



**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 equipment should be installed and operated with a minimum distance of 30 cm between radiator and your body.

**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	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><b>Wi-Fi:</b> Deactivate by pressing and holding the Play/Pause and Bluetooth buttons simultaneously for at least 5 seconds. Repeat to activate.</p> <p><b>Bluetooth:</b> 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.

**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	-	○	○	○	○	○
<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.						

**Date of Manufacture:** The eighth digit in the serial number indicates the year of manufacture; "8" is 2008 or 2018.

**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

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This product incorporates Spotify software which is subject to 3rd party licenses found here:  
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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

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**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](http://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 ..... 21

**BLUETOOTH CONNECTIONS**

Connect a mobile device ..... 22

Disconnect a mobile device..... 23

Reconnect a mobile device..... 24

Clear the speaker pairing list..... 24

**WIRED CONNECTIONS**

Connect an audio cable..... 25

**SPEAKER STATUS**

Wi-Fi status ..... 26

*Bluetooth* connection status ..... 27

AUX status ..... 27

Alexa status ..... 28

    Microphone off indicator ..... 28

Updates and errors ..... 29



**SPEAKER DISPLAY**

Set the clock .....	30
Turn the display off .....	30

**ADVANCED FEATURES**

Disable/Enable Wi-Fi .....	31
----------------------------	----

**CARE AND MAINTENANCE**

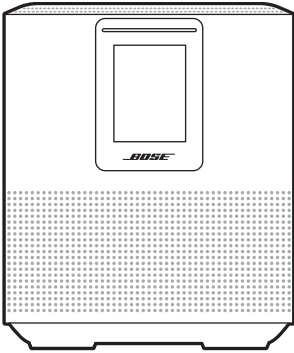
Clean the speaker .....	32
Replacement parts and accessories.....	32
Limited warranty .....	32

**TROUBLESHOOTING**

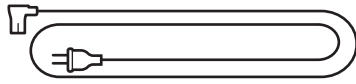
Try these solutions first .....	33
Other solutions .....	33
Reset the speaker .....	35
Restore the speaker network and audio settings .....	35

## 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](https://www.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.

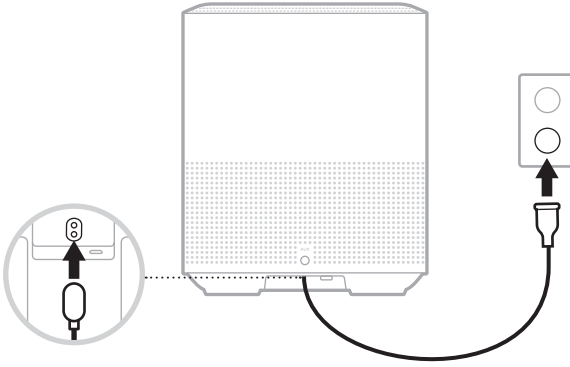
To avoid interference, keep other wireless equipment 1 – 3 ft. (0.3 – 0.9 m) away from the speaker. Place the speaker outside and away from metal cabinets and direct heat sources.

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.

## 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 the Bose® Music app.

Talk to 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 28).

### Manually set the speaker to network standby

Tap and hold the Play/Pause button  $\blacktriangleright \parallel$  for 2 seconds.

The speaker 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, your device acts as a remote for the speaker.

From the app, you can stream music, set and change presets, add music services, explore internet radio stations, configure 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](https://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.

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.

