retailer or other qualified professional for removal.

Power State Information: The product, in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC and the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, is in compliance with Commission Regulation (EU) 2023/826. For information about power consumption for different standby modes and the period after which the product automatically reverts to those modes, visit www.Bose.com/compliance and select this regulation.



锂电池请回收

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



Li-ion



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
Speakers	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.						

Restricted substances and its chemical symbols						
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr ⁶⁺)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	o	o	o	o	o
Metal Parts	-	o	o	o	o	o
Plastic Parts	o	o	o	o	o	o
Speakers	-	o	o	o	o	o
Cables	-	o	o	o	o	o
Note 1: "o" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. Note 2: The "-" indicates that the restricted substance corresponds to the exemption.						

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Phone Number: +52 55 5263 6500 | Bose Limited (H.K.), 7F., No. 2, Sec. 3, Minsheng E. Road, Zhongshan Dist.,
Taipei City 104511, Phone Number: +886-2-2514 7676 | Bose Limited, 16 Dufour's Place, London W1F 7SP

Mexico Service Phone Number: 0800-266-0292

Output Capacity: 400mAh (charge case)

Input Rating Charge Case: 5V---, 1A

Input Rating Left and Right Earbuds: 5.21V---, 0.1A

Model: 444638. Wireless Earbuds with Charging Case. The CMIIT ID is located on the carton.

The **Bose End User License Agreement** applies to this product:

www.Bose.com/legal/end-user-license-agreement

This product is covered by a **Bose Limited Warranty**, available at worldwide.Bose.com/Warranty

License Disclosures: To view the license disclosures that apply to the third-party software packages included as components of the Bose Ultra Open Earbuds (2nd Gen), use the Bose app. You can access this information from the Settings menu.

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Date Code, Serial Number, and Regulatory Markings Location: The date code and certain regulatory markings are located on the flat inner surface of the earbuds. Holding the speaker, gently flex the barrel open until information is displayed. The serial number is located in the charging case lid. Additional regulatory markings are located on the bottom of the charging case.

Please complete and retain for your records

Serial number: _____

Model number: 444638

Please keep your receipt. Now is a good time to register your Bose product. You can easily do this by going to worldwide.Bose.com/ProductRegistration

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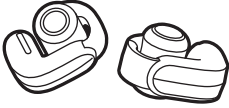
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Confirm that the following parts are included:



Bose Ultra Open Earbuds (2nd Gen)



Charging case

NOTE: If any part of your product appears to be missing or damaged, don't use it. Visit support.bose.com/ue2 for troubleshooting articles, videos, and product repair or replacement.

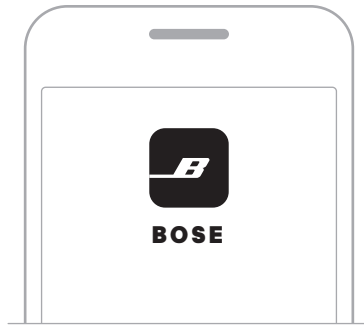
The Bose app lets you set up and control the earbuds from any device, such as a smartphone or tablet.

Using the app, you can manage *Bluetooth* connections, manage earbud settings, adjust the audio, choose your voice prompt language, and get any future updates and new features made available by Bose.

NOTE: If you have already created a Bose account for another Bose product, see "Add the earbuds to an existing account."

DOWNLOAD THE BOSE APP

1. On your device, download the Bose app.



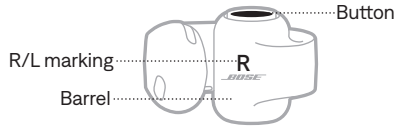
2. Follow the app instructions.

ADD THE EARBUDS TO AN EXISTING ACCOUNT

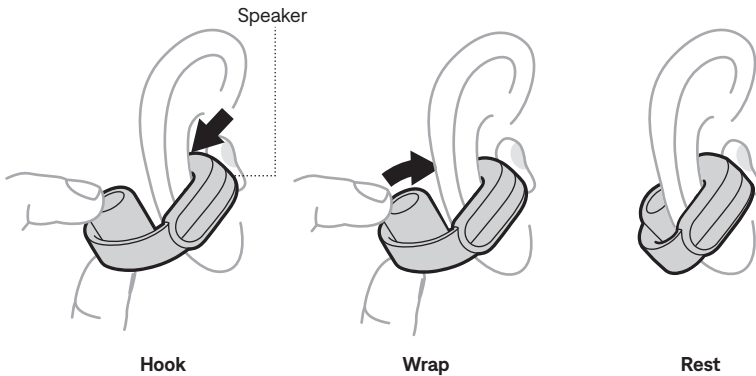
To add your Bose Ultra Open Earbuds (2nd Gen), open the Bose app and add the earbuds from the product list screen.

PUT ON THE EARBUDS

1. Hold the barrel-shaped part of the earbud so that the button is on top and the **R** (right) or **L** (left) marking is facing you.



