



SoundTouch™ 520

home theater system



Important Safety Instructions

Please read this owner's guide carefully and save it for future reference.



The lightning flash with arrowhead symbol within an equilateral triangle alerts the user to the presence of uninsulated, dangerous voltage within the system enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle alerts the user to the presence of important operating and maintenance instructions in the owner's guide.



WARNINGS:

- To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.
- Do not expose this apparatus to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the apparatus. As with any electronic products, use care not to spill liquids into any part of the product. Exposure to liquids may create a failure and/or fire hazard.
- Replace only with a AA (IEC LR06) alkaline battery (or batteries).
- Do not place naked flame sources, such as lighted candles, on or near the product.



CAUTIONS:

- Do not make unauthorized alterations to the product; doing so may compromise safety, regulatory compliance, system performance, and may void the warranty.
- Long-term exposure to loud music may cause hearing damage. It is best to avoid extreme volume when using headphones, especially for extended periods.



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



WARNING: This product contains magnetic material. Contact your physician if you have questions on whether this might affect the operation of your implantable medical device.

NOTES:

- The product label is located on the bottom of the console.
- Where the mains plug or appliance coupler is used as the disconnect device, such disconnect device shall remain readily operable.
- This product must be used indoors. It is neither designed nor tested for use outdoors, in recreational vehicles, or on boats.
- The speaker wire and interconnect cables included with the 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.

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 supply or 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. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way: such as power supply or cord 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.

Regulatory Information

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 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.

For SoundTouch™ wireless adapter:

This equipment should be installed and operated with a minimum distance of 8 in. (20 cm) between this device and your body.

This Class B digital apparatus complies with Canadian ICES-003.

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

This device complies with FCC and Industry Canada RF radiation exposure limits set forth for general population. It must not be co-located or be operating in conjunction with any other antennas or transmitters.



Please dispose of used batteries properly, following local regulations. Do not incinerate.



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.



Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC and all other applicable EU directive requirements. The complete declaration of conformity can be found at: www.Bose.com/compliance

Names and Contents of Toxic or Hazardous Substances or Elements						
Part Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	O	O	O	O	O
Metal parts	X	O	O	O	O	O
Plastic parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O
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						

Regulatory Information

Please complete and retain for your records:

Serial numbers can be found on the Acoustimass® module's connector panel and on the packaging for the remote control.

Model number: _____

Module serial number: _____

Remote serial number: _____

Console serial number: _____

Soundbar serial number: _____

Purchase date: _____

We suggest you keep your receipt with this owner's guide.

Date of manufacture

The four bolded digits in the serial number indicate the date of manufacture. The first digit is the year of manufacture; "5" is 2005 or 2015. Digits 2-4 are the month and date; "001" is January 1 and "365" is December 31.

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 GP, Castleblayney Road, Carrickmacross, Ireland

Taiwan Importer: Bose Taiwan Branch, Room 905, 9F, Worldwide House, 131 Min Sheng East Rd, Section 3, Taipei, Taiwan, 105

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Introduction

About your SoundTouch™ 520 home theater system	8
System Features.....	8
SoundTouch™	8
SoundTouch™ Features	8
Unpacking the system.....	9
Placement guidelines.....	10
Sample system placement	10

Setting Up the Acoustimass® Module

Attaching the rubber feet to the Acoustimass module	11
Connecting the Acoustimass module to power	12

Setting Up the Speakers

Connecting the front speakers	13
Connecting the rear speakers	14
Wall mounting the speakers	14

Setting Up the Console

Connecting the SoundTouch™ wireless adapter.....	15
Connecting the console to your TV	15
Using the HDMI™ ARC connector.....	15
TVs without an HDMI™ ARC connector	16
Connecting the console to other sources	17
Connecting to HDMI™ compatible sources.....	17
Connecting to non HDMI™ compatible sources	17
Connecting to audio only sources.....	17

Starting Up the System

Connecting the console to power	18
Installing the remote control's batteries	18
Powering on the system and selecting your language	19
Checking for sound.....	19

Contents

ADAPTiQ®

Running the ADAPTiQ® audio calibration.....20

Setting up SoundTouch™

Adding the system to your Wi-Fi® network..... 21

 Add the system to an existing SoundTouch™ account 21

 Download and install the SoundTouch™ app 21

 Connect the system to your home Wi-Fi® network..... 21

Using the System

Remote control buttons..... 22

Programming the universal remote control 23

 Consumer Electronics Control 23

 Test your HDMI™-connected sources for CEC..... 23


 Program the remote to control your source..... 24

Source selection 25

 Select a source connected to the Bose® system..... 25

 Select a source connected to your TV 25

Universal source buttons and console connectors..... 25

Using the  button..... 26

 SoundTouch™ 26

Bluetooth® wireless technology 26

 SIDE AUX 26

Adjusting the volume 27

Function buttons..... 27

Programming a non-Bose remote control..... 27


Using SoundTouch™

Accessing SoundTouch™ 28

 Using the SoundTouch™ app 28

 Using the SoundTouch™ source..... 28

Bluetooth®

Pairing a <i>Bluetooth</i> ® enabled device	29
Connecting to a paired <i>Bluetooth</i> ® enabled device.....	30
Using the  button	30
Using the <i>Bluetooth</i> ® feature on the paired device.....	30

Getting System Information

Using the System menu.....	31
Error messages	32
Acoustimass® module status indicator	32

Care and Maintenance

Troubleshooting	33
If your console cannot find the Acoustimass® module.....	36
ADAPTiQ® audio calibration error messages.....	36
Factory reset the system	37
Reset a source button on the remote control.....	37
Service connectors on the Acoustimass® module.....	37
Cleaning.....	38
Customer service.....	38
Limited warranty	38
Technical information.....	38

Appendix: Using a Computer for Setup

Important setup information.....	39
Using a desktop computer for setup	39
Setting up the system using a computer	39

Introduction

About your SoundTouch™ 520 home theater system

The SoundTouch™ 520 home theater system provides Bose® quality audio for video sources, SoundTouch™ and *Bluetooth*® technology.

System Features

- Advanced Bose audio processing provides natural and lifelike sound.
- ADAPTiQ® audio calibration optimizes sound quality.
- Display provides access to system settings and information.
- HDMI™ connectivity allows easy setup and ensures high-quality audio from your connected sources.
- Supports Consumer Electronics Control (CEC).
- Programmable universal remote can control your TV, cable/satellite box and other connected sources.
- Hideaway wireless Acoustimass® module provides impactful bass sound.
- Speakers can be mounted on the wall (kit available separately).
- SoundTouch™ wireless adapter enables SoundTouch™ and *Bluetooth*® on your system.

SoundTouch™

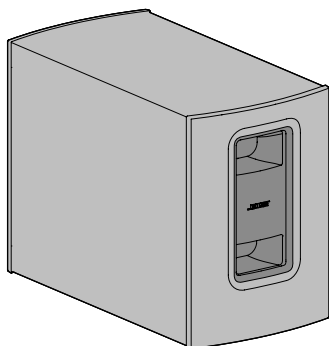
SoundTouch™ provides clear, room-filling sound streamed wirelessly over your home Wi-Fi network. If you have Wi-Fi® at home, you're ready to enjoy your favorite music in any room you want.