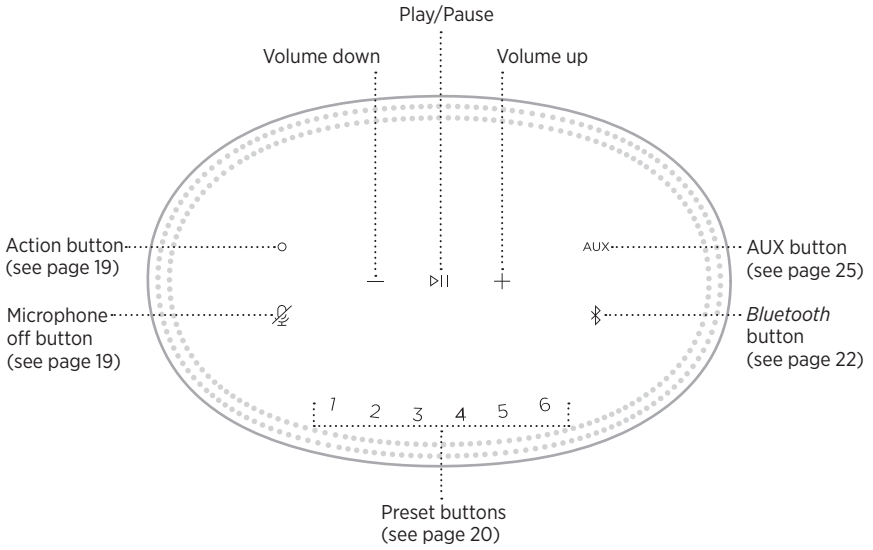
1. Open the Bose Music app.
2. Select your speaker.
3. On the speaker, press and hold the AUX button and the Play/Pause button  until the light bar pulses amber.
4. Follow the app instructions.

### 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 CONTROLS

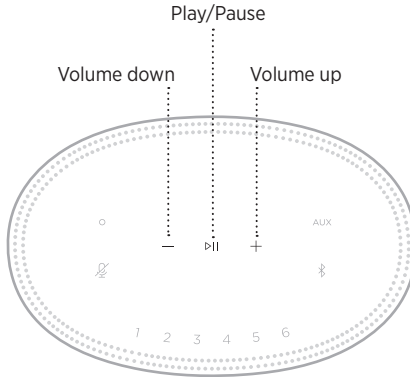


## SPEAKER FUNCTIONS

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

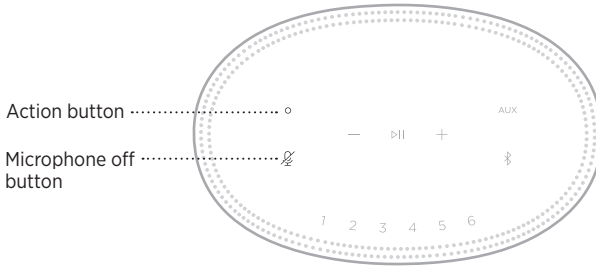


FUNCTION	WHAT TO DO
<b>Play/Pause</b>	Tap ▷  .
<b>Skip forward</b>	Double-tap ▷  .
<b>Skip backward</b>	Triple-tap ▷  .
<b>Volume down</b>	Tap —. <b>NOTE:</b> To quickly decrease the volume, tap and hold —.
<b>Volume up</b>	Tap +. <b>NOTE:</b> To quickly increase the volume, tap and hold +.



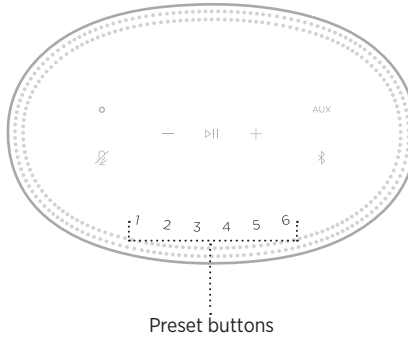
## AMAZON ALEXA CONTROLS

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 your favorite music service stations, playlists, artists, albums or songs from your music library. 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 > Add**.
4. Follow the app instructions.

## 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](https://worldwide.bose.com/Support/HS500)



## Use your voice

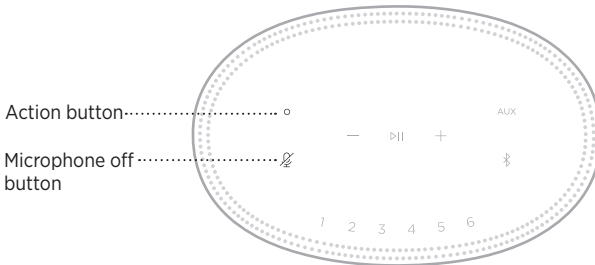
To access Alexa, say the wake word, "Alexa," then your request.






