




**SURROUND SPEAKERS 700**

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

### Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Only use attachments/accessories specified by the manufacturer.
11.  Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



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



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

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the 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.
- Do NOT make unauthorized alterations to this product.
- Do NOT use a power inverter with this product.
- Do NOT use in vehicles or boats.
- The speaker wire and interconnect cables included with this system are not approved for in-wall installation. Please check your local building codes for the correct type of wire and cable required for in-wall installation.
- Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- Due to ventilation requirements, Bose does not recommend placing the product in a confined space such as in a wall cavity or in an enclosed cabinet.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Bose Corporation could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with FCC and Industry Canada radiation exposure limits set forth for general population. This equipment should be installed and operated with a minimum distance of 20 cm between radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device for operation in the band 5150 – 5250 MHz is only for indoor use to reduce the potential for harmful interference to other co-channel systems.

**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. The complete declaration of conformity can be found at: [www.Bose.com/compliance](http://www.Bose.com/compliance)

The product, in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC, is in compliance with the following norm(s) or document(s): Regulation (EC) No. 1275/2008, as amended by Regulation (EU) No. 801/2013.

Required Power State Information	Power Modes	
	Standby	Networked Standby
Power consumption in specified power mode, at 230V/50Hz input	≤ 0.5 W	Bose wireless ≤ 2.0 W
Time after which equipment is automatically switched into mode	≤ 2.5 hours	≤ 20 minutes
Power consumption in networked standby if all wired network ports are connected and all wireless network ports are activated, at 230V/50Hz input	N/A	≤ 2.0 W
Network port deactivation/activation procedures. Deactivating all networks will enable standby mode.	Per Annex II 3(a) of Regulation 801/2013 ("Lot 26" amendment of 1275/2008), the requirement to deactivate a wireless port "does not apply to products which rely on a single wireless network connection for intended use and have no wired network connection."	

**Europe only:**


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

- Wi-Fi: Maximum transmit power less than 20 dBm EIRP.

**Frequency band of operation 5150 to 5350 MHz and 5470 to 5725 MHz:**

- Wi-Fi: Maximum transmit power less than 20 dBm EIRP.

This device is restricted to indoor use when operating in the 5150 to 5350 MHz frequency range in all EU Member States listed in the table.

									
BE	DK	IE	UK	FR	CY	SK	HU	AT	SE
BG	DE	PT	EL	HR	LV	LT	MT	PL	
CZ	EE	FI	ES	IT	RO	LU	NL	SI	



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.

## Management Regulation for Low-power Radio-frequency Devices

### Article XII


According to “Management Regulation for Low-power Radio-frequency Devices” without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

### Article XIV

The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

## China Restriction of Hazardous Substances Table

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	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	X	0	0	0	0	0
Cables	X	0	0	0	0	0
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.						

## Taiwan Restriction of Hazardous Substances Table

Equipment name: Powered Speaker, Type designation: 429148						
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	-	○	○	○	○	○
Metal Parts	-	○	○	○	○	○
Plastic Parts	○	○	○	○	○	○
Speakers	-	○	○	○	○	○
Cables	-	○	○	○	○	○
<b>Note 1:</b> "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. <b>Note 2:</b> The "-" indicates that the restricted substance corresponds to the exemption.						

### Please complete and retain for your records

The serial and model numbers are located on the bottom of the surround speakers.

Serial number: \_\_\_\_\_

Model number: \_\_\_\_\_

Please keep your receipt with your owner's guide. Now is a good time to register your Bose product.  
 You can easily do this by going to <http://global.Bose.com/register>

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "9" is 2009 or 2019.

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

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

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

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

**Input Rating:** 100 - 240V ~ 50/60Hz 30W

Android, Google Play, and the Google Play logo are trademarks of Google LLC.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

The *Bluetooth*<sup>®</sup> word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Bose Corporation is under license.

Wi-Fi is a registered trademark of Wi-Fi Alliance<sup>®</sup>.