SoundTouch™ Features

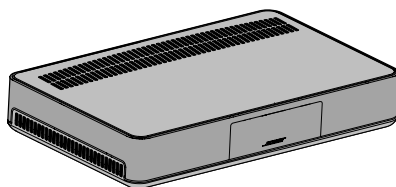
- Enjoy wireless access to Internet radio, music services and your music library.
- Access your favorite music easily with your personalized Presets.
- Wireless setup using your smartphone or tablet.
- Works with your existing home Wi-Fi network.
- Stream music from *Bluetooth*® enabled devices.
- Free SoundTouch™ app for your computer, smartphone, or tablet.
- Simply add additional systems at any time for a multi-room listening experience.
- Wide selection of Bose® audio systems lets you choose the right solution for any room.

Unpacking the system

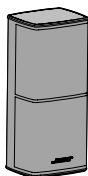
Carefully unpack the carton and confirm that the following parts are included:



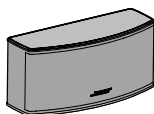
Acoustimass® module



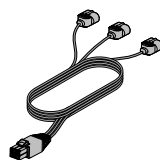
Console



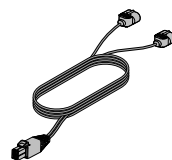
(4) Speakers



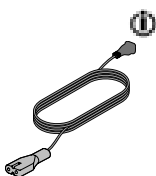
Center speaker



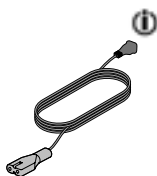
Front speaker cable



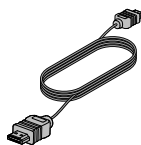
Rear speaker cable



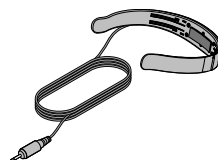
Acoustimass power cord



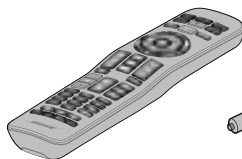
Console power cord



HDMI™ cable



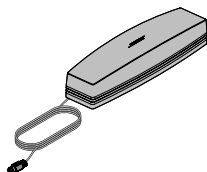
ADAPTiQ® headset



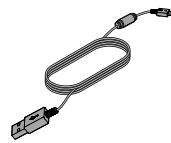
Universal remote control



Rubber feet



SoundTouch™ wireless adapter series II



USB cable

The appropriate power cords for your region are supplied.

Note: If part of the system is damaged, do not use it. Contact your authorized Bose® dealer or Bose customer service. Refer to the contact sheet in the carton.

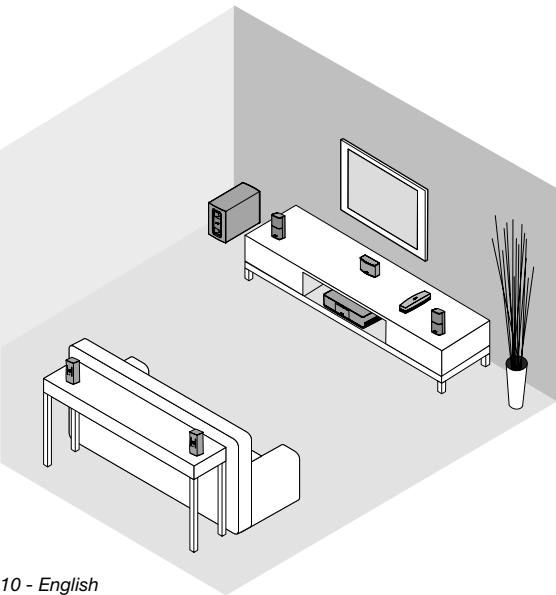
Introduction

Placement guidelines

To avoid wireless interference, keep other wireless equipment away from the system. Place the system outside of and away from metal cabinets, away from other audio/video components and away from direct heat sources.

Acoustimass® module	<ul style="list-style-type: none">• Stand the Acoustimass module on its rubber feet along the same wall as your TV, or along any other wall in the front third of the room.• Choose a stable and level surface. Vibration can cause the Acoustimass module to move, particularly on smooth surfaces like marble, glass or highly polished wood.• Make sure there is an AC (mains) outlet nearby.
Front speakers	<ul style="list-style-type: none">• Place one speaker to the left and one speaker to the right of the TV.• Keep each speaker within 3 ft. (1 m) of the TV, if possible.• If placing the speakers in an enclosed bookcase shelf, position them at the front edge of the shelf.
Center speaker	<ul style="list-style-type: none">• Place the center speaker on a stable and level surface directly above or below your TV.
Rear speakers	<ul style="list-style-type: none">• Place the rear speakers toward the back of the room behind you at ear height (when seated) or higher, if possible.
Console	<ul style="list-style-type: none">• Place the console near your TV. Do NOT place the TV on top of your console.• Make sure there is an AC (mains) outlet nearby.
SoundTouch™ wireless adapter	<ul style="list-style-type: none">• Place the adapter 1 - 6 ft. (.3 - 1.8 m) away from the console, Acoustimass module and other wireless devices to avoid wireless interference.

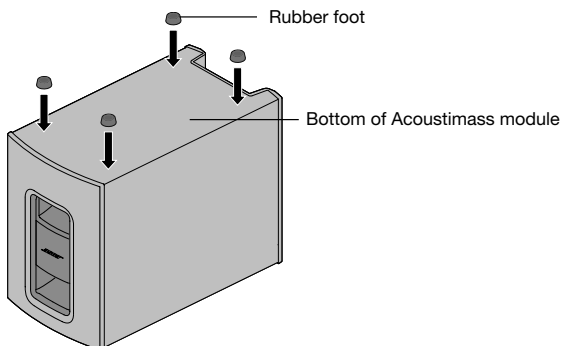
Sample system placement



Attaching the rubber feet to the Acoustimass module

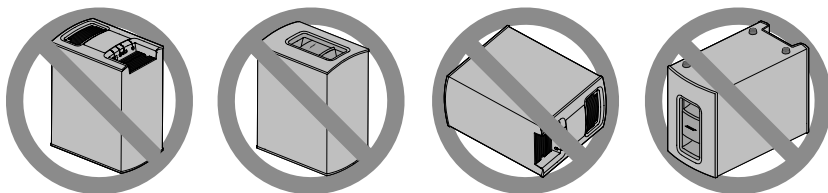
Attach the rubber feet to the Acoustimass module to protect your floor.

1. Turn the Acoustimass module upside down onto a soft surface to protect it from being damaged.
2. Attach the rubber feet to the bottom of the Acoustimass module.



3. Place the Acoustimass module on its feet.

Caution: Do not place the Acoustimass module on its front, back end, side or top when in use.

