



HOME SPEAKER 500

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. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
9. Only use attachments/accessories specified by the manufacturer.
10. Unplug this apparatus during lightning storms or when unused for long periods of time.
11. 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.



This symbol on the product means there is uninsulated, dangerous voltage within the product enclosure that may present a risk of electrical shock.



This symbol on the product means there are important operating and maintenance instructions in this guide.



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.
- Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.



仅适用于 2000m 以下地区安全使用
Use at altitude less than 2000 meters only.

- The product label is located on the bottom of the product.

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 transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm between radiator and your body.

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.

CAN ICES-3 (B)/NMB-3(B)

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

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	Wi-Fi®, <i>Bluetooth</i> ® < 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.	<p>Wi-Fi: Deactivate by pressing and holding the Play/Pause and Bluetooth buttons simultaneously for at least 5 seconds. Repeat to activate.</p> <p>Bluetooth: Deactivate by clearing the pairing list by pressing and holding the <i>Bluetooth</i> button for 10 seconds. Activate by pairing with a <i>Bluetooth</i> source.</p>	


For Europe:

Frequency band of operation 2400 to 2483.5 MHz:

- Bluetooth/Wi-Fi: Maximum transmit power less than 20 dBm EIRP.
- Bluetooth Low Energy: Maximum power spectral density less than 10 dBm/MHz EIRP.

Frequency bands of operation 5150 to 5350 MHz and 5470 to 5725 MHz:

- Wi-Fi: Maximum transmit power less than 20dBm 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: 423888						
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	-	○	○	○	○	○
Note 1: "○" 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.						

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 power rating: 100 - 240V ~ 50/60Hz; 25W

Amazon, Alexa, Amazon Music and all related logos are trademarks of Amazon, Inc. or its affiliates.

Android and Google Play are trademarks of Google LLC.

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

This product contains the iHeartRadio service. iHeartRadio is a registered trademark of iHeartMedia, Inc.

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

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

This product is protected by certain intellectual property rights of Microsoft. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft.

This product incorporates Spotify software which is subject to 3rd party licenses found here:
www.spotify.com/connect/third-party-licenses

Spotify is a registered trademark of Spotify AB.

Wi-Fi is a registered trademark of Wi-Fi Alliance®.

Bose Corporation Headquarters: 1-877-230-5639

Bose, Bose Home Speaker, and Bose Music are trademarks of Bose Corporation.

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

Please complete and retain for your records

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

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 global.bose.com/register

WHAT'S IN THE CARTON

Contents	10
----------------	----

SPEAKER PLACEMENT

Recommendations.....	11
----------------------	----

POWER

Connect the speaker to power	12
Network standby.....	12
Manually set the speaker to network standby	12

BOSE MUSIC APP SETUP

Download the Bose Music app	13
-----------------------------------	----

EXISTING BOSE MUSIC APP USERS

Add the speaker to an existing account.....	14
Connect to a Wi-Fi® network.....	14
If the speaker is not connected to a network.....	14
If the speaker is connected to a network.....	14

SPEAKER CONTROLS

Speaker functions.....	16
Media playback and volume.....	16
Amazon Alexa controls	17
Presets.....	17

AMAZON ALEXA

Set up Alexa using the Bose Music app.....	18
Access Alexa.....	18
Use your voice	18
Use the speaker controls	19

PRESET PERSONALIZATION

Set a Preset	20
Play a Preset	20

BLUETOOTH® CONNECTIONS

Connect a mobile device	21
Disconnect a mobile device.....	22
Reconnect a mobile device.....	22
Connect an additional mobile device	22
Clear the speaker device list.....	22

STREAM AUDIO WITH AIRPLAY

Stream audio from the Control Center.....	23
Stream audio from an app	23

WIRED CONNECTIONS

Connect an audio cable.....	24
-----------------------------	----

SPEAKER STATUS

Wi-Fi status	25
<i>Bluetooth</i> connection status	26
AUX status.....	26
Amazon Alexa status.....	27
Microphone off indicator	27
Updates and errors	28