THINGS TO TRY	EXAMPLE OF WHAT TO SAY
<b>Talk to Alexa</b>	"Alexa, what's the weather?"
<b>Play audio</b>	"Alexa, play Niall Horan." Amazon Music is set as the default music service. To change the default music service, use the Alexa app.
<b>Control volume</b>	"Alexa, turn the volume up."
<b>Play from a specific audio service</b>	"Alexa, play NPR on iHeartRadio."
<b>Play on a specific speaker</b>	"Alexa, play funk in the living room."

THINGS TO TRY	EXAMPLE OF WHAT TO SAY
<b>Skip to the next song</b>	“Alexa, next song.”
<b>Set a timer</b>	“Alexa, set a timer for 5 minutes”
<b>Discover more skills</b>	“Alexa, what new skills do you have?”
<b>Stop Alexa</b>	“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.



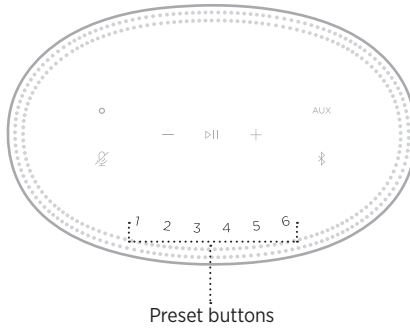
THINGS TO TRY	WHAT TO DO
<b>Talk to Alexa</b>	Tap  then say your request. For a list of things to try, visit: <a href="http://worldwide.Bose.com/Support/HS500">worldwide.Bose.com/Support/HS500</a>
<b>Stop alarms and timers</b>	Tap  .
<b>Stop Alexa</b>	Tap  .
<b>Turn the microphone on/off</b>	Tap  <b>NOTE: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

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

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

## SET A PRESET

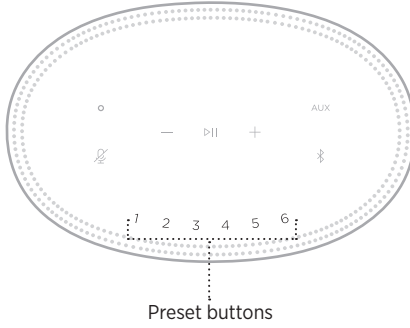
1. Stream music using the Bose Music app.
2. While the music is playing, tap and hold a preset button until you hear a tone.



The screen display shows that the preset has been set.

## PLAY A PRESET

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



*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.

When using *Bluetooth* on the speaker, note the following:

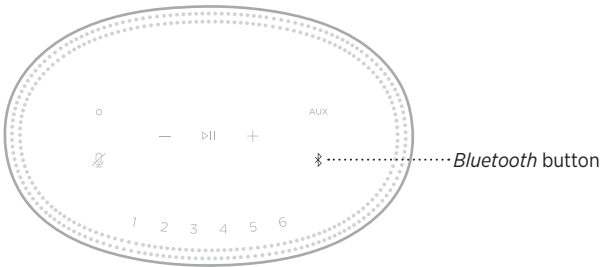
You can store up to eight mobile devices in the speaker pairing list.

You can connect and play audio from only one device at a time.

You can also manage *Bluetooth* connections using the Bose® Music app.

## CONNECT A MOBILE DEVICE

1. Tap and hold the *Bluetooth* button  until 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, the light bar glows solid white. 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 .

The screen display shows which device is currently connected.

2. Tap  again within two seconds to connect to the next mobile device in the speaker pairing list. Repeat until you see the correct mobile device name.
3. Play audio on the connected mobile device.