Acoustimass, ADAPTiQ, Bose, Bose Bass Module, Bose Music, Bose Surround Speakers, OmniJewel, SoundTouch, and the wireless note design are registered trademarks of Bose Corporation in the U.S. and other countries.

Bose Corporation Headquarters: 1-877-230-5639

©2019 Bose Corporation. No part of this work may be reproduced, modified, distributed or otherwise used without prior written permission.

## **WHAT'S IN THE CARTON**

Contents .....	9
----------------	---

## **SYSTEM PLACEMENT**

Recommendations.....	10
Mount the speakers .....	11

## **WIRELESS RECEIVER SETUP**

Connect the adapters .....	12
Identify switch settings on the wireless receivers .....	14
Connect the speakers .....	15

## **POWER**

Connect the surround speakers to power.....	16
---	----

## **CONNECT TO A SOUNDBAR**

Update the Soundbar Software (Required) .....	17
Bose Soundbar 500/700 .....	17
Bose SoundTouch 300 soundbar.....	17
Choose your connection method.....	18
Connect using the Bose Music App .....	19
New to the Bose Music app?.....	19
Connect using the SoundTouch 300 remote.....	20
Check for sound .....	21

## **ADAPTiQ AUDIO CALIBRATION**

Choose your audio calibration method.....	22
Run ADAPTiQ audio calibration using the Bose Music App.....	23
Initial setup.....	23
Use the Settings menu .....	23
Run ADAPTiQ audio calibration using the SoundTouch 300 remote.....	24

## **WIRELESS RECEIVER STATUS**

Status light .....	26
--------------------	----

## **CARE AND MAINTENANCE**

Clean the surround speakers.....	27
Replacement parts and accessories.....	27
Limited warranty .....	27

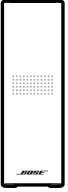
## **TROUBLESHOOTING**

Try these solutions first .....	28
Other solutions .....	28
Unable to complete ADAPTiQ audio calibration with your SoundTouch 300 soundbar .....	30

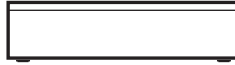


## CONTENTS

Confirm that the following parts are included:



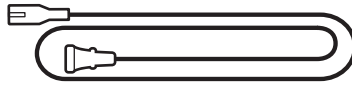
Surround speakers (2)



Wireless receiver (2)



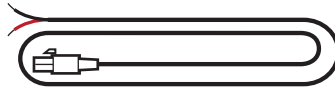
Surround speaker base (2)



Power cord (2)\*



Phillips-head screwdriver



Two-pin speaker cable (2)

\*May ship with multiple power cords. Use the power cord for your region.

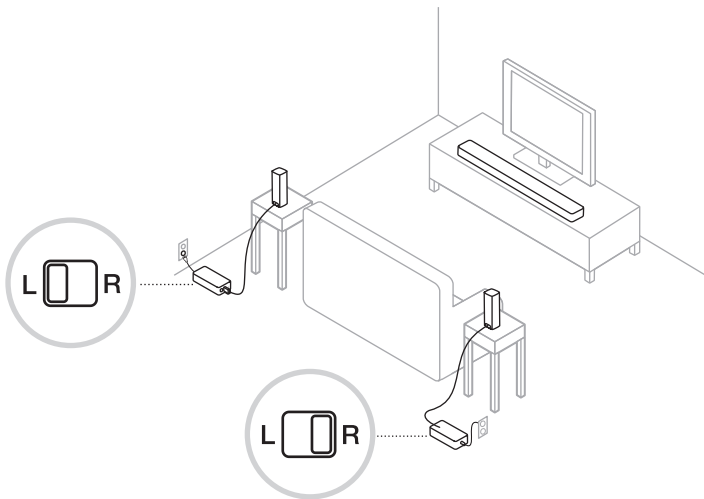
**NOTE:** If any part of the product is damaged, do NOT use it. Contact your authorized Bose dealer or Bose customer service.