SPEAKER DISPLAY

Set the clock	29
Turn the display off	29

ADVANCED FEATURES

Update the speaker	30
Disable/Enable Wi-Fi	30

CARE AND MAINTENANCE

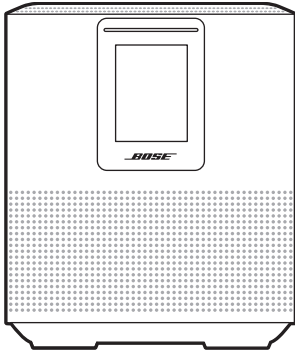
Clean the speaker	31
Replacement parts and accessories	31
Limited warranty	31

TROUBLESHOOTING

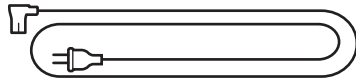
Try these solutions first	32
Other solutions	32
Reset the speaker	35
Restore the speaker network and audio settings	35

CONTENTS

Confirm that the following parts are included:



Bose Home Speaker 500



Power cord*

*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/HS500

RECOMMENDATIONS

For best performance, follow these recommendations when placing the speaker:

Do NOT place the speaker on top of audio/video equipment (receivers, TVs, etc.), or any other object that may generate heat. Heat generated by these items may result in poor speaker performance.

Do NOT place any objects on top of the speaker or in front of the speaker.

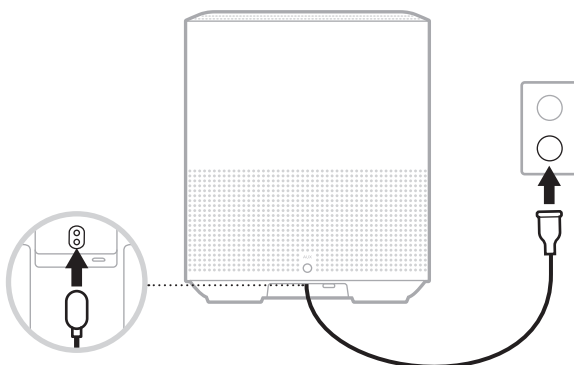
To avoid interference, keep other wireless equipment 1 – 3 ft. (0.3 – 0.9 m) away from the speaker. Place the speaker outside and away from metal cabinets and direct heat sources.

Place the speaker on its rubber base on a stable and level surface.

Make sure there is an AC (mains) outlet nearby.

CONNECT THE SPEAKER TO POWER

1. Connect the power cord into the power connector on the speaker.



2. Plug the other end of the power cord into an AC (mains) outlet.

The speaker powers on and the light bar glows solid amber.

NETWORK STANDBY

The speaker transitions to network standby when audio has stopped and you have not pressed any buttons for 20 or more minutes. To wake the speaker from network standby:


Tap any button on the speaker.

Play or resume audio using your mobile device or using the Bose Music app.

Talk to Amazon Alexa.

NOTE: You can still access Alexa in network standby as long as it is set up using the Bose Music app and the microphone is on (see page 27).

Manually set the speaker to network standby

Tap and hold the Play/Pause button  until the display changes to the clock or fades to black.

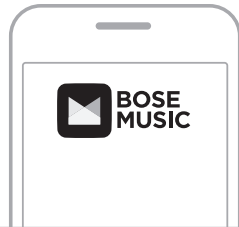
The Bose Music app lets you set up and control the speaker from any mobile device such as a smartphone or tablet.

Using the app, you can stream music, set and change presets, add music services, explore internet radio stations, configure Amazon Alexa and manage speaker settings.

NOTE: If you have already created a Bose account in the app for another Bose product, see “Existing Bose Music app users” on page 14.

DOWNLOAD 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: worldwide.Bose.com/Support/HS500

ADD THE SPEAKER TO AN EXISTING ACCOUNT

1. In the Bose Music app, from the **My Bose** screen, tap +.


NOTE: To return to the **My Bose** screen, tap  in the top-left corner of the screen.