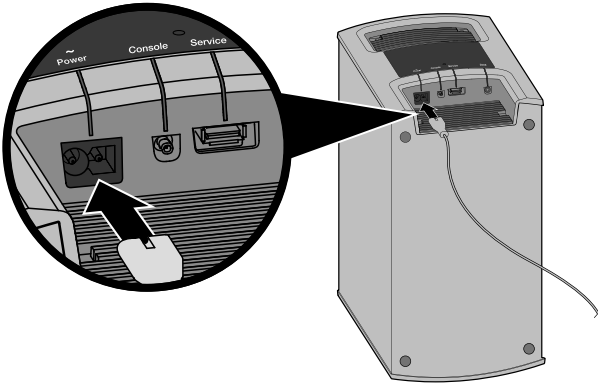


4. Remove all protective films. These may affect acoustic performance if left in place.

Setting Up the Acoustimass® Module

Connecting the Acoustimass module to power

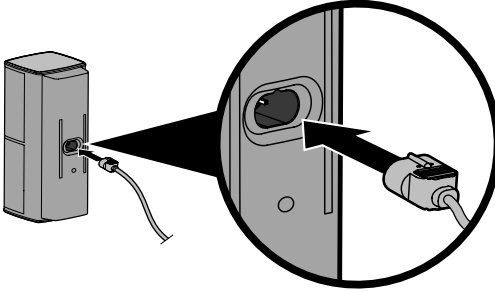
1. Plug the power cord into the Power connector on the Acoustimass module.



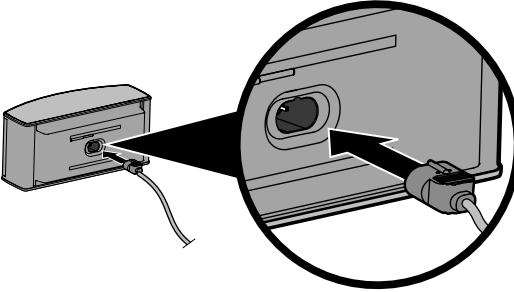
2. Plug the power cord into an AC (mains) outlet.

Connecting the front speakers

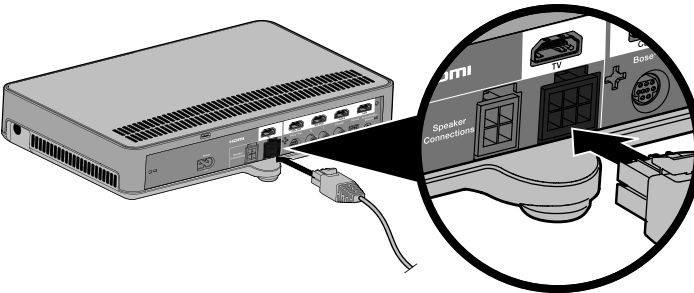
1. Insert the front speaker cable's **L** plug into the speaker on the left of your TV.



2. Insert the front speaker cable's **C** plug into the center speaker.



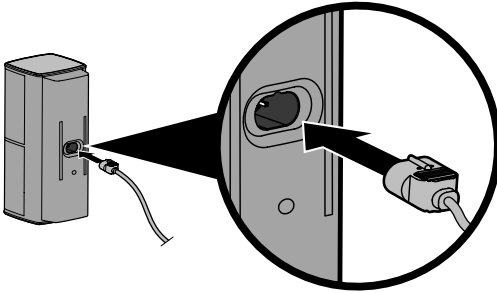
3. Insert the front speaker cable's **R** plug into the speaker on the right of your TV.
4. Insert the other end of the front speaker cable into the 6-pin **Speaker Connections** connector on the console.



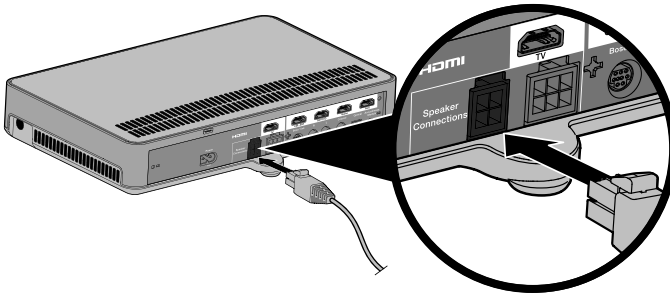
Setting Up the Speakers

Connecting the rear speakers

1. Insert the rear speaker cable's **LR** plug into the left rear speaker.



2. Insert the rear speaker cable's **RR** plug into the right rear speaker.
3. Insert the other end of the rear speaker cable into the 4-pin **Speaker Connections** connector on the console.



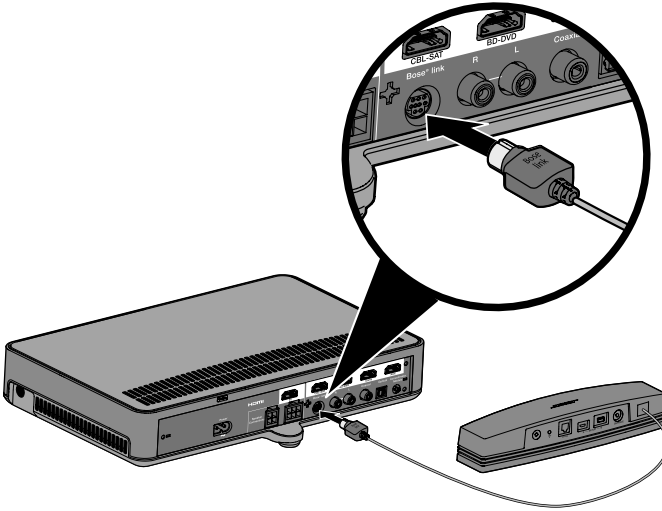
Wall mounting the speakers

You can mount the speakers on wall brackets, floor stands or table stands. To purchase these accessories, contact your local Bose dealer or visit www.Bose.com

CAUTION: Do not use any other hardware to mount the speakers.

Connecting the SoundTouch™ wireless adapter

Connect the adapter to the **Bose® link** connector on the console.



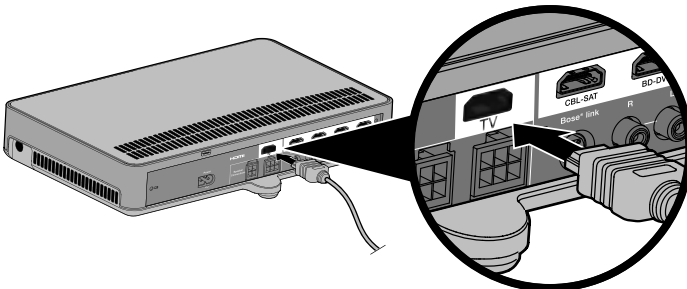
Connecting the console to your TV

Use your TV's HDMI connector labeled **ARC** or **Audio Return Channel** if available. If your TV does not have an HDMI ARC connector, see page 16.

Using the HDMI™ ARC connector

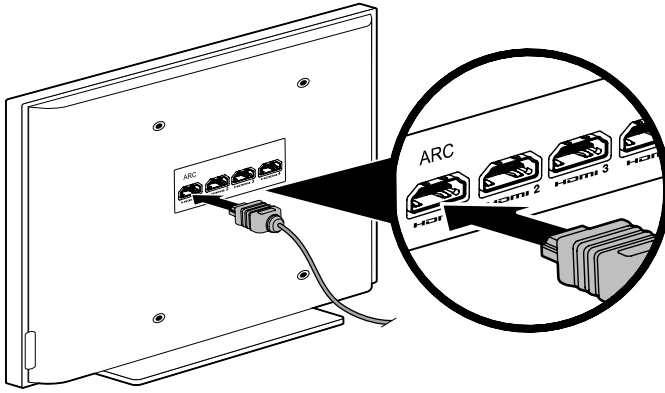
Use the Bose® HDMI cable to connect the console to your TV.