Visit: [worldwide.Bose.com/Support/WSS700](https://worldwide.Bose.com/Support/WSS700)

## RECOMMENDATIONS

To avoid wireless interference, keep other wireless equipment 1 – 3 ft. (0.3 – 0.9 m) away from the wireless receivers. Place the speakers and wireless receivers outside and away from metal cabinets, other audio/video components, and direct heat sources.

COMPONENT	PLACEMENT RECOMMENDATIONS
<b>Surround speakers</b>	<p>Place the speakers on their rubber feet on a stable and level surface.</p> <p>Place the speakers at ear height or higher in the back of the room.</p> <p>If placing the speakers in an enclosed bookcase shelf, position them at the front edge of the shelf.</p> <p>For a sound that reflects off the walls to fill the room, aim the speakers out towards a rear or side wall.</p>
<b>Wireless receivers</b>	<p>Confirm that the switch on one wireless receiver is set to <b>R</b> (right).</p> <p>Confirm that the switch on the other wireless receiver is set to <b>L</b> (left).</p> <p>Facing the TV, place the speaker and <b>R</b> wireless receiver on the <b>right</b> side of the room.</p> <p>Facing the TV, place the speaker and <b>L</b> wireless receiver on the <b>left</b> side of the room.</p> <p>Make sure there is an AC (mains) outlet near each wireless receiver.</p>



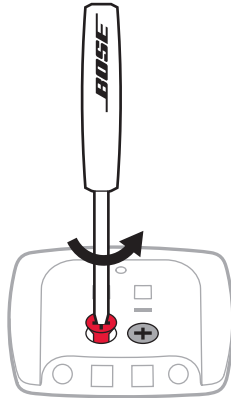
## Mount the speakers

You can mount the speakers on wall brackets, ceiling mounts, floor stands, or table stands. To purchase these accessories, visit [Bose.com](https://www.bose.com) or contact your local Bose dealer.

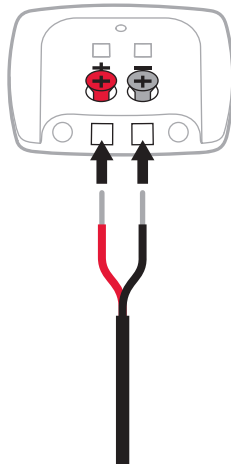
**CAUTION:** Only use Bose hardware to mount the speakers. Using unauthorized mounts may damage your Bose system and its components.

## CONNECT THE ADAPTERS

1. Using the screwdriver, turn the screws to the left (counterclockwise) to loosen the wire terminals.



2. Insert the red, stripped end of the two-pin cable marked + into the red + terminal.
3. Insert the black, stripped end of the two-pin cable into the silver — terminal.

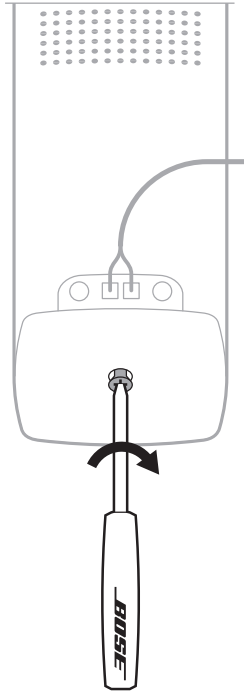


**NOTE:** Be sure to only insert the stripped and tinned portions of each exposed wire to avoid clamping the wire's insulation.

4. Using the screwdriver, turn the screws to the right (clockwise) to secure the wires into the terminals.

5. While holding the speaker, place the base into the bottom.

The base should fit flush into your speaker with the wire terminals facing the back.

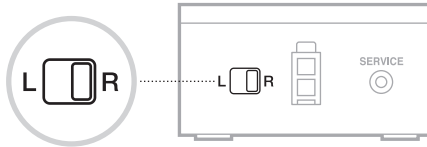


6. Attach the base to the speaker using the screwdriver to turn the screw on the bottom of the base to the right (clockwise) until seated.