2. Follow the app instructions.

CONNECT TO A WI-FI NETWORK

If the speaker is not connected to a network

If your speaker is no longer connected to a network because your Wi-Fi name, password or router has changed, add the speaker to your existing network.

1. Open the Bose Music app.
2. Select your speaker.
3. On the speaker, press and hold the AUX button and the Play/Pause button  until the light bar pulses white twice then fades to black.

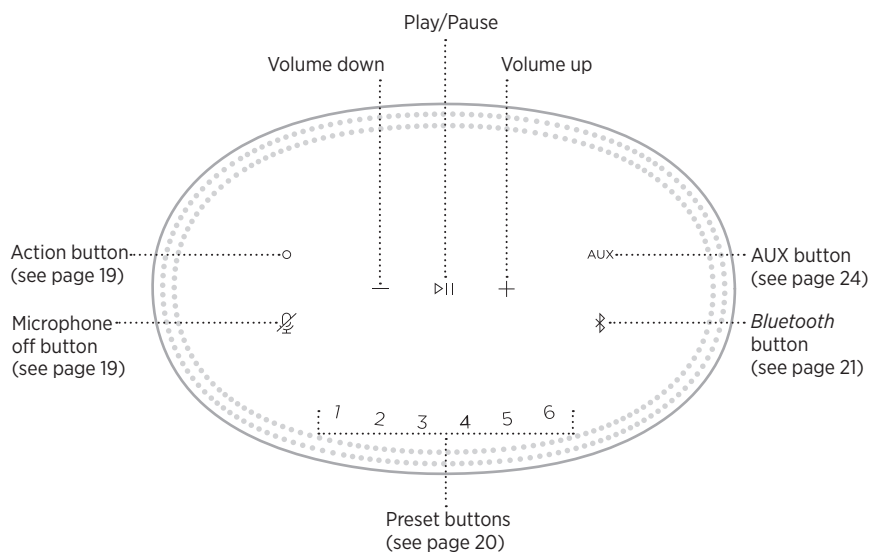
When the speaker is ready to connect to Wi-Fi, the light bar glows solid amber.

4. Follow the app instructions.

If the speaker is connected to a network

If your speaker is connected to a network and you would like to switch to a new network, add the speaker to the new network.

1. In the Bose Music app, from the **My Bose** screen, select your speaker.
2. Tap the speaker image in the bottom-right corner of the screen.
3. Tap **Settings > Wi-Fi > Select a Different Network**.
4. Follow the app instructions.

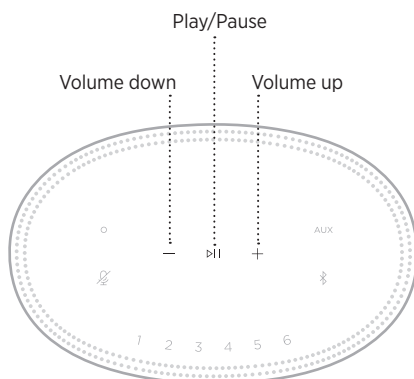


SPEAKER FUNCTIONS

Speaker controls are located on the top of the speaker.



NOTE: You can also control your speaker using the Bose Music app.

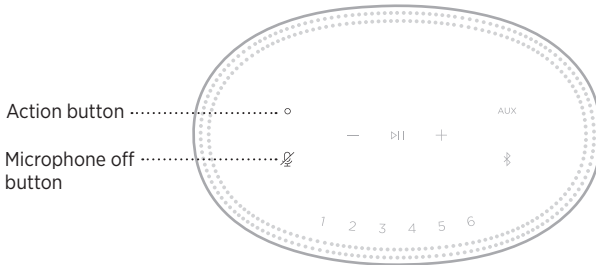
Media playback and volume



FUNCTION	WHAT TO DO
Play/Pause	Tap ▷ . The sides of the light bar glow solid white until the audio resumes.
Skip forward	Double-tap ▷ .
Skip backward	Triple-tap ▷ .
Volume down	Tap —. NOTE: To quickly decrease the volume, tap and hold —.
Volume up	Tap +. NOTE: To quickly increase the volume, tap and hold +.