1. Disconnect your HDMI connected sources, such as a cable/satellite box, DVD or Blu-ray Disc™ player or game system, from your TV.
2. Insert one end of the Bose® HDMI cable into the **TV** connector on the console.



Setting Up the Console

3. Insert the other end of the HDMI cable into your TV's **HDMI** connector.



TVs without an HDMI™ ARC connector

If your TV does not have an HDMI ARC connector, you may need to make a secondary connection to the console with an optical, coaxial or analog stereo audio cable. Without this secondary connection, you may not hear audio from the Bose® system.

Use a secondary connection in the following configurations:

- You are using internal sources (such as Internet applications or an over-the-air antenna).
- You are connecting sources to your TV.

Refer to your TV owner's guide for more information.

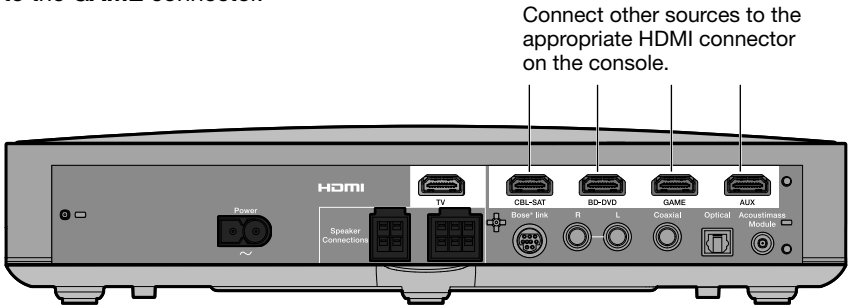
Tip: If your TV has IN and OUT audio connector panels, use audio **OUT** for your secondary connection.

Connecting the console to other sources

Connecting to HDMI™ compatible sources

You can connect the console to other sources, such as a cable/satellite box, DVD or Blu-ray Disc™ player or game system with an HDMI cable (available separately). If your source is non HDMI compatible, see “Connecting to non HDMI™ compatible sources” for configurations with devices that do not support HDMI.

1. Insert one end of an HDMI cable into your source's HDMI (OUT) connector.
2. Insert the other end of an HDMI cable into the appropriate HDMI connector on the console. For example, to connect a game system, connect an HDMI cable to the **GAME** connector.



Connecting to non HDMI™ compatible sources

If your source is non HDMI compatible, connect it to your TV using audio and video cables (available separately). Refer to your TV owner's guide for more information.

Tip: If your source has IN and OUT audio connector panels, use audio **OUT**.

Connecting to audio-only sources

If your audio-only source, such as a media or CD player, is non HDMI compatible:

1. Connect your source to the console's optical, coaxial, analog or SIDE AUX (🎧) connector.

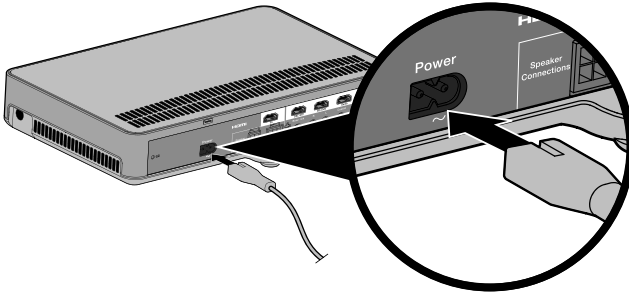
Note: You can use an optical, coaxial, analog or 3.5 mm audio cable (available separately).

2. Set the optical, coaxial, analog or SIDE AUX input for the appropriate source. You can access these settings using the System menu (see page 31).

Starting Up the System

Connecting the console to power

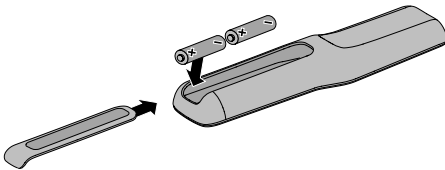
1. Plug the power cord into the **Power** ~ connector on the console.



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

Installing the remote control's batteries

1. Slide open the battery compartment cover on the back of the remote control.



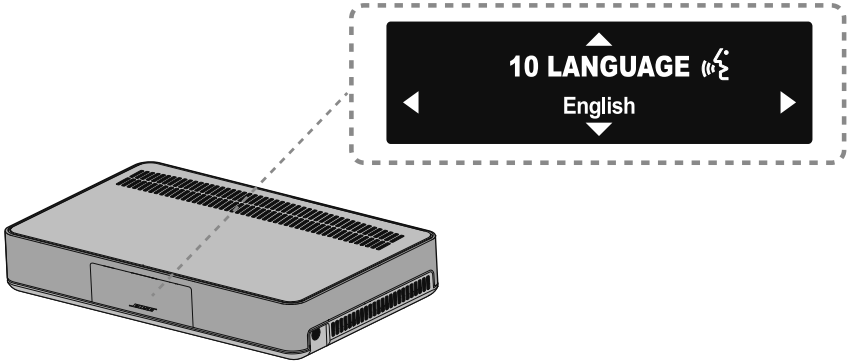
2. Insert the two provided AA (IEC-LR6) 1.5V batteries. Match the + and – symbols on the batteries with the + and – markings inside the compartment.
3. Slide the battery compartment cover back into place.




Powering on your system and selecting your language


1. Press  on the remote.

The console powers on and **10 LANGUAGE**  appears on the display.

Note: After first time startup, the display defaults to your last used source.



2. Press  and  to select your language.
3. Press .


Tip: Look for the  icon in the System menu if you select the wrong language.

The system powers off after sixteen minutes of inactivity. You can disable AUTO OFF using the System menu (see page 31).

Checking for sound

1. Power on your TV.
2. If you are using a cable/satellite box or other secondary source, power on this source.

Tip: If your secondary source is connected to your TV, select the appropriate TV input. You may need to use a different remote.
3. Power on the system.
4. Press the appropriate source button.
5. Check if sound is coming from the Bose® speakers.

Note: If you do not hear sound from the Bose speakers, see “Troubleshooting” on page 33.
6. Press  on the remote control. Check that no sound is coming from the TV speakers.

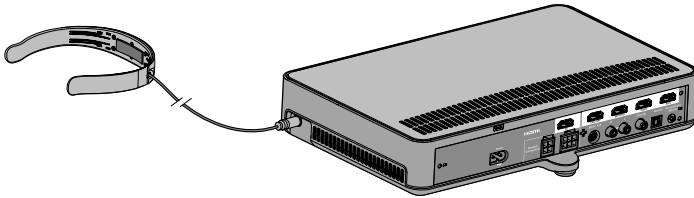
Note: If you hear sound coming from your TV speakers, see “Troubleshooting” on page 33.


Running the ADAPTiQ® audio calibration

The ADAPTiQ audio calibration customizes the sound of the system to the acoustics of your listening area by taking five audio measurements. To perform an audio calibration, you need 10 minutes when the room is quiet.

1. Put the ADAPTiQ headset on your head.

During the ADAPTiQ audio calibration, a microphone on the top of the headset measures the sound characteristics of your room to determine optimal sound quality.