## IDENTIFY SWITCH SETTINGS ON THE WIRELESS RECEIVERS

The speakers connect to wireless receivers to communicate with your Bose Soundbar 500, Bose Soundbar 700, or SoundTouch 300 soundbar. The receivers come preset to a left and right channel out of the box. You can use the switch on the front of the receiver to adjust the channel settings.

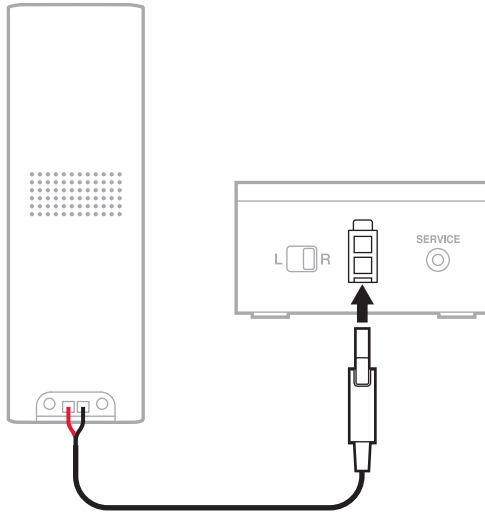
1. Confirm that the switch on one wireless receiver is set to **L** (left).
2. Confirm that the switch on the other wireless receiver is set to **R** (right).



**NOTE:** Make sure that one wireless receiver is always set to **L** (left) and the other is set to **R** (right).

## CONNECT THE SPEAKERS

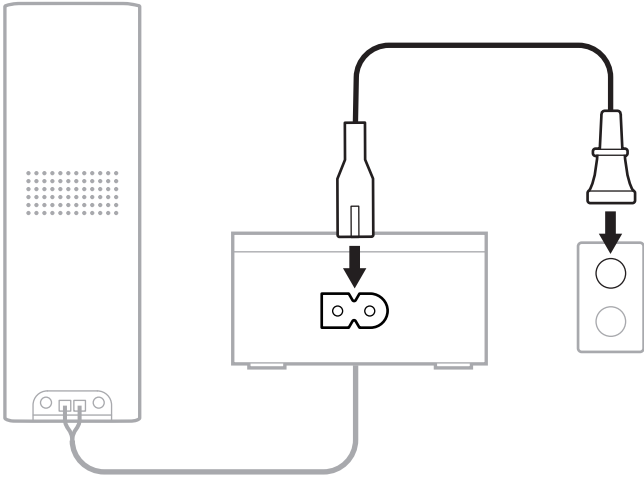
1. Place your speaker according to the “Placement guidelines” on page 10.
2. Connect and attach the base to the surround speaker see page 14.



3. Insert the other end of the two-pin cable into your wireless receiver.  
You hear or feel a click.
4. Repeat steps 1 - 3 to connect your other speaker.

## CONNECT THE SURROUND SPEAKERS TO POWER

1. Connect the power cord to the wireless receiver.



2. Plug the other end of the power cord into an AC (mains) power outlet.
3. Repeat steps 1 – 2 to connect the other speaker to power.



## UPDATE THE SOUNDBAR SOFTWARE (REQUIRED)

Before connecting your soundbar to your surround speakers, you **MUST** make sure your soundbar software is up-to-date.

### Bose Soundbar 500/700






If your soundbar has been set up with the Bose Music app and is connected to your Wi-Fi® network, your soundbar updates automatically. If you have not set up your soundbar using the Bose Music app, download the app and follow the app instructions.