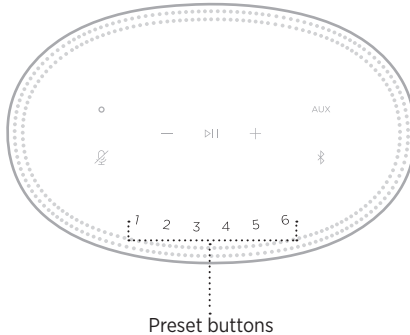
AMAZON ALEXA CONTROLS

The Action button  and Microphone off button  are used to control Alexa. For more information about how to access Alexa using speaker controls, see page 19.




PRESETS

The speaker includes six presets that you can set to play audio from your favorite music services. Once set, you can access your music at any time, with a simple touch of a button or by using the Bose Music app.



For more information about setting and using presets, see “Preset Personalization” on page 20.

The speaker is Amazon Alexa enabled. With Alexa, you can ask to play music, hear the news, check the weather, control smart home devices and more. Using Alexa on your speaker is as simple as asking. Just ask or use the Action button  and Alexa responds instantly.

NOTE: Alexa isn't available in all languages and countries.

SET UP ALEXA USING THE BOSE MUSIC APP

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

NOTE: If you have multiple Bose Music products in your household, for a seamless Voice Assistant experience Bose recommends one person use their Bose Music account and Amazon account to set up Alexa for all Bose Music products.

ACCESS ALEXA

You can access Alexa using your voice or the Action button .

NOTE: For more information about what Alexa can do, visit:
worldwide.Bose.com/Support/HS500



Use your voice

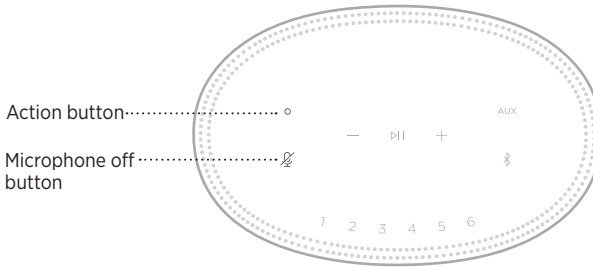
To access Alexa, say the wake word, "Alexa," then your request.






THINGS TO TRY	EXAMPLE OF WHAT TO SAY
Talk to Alexa	"Alexa, what's the weather?"
Play audio	"Alexa, play Niall Horan." NOTE: Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
Control volume	"Alexa, turn the volume up."
Play from a specific audio service	"Alexa, play NPR on TuneIn."

THINGS TO TRY	EXAMPLE OF WHAT TO SAY
Play on a specific speaker	<p>“Alexa, play funk in the living room.”</p> <p>NOTE: Make sure you say the speaker name you assigned in the Bose Music app. If multiple speakers have the same name, use the name assigned in the Alexa app or change the name in the Bose Music app.</p>
Skip to the next song	“Alexa, next song.”
Set a timer	“Alexa, set a timer for 5 minutes”
Discover more skills	“Alexa, what new skills do you have?”
Stop Alexa	“Alexa, stop.”

Use the speaker controls

The Action button  and Microphone off button  are used to control Alexa. They are located on the top of the speaker.



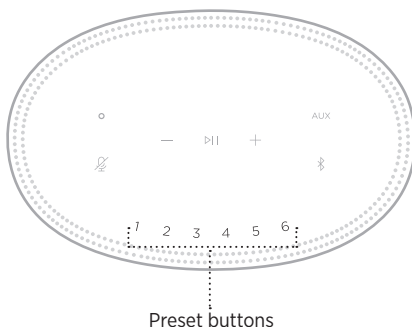
THINGS TO TRY	WHAT TO DO
Talk to Alexa	<p>Tap  then say your request.</p> <p>For a list of things to try, visit: worldwide.bose.com/Support/HS500</p>
Stop alarms and timers	Tap  .
Stop Alexa	Tap  .
Turn the microphone on/off	<p>Tap .</p> <p>NOTE: When the microphone is off,  glows solid red, and you can't access Alexa.</p>

You can control presets using the Bose Music app or the buttons on the top of the speaker.