2. Insert the ADAPTiQ headset cable into the  connector on the console.

3. Press **SYSTEM** on the remote control.

4. Press **▲** or **▼** until **14 ADAPTiQ** appears on the display.

5. Press .

6. Follow the voice prompts until the system completes the process.

Note: If you hear an error message and are unable to complete the ADAPTiQ audio calibration, see page 36.

7. Unplug the ADAPTiQ headset from the console and store it in a safe place.

Note: If you move or mount the system or move any furniture, run the ADAPTiQ audio calibration again to ensure optimal sound quality.


Adding the system to your Wi-Fi® network

You must download and install the SoundTouch™ app onto a smartphone or tablet that is connected to your network. The app guides you through connecting the system to your network.

Note: If you do not have a smartphone or tablet, you can use a computer for setup (see page 39).

Add the system to an existing SoundTouch™ account

If you have already set up SoundTouch™ for another system, you do not need to download the SoundTouch™ app again.

1. On your smartphone or tablet, select  to launch the app.
2. Select **EXPLORE > SETTINGS > Systems > ADD SYSTEM** to add another system.

The app guides you through setup.

Download and install the SoundTouch™ app

If this is your first time setting up a SoundTouch™ system, you must install the app. On your smartphone or tablet, download the **SoundTouch™ controller app**.




**Bose® SoundTouch™
controller app**

- iOS users: download from the App Store
- Android™ users: download from the Google Play™ store
- Amazon Kindle Fire users: download from the Amazon Appstore for Android

Connect the system to your home Wi-Fi® network

After you install the app, add the system to your network:

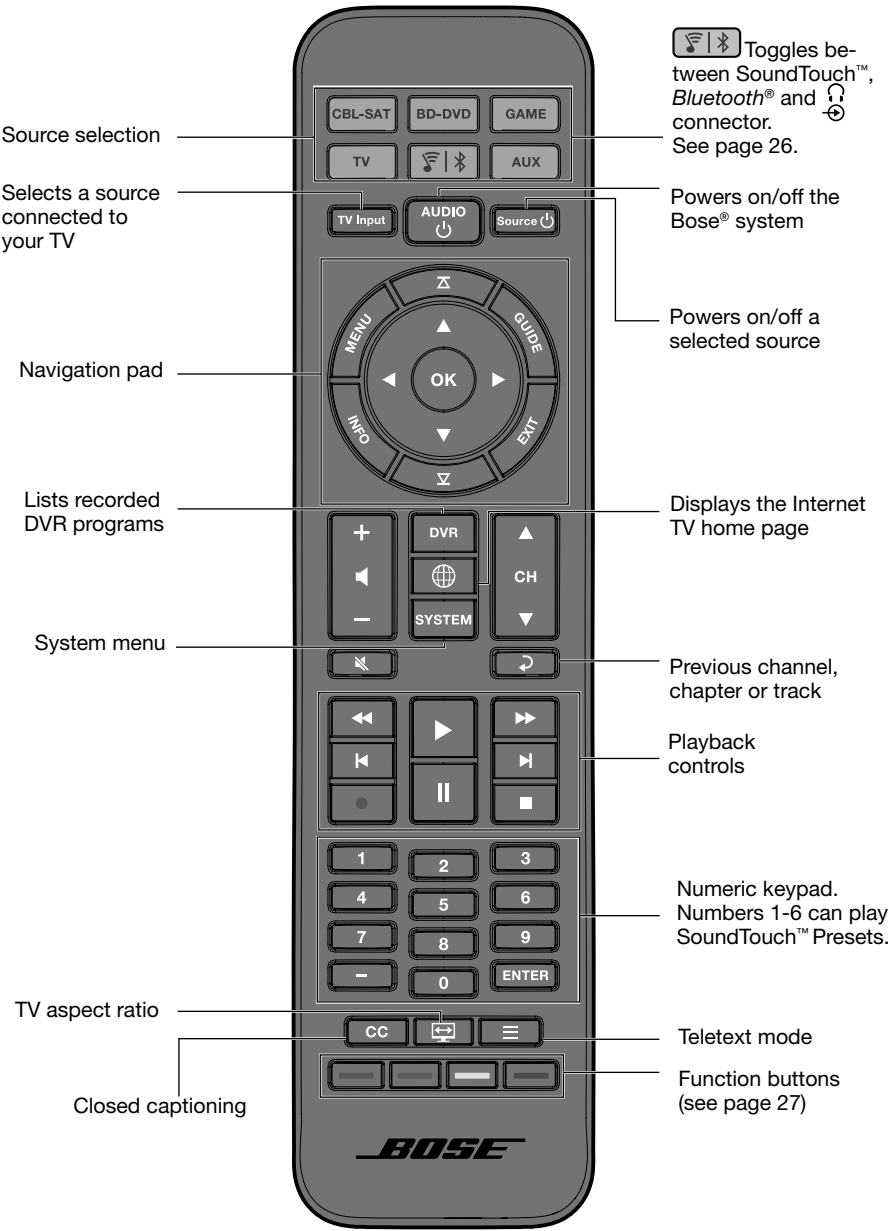
1. On your smartphone or tablet, select  to launch the app.
The app guides you through connecting the system to your Wi-Fi® network.
2. Follow the instructions in the app to complete setup, including creating a SoundTouch™ account, adding a music library and music services.

For more information on using SoundTouch™, see page 28 or download the SoundTouch™ wireless adapter series II owner's guide from the Bose website.

Using the System

Remote control buttons

Use the remote to control sources connected to your system, adjust the system volume, change channels, use playback functions, enable cable/satellite box functions and navigate the System menu.



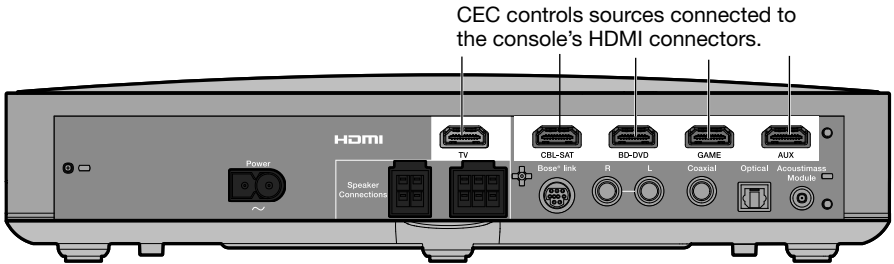
Programming the universal remote control

You can use the remote to control your TV, cable/satellite box, DVD or Blu-ray Disc™ player, game system, DVR or other auxiliary source.

Consumer Electronics Control

The system supports Consumer Electronics Control (CEC). CEC allows you to control multiple HDMI™-connected sources without programming the remote. You can turn on/off CEC using the System menu (see page 31).

Your source may support CEC, but refer to it with a different name. Refer to your source owner's guide for more information.




Tip: You may need to use your source or TV's system menu to enable CEC. Refer to your source owner's guide for more information.

Test your HDMI™ connected sources for CEC

If your sources successfully respond to their corresponding source buttons, you do not have to program your remote.

Note: Your HDMI connected source may not support CEC. Refer to your source owner's guide for more information.

1. Power on the Bose® system, your TV, and the source you are testing.
2. Press a variety of buttons that correspond with your source's functions.
3. Press the  button. The source powers off.

If your source does not perform one of the functions, program the remote control (see page 23).