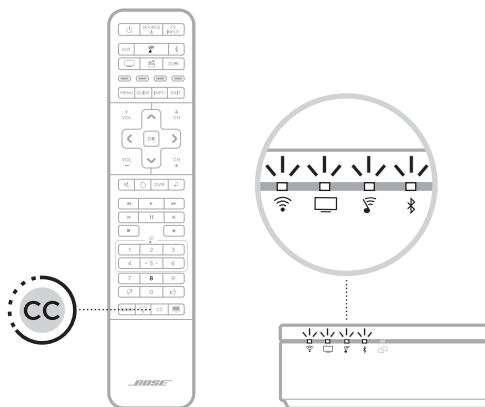
Refer to your online owners guide for more information:

- **Bose Soundbar 500:** [worldwide.Bose.com/Support/SB500](http://worldwide.Bose.com/Support/SB500)
- **Bose Soundbar 700:** [worldwide.Bose.com/Support/SB700](http://worldwide.Bose.com/Support/SB700)

### Bose SoundTouch 300 soundbar

You can update the system software using the SoundTouch app or the remote control. The app alerts you when a software update is ready is available for your soundbar.

1. On the remote control, press the SoundTouch button .
2. Press and hold the Closed Captioning button **CC** until the Wi-Fi indicator , TV indicator , SoundTouch indicator , and *Bluetooth®* indicator  on the soundbar blink white.



The soundbar reboots when the update is complete.

**NOTE:** The update may take 10 or more minutes.

## CHOOSE YOUR CONNECTION METHOD

The way you connect the surround speakers depends on your soundbar. Choose your connection method from the table below.

SOUNDBAR	CONNECTION METHOD
<b>Bose Soundbar 500 or Bose Soundbar 700</b>	Connect using the Bose Music app (see page 19). <b>NOTE:</b> If you can't access or have trouble connecting using the Bose Music app, see "Troubleshooting" on page 28.
<b>SoundTouch 300 soundbar</b>	Connect using your soundbar's remote (see page 20).

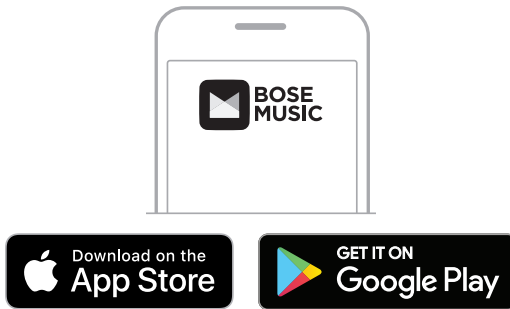
## CONNECT USING THE BOSE MUSIC APP

**CAUTION:** You MUST make sure your soundbar software is up-to-date for optimal sound quality and to prevent damage to your surround speakers. For more information on updating your soundbar see page 20.

1. In the Bose Music app, from the **My Bose** screen, select your soundbar.
2. Tap the soundbar image in the bottom-right corner of the screen.
3. Tap **Settings** > **Accessory Speakers** > **Add Bose Accessory Speakers**.
4. Follow the app instructions.

### New to the Bose Music app?

1. On your mobile device, download the Bose Music app.





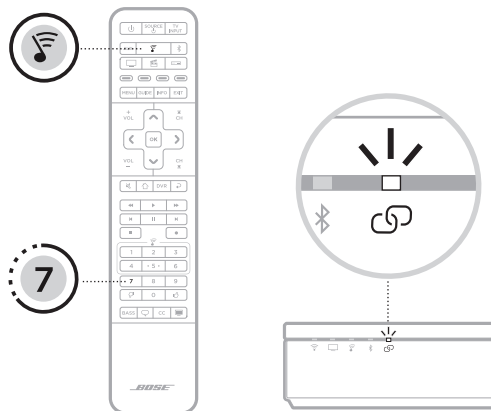
2. Follow the app instructions.


**NOTE:** For support information related to the Bose Music app, visit: [global.Bose.com/Support](https://global.Bose.com/Support)

## CONNECT USING THE SOUNDTOUCH 300 REMOTE

**CAUTION:** You MUST make sure your soundbar software is up-to-date for optimal sound quality and to prevent damage to your surround speakers. For more information on updating your soundbar see page 20.

1. Update your soundbar, see page 20.
2. On your soundbar's remote, press the SoundTouch button .
3. Press and hold 7 until the connectivity  light on the soundbar blinks white.