NOTE: You can't set presets in *Bluetooth* mode or *AUX* mode.

SET A PRESET

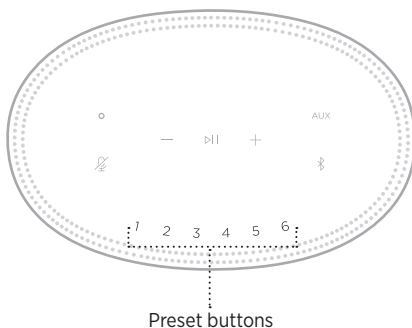
1. Stream music using the Bose Music app.
2. While the music is playing, tap and hold a preset button on the speaker until you hear a tone.



The display shows that the preset has been set.

PLAY A PRESET

Once you personalize presets, tap a preset button to play music.

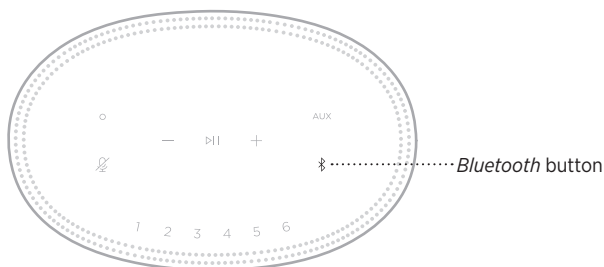


The display shows the selected preset.

Bluetooth wireless technology lets you stream music from mobile devices such as smartphones, tablets, and laptop computers. Before you can stream music from a device, you must connect your device to the speaker.

CONNECT A MOBILE DEVICE

1. Tap the *Bluetooth* button .



The light bar pulses blue.

2. On your device, turn on the *Bluetooth* feature.

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

3. Select your speaker from the device list.

TIP: Look for the name you entered for your speaker in the Bose Music app. If you didn't name your speaker, the default name appears.



Once connected, you hear a tone. The light bar glows solid white then fades to black, and your speaker's name appears in the mobile device list.

DISCONNECT A MOBILE DEVICE

Use the *Bluetooth* menu on your mobile device to disconnect your device.

RECONNECT A MOBILE DEVICE

1. Tap the *Bluetooth* button .

NOTE: Make sure the *Bluetooth* feature is enabled on your mobile device.


The display shows which device is currently connected.

2. Play audio on the connected mobile device.

CONNECT AN ADDITIONAL MOBILE DEVICE


You can store up to eight devices in the speaker device list, and the speaker can be actively connected to two devices at a time.

NOTE: You can play audio from only one device at a time.

1. Tap and hold  until the light bar pulses blue.
2. On your mobile device, select the speaker from the device list.

NOTE: Make sure the *Bluetooth* feature is enabled on your mobile device.

CLEAR THE SPEAKER DEVICE LIST

Tap and hold  for 10 seconds until the light bar pulses blue twice.


The speaker is ready to connect to a mobile device (see page 21).

The speaker is capable of playing AirPlay audio, which allows you to quickly stream audio from your Apple device to the speaker or multiple speakers.

NOTES:

- To use AirPlay, you need an Apple device running iOS 11.4 or later.
- Your Apple device and speaker must be connected to the same Wi-Fi network.
- For more information about AirPlay, visit: <https://www.apple.com/airplay>


STREAM AUDIO FROM THE CONTROL CENTER

1. On your Apple device, open the Control Center.
2. Tap and hold the audio card in the top-right corner of the screen, then tap the AirPlay icon .
3. Select your speaker or speakers.