2. Hook the earbud speaker in your ear, then wrap the barrel around so it rests behind your ear.



3. For best sound quality and performance, adjust the earbud so that it's at about a 45° angle on your ear. If it doesn't feel comfortable or secure, slide it up or down slightly to find the best position for you.

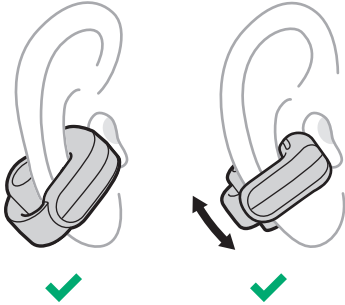


4. Check the fit (see page 13).
5. Repeat steps 1 – 4 to put on the other earbud.

CHECK YOUR FIT

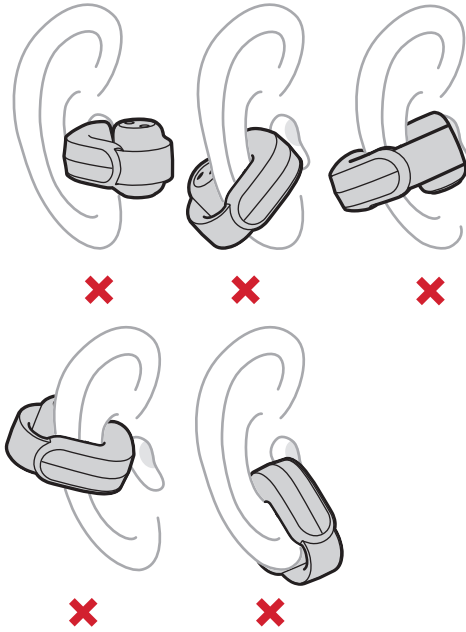
Move your head up and down and side to side to make sure the earbuds are stable and comfortable. Then, check your fit using a mirror.

PROPER FIT



- The earbud barrel is behind your ear and the button is facing upwards.
- The earbud speaker is resting on the inner surface of your ear and isn't inserted into your ear canal.
- The earbud sits at about a 45° angle on your ear, although you can slide it up or down slightly for comfort.
- The earbud feels comfortable and secure.

IMPROPER FIT

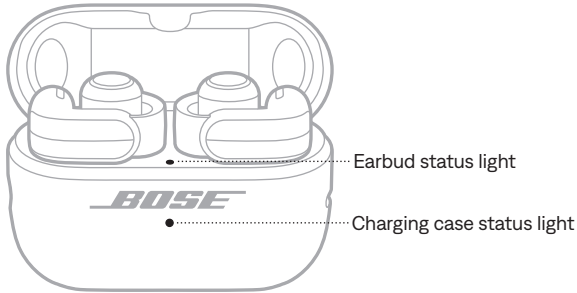


- The earbud barrel is on the front side of your ear or the button is facing downwards.
- The earbud speaker is inserted into your ear canal instead of resting on the inner surface of your ear.
- The earbud barrel is resting on the inner surface of your ear instead of behind your ear.
- The earbud is angled downwards towards your chin or mouth.
- The earbud feels uncomfortable, pinches your ear, or feels loose or unstable.

POWER ON

Open the charging case.

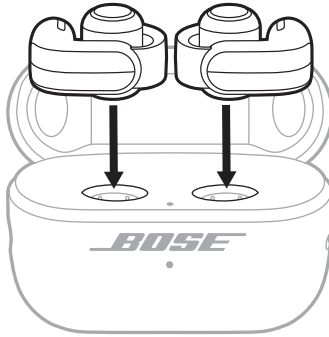
The earbuds power on. The earbud status light glows according to the earbud charging status (see page 32). The charging case status light glows according to the case battery level (see page 34).



NOTE: When you remove the earbuds from the charging case, close the case to help preserve the battery life and keep the case free of debris.

POWER OFF

1. Place both earbuds in the charging case.



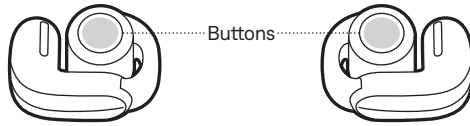
The earbuds disconnect from your device and power off. The earbud status light glows according to the earbud charging status (see page 34).

2. Close the case.

The charging case status light glows according to the case battery level (see page 34).

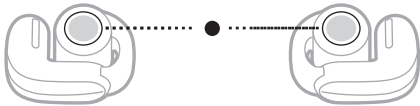


A button is located on the top of the barrel-shaped part of each earbud. The buttons control media playback, volume, phone calls, and your shortcut (see page 20).



NOTE: You can use either earbud button to control all functions except for volume. When controlling volume, the left and right earbud buttons have different functions (see page 17).

MEDIA PLAYBACK

CONTROL	WHAT TO DO
Play/Pause	Press the button on the left or right earbud. 
Skip to the next track	Double-press the button on the left or right earbud. 
Skip to the previous track	Triple-press the button on the left or right earbud. 

SHORTCUT

CONTROL	WHAT TO DO
Use your shortcut	Press and hold the button on the left or right earbud. NOTES: - To change your shortcut, use the Bose app (see page 20). - If you assign a different shortcut to each earbud, press and hold the appropriate earbud button (see page 20). 