Once connected, you hear a tone. The light on the back of the wireless receivers and  on the soundbar glow white.

### NOTES:

- Connecting may take several minutes.
- If the surround speakers don't connect to the soundbar, see "Troubleshooting" on page 28.

## CHECK FOR SOUND

**NOTE:** To avoid hearing distorted audio, turn off your TV speakers. Refer to your TV owner's guide for more information.

1. Power on your TV.
2. If you are using a cable/satellite box or other secondary source:
  - a. Power on this source.
  - b. If this source is connected to your TV, select the appropriate TV input.
3. Power on the soundbar.

You hear sound coming from the surround speakers.

**NOTE:** If you don't hear sound from the surround speakers, see "Troubleshooting" on page 28.

After setting up the surround speakers and connecting with the soundbar, run ADAPTIQ audio calibration for best acoustic performance. ADAPTIQ audio calibration customizes the sound of the system to the acoustics of your listening area by taking five audio measurements. To run an audio calibration, you need 10 minutes when the room is quiet.

During ADAPTIQ audio calibration, a microphone on the top of the ADAPTIQ headset (provided with the soundbar) measures the sound characteristics of your room to determine optimal sound quality.

If you no longer have the ADAPTIQ headset, contact Bose customer service for a replacement.

## CHOOSE YOUR AUDIO CALIBRATION METHOD

The way you run ADAPTIQ audio calibration depends on your soundbar. Choose your audio calibration method from the table below.

SOUNDBAR	AUDIO CALIBRATION METHOD
<b>Bose Soundbar 500 or Bose Soundbar 700</b>	Run ADAPTIQ audio calibration using the Bose Music app (see page 23).
<b>SoundTouch 300 soundbar</b>	Run ADAPTIQ audio calibration using your soundbar's remote (see page 24).

## RUN ADAPTiq AUDIO CALIBRATION USING THE BOSE MUSIC APP

### Initial setup

After you connect the surround speakers to your soundbar, the Bose Music app prompts you to run ADAPTiq audio calibration. Follow the app instructions.

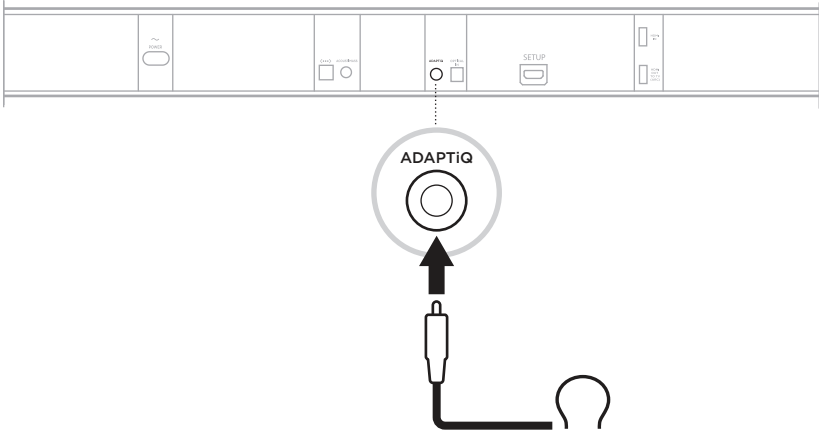
### Use the Settings menu

If you later connect the optional Bose Bass Module 500, Bose Bass Module 700, or Acoustimass 300 bass module, move the speakers, or move any furniture, run ADAPTiq audio calibration to ensure optimal sound quality.

1. In the Bose Music app, from the **My Bose** screen, tap your soundbar.
2. Tap the soundbar image on the bottom-right corner of the screen.
3. Tap **Settings > ADAPTiq > Run ADAPTiq**.
4. Follow the app instructions.