Using the System

Program the remote to control your source


If your source does not support CEC, you can program the universal remote to control your source, such as a TV, DVD/Blu-ray Disc™ player, cable/satellite box, game system or DVR, by entering the code for your source's brand. There may be several codes for your source. You may need to perform this procedure multiple times to locate the correct code.

Locate your source's code

1. Power on your source.
2. Locate the code for your source's brand in the Universal Remote Device Codes book (provided).

Enter your source's code

1. On the remote control, press and hold the appropriate source button until all six source buttons glow, then release.




For example, to program your TV, press and hold  until all six source buttons glow, then release.

The appropriate source button continues to glow.


2. On the number keypad, enter the code for your source's brand and press + on the volume button.

Test your source's code

1. Test your source for basic functions. Follow the instructions for your source:

- **TV:** press the channel buttons. Press . The settings menu appears. Press ◀ and ▶ to navigate.
- **Cable/satellite box:** press . The programming guide appears. Press ◀ and ▶ to navigate.
- **DVD or Blu-ray Disc™ player:** press . The settings menu appears. Press ◀ and ▶ to navigate.
- **Game system:** press ◀ and ▶ to navigate through your menu.

2. Based on your source's response to basic functions:

- **Remote responds accurately:** press  to exit programming and save your settings.
- **Remote does not respond or does not respond accurately:**
 - **If your source button glows:** press + on the volume button to move to the next code. Repeat steps 1-2 in "Test your source's code". You may need to repeat this procedure 30 or more times. If all six buttons blink three times, you have cycled through all codes for your source.
 - **If your source button is off:** your remote exited programming mode. Repeat steps 1-2 in "Enter your source's code" and steps 1-2 in "Test your source's code".

Note: Your source may not be compatible with IR universal remote controls. Refer to your source's owner's guide for more information.

Source selection


You can switch between sources by pressing the appropriate source button on the remote control. Before you begin, program the remote to control your source (see page 23).

Select a source connected to the Bose® system

If your source is connected to the console and does not use CEC, follow this procedure to set the console to the appropriate mode and turn on the source.

1. Power on the system.
2. Press the button for the source you want to control.


The source button glows.


3. Press .


The source powers on.

Select a source connected to your TV


If your source is connected to your TV, follow this procedure to select the appropriate TV input.


1. Power on the system, your TV and the appropriate source.
2. Press  to select the correct input on your TV.

You may need to press  several times to select the TV input for the source.

On some TVs,  displays a menu. Use the remote control to choose the correct TV input and close this menu.

Universal source buttons and console connectors

The source buttons on your remote control correspond with the connectors on the back of the console. For example,  corresponds with the **BD-DVD** HDMI™ connector.

Your source buttons work with any source that is connected to the corresponding connector. If you have a secondary DVD or Blu-ray Disc™ player and connect it to the **CBL-SAT** connector, it can be programmed to work with .





Note: Ensure you are using the remote code appropriate for the source rather than the connection point when programming the remote.

Using the System

Using the button

This multifunction button enables you to play music on your system.

- Access the SoundTouch™ source on your system
- Stream music from a connected *Bluetooth*® enabled device
- Access the SIDE AUX connector

Press  to toggle between SoundTouch™ (), *Bluetooth* (), and the SIDE AUX () connector.



SoundTouch™

You can control a subset of SoundTouch™ features on your system such as playback controls and Presets. See “Using SoundTouch™” on page 28.

Bluetooth® wireless technology

Your system has *Bluetooth* wireless technology which lets you stream music from *Bluetooth* enabled devices to your system. Your system stores eight previously connected devices in its pairing list. See page 29.


SIDE AUX

The  connector is a 3.5 mm connector located on the side of the console. When set as a connector for an audio in source, the connector can be accessed through the  toggle.

See “5 SIDE AUX” on page 31 for information on how to change the connector settings.

Adjusting the volume

On the remote control:

- Press + to increase the volume.
- Press – to decrease the volume.
- Press  to mute or unmute the audio.

Note: If you hear sound coming from your TV, see “Troubleshooting” on page 33.

Function buttons

The red, green, yellow and blue buttons on the remote control correspond with the color-coded function buttons on your cable/satellite box, Blu-Ray Disc™ player or teletext functions.

- Cable/satellite box or Blu-Ray Disc™ player functions: refer to your cable/satellite box owner's guide.
- Teletext functions: correspond with color-coded page numbers, headings or shortcuts on a teletext display.


Programming a non-Bose® remote control

You can program a non-Bose remote control, such as your cable/satellite box remote, to control the system. Refer to your non-Bose remote control owner's guide or cable/satellite website for instructions.

Once programmed, the non-Bose remote controls basic functions such as power on/off and volume.

Using SoundTouch™

Accessing SoundTouch™

After you create a SoundTouch™ account, you are ready to enjoy SoundTouch™ on your system. You can access SoundTouch™ through the SoundTouch™ app or by pressing  on your remote control.

For more information on using SoundTouch™, download the SoundTouch™ wireless adapter series II owner's guide.

Using the SoundTouch™ app

The SoundTouch™ app is a software application that enables you to set up and control SoundTouch™ from your smartphone, tablet, or computer. Using the app, your smart device acts as a rich remote for the SoundTouch™ source.

- Easily personalize Presets to your favorite music.
- Explore Internet radio, music services and your music library.
- Manage system settings.

Using the SoundTouch™ source

Once you have set up SoundTouch™, you can use the remote to control a subset of features on your system:

- Personalize and play Presets using numbers 1-6 on the numeric keypad.
- Control playback (play, pause, stop, skip to the next track, etc.).

To start SoundTouch™:


Press  on your remote.

A SOUNDTOUCH message appears on the display.

Pairing a *Bluetooth®* enabled device

Bluetooth® wireless technology enables you to stream music from *Bluetooth* enabled smartphones, tablets, computers or other audio devices to your SoundTouch™ system. You can even stream music from *Bluetooth* enabled devices that are not part of your SoundTouch™ ecosystem, such as a guest's smartphone or tablet.


Before you can stream music from a *Bluetooth* enabled device, you must pair the device with your system.

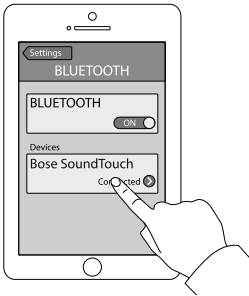
1. On the remote control, press and release  until a *Bluetooth* pairing message appears on the display.

Note: Each time you press  the system toggles between SoundTouch™ (), *Bluetooth* (), and the  connector.

Make sure you see a *Bluetooth* pairing message on the display before you pair your device.

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

Tip: The *Bluetooth* feature is usually found in Settings. A gear icon () often represents Settings on the Home screen.



3. Select your SoundTouch™ system from the device list.
Once paired, your SoundTouch™ system's name appears connected in the device list.
4. On the *Bluetooth* enabled device, play music to stream to your system.

If you cannot pair your device


You may need to clear the system's *Bluetooth* pairing list (see "Troubleshooting" on page 33 for more information). After you clear the list, try pairing again.

Connecting to a paired *Bluetooth*® enabled device

You can stream audio from a *Bluetooth*® enabled device to your system. There are two ways to stream audio from a paired device to your SoundTouch™ system.


If there are multiple devices stored in the system's pairing list, it may take a minute or two for the paired device to connect. Your system's display indicates connection status.