VOLUME FUNCTIONS

CONTROL	WHAT TO DO
Increase the volume	Press, then press and hold the button on the right earbud. The volume increases as you hold the button. Release when you reach the desired volume. 
Decrease the volume	Press, then press and hold the button on the left earbud. The volume decreases as you hold the button. Release when you reach the desired volume. 

TIP: You can also increase or decrease the volume using the volume controls on your device or in the Bose app (see page 11).

Auto Volume

The earbuds can automatically adjust audio volume depending on the level of noise around you. This helps your audio stay at a consistent volume relative to your surroundings.

When Auto Volume is enabled and the noise level increases above your baseline volume setting, audio volume increases proportionally after a few seconds. When the noise level decreases, audio volume returns to your baseline setting.

NOTES:

- It may take several seconds for audio volume to increase in response to noise.
- When you make or receive a phone call, Auto Volume is temporarily disabled. When you end the call, Auto Volume returns to its previous setting.

Enable Auto Volume

Auto Volume is disabled by default. To enable Auto Volume, use the Bose app. You can access this option from the Settings menu.

Manually adjust volume when Auto Volume is enabled

To manually adjust volume, use the earbud controls (see page 17) or the volume controls on your device until you hear the volume change.

NOTE: If the earbuds are actively increasing audio volume due to noise, manually adjusting volume may have a minimal or only temporary effect unless you increase the baseline setting above the current level. To decrease volume in this situation, disable Auto Volume using the Bose app (see page 11).

PHONE CALLS

CONTROL	WHAT TO DO
Answer a call	Press the button on the left or right earbud. 
End/Decline a call	Double-press the button on the left or right earbud. 
Answer a second incoming call and put current call on hold	Press the button on the left or right earbud. 
Decline a second incoming call and stay on current call	Double-press the button on the left or right earbud. 

NOTE: For best microphone performance:

- Make sure the microphone ports (see page 43) aren't blocked and that they are free of debris.
- Check the earbud fit using a mirror (see page 13).

ADJUST THE AUDIO EQ

To adjust the bass, midrange, and treble, use the Bose app. You can access these options from the product control screen.

NOTE: At high volumes, the effects of these adjustments may be reduced to avoid distortion.

A shortcut enables you to quickly and easily access one of the following functions:

- Cycle through immersive audio settings (see page 21)
- Cycle through modes (see page 23)
- Use your device voice control (see page 25)
- Access Spotify Tap (see page 26)

NOTE: By default, Immersive Audio (Off) is set as your shortcut on both earbuds.

USE YOUR SHORTCUT

Press and hold the button on the left or right earbud.



CHANGE YOUR SHORTCUT

To change a shortcut or to assign a different shortcut to each earbud, use the Bose app. To access this option, tap Shortcut on the product control screen.

NOTE: If you assign a different shortcut to each earbud, you must press and hold the appropriate earbud button. If you place one of the earbuds in the case, you can only use the shortcut assigned to the other earbud.

Immersive Audio takes what you're hearing out of your head and places it in front of you—like you're always in the acoustic sweet spot. It feels like the sound is coming from outside the earbuds, resulting in a more natural listening experience. Immersive Audio works on any streaming content from any source, taking it to new heights with better sound clarity and richer sound quality.

NOTE: When you make or receive a phone call, Immersive Audio is temporarily set to Off (see page 22).

IMMERSIVE AUDIO SETTINGS

SETTING	DESCRIPTION	WHEN TO USE
Motion	Audio sounds like it's coming from two stereo speakers in front of you that follow the movements of your head. NOTE: This setting is used by default in Immersion mode.	Use for the most consistent experience. Best for when you're doing activities that require you to frequently turn your head or look down.
Still	Audio sounds like it's coming from two stereo speakers in front of you that stay where they are when you move your head. NOTES: • A few seconds after you stop moving your head, the speakers recenter on your position. • To access this setting, use the Bose app to change the Immersive Audio setting, create a custom mode (see page 23), or set a shortcut to cycle through Immersive Audio settings (see page 22).	Use for the most realistic and powerful experience. Best for when you're stationary.
Off	Audio sounds like it's coming from your earbuds. NOTE: This setting is used by default in Stereo mode.	Use when you want a classic listening experience or want to conserve battery life.

NOTE: By default, Immersive Audio (Off) is set as your shortcut on both earbuds.

CHANGE THE IMMERSIVE AUDIO SETTING

You can change the Immersive Audio setting by changing the mode or using your shortcut to cycle through Immersive Audio settings.

NOTE: When you change the settings, the earbuds power on with the last settings used.

TIP: You can also change the Immersive Audio setting using the Bose app. You can access this option from the product control screen.

Change the mode

For information about changing the mode, see page 24.

TIP: You can also create a custom mode with your preferred Immersive Audio setting (see page 23).

Use your shortcut

You can use your shortcut to cycle through Immersive Audio settings.

1. Press and hold the button assigned to this shortcut.



A voice prompt announces each Immersive Audio setting in a loop.