## RUN ADAPTIQ AUDIO CALIBRATION USING THE SOUNDTOUCH 300 REMOTE

1. Insert the ADAPTIQ headset cable into the ADAPTIQ connector on the back of the SoundTouch 300 soundbar.

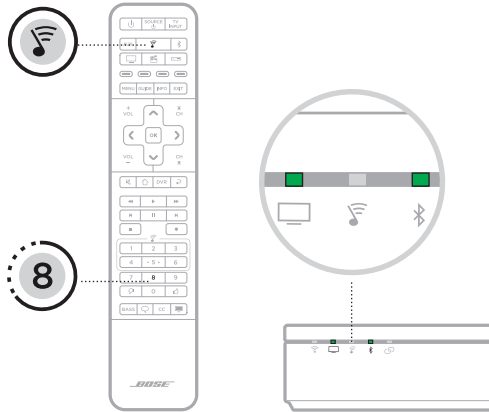




2. Put on the ADAPTIQ headset.



3. On the remote, press the SoundTouch button .
4. Press and hold 8 until the TV light  and the *Bluetooth* light  on the soundbar glow green.

ADAPTiQ audio calibration begins.



**NOTE:** If you don't hear your language, press  and  on the navigation pad to cycle through languages. To reset the language, press and hold 8 for 10 seconds.

5. Follow the voice prompts until the ADAPTiQ process is complete.

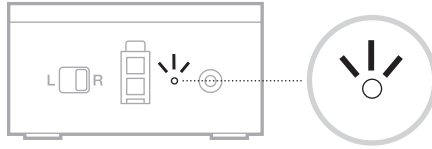
If you hear an error message and are unable to complete ADAPTiQ audio calibration, see page 30.

6. Unplug the ADAPTiQ headset from the soundbar and store it in a safe place.

**TIP:** If you later connect the optional Bose Bass Module 500, Bose Bass Module 700, or Acoustimass 300 bass module, move the speakers, or move any furniture, run ADAPTiQ audio calibration again to ensure optimal sound quality.

## STATUS LIGHT

The light on the front of the wireless receiver shows system status.



### LIGHT ACTIVITY

### SYSTEM STATE

<b>Solid white</b>	Connected to the soundbar
<b>Blinking white</b>	Downloading a software update
<b>Solid amber (dim)</b>	Disconnected from the soundbar
<b>Blinking amber</b>	Ready to connect to the soundbar
<b>Blinking red</b>	Error - contact Bose customer service

## **CLEAN THE SURROUND SPEAKERS**

Clean the exterior of the surround speakers with a soft, dry cloth.

### **CAUTIONS:**

- Do NOT allow liquids to spill onto the surround speakers or into any openings.
- Do NOT use any sprays near the surround speakers.
- Do NOT use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, or abrasives.
- Do NOT allow objects to drop into any openings.

## **REPLACEMENT PARTS AND ACCESSORIES**

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

Visit: [worldwide.Bose.com/Support/WSS700](https://worldwide.Bose.com/Support/WSS700)

## **LIMITED WARRANTY**

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

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

## TRY THESE SOLUTIONS FIRST

If you experience problems with the surround speakers:

- Unplug the power cords for the wireless receivers and soundbar, wait 30 seconds, and plug them firmly into a live AC (mains) outlet.
- Secure all cables.
- Check the wireless receiver status light (see page 26).
- Move the surround speakers and soundbar away from possible interference (wireless routers, cordless phones, televisions, microwaves, etc.).
- Place the surround speakers according to the placement guidelines (see page 10).

## OTHER SOLUTIONS

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Bose customer service.

Visit: [worldwide.Bose.com/Support/WSS700](https://worldwide.Bose.com/Support/WSS700)

SYMPTOM	SOLUTION
<b>Bose Music App doesn't work on mobile device</b>	Make sure the Bose Music app is compatible with your device. Visit: <a href="https://global.Bose.com/Support">global.Bose.com/Support</a>
<b>Surround speakers don't connect to the soundbar</b>	Confirm that the status light is blinking amber, indicating that the wireless receivers are ready to connect (see page 26). Repeat the connection process (see page 17). Unplug the power cords for the wireless receivers and soundbar, wait 30 seconds, and plug them firmly into a live AC (mains) outlet. Update your soundbar, see page 17.