STREAM AUDIO FROM AN APP

1. Open a music app (like Apple Music), and select a track to play.

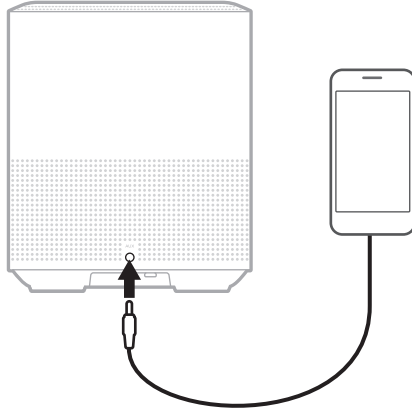
NOTE: Make sure the music app is compatible with AirPlay.

2. Tap .
3. Select your speaker or speakers.

CONNECT AN AUDIO CABLE

You can connect a smartphone, tablet, computer or other type of mobile device to the speaker using a 3.5 mm audio cable (not provided).

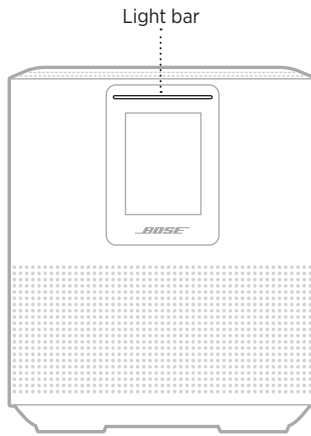
1. Connect one end of the 3.5 mm audio cable (not provided) to the headphone jack on your mobile device.
2. Connect the other end of the 3.5 mm audio cable to the AUX connector on the back of the speaker.



3. On the top of the speaker, tap AUX.



The light bar glows solid white then fades to black.

The LED light bar located on the front of the speaker shows the speaker status.





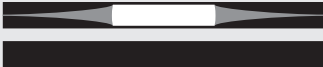

WI-FI STATUS

Shows the Wi-Fi connection status of the speaker.

LIGHT BAR ACTIVITY		SYSTEM STATE
Pulsing white		Connecting to Wi-Fi
Solid white then fades to black		Connected to Wi-Fi


BLUETOOTH CONNECTION STATUS

Shows the *Bluetooth* connection status for mobile devices.

LIGHT BAR ACTIVITY		SYSTEM STATE
Pulsing blue		Ready to connect a to mobile device
Pulsing white		Connecting to a mobile device
Solid white then fades to black		Connected to a mobile device
Pulses blue twice		Device list cleared



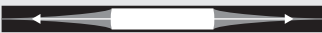


AUX STATUS

Shows the connection status for devices connected using an AUX cable.

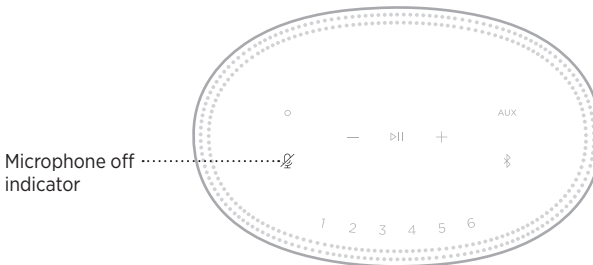
LIGHT BAR ACTIVITY		SYSTEM STATE
Solid white then fades to black		Connected to AUX source

AMAZON ALEXA STATUS

Shows the status of Amazon Alexa.

LIGHT BAR ACTIVITY		SYSTEM STATE
Off		Alexa is idle
White light slides to the center then glows solid		Alexa is listening
White light slides to the sides		Alexa is thinking
Pulsing white (full)		Alexa is speaking
Pulsing yellow		Notification from Alexa







Microphone off indicator



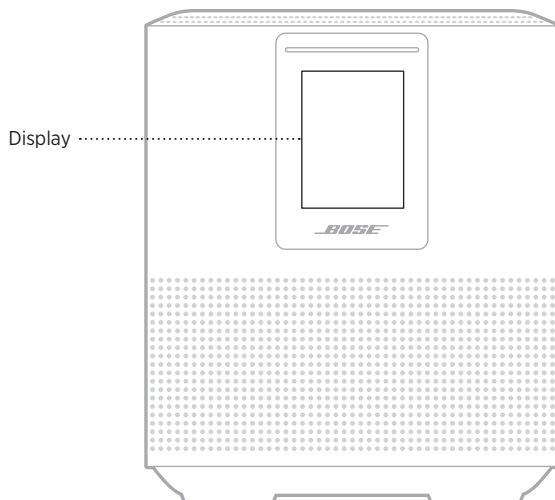
INDICATOR ACTIVITY	SYSTEM STATE
Solid red	Microphone is off

UPDATES AND ERRORS

Shows the status of the software updates and error alerts.

