Bluetooth® device will not reconnect to the speaker

Applies to:

If your *Bluetooth* device will not reconnect to the speaker, try the following to pair your device:

If your device asks for a passcode to connect, make sure the one you entered is correct. If you never set a passcode, enter 0000 (four zeros)

Make sure *Bluetooth* is turned ON on your device

Try moving your device closer to the speaker. *Bluetooth* range is about 9 metres. Range is reduced when interference is present, like walls or multiple *Bluetooth* devices in the same area

If two *Bluetooth* devices are already paired to the speaker, disable *Bluetooth* on one of the devices, or take it out of range of the speaker. The speaker remembers the last eight paired devices but can only pair to two devices at a time

Repeatedly press the speaker's *Bluetooth* button until you hear the name of the desired device

Go to the *Bluetooth* settings on your device, select the SoundLink® speaker and choose to "Forget" or "Remove" the speaker. Next, briefly hold the *Bluetooth* button on the speaker until the *Bluetooth* light begins flashing Blue. Try again to pair the device to the speaker

Reset the device you are trying to pair. This is typically done by rebooting/restarting it or removing the battery and/or power cable for one minute

Clear the SoundLink® speaker's paired device memory by holding the *Bluetooth* button until you hear a tone and, if enabled, a voice prompt. The speaker's *Bluetooth* light begins flashing Blue. Try again to pair the device to the speaker

Reset the speaker by turning it on and then holding the power button for 10 seconds until it turns off

A factory reset clears the speaker's language setting and its paired mobile device memory, returning the speaker to original factory settings. Once reset, turn the speaker on and try again to pair the device.

Try pairing another device. If the other device works, there may be an issue with the first device

Difficulty using Party and Stereo modes

Applies to:

- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker

Try the following steps if you are having trouble using the Party or Stereo features:

Use the Connect app to pair speakers
Party and Stereo modes can be enabled using the Bose Connect app or by manual pairing using the speaker buttons. However, the Connect app pairing method is strongly recommended for two reasons:

- The procedure on the Connect app is designed to be user friendly.
- The Connect app allows any combination of compatible speakers to enter Party or Stereo modes. (For example, a Revolve and a Revolve+ can be paired together.) The manual method of using the speaker buttons only allows you to pair two of the same speaker model.

Make sure that only one speaker is actively connected to the mobile device.
Stereo and Party modes will not work if both speakers are connected to the mobile device.

Check software versions
The software needs to be up to date and the same for both speakers when using Party or Stereo modes. If there is a mismatch between two speakers running on different firmware versions, this can result in difficulty pairing.

Try pausing audio when engaging Party or Stereo modes
Pause audio streaming for all speakers before turning on Party or Stereo mode.

Rename the speakers in the Connect app
For ease of use, it is recommended that customers with two of the same speaker model rename the speakers in the Connect app so that the speakers do not share the exact same name.

Perform a factory reset
For information on performing a reset

Note: A reset is used to correct occasional product issues. It is not something that a product should require repeatedly.

Cannot update product software using Bose Connect app

Applies to:

- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker

Please try the following:

- Make sure the battery level is above 20%. The battery level must be above 20% in order for an update to be installed
- If there are issues updating product software via the Bose Connect app, try updating the product by connecting it to a computer with a USB cable
- Make sure you are running the most up to date version of the Bose Connect app
- Try clearing the paired device list in the Bose speaker and Bluetooth® enabled device

No audio from connected Aux device

Applies to:

- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker

If you have no audio from your connected Aux device, try the following steps to resolve this issue:

Make sure the Aux input source is selected. Press the speaker's Input mode button. When pressed, the light next to the button illuminates to indicate it is selected

Make sure the connected device is on and playing

Turn up the volume on the connected device. Set it to 90% and use the Bose® speaker volume controls to adjust the level

Make sure the 3.5 mm cable is securely connected to both the speaker and the connected audio device

Make sure the speaker is not muted. When the speaker's Aux source is selected, holding the multi-function button will mute and unmute the speaker

Increase the speaker volume

Try connecting the device with a different Aux cable

Try connecting another source to determine if the issue is specific to a particular device

Reset the speaker by turning it on and holding the Power button for ten seconds. Note: A reset clears paired mobile devices and language settings from the speaker and returns it to original factory settings.

Speaker will not turn on when using battery

Applies to:

- SoundLink® Color *Bluetooth*® speaker II
- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker
- SoundLink Micro Bluetooth® speaker

Connect the speaker with its charging cable to a USB charger or a powered computer USB port. You may need to do this for the following reasons:

The battery may not be sufficiently charged. The battery must have sufficient charge to power up the speaker

The speaker has been disconnected from power and unused for 14 days. When this happens, it goes into battery protection mode. Brand new speakers are typically in this mode when they're first removed from the box

The speaker is unplugged and unused for more than three days with a remaining charge of less than 10%. When this happens, it also goes into battery protection mode

If your speaker still does not turn on after connecting it to power, see Speaker will not turn on when connected to AC power

Poor sound quality from an aux device

Applies to:

- SoundLink® Colour *Bluetooth*® speaker
- SoundLink® Color *Bluetooth*® speaker II
- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker

Try the following to resolve your issue:

- Reduce the volume level on the connected Aux device. Some devices might output too strong of a signal with their volume level set high or to the maximum. This can cause poor and distorted audio from connected speakers
- Go into the sound settings of the connected device and set any equalisation and audio processing settings to "off" or "flat"
- Make sure the 3.5 mm plug is fully and securely inserted into both the device and the speaker
- The issue could be related to the audio cable. Try a new cable
- Try playing another source on the device. For example, try another music app to see if the issue is with a particular app
- Try playing another source on the device. For example, try another music app to see if the issue is with a particular app
- The issue could be with the connected Aux device. Try another audio device
- Reboot the connected device. This is typically done by turning it off completely and then restarting it

Poor sound quality from a *Bluetooth*® device

Applies to:

- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker

If the sound quality is poor, try the following:

Turn off and choose "Flat" for any bass, treble or other EQ and sound processing settings on your *Bluetooth* device. Check for these settings both in the device's audio settings and also in the settings for the app that is being used

Set the volume level of your *Bluetooth* device to 85%. If the volume output of the device is too loud, it might cause distortion in connected speakers. If the volume of the device is too low, it can also affect the sound

Try a different app. If sound quality is OK in one app but not in another, the app is the issue

Try moving your device closer to the speaker. *Bluetooth* range is about 9 metres. Range is reduced when interference is present

Interference includes things like walls, multiple *Bluetooth* devices in the same area, pockets/purses/bags, wireless routers, microwaves, cordless phones, etc.

Reduce the number of applications running on your *Bluetooth*® device. Running multiple apps can reduce reliability if the device is trying to do too much at once. Close non-essential apps and check if the sound improves

Try turning off Wi-Fi® on the device

Go to *Bluetooth* settings on your device, select the SoundLink® speaker and choose to "Forget" or "Remove" the speaker. Next, briefly hold the *Bluetooth* button on the speaker until the *Bluetooth* light begins flashing Blue. Then try again to pair the device to the speaker

Turn the speaker off and back on

Disable *Bluetooth* on other connected devices that are not currently in use. The speaker will pair to the two most recently used devices in its memory. Sound might drop out if a second connected *Bluetooth* device goes out of range of the speaker

Reset the device you are trying to pair. This is typically done by rebooting/restarting it or removing the battery and/or power cable for one minute

Reset the speaker by turning it on and then holding the power button for 10 seconds until it turns off

A factory reset clears the speaker's language setting and its paired mobile device memory, returning the speaker to original factory settings. Once reset, turn the speaker on and try again to pair the device.

Check for and install any software updates for your SoundLink® speaker at global.Bose.com/support

Try pairing another device. If the other device works, there may be an issue with the first device

Bluetooth® device will not reconnect to the speaker

Applies to:

- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker
- SoundLink Micro Bluetooth® speaker

If your *Bluetooth* device will not reconnect to the speaker, try the following to pair your device:

If your device asks for a passcode to connect, make sure the one you entered is correct. If you never set a passcode, enter 0000 (four zeros)

Make sure *Bluetooth* is turned ON on your device

Try moving your device closer to the speaker. *Bluetooth* range is about 9 metres. Range is reduced when interference is present, like walls or multiple *Bluetooth* devices in the same area

If two *Bluetooth* devices are already paired to the speaker, disable *Bluetooth* on one of the devices, or take it out of range of the speaker. The speaker remembers the last eight paired devices but can only pair to two devices at a time

Repeatedly press the speaker's *Bluetooth* button until you hear the name of the desired device



Go to the *Bluetooth* settings on your device, select the SoundLink® speaker and choose to "Forget" or "Remove" the speaker. Next, briefly hold the *Bluetooth* button on the speaker until the *Bluetooth* light begins flashing Blue. Try again to pair the device to the speaker

Reset the device you are trying to pair. This is typically done by rebooting/restarting it or removing the battery and/or power cable for one minute

Clear the SoundLink® speaker's paired device memory by holding the *Bluetooth* button until you hear a tone and, if enabled, a voice prompt. The speaker's *Bluetooth* light begins flashing Blue. Try again to pair the device to the speaker

Reset the speaker by turning it on and then holding the power button for 10 seconds until it turns off

A factory reset clears the speaker's language setting and its paired mobile device memory, returning the speaker to original factory settings. Once reset, turn the speaker on and try again to pair the device.

Try pairing another device. If the other device works, there may be an issue with the first device

Cannot pair NFC-enabled device

Applies to:

- SoundLink Revolve Bluetooth® speaker
- SoundLink Revolve+ Bluetooth® speaker

If you have trouble pairing your *Bluetooth* device to your SoundLink® speaker via NFC (Near Field Communication), try the following:

Make sure your *Bluetooth* device supports NFC. Refer to the owner's guide of your device for more information

Note: Apple smartphones use NFC for Apple Pay but might not support pairing *Bluetooth* devices via NFC

Go into the Settings menu of your device and make sure both *Bluetooth* and NFC are turned on

Tap the NFC touchpoint on the *Bluetooth* device to the top centre of your SoundLink® speaker. The device may prompt you to accept pairing

Note: You may have to tap different areas of the *Bluetooth* device to your SoundLink® speaker to locate the device's NFC touchpoint. The touchpoint location varies by device but is commonly located on the back of smartphones.

Reset the device you are trying to pair. This is typically done by rebooting/restarting it or removing the battery and/or power cable for one minute

Reset the speaker by turning it on and then holding the power button for 10 seconds until it turns off

A factory reset clears the speaker's language setting and its paired mobile device memory, returning the speaker to original factory settings. Once reset, turn the speaker on and try again to pair the device.

Try pairing another NFC-enabled device. If the other device works, there may be an issue with the first device