2. When you hear the name of your preferred setting, release the button.

IMMERSIVE AUDIO WHILE ON A CALL

When you make or receive a phone call, Immersive Audio is temporarily set to Off. When you end the call, the earbuds return to the previous Immersive Audio setting.

CALIBRATE IMMERSIVE AUDIO

If Immersive Audio doesn't sound right or feels too close, you can calibrate it to better match the position of the earbuds on your ears. The calibration is saved to the earbuds and used anytime you enable Immersive Audio in the future.

To calibrate Immersive Audio, use the Bose app. You can access this option from the Settings menu.

Listening modes are preset audio settings that you can switch between based on your listening preferences and environment. By default, they consist of commonly-used Immersive Audio settings.

You can choose between three pre-configured modes — Stereo, Immersion, or Cinema — or create up to seven of your own custom modes.

MODES

MODE	DESCRIPTION
Stereo	Audio plays in Bose-optimized stereo audio. Allows you to enjoy a classic listening experience and conserve battery life.
Immersion	Audio plays with Immersive Audio set to Motion. Allows you to immerse yourself in lifelike audio.
Cinema	Audio plays with Immersive Audio set to Still. Allows you to experience your video content in a movie-like way by spatializing your audio and balancing background sounds and sound effects.
Custom	Custom Immersive Audio settings based on your listening preferences and environment. NOTE: You can create up to seven custom modes using the Bose app. To access this option, tap Modes on the product control screen.

NOTE: For information about Immersive Audio settings, see page 21.

CHANGE THE MODE

NOTES:

- To change the mode using the earbuds, it must be set as a shortcut in the Bose app (see page 20).
 - When you change the setting, the earbuds power on with the last settings used.
1. Press and hold the button assigned to this shortcut.



A voice prompt announces each mode in a loop.

2. When you hear the name of your preferred mode, release the button.

TIP: You can also change the mode using the Bose app. To access this option, tap Modes on the product control screen.

Add or remove modes from the earbuds

To access modes on the earbuds, they must be set as favorites in the Bose app. By default, Stereo, Immersion, and Cinema modes are set as favorites.

To add or remove modes from the earbuds, tap Modes on the product control screen and customize which modes are set as favorites.

You can set a shortcut to access your device voice control using the earbuds. The microphones on the earbuds act as an extension of the microphone on your device.

NOTE: To access device voice control using the earbuds, it must be set as a shortcut in the Bose app (see page 20).

DEVICE VOICE CONTROL FUNCTIONS

CONTROL	WHAT TO DO	
Access device voice control	Press and hold the earbud button assigned to this shortcut until you hear a tone. Release, then say your request.	
Stop device voice control	Press the earbud button assigned to this shortcut.	

To use Spotify Tap, it must be set as your shortcut in the Bose app (see page 20) and the Spotify app must be up to date.

1. Press and hold the earbud button assigned to this shortcut to play a recommendation based on your listening taste.

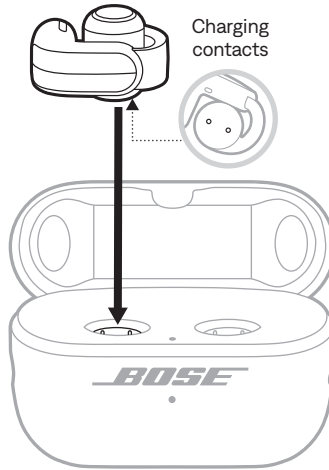


2. Press and hold the earbud again for the next recommendation made just for you.

CHARGE THE EARBUDS

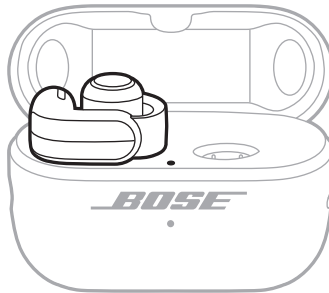
NOTES:

- Make sure the earbuds are at room temperature, between 43° F (6° C) and 102° F (39° C).
 - Make sure the earbud barrel, charging contacts, and the charging pins inside the case are dry.
1. Align the charging contacts on the left earbud with the charging pins on the left side of the charging case.



2. Place the earbud in the case until it magnetically snaps into place.

The earbud status light glows according to the charging status (see page 32).



NOTE: If the light quickly blinks amber, the earbud hasn't been placed in the case properly. For solutions, see page 33.

3. Repeat steps 1 – 2 for the right earbud.
4. Close the case.

The charging case status light glows according to the case battery level (see page 34).



CHARGE THE CHARGING CASE

CAUTION: Use this product only with an agency-approved LPS power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).

NOTE: Before charging, make sure the case is at room temperature, between 45° F (7° C) and 97° F (36° C).

1. Connect the small end of a USB Type-C® cable (not provided) to the USB-C® port on the side of the charging case.



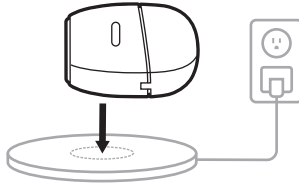
2. Connect the other end to a USB-C power source such as a computer or wall charger.