LIGHT BAR ACTIVITY		SYSTEM STATE
Solid amber		Wi-Fi setup in progress
White light slides from right to left		Downloading update
White light slides from left to right		Updating speaker
Pulses amber four times		Source error - refer to the Bose Music app
Pulses red four times		Request is temporarily unavailable - try again later
Solid red		Speaker error - contact Bose customer service

The speaker display shows speaker information and icons as well as the streaming service, album and artist currently playing.



SET THE CLOCK

Use the Bose Music app to set the display clock.

TURN THE DISPLAY OFF

The display is always lit. To turn the display off:

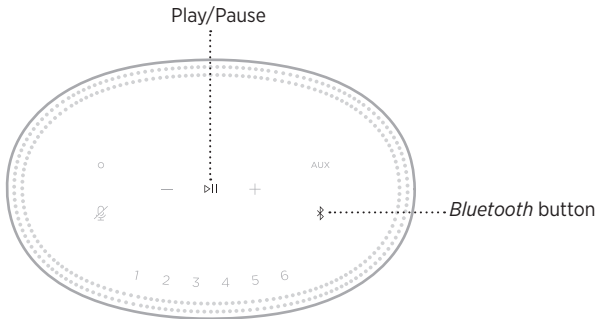
1. Disable the clock using the Bose Music app.
2. Manually set the speaker to network standby (see page 12).

UPDATE THE SPEAKER

The speaker updates automatically when connected to the Bose Music app and to your Wi-Fi network.

DISABLE/ENABLE WI-FI

Press and hold Play/Pause ▶|| and the *Bluetooth* button ℵ for 5 seconds until the white light slides to the center, pulses twice then fades to black.



CLEAN THE SPEAKER

Clean the surface of the speaker with a soft, dry cloth.

CAUTIONS:

Do NOT use any sprays near the speaker. Do NOT use any solvents, chemicals or cleaning solutions containing alcohol, ammonia or abrasives.

Do NOT allow liquids to spill into any openings.

REPLACEMENT PARTS AND ACCESSORIES

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

Visit: worldwide.Bose.com/Support/HS500

LIMITED WARRANTY

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

To register your product, visit 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 speaker, try these solutions first:

Make sure the speaker is connected to a live AC (mains) outlet (see page 12).

Secure all cables.

Verify the state of the light bar (see page 25).

Download the Bose Music app and run available software updates.

Move the speaker and mobile device away from possible interference (wireless routers, cordless phones, televisions, microwaves, etc.).

Move the speaker within the recommended range of your wireless router or mobile device for proper operation.



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/HS500

SYMPTOM	SOLUTION
Speaker doesn't power on	Plug the power cord into a different AC (mains) outlet. Unplug the power cord, wait 30 seconds, and firmly plug it back in to the AC (mains) outlet.
Speaker doesn't respond during setup	Make sure you are using the Bose Music app for setup. Unplug the power cord, wait 30 seconds, and firmly plug it back in to the AC (mains) outlet.
Bose Music app doesn't work on mobile device	Make sure the Bose Music app is compatible with your mobile device. Visit: worldwide.Bose.com/Support/HS500 Uninstall the Bose Music app on your mobile device then reinstall the app (see page 13).