Using the button

1. On the system's remote control, press and release  until a *Bluetooth* connecting message appears on the display.

The system connects to the last device that streamed to your system.

2. On the device, play music.

Tip: If a paired device is connected, you do not need to press  .

If you cannot stream audio from a paired device







Your SoundTouch™ system may have lost connection to the device. Check the system's display. If the paired device is out of range of your system, move the device within range.




Using the *Bluetooth*® feature on the paired device

1. On the *Bluetooth* enabled device, turn on the *Bluetooth* feature.
2. Select your SoundTouch™ system from the device list.
3. Once connected, on the *Bluetooth* enabled device, play music to stream to your system.


Using the System menu

Use the System menu to adjust audio levels, turn on/off features (such as AUTO OFF), change the language, set the coaxial, analog and optical inputs for a particular source, run the ADAPTiQ® audio calibration, pair your Acoustimass® module with the console or factory reset the system.


1. Press  on the remote.
2. Press  and  to scroll through the System menu.
3. Press  and  to adjust the settings.
4. Press .

Display	System state
1 AUDIO COMP	<p>Off: (Default) No change to audio track.</p> <p>Enhance dialogue: Increases the level of dialogue and sound effects at low volume settings while providing full audio impact at high volume settings.</p> <p>Smart volume: Reduces the range of volume levels in a movie soundtrack so the difference between extremely loud outbursts and soft sounds is less noticeable.</p> <p>Note: Enhance dialogue and smart volume features are not available for SoundTouch™, Bluetooth®, or devices connected to the  connector.</p>
2 AUDIO/VIDEO SYNC	Adjusts the audio delay to synchronize audio and video.
3 HDMI-CEC	<p>Default On: (Default) Enables CEC (see page 23).</p> <p>Alternate On: Prevents unintended source switching and may fix CEC inconsistencies (see page 33).</p> <p>Off: Disables CEC.</p>
4 AUTO OFF	<p>Enable: (Default) The system powers off after sixteen minutes of inactivity (no sound coming from the system).</p> <p>Disable: The system will not automatically power off.</p>
5 SIDE AUX	<p>Audio in: Sets the  connector for an auxiliary source.</p> <p>Headphones: (Default) Sets the  connector as a headphone output.</p> <p>Note: If set to Headphones and a cable is connected, the soundbar is muted. Disconnect your headphones when not in use.</p>
6 BASS LEVEL	Adjusts bass level.
7 TREBLE LEVEL	Adjusts treble level.

Getting System Information

Display	System state
8 CENTER LEVEL	Increases or decreases the level of dialogue for movies and TV.
9 SURROUND LEVEL	Adjusts the volume of the rear speakers relative to front speakers.
10 LANGUAGE 	Changes the language on the console and the ADAPTiQ audio calibration.
11 SET OPTICAL INPUT	Sets the optical connector to Auto/TV (Default), CBL SAT, BD DVD, GAME or AUX source.
12 SET COAXIAL INPUT	Sets the coaxial connector to Auto/TV (Default), CBL SAT, BD DVD, GAME or AUX source.
13 SET ANALOG INPUT	Sets the analog connector to Auto/TV (Default), CBL SAT, BD DVD, GAME or AUX source.
14 ADAPTiQ	Starts the ADAPTiQ audio calibration process.
15 PAIR ACOUSTIMASS	Reconnects the Acoustimass® module to the system.
16 FACTORY RESET	Sets the System menu and the ADAPTiQ audio calibration to the factory settings.

Error messages



Display	System state
ERROR Cannot find Acoustimass	The Acoustimass® module is not connected to the console.
<SOURCE> No signal	The source is not connected to the console, or the source is connected to the console and powered off.
SIDE AUX Nothing connected	The source is not connected to the  connector on the console.
ERROR Call Bose	Call Bose® customer service. Refer to the contact sheet in the carton.

Acoustimass® module status indicator


The status indicator on the back of the Acoustimass module provides information on system activity.

Indicator activity	Acoustimass module state
Amber	Connected to the console.
Blinking amber	Disconnected from the console.
Slow blinking amber	Available to make a wireless connection to the console.
Red	System error.

Troubleshooting

Problem	What to do
No power	<ul style="list-style-type: none"> Secure the Acoustimass® module's, soundbar's and console's power cords. Reconnect the Acoustimass module's, soundbar's and console's power cords firmly into an AC (mains) outlet. Use the remote control to power on the system.
No sound	<ul style="list-style-type: none"> Unmute the system. Increase the volume. Plug the Acoustimass module, soundbar and console into a live AC (mains) outlet. Insert the speaker cable into the Speaker Connections connector, not the Bose® Link connector. Insert the HDMI™ cable into a connector on your TV labeled ARC or Audio Return Channel. If your TV does not have an HDMI ARC connector, use a secondary audio cable in addition to the HDMI cable (see page 16). If using a secondary audio cable, insert the cable into a connector on your TV labeled Output or OUT, not Input or IN. Secure all cable connections on the soundbar, TV and connected sources. If your source is connected to your TV, select the correct TV input (see page 25). Toggle CEC between Alternate On and Default On (see page 31). Disconnect headphones when not in use. If connecting your source through the  connector, enable Audio in using the System menu (see page 31). If you are connecting headphones to the  connector, enable Headphones using the System menu (see page 31). If you see the error message Cannot find Acoustimass, pair the Acoustimass module with the console (see page 35). Reset the system (see page 36).
Sound is coming from your TV speakers	<ul style="list-style-type: none"> Insert the HDMI cable into a connector on your TV labeled ARC or Audio Return Channel (if available). Turn off your TV speakers (refer to your TV owner's guide). Decrease your TV volume to its lowest setting.
No or poor video	<ul style="list-style-type: none"> Switch to a different source, then return to the affected source to try and re-establish a signal. Disconnect and reconnect the HDMI cable of the affected source. Disconnect and reconnect the HDMI cable from the console to the TV. Power off and on the affected source, TV and the console. If you assigned the optical, analog, or coaxial digital connector to one of your HDMI™ sources, change it back to Auto/TV (Default) using the system menu. See page 31.

Care and Maintenance




Problem	What to do
Remote control is inconsistent or does not work	<ul style="list-style-type: none"> • Match the + and – symbols on the batteries with the + and – markings inside the compartment (see page 18). • Replace the battery (see page 18). • Press the volume button on the remote control and see if the correct source button flashes. • Remove the protective film from the console. • If using CEC: <ul style="list-style-type: none"> - Point the remote control at the console. - Use the Alternate On setting (see page 31). - Disable CEC on your system (see page 31) and program the remote to control your source (see page 23). • If you have programmed the remote to control your source: <ul style="list-style-type: none"> - Point the remote control at the appropriate source. - Ensure you have entered the correct code for your source's brand. - Program the remote with another code (see page 23).
System does not sync with the correct source / selects the incorrect source after delay (CEC)	<ul style="list-style-type: none"> • Use the Alternate On setting (see page 31). • Disable CEC on your source (refer to your source owner's guide for more information). • Disable CEC on your system (see page 31) and program the remote to control your source (see page 23).
CEC inconsistent or does not work	<ul style="list-style-type: none"> • Use the Alternate On setting (see page 31). • Disable CEC on your source (refer to your source owner's guide for more information). • Disable CEC on your system (see page 31) and program the remote control (see page 24).
Poor or distorted sound	<ul style="list-style-type: none"> • Remove all protective films from the system. • Secure all cable connections on the soundbar, TV, and connected sources. • If you see the error message Cannot find Acoustimass: <ul style="list-style-type: none"> - Plug in the Acoustimass® module. - Pair the Acoustimass module with the console (see page 35). • If using the analog or  connector, decrease the volume on your source. • Factory reset the system (see page 36) and run the ADAPTiQ® audio calibration (see page 20).
Intermittent sound	<ul style="list-style-type: none"> • Secure all cable connections on the soundbar, TV, and connected sources. • Move system away from potential interference, such as a wireless router, cordless phone, television, microwave, etc. • Toggle CEC between Alternate On and Default On (see page 31).