The charging case status light slowly pulses amber (see page 34).

Charge wirelessly

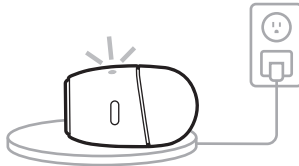
You can use a compatible third-party wireless charger (not provided) to charge the case.

1. For the fastest charging time, align the lower half of the back of the charging case with the center of your wireless charger.



2. Place the case on the charger.

The charging case status light slowly pulses amber (see page 34).



NOTES:

- You may need to adjust the charging case on the charger until the status light slowly pulses amber.
- For more information, refer to your wireless charger owner's guide.

CHECK THE EARBUD BATTERY LEVEL

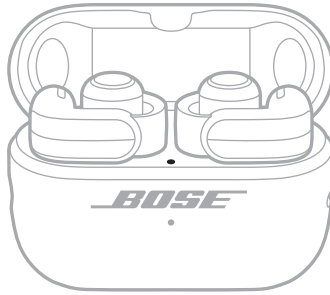
While using the earbuds

To check the earbud battery level, use the Bose app. The earbud battery level is displayed on the product control screen.

NOTE: If the battery is low on either earbud, you hear a tone.

While charging the earbuds

When you place the earbuds into the charging case, the earbud status light glows according to the earbud charging status (see page 32).

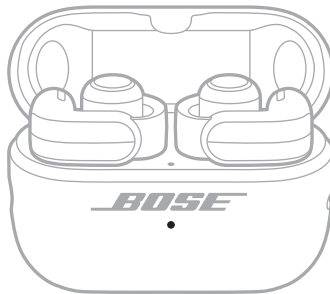


CHECK THE CHARGING CASE BATTERY LEVEL

Open the charging case.

The charging case status light glows according to the case battery level (see page 34).

TIP: You can also check the case battery level using the Bose app. The case battery level is displayed on the product control screen.



CHARGING TIME

COMPONENT	CHARGING TIME
Earbuds	Up to 1 hour ¹
Charging case	Up to 3 hours (wired)

NOTES:

- When the earbud battery level is low, a 10-minute charge with the case closed powers the earbuds for up to 2 hours.²
- When the earbuds are fully charged, they can play audio for up to 9 hours (up to 5 hours with either Immersive Audio or Auto Volume set to On or up to 4 hours with both set to On).³
- When the case is fully charged, it can provide up to an additional 28.5 hours of audio playback (up to an additional 16 hours with either Immersive Audio or Auto Volume set to On or up to 12.5 hours with both set to On).⁴
- When fully charged, the earbuds can stay connected to a device while not playing audio for up to 20 hours.⁵
- When the earbuds are inside of the case, the case charging time varies.

1 Testing conducted by Bose in April 2026 using production-representative Bose Ultra Open Earbuds (2nd Gen) and Bose Ultra Open Earbuds (2nd Gen) charging case. Quick charge testing consisted of inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds for 10 minutes, then resuming *Bluetooth* A2DP audio playback with volume set to a loudness of 75 dBA, 3-band EQ set to zero, and Immersive Audio and Auto Volume off, resulting in up to 2 hours of playback time before battery depletion. Time to achieve fully charged earbuds was determined by inserting earbuds with battery depleted (to the point of no audio playback) into a fully charged case and charging earbuds to 100% battery charge.

2 See 1.

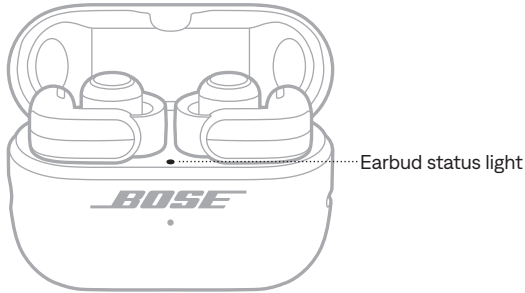
3 Testing conducted by Bose in April 2026 using production-representative Bose Ultra Open Earbuds (2nd Gen) playing IEC 60268-1 pink noise using A2DP *Bluetooth* audio streaming at an RSSI of -75 dBm. Volume was set to a playback loudness of 75 dBA and 3-band EQ was set to zero. With Immersive Audio and Auto Volume off, playback time was up to 9 hours before battery depletion. With either Immersive Audio or Auto Volume on, playback time was up to 5 hours before battery depletion. With both Immersive Audio and Auto Volume on, playback time was up to 4 hours before battery depletion. Battery life varies based on settings and usage.

4 Testing conducted by Bose in April 2026 by inserting production-representative Bose Ultra Open Earbuds (2nd Gen) with battery depleted (to the point of no audio playback) into a fully charged Bose Ultra Open Earbuds (2nd Gen) charging case and charging earbuds to 100% (or until the case battery was depleted). Then, the earbuds played IEC 60268-1 pink noise using A2DP *Bluetooth* audio streaming at an RSSI of -75 dBm until battery depletion. Volume was set to a playback loudness of 75 dBA and 3-band EQ was set to zero. Testing repeated until the case battery was depleted. Additional earbud playback time added through case charging was up to 28.5 hours with Immersive Audio and Auto Volume off, up to 16 hours with either Immersive Audio or Auto Volume on, and up to 12.5 hours with both Immersive Audio and Auto Volume on.

