

The Bose logo is centered within a solid black rectangular box. The word "BOSE" is written in a white, italicized, sans-serif font with a registered trademark symbol (®) at the end.

BOSE[®]

ANZ Displays

**ANZ - ALL RETAILERS
TROUBLESHOOTING GUIDE**

Select display to go directly to page

Personal audio

- [Bluetooth Display](#)
- [Wearables Sustain 90cm](#)

Home Speaker Displays

- [Home Streaming Speaker Display](#)

Soundbar Displays

- [Smart Soundbar Display](#)
- [TV Speaker](#)

S1 PRO Display

- [S1 Pro Display](#)

Club Displays

- [Solo 5 Club](#)
- [Soundlink Mini Club](#)

Wearable Displays



Self help guide

Problem: No sound coming from the headphones.

Solution: Perform a power reset by removing from power for 1 – 2 minutes before reconnecting and allowing 10 minutes for the boot-up process to complete. Test the Headphones again. If there is still no demo from button pushes, try double-tapping over the “Bose” logo on the right-ear cup of the NC700 – this part has a capacitive touch sensor.

Problem: No demo from live button pushes.

Solution: Perform a power reset by removing from power for 1 -2 minutes before reconnecting and allowing 10 minutes for the boot-up process to complete.

Problem: Flashing red light emitting from headphone.

Solution: Product requires replacement. Log a Display Service Request [here](#).

Problem: Headphones have become loose or stolen.

Solution: Log a Display Service Request [here](#).

[Back to contents page](#)

Bluetooth Speaker Displays



Self Help Guide

Problem: No audio from speaker(s).

Solution: Check that all speakers are connected firmly to their Micro USB cables. Then perform a power reset to the display, at either the power point or behind the front display panel via the **red** button.

Problem: No response from the product buttons.

Solution: Check that all speakers are connected firmly to their Micro USB cables. Then perform a power reset to the display, at either the power point or behind the front display panel via the **red** button.

Problem: Speaker has become loose or stolen.

Solution: Log a Display Service Request [here](#).

Home Speaker Displays



Note: Bluetooth pairing will force the display out of its demo loop. Please perform a power reset.

Self Help Guide

Problem: No sound or response from the product buttons.

Solution: Perform a power reset to the display by removing power from the power point for 1 – 2 minutes before reconnecting and allowing 30 minutes for the display to automatically boot up.

Problem: PHS is trying to BT to a phone. No demo from the HS500.

Solution: Clear the BT history on the PHS by holding the “Bluetooth” button for 20 seconds until an audio confirmation of BT clearing and then power down the PHS by pressing the power button. Perform a power reset to the display by removing power from the power point for 1 – 2 minutes before reconnecting and allowing 30 minutes for the display to automatically boot up.

Problem: HS500 frozen image.

Solution: Perform a power reset to the display by removing power from the power point for 1 – 2 minutes before reconnecting and allowing 30 minutes for the display to automatically boot up.

Problem: Speaker has been damaged or stolen.

Solution: Log a Display Service Request [here](#).

Smart Soundbar Displays



Note: Display may take up to 30 min to boot up and be functional. Please allow this time before attempting anything else.

Self help guide

Problem: Bass module not responsive.

Solution: Check the 3.5mm stereo cable at both ends behind the soundbar and the sub are fully connected by removing and reconnecting them. Then perform a power reset to the display at the power point or behind the front display panel via the **orange** switch. Ensure power is left off for 1 – 2 minutes before reconnecting and allowing 30 minutes for the display to automatically boot up.

Problem: No response from the display touch panel.

Solution: Check that the cables in the back of the soundbar are securely plugged in. Perform a power reset to the display by removing power from the power point for 30 seconds before reconnecting.

Problem: No response from the display touch panel. Solid **red** light emitting from soundbar.

Solution: Soundbar requires replacement. Log a Display Service Request [here](#).

Problem: Soundbar has become loose or stolen.

Solution: Log a Display Service Request [here](#).

[Back to contents page](#)

TV Speaker Display



Note: There are variations with either a HD922 Demo engine or the HD1024

Self Help Guide

Problem: No audio

Solution: Check the 3.5mm Serial Data cable behind the product is fully connected by removing and reconnecting it, then perform a power reset to the display at the power point, allowing 2 minutes for the display to automatically boot up.

Problem: Not Operational.

Solution: Check the 3.5mm Serial Data cable behind the product is fully connected by removing and reconnecting it, then perform a power reset to the display at the power point, allowing 2 minutes for the display to automatically boot up.

Problem: No audio from TV Speaker. Optical cable, serial data cable or power cable behind TV Speaker has been moved.

Solution: Check that the optical cable, serial data cable and power cable are fully connected by removing and reconnecting them, then perform a power reset to the display at the power point, allowing 2 min for the display to automatically boot up.

Problem: No response from the display touch panel.

Solution: Check that all cables behind the soundbar are all securely plugged in. Perform a power reset to the display at the power point or behind the front display panel via the **orange** switch.

Problem: Soundbar has become loose or stolen.

Solution: Log a Display Service Request [here](#).

[Back to contents page](#)

S1 PRO Displays



Self Help Guide

Problem: No demo from live button pushes.

Solution: Remove the display from power. Check that the service microUSB cable is securely plugged into the back of the S1 Pro. Plug the display back into power and wait 5 minutes so the boot-up process can complete.

Problem: Speaker has become loose or stolen.

Solution: Log a Display Service Request [here](#).

Club displays

Costco

Solo 5 (Club) 772021-4210

- Product assortment – Solo 5



Self help guide

Problem: No demo from live button pushes.

Solution: Check that all the cables are securely plugged into the back of the soundbar. After checking that, power down the display by removing the plug from the power board and wait 1-2 minutes before plugging back in to power. Wait 10 minutes for the boot-up process to complete.

Problem: Soundbar has been damaged or stolen.

Solution: Log a Display Service Request [here](#).

[Back to contents page](#)

SoundLink Mini (Club) 755864-5300

- Product assortment – SoundLink Mini
- Dimensions: 42 (w) x 61 (h) x 45 (d) cm.
- Weight: 11kg



Self help guide

Problem: No demo from live button pushes.

Solution: Check that the cables plugged into the product are secure and plugged in. Power down the display by removing the power plug from the power board and wait 1-2 minutes before plugging back in. Wait 1-2 minutes for the boot-up process to complete before testing the display again.

Problem: Display has been damaged or stolen.

Solution: Log a Display Service Request [here](#).