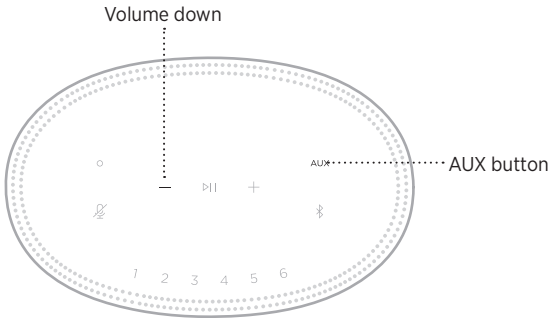
SYMPTOM	SOLUTION
Speaker doesn't connect to Wi-Fi network	<p>In the Bose Music app, select the correct network name, and enter network password.</p> <p>Make sure the speaker and your mobile device are connected to the same Wi-Fi network.</p> <p>If your network information has changed, see page 14.</p> <p>Enable Wi-Fi on the device you are using for setup.</p> <p>Close other open applications on your mobile device.</p> <p>If your router supports both 2.4GHz and 5GHz bands, make sure both your mobile device and the speaker are connecting to the same band.</p> <p>NOTE: Give each band a unique name to make sure you're connecting to the correct band.</p> <p>Reset the router.</p> <p>Uninstall the Bose Music app on your mobile device. Unplug the power cord, wait 30 seconds and firmly plug it into the AC (mains) outlet. Download the app and restart setup.</p>
Intermittent or no audio	<p>Increase the volume on the speaker and mobile device.</p> <p>Stop other audio or video streaming applications.</p> <p>Switch to a different source.</p> <p>Play audio from a different application or music service.</p> <p>Make sure you're using a compatible <i>Bluetooth</i> mobile device.</p> <p>NOTE: You can't connect <i>Bluetooth</i> headphones to the speaker.</p> <p>Restart your mobile device.</p> <p>Unplug the power cord, wait 30 seconds, and firmly plug it back in to the AC (mains) outlet.</p>
Speaker doesn't connect to a mobile device.	<p>On your mobile device, turn the <i>Bluetooth</i> feature off and then on again. Remove the speaker from the <i>Bluetooth</i> menu. Connect again.</p> <p>Connect a different mobile device (see page 21).</p> <p>Make sure you're using a compatible <i>Bluetooth</i> mobile device.</p> <p>NOTE: You can't connect <i>Bluetooth</i> headphones to the speaker.</p> <p>Remove the speaker from your mobile device <i>Bluetooth</i> device list and connect again (see page 21).</p> <p>Clear the speaker device list (see page 22).</p>

SYMPTOM	SOLUTION
Speaker doesn't stream audio using AirPlay	<p>Make sure your speaker is powered on and in range (see page 12).</p> <p>Make sure your Apple device and your speaker are connected to the same Wi-Fi network.</p> <p>Update your Apple device.</p> <p>Make sure the speaker is up-to-date (see page 30).</p> <p>For additional support, visit: https://www.apple.com/airplay</p>
Speaker isn't visible to add to another Bose account	<p>Make sure sharing is enabled on the speaker using the Bose Music app.</p> <p>Make sure the speaker and your mobile device are connected to the same Wi-Fi network.</p>
Amazon Alexa doesn't respond	<p>Make sure Alexa has been set up using the Bose Music app (see page 18).</p> <p>NOTE: The speaker must be set up and connected to your Wi-Fi network using the Bose Music app.</p> <p>Make sure you're in a country where Alexa is available.</p> <p>Make sure the Microphone off button  is not glowing red. Tap  to turn on the microphone.</p> <p>Make sure you say the name you assigned in the Bose Music app. If multiple speakers have the same name, use the name assigned in the Alexa app or change the name in the Bose Music app.</p> <p>For additional support, visit: worldwide.Bose.com/Support/HS500</p>

RESET THE SPEAKER

Factory reset clears all source, volume and network settings from the speaker and returns it to original factory settings.

Press and hold the Volume down button — and the AUX button for 10 seconds until the light bar slides to the center pulses white twice then fades to black.



The speaker reboots. When the reset is complete, the light bar glows solid amber.

Restore the speaker network and audio settings

Set up the speaker using the Bose Music app (see page 13).



810699-0010