5 Testing conducted by Bose in April 2026 by removing fully charged production-representative Bose Ultra Open Earbuds (2nd Gen) from a Bose Ultra Open Earbuds (2nd Gen) charging case, connecting to a phone with no content playing, and maintaining connection until earbud battery depletion.

EARBUD STATUS LIGHT

The earbud status light is located on the inside surface of the charging case between the earbuds.



Bluetooth status

Shows the *Bluetooth* connection status.

LIGHT ACTIVITY	SYSTEM STATE
Slowly pulses blue	Ready to connect
Quickly blinks blue	Connecting
Solid blue (5 seconds)	Connected
Blinks white 2 times	Device list cleared

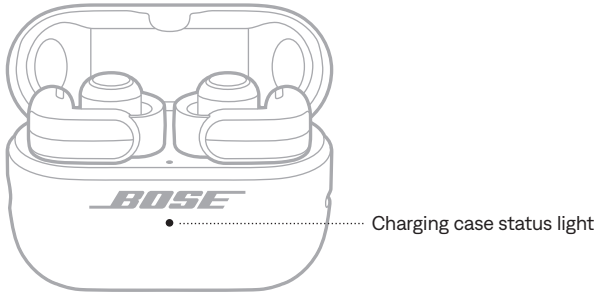
Battery, update, and error status

Shows the earbud battery, update, and error status.

LIGHT ACTIVITY	SYSTEM STATE
Glows solid white	Fully charged
Slowly pulses amber	Charging
Blinks white 3 times (repeated)	Updating software (earbuds)
Blinks white 2 times, slowly pulses blue, and turns off	Resetting earbuds and charging case
Blinks amber (3 seconds)	Restoring earbuds
Quickly blinks amber	Error - earbuds aren't properly placed in the charging case. Try the following solutions: • Make sure to remove the plastic film from the surface of the case under each earbud to prevent it from interfering with earbud placement. • Remove the earbuds and make sure the charging contacts on the earbuds are aligned with the charging pins in the case (see page 27).
Blinks amber and white	Error – contact Bose customer service

CHARGING CASE STATUS LIGHT

The charging case status light is located on the front of the charging case.



Battery, update, and error status

Shows the charging case battery, update, and error status.

LIGHT ACTIVITY	SYSTEM STATE
Solid white	Fully charged (100%) and plugged in
Solid white (5 seconds)	Charged (34% – 99%)
Solid amber (5 seconds)	Low charge (10% – 33%)
Blinks amber 2 times	Need to charge (less than 10%)
Slowly pulses amber	Charging
Blinks white 3 times (repeated)	Updating software (earbuds)
Blinks amber and white	Error – contact Bose customer service

You can connect the earbuds to your device using the Bose app, the *Bluetooth* menu on your device, or Fast Pair (Android devices only).

You can store up to six devices in the earbud device list, and the earbuds can be actively connected to up to two devices at a time (multi-point connection). You can play audio from only one device at a time.

NOTES:

- For the best experience, use the Bose app to set up and connect your device (see page 11).
- For information about connecting using Fast Pair, see page 39.

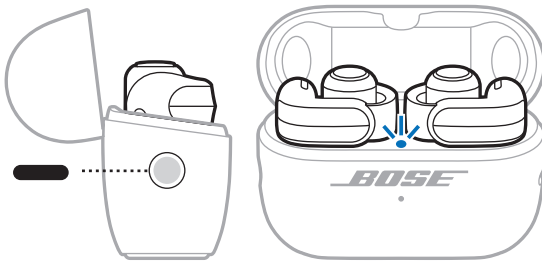
CONNECT USING THE BOSE APP

To connect the earbuds and manage *Bluetooth* settings using the Bose app, see page 11.

CONNECT USING THE *BLUETOOTH* MENU ON YOUR DEVICE

1. With the earbuds in the charging case and the case open, press and hold the button on the side of the case until the earbud status light slowly pulses blue.

NOTE: Make sure both earbuds are in the case and the case is open.

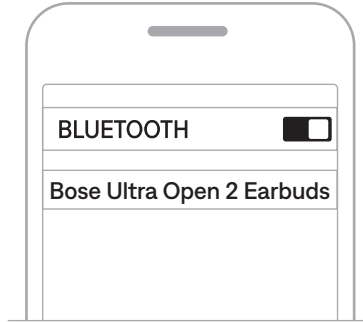


2. On your device, enable the *Bluetooth* feature.

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

3. Select the earbuds from the list of available products.

NOTE: Look for the name you entered for your earbuds in the Bose app. If you didn't name your earbuds, the default name appears.



The earbuds appear in the list of connected products. The earbud status light glows solid blue (see page 32).