## CLEAR THE SPEAKER PAIRING LIST

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

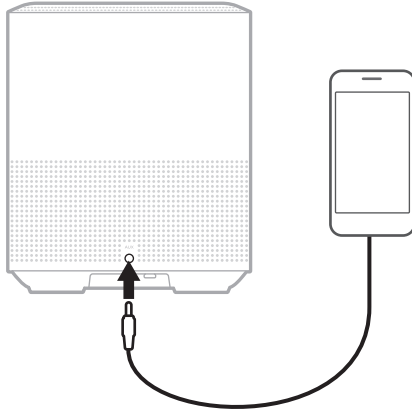
The speaker is ready to connect to a mobile device (see page 22).



## CONNECT AN AUDIO CABLE

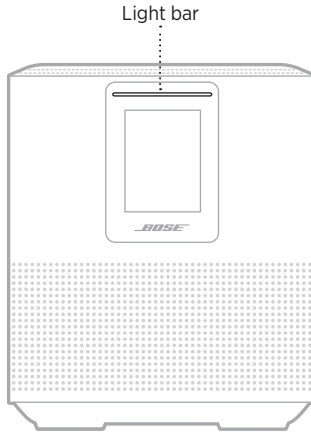
You can connect a smartphone, tablet, computer or other type of mobile device to the speaker using a 3.5 mm audio cable (not provided).

1. Using a 3.5 mm audio cable, connect your audio device to the AUX connector on the speaker.



2. On the top of the speaker, select 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
<b>Pulsing white</b>	<p>A diagram of a light bar with a white rectangular pulse in the center, flanked by two grey trapezoidal shapes pointing towards the center, indicating light intensity or pulse width.</p>	Connecting to Wi-Fi
<b>Solid white then fades to black</b>	<p>A diagram of a light bar showing a white rectangular pulse that tapers to a point on both sides, followed by a solid black bar, representing the light fading to black.</p>	Connected to Wi-Fi

## BLUETOOTH CONNECTION STATUS

Shows the *Bluetooth* connection status for mobile devices.

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

## AUX STATUS

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

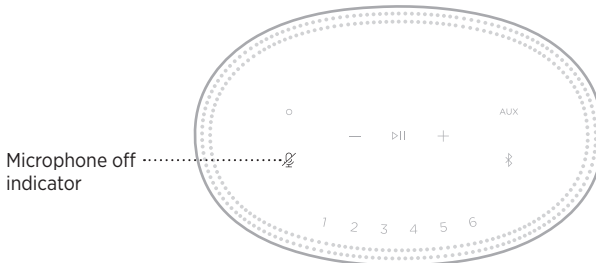
LIGHT BAR ACTIVITY		SYSTEM STATE
<b>Solid white then fades to black</b>		Connected to AUX source

## 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



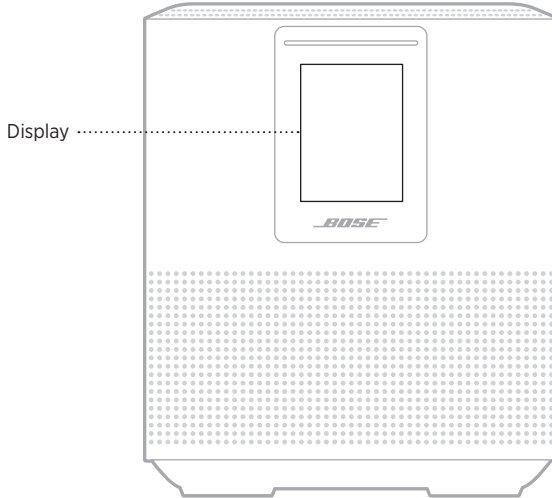
INDICATOR ACTIVITY	SYSTEM STATE
Solid red	Microphone is off

## UPDATES AND ERRORS

Shows the status of the software updates and error alerts.

