

Bose QC35-SERIES 2 HEADPHONES

Factory Reset

Resetting your Bluetooth® headphones can help fix minor issues, such as a poor connection, sound issues, or streaming performance.

Follow these steps to reset the headphones:

1. Turn the headphones off and wait for 30 seconds
2. Plug the headphones into a USB power supply via a USB cord and wait 5 seconds. (Power supply needs to be plugged into a working outlet)
3. Unplug the USB cord from the headphones and wait 1 minute
4. Turn the headphones on and test if they work properly

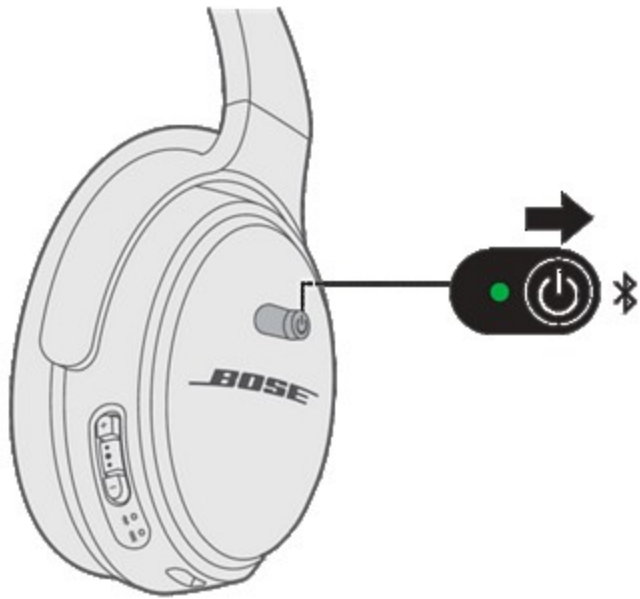
Note: Performing this reset does not clear the pairing list on your headphones.

Clearing the headphone pairing list

Applies to:

- [QuietComfort 35 wireless headphones I](#)
- [QuietComfort 35 wireless headphones II](#)

Slide the power switch to the *Bluetooth*® symbol and hold for 10 seconds until you hear “*Bluetooth* device list cleared.”



Delete your Bose QuietComfort headphones from the *Bluetooth* list on your device. All *Bluetooth* devices are cleared and the headphones are ready to connect a new device