RECONNECT A DEVICE

When you're wearing the earbuds and there are no devices actively connected, press the button on the left or right earbud. The earbuds connect to the two most recently-connected devices.

When the earbuds are removed from the case, they connect to the two most recently-connected devices.

NOTES:

- The devices must be within range (30 ft or 9 m) and powered on.
- Make sure the *Bluetooth* feature is enabled on your device.
- If the multi-point connection feature is disabled, the earbuds try to reconnect to the most recently-connected device.

CONNECT ANOTHER DEVICE

By default, the earbuds can be actively connected to up to two devices at a time (multi-point connection).

To connect another device, connect using the Bose app (see page 11), the *Bluetooth* menu on your device (see page 35), or Fast Pair (Android devices only) (see page 39).

NOTES:

- You can only play audio from one device at a time.
- To manage or disable the multi-point connection feature, use the Bose app. You can access this option from the Settings menu.
- Disabling the multi-point connection feature disconnects the second connected device.

SWITCH BETWEEN TWO CONNECTED DEVICES

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

The earbuds switch to the second device's audio stream.

NOTES:

- Your earbuds receive phone calls from both devices, regardless of which device is playing audio.
- Switching between devices is disabled during phone calls.

DISCONNECT A DEVICE

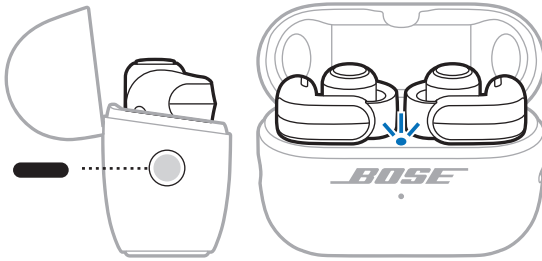
Place the earbuds in the charging case.

TIP: You can also use the Bose app or your *Bluetooth* settings to disconnect your device. Disabling the *Bluetooth* feature on your device disconnects the earbuds and all other devices.

CLEAR THE EARBUD DEVICE LIST

1. With the earbuds in the charging case and the case open, press and hold the button on the side of the case for 10 seconds until the earbud status light blinks white 2 times and then slowly pulses blue.

NOTE: Make sure both earbuds are in the case and the case is open.



2. Delete the earbuds from the *Bluetooth* list on your devices and in the Bose app. All devices are cleared, and the earbuds are ready to connect (see page 11).

ANDROID DEVICES ONLY

If you have an Android device, you can access the following additional connection features.

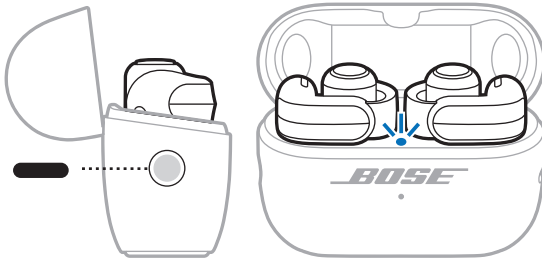
Connect using Fast Pair

In one tap, the earbuds enable quick, effortless *Bluetooth* pairing with your Android devices.

NOTES:

- To use Fast Pair, you need an Android device running Android 6 or higher.
 - Your Android device must have the *Bluetooth* and Location features enabled.
1. With the earbuds in the charging case and the case open, press and hold the button on the side of the case until the earbud status light slowly pulses blue.

NOTE: Make sure both earbuds are in the case and the case is open.



2. Place the case next to your Android device.

A notification appears on your device prompting you to pair the earbuds.

NOTE: If you don't see a notification, check that notifications are enabled for the Google Play Services app on your device.

3. Tap the notification.

Once the earbuds are connected, a notification appears confirming that the connection is complete.

NOTE: You can also tap the button on the notification to download the Bose app and finish setting up the earbuds.

Snapdragon Sound technology

Bose Ultra Open Earbuds (2nd Gen) feature Snapdragon Sound technology. Snapdragon Sound optimizes Qualcomm® audio technologies across connected devices to ensure the best sound quality, connection stability, and latency for your streaming audio.

To experience Snapdragon Sound, you need a Snapdragon Sound-certified device, such as a compatible Android device. Once you connect the earbuds, your device will automatically stream audio using the aptX Adaptive *Bluetooth* codec.

NOTE: To see which Snapdragon Sound features the earbuds support and check if your device is compatible, visit: support.bose.com/uoe2

The earbuds are rated IPX4 water resistant. They are designed to be sweat and weather resistant but aren't meant to be submerged under water.

CAUTIONS:

- Do NOT swim or shower with the earbuds or case.
- Do NOT submerge the earbuds or case.
- Do NOT splash the case.



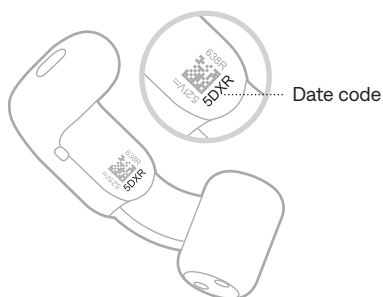
NOTES:

- To prevent corrosion, regularly clean the charging contacts on the earbuds with a dry, soft cotton swab or equivalent.
- IPX4 isn't a permanent condition, and resistance might decrease as a result of normal wear.