Problem	What to do
Cannot complete network setup	<ul style="list-style-type: none"> • Connect the system to AC (mains) power. • Select correct network name and enter password. • Connect the device and SoundTouch™ system to the same Wi-Fi® network. • Place the wireless adapter within range of the router. • Enable Wi-Fi on the device (mobile or computer) you are using for setup. • If network name does not appear or is hidden, select Manually Connect to Another Network on the CONNECT TO HOME WI-FI NETWORK screen. • Close other open applications. • If using a computer for setup, check firewall settings to ensure that the SoundTouch™ app and SoundTouch™ Music Server are allowed programs. • Test your Internet connection by loading www.SoundTouch.com • Restart your mobile device, or computer, and router. • Uninstall the app, reset the adapter, and restart setup.
Cannot play <i>Bluetooth®</i> audio	<p>On your system:</p> <ul style="list-style-type: none"> • Pair a device (page 29). • Try pairing a different device. • See “No sound”. • Set up SoundTouch™ first, and perform all system updates. • Clear the system’s pairing list using the SoundTouch™ app: <ul style="list-style-type: none"> - Go to EXPLORE > SETTINGS > Systems and select your SoundTouch™ system. - Open the <i>Bluetooth®</i> item and clear the pairing list. <p>On your mobile device:</p> <ul style="list-style-type: none"> • Disable and re-enable the <i>Bluetooth</i> feature. • Remove the system from the <i>Bluetooth</i> menu. Pair again. • Refer to your <i>Bluetooth</i> enabled device’s documentation.

Care and Maintenance

If your console cannot find the Acoustimass® module

The Acoustimass module and console are paired at the factory. However, if you see the error message **Cannot find Acoustimass** on the display, perform this pairing procedure:

1. Unplug the Acoustimass module.
2. Press  on the remote control.
3. Press  until **15 PAIR ACOUSTIMASS** appears on the display.
4. Press .
Plug in Acoustimass appears on the display.
5. Plug the AC power cord into an AC (mains) outlet.

After the Acoustimass module connects to the console, **Pairing complete** appears on the display.

Note: For alternate connection options due to excessive wireless interference, contact customer service.

ADAPTiQ® audio calibration error messages

Listen to the voice prompts for the following error messages:

Error message	Problem	What to do
1	The microphone on the ADAPTiQ headset cannot detect sound.	<ul style="list-style-type: none">• Secure all speaker cables.• Ensure the microphone opening on the top of ADAPTiQ headset is not blocked.• Your ADAPTiQ headset may be damaged. Call Bose® customer service for replacement parts. Refer to the contact sheet in the carton.
2	The room is too loud.	Restart the ADAPTiQ audio calibration when the room is quiet.
3	The ADAPTiQ headset is too close to the speakers.	Move the ADAPTiQ headset farther away from the speakers.
4	The listening locations are too similar.	Move 1 - 2 ft. (.3 - .6 m) away from your previous listening location.
5	The ADAPTiQ headset cannot take measurements due to movement.	Hold your head still.

After correcting your problem, you must restart the ADAPTiQ audio calibration (see page 20).

If you hear a different error message, call Bose customer service for further instructions. Refer to the contact sheet in the carton.

Factory reset the system

To troubleshoot problems, reset the System menu and the ADAPTiQ® audio calibration to the factory settings.

1. Press **SYSTEM** on the remote control.
2. Press **▼** until **16 FACTORY RESET** appears on the display.
3. Press **5**.
The system resets.
4. Run the ADAPTiQ audio calibration (see page 20).

Reset a source button on the remote control

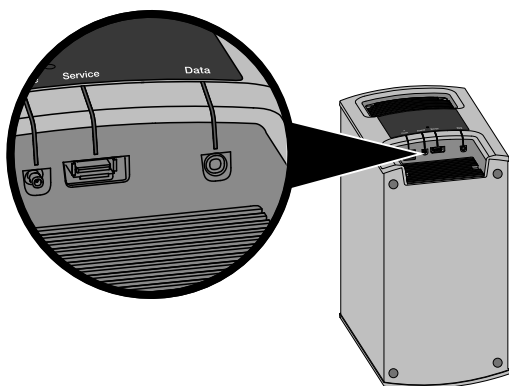
If you are experiencing problems with a source button on the remote control, reset the source button to the factory settings.

After performing this procedure, your source button is in CEC mode.

1. On the remote control, press and hold the appropriate source button until all six source buttons glow, then release.
Only the appropriate source button glows.
2. On the number keypad, enter **0140**.

Service connectors on the Acoustimass® module

The Service and Data connectors are for service use only. Do not insert any cables into these connectors.



Care and Maintenance

Cleaning

- Clean the surface of the system with a soft, dry cloth.
- Do not use any sprays near the system. Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia or abrasives.
- Do not allow liquids to spill into any openings.

Customer service

For additional help using the system:

- Visit SoundTouch.com
- Contact Bose® Customer Service. Refer to the contact sheet in the carton.

Limited warranty

Your system is covered by a limited warranty. Details of the limited warranty are provided on the product registration card that is in the carton. Please refer to the card for instructions on how to register. Failure to register will not affect your limited warranty rights.

The warranty information provided with this product does not apply in Australia and New Zealand. See our website at www.Bose.com.au/warranty or www.Bose.co.nz/warranty for details of the Australia and New Zealand warranty.

Technical information

Acoustimass® module

Power rating: 100-240V ~ 50/60Hz 150W

Console

Power rating: 100-240V ~ 50/60Hz 60W

Important setup information

- You can set up your system using a computer rather than a smartphone or tablet.
 - Use a computer that is on your Wi-Fi® network.
 - Use a computer where your music library is stored.
 - You need the provided USB cable.*
 - Do not connect the USB cable until the app instructs you to connect the cable.
- * *The SETUP A USB connector on the back of the system is for computer setup only. The USB connectors are not designed to charge smartphones, tablets, or similar devices.*

Using a desktop computer for setup

If you are using a desktop computer, move the console and SoundTouch™ wireless adapter near the computer to set up your system. During setup, the app prompts you to connect the USB cable from the computer to the wireless adapter (temporarily).

After setup, disconnect the USB cable and the console from your computer and from AC (mains power) and move the system to its permanent location.

Setting up the system using a computer

1. On your computer, open a browser and go to:
SoundTouch.com/app
Tip: Use the computer where your music library is stored.
2. Download and run the SoundTouch™ app.
3. Connect the system to your home network (see page 20).

The app guides you through setup.



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