SYMPTOM	SOLUTION
<b>Intermittent or no audio</b>	<p>Unmute the system.</p> <p>Increase the volume.</p> <p>Confirm that the soundbar is playing audio. If not, refer to your soundbar owner's guide for troubleshooting.</p> <ul style="list-style-type: none"> <li>• Bose Soundbar 500: <a href="http://worldwide.Bose.com/Support/SB500">worldwide.Bose.com/Support/SB500</a></li> <li>• Bose Soundbar 700: <a href="http://worldwide.Bose.com/Support/SB700">worldwide.Bose.com/Support/SB700</a></li> <li>• SoundTouch 300 soundbar: <a href="http://global.Bose.com/Support/ST300">global.Bose.com/Support/ST300</a></li> </ul> <p>Confirm that the status light is solid white, indicating that the surround speakers are connected to the soundbar (see page 26).</p> <p>Test different sources (if available).</p> <p>Repeat the connection process (see page 17).</p> <p>Make sure that one wireless receiver is set to the <b>L</b> (left) channel and the other is set to the <b>R</b> (right) channel (see page 14).</p> <p>Make sure that the positive and negative speaker cable wires are securely inserted into the adapters. Firmly insert the adapters into the speakers.</p> <p>Place the surround speakers according to the placement guidelines (see page 10).</p>
<b>Poor or distorted sound from the surround speakers</b>	<p>Update your soundbar, see page 17.</p> <p>Test different sources (if available).</p> <p>Place the surround speakers according to the placement guidelines (see page 10).</p> <p>Make sure that the positive and negative speaker cable wires are securely inserted into the adapters. Firmly insert the adapters into the speakers.</p> <p>If placing the speakers in a cabinet or on a shelf, position them as close as possible to the front edge of the shelf for optimum acoustic performance.</p> <p>Run ADAPTiQ audio calibration (see page 22).</p> <p><b>NOTE:</b> If you no longer have the ADAPTiQ headset (provided with your soundbar), contact Bose customer service for a replacement.</p>
<b>No surround sound</b>	<p>Make sure that your TV can output surround sound audio (refer to your TV owner's guide).</p> <p>Make sure that one wireless receiver is set to the <b>L</b> (left) channel and the other is set to the <b>R</b> (right) channel (see page 14).</p> <p>Make sure that the positive and negative speaker cable wires are securely inserted into the adapters. Firmly insert the adapters into the speakers.</p>

## UNABLE TO COMPLETE ADAPTiq AUDIO CALIBRATION WITH YOUR SOUNDTouch 300 SOUNDBAR

If you can't complete ADAPTiq audio calibration with your SoundTouch 300 soundbar, listen to the voice prompts for the following error messages:

ERROR MESSAGE	PROBLEM	WHAT TO DO
<b>1</b>	The microphone on the ADAPTiq headset can't detect sound.	<p>Secure all cables.</p> <p>Disconnect the ADAPTiq headset cable and reconnect it firmly into the soundbar's ADAPTiq connector.</p> <p>Ensure the microphone opening on the top of the ADAPTiq headset is not blocked.</p> <p>Your ADAPTiq headset may be damaged. Call Bose customer service for replacement parts.</p>
<b>2</b>	The room is too loud.	Re-run ADAPTiq audio calibration when the room is quiet.
<b>3</b>	The ADAPTiq headset is too close to the speakers.	Move the ADAPTiq headset farther away from the speakers.
<b>4</b>	The listening locations are too similar.	Move 1 – 2 ft. (0.3 – 0.6 m) away from your previous listening location.
<b>5</b>	The ADAPTiq headset cannot take measurements due to movement.	Hold your head still.

After correcting your problem, you must re-run ADAPTiq audio calibration (see page 22).

If you hear a different error message, contact Bose customer service for further instructions.