DATE CODE, SERIAL NUMBER, AND REGULATORY MARKINGS LOCATION

This information is located on the flat inner surface of the earbud, in the charging case lid, and on the bottom of the case.

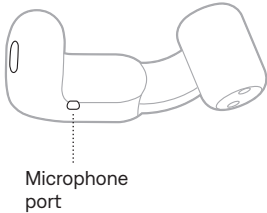
Remove the earbud from the charging case and flex the barrel open. The date code and certain regulatory markings are located on the flat inner surface of the earbud.



The serial number and additional regulatory markings are located in the charging case lid and on the bottom of the charging case.



CLEAN THE EARBUDS AND CHARGING CASE

COMPONENT	PROCEDURE
Earbuds	Wipe with a soft cotton swab or damp cloth (water only).
Microphone ports	To prevent oil or debris buildup, regularly wipe with a soft cotton swab or gently brush with a soft bristle brush. CAUTION: Do NOT blow air into or vacuum the microphone ports, as this may damage the earbud.  The diagram shows two earbuds. A dotted line points from the text 'Microphone port' to a small circular opening on the side of one of the earbuds.
Charging contacts (on earbuds)	To prevent corrosion, wipe only with a dry, soft cotton swab or equivalent.
Charging case	Wipe with a soft cotton swab or damp cloth (water only).

CAUTION: Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.

UPDATE THE EARBUDS

The earbuds begin updating automatically when connected to the Bose app and an update is available. Follow the app instructions.

STORE THE EARBUDS

When you're not using the earbuds, store them in the charging case. Close the charging case to help preserve battery life and keep the charging case free of debris.

SERVICE THE CHARGING CASE BATTERY

This product must only be operated with compatible Bose certified batteries. For battery service options, contact Bose customer service or visit: support.Bose.com/uoe2

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: support.Bose.com/uoee2

LIMITED WARRANTY

The earbuds are 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.

You can access troubleshooting articles, videos, and other resources at: support.Bose.com/ue2-og

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

Visit: worldwide.Bose.com/contact

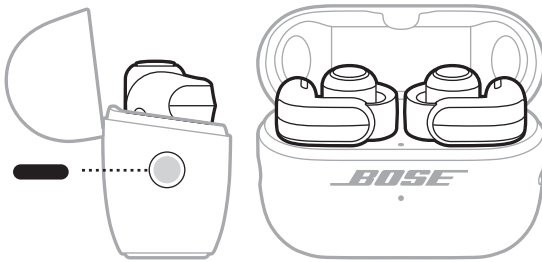
RESET THE EARBUDS AND CHARGING CASE

If the earbuds or charging case are unresponsive, you can reset them.

NOTE: Resetting the earbuds clears the earbud device list. It doesn't clear other settings.

With the earbuds in the charging case and the case open, press and hold the button on the side of the case for up to 30 seconds until the earbud status light blinks white 2 times, slowly pulses blue, and then turns off.

NOTE: Make sure both earbuds are in the case and the case is open.



When the reset is complete, the earbud status light glows according to the charging status, then slowly pulses blue (see page 32). The charging case status light glows according to the case battery level (see page 34).

RESTORE THE EARBUDS TO FACTORY SETTINGS

A restore to factory settings clears all settings and returns the earbuds to their original out-of-box state. After, the earbuds can be configured as if they were being set up for the first time.

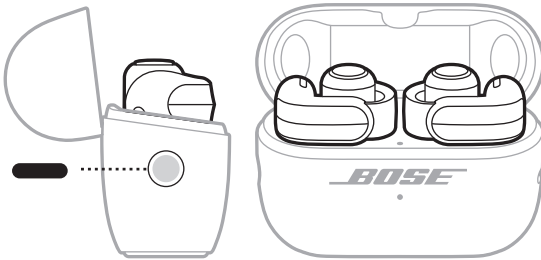
Restoring to factory settings is only recommended if you are having issues with the earbuds or you have been instructed to do so by Bose customer service.

1. Remove the earbuds from the *Bluetooth* list on your device.
2. Remove the earbuds from your Bose account using the Bose app.

NOTE: For more information about how to remove the earbuds from your Bose account using the Bose app, visit: support.Bose.com/uoe2

3. With the earbuds in the charging case and the case open, press and hold the button on the side of the case for up to 30 seconds until the earbud status light blinks white 2 times, slowly pulses blue, and then turns off.

NOTE: Make sure both earbuds are in the case and the case is open.



4. Repeat step 3 two more times.

After the third time, the status light blinks amber for 3 seconds to indicate factory settings are being restored.

When the restore is complete, the earbuds status light slowly pulses blue. The earbuds are now in their original out-of-box state.

NOTE: If you're unable to resolve your issue, additional troubleshooting and support is available at: support.Bose.com/uoe2



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