LIGHT BAR ACTIVITY	SYSTEM STATE
<b>Solid amber</b> 	Wi-Fi setup in progress
<b>White light slides from right to left</b> 	Downloading update
<b>White light slides from left to right</b> 	Updating speaker
<b>Pulses amber four times</b> 	Source error – refer to the Bose® Music app
<b>Pulses red four times</b> 	Request is temporarily unavailable, try again later
<b>Solid red</b> 	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.

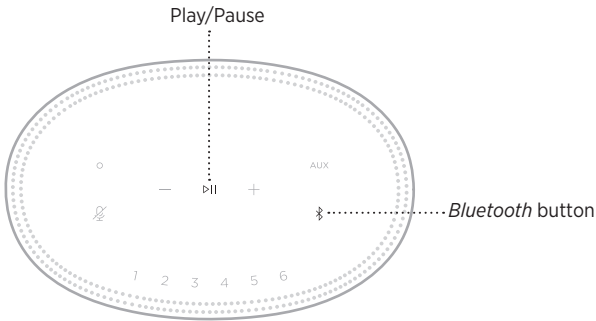
## TURN THE DISPLAY OFF

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).

## DISABLE/ENABLE WI-FI

Press and hold Play/Pause ▶|| and the *Bluetooth* button ⌘ until the light bar slides to the center, then glows solid white.



When Wi-Fi is disabled/enabled, the light bar pulses white 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](http://worldwide.Bose.com/Support/HS500)

## **LIMITED WARRANTY**

The speaker is covered by a limited warranty. Visit our website at [global.Bose.com/warranty](http://global.Bose.com/warranty) for details of the limited warranty.

To register your product, visit [global.Bose.com/register](http://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 26).

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](https://worldwide.Bose.com/Support/HS500)

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

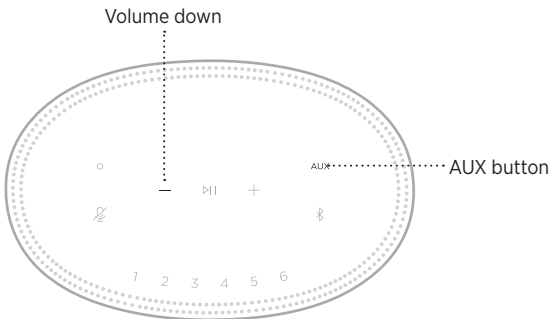
SYMPTOM	SOLUTION
<p><b>Speaker doesn't connect to Wi-Fi network</b></p>	<p>In the Bose® Music app, select the correct network name, and enter network password.</p> <p>Make sure the speaker and your mobile device are connected to the same Wi-Fi network.</p> <p>If your Wi-Fi network information has changed, 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 the device (mobile or computer) and speaker are connecting to the same band.</p> <p><b>NOTE:</b> 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>
<p><b>Intermittent or no audio</b></p>	<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><b>NOTE:</b> You can't connect <i>Bluetooth</i> headphones to the soundbar.</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>
<p><b>Speaker doesn't connect to a mobile device.</b></p>	<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 22).</p> <p>Make sure you're using a compatible <i>Bluetooth</i> mobile device.</p> <p><b>NOTE:</b> You can't connect <i>Bluetooth</i> headphones to the speaker.</p> <p>Remove the speaker from your mobile device <i>Bluetooth</i> pairing list and connect again (see page 22).</p> <p>Clear the speaker pairing list (see page 24).</p>

SYMPTOM	SOLUTION
<b>Speaker isn't visible to add to another Bose® account</b>	<p>In the Bose Music app, make sure the speaker is set to Public.</p> <p>Make sure the speaker and your mobile device are connected to the same Wi-Fi network.</p>
<b>Alexa doesn't respond</b>	<p>Make sure Alexa has been set up using the Bose Music app (see page 18).</p> <p><b>NOTE:</b> 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>For additional support, visit: <a href="https://worldwide.Bose.com/Support/HS500">worldwide.Bose.com/Support/HS500</a></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.



The light bar slides to the center.

When the speaker finishes resetting, the light bar pulses white twice.

## Restore the speaker network and audio settings

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



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