

## **How do I set up the Bose Home Speaker 500?**

Simply download the Bose Music app on your device, plug in the speaker and open the app to get started. The app will guide you through setting up your account on the speaker, adding your account information for your favourite music services and adding Amazon Alexa to the product (where available).

## **Is the Bose Home Speaker 500 compatible with Bose SoundTouch speakers?**

No. The Bose Home Speaker 500 uses the new Bose Music app for setup, control and music browsing, while Bose SoundTouch products use the SoundTouch app.

## **What sources can I play music from?**

The Bose Home Speaker 500 can play music directly from streaming music services over Wi-Fi®, controlled either by Amazon Alexa (where available) or using the Bose Music app. The Bose Home Speaker 500 also has Bluetooth and Apple AirPlay 2 capabilities and a standard 3.5-mm auxiliary line-in jack. Additionally, you can play music on the Bose Home Speaker 500 from the Spotify® app on a smartphone, tablet or computer using Spotify® Connect.

## **Does the Bose Home Speaker 500 play Apple Music?**

Yes. Apple Music can be accessed over Bluetooth or Apple AirPlay 2.

## **What music services can I access from the Bose Home Speaker 500?**

The Bose Home Speaker 500 can play music directly over Wi-Fi from Spotify, Pandora®, TuneIn, iHeartRadio™, Amazon Music, SiriusXM and Deezer. Alexa access on the Bose Home Speaker 500 allows voice control of Spotify, Pandora®, TuneIn, iHeartRadio™, Amazon Music, SiriusXM, Deezer and Audible. Apple AirPlay 2 compatibility allows access to Apple Music. Other services may be accessed by playing from a device using a Bluetooth connection. Music and voice services may vary.

## **How can I control the music playing on the speaker?**

You can initiate and control content on the Bose Home Speaker 500 using the Bose Music app, the buttons on the speaker or your voice (via Amazon Alexa, where available). You can also control the speaker using Spotify® Connect (through the Spotify app) or Apple AirPlay 2 compatibility for added control from Apple devices.

## **How do I turn off the microphones on the speaker?**

The microphones on the Bose Home Speaker 500 can be turned off with a single tap of the microphone off button on the top of the product (on the lower left). This button completely cuts power to the microphones so Alexa will not hear any commands. For security reasons, it is not

possible to use a voice command or the Bose Music app to turn the microphones on or off; only physically tapping the button can control the microphones. When the microphones are off, this button will always be backlit with a red LED light.

### **Can I still play music on the speaker when the microphones are turned off?**

Yes. Although the Bose Home Speaker 500 has Alexa built in, you can also play music from non-Alexa sources, such as integrated Wi-Fi music services available through the Bose Music app and the preset buttons on the product. You can also use a Bluetooth® or auxiliary connection. All of these non-Alexa sources are available independent of whether the microphones are turned off or whether Alexa is installed.

### **What is the colour LCD display screen on the product for?**

The LCD display shows information about the content currently playing on the speaker, including album art, track name, artist name, music service information, radio station name, location and more. There is an optional clock setting available in the Bose Music app, which displays the time when the speaker is in standby mode. The display also shows setup and diagnostic information. It does not play video content and is not a touch screen. It will automatically dim based on the brightness of the room and will turn off if content is not playing.

### **What does the white bar of light above the LCD display on the product screen do?**

The light bar, located just above the LCD display on the front of the product, shows animations to indicate Alexa behaviours (such as listening, responding etc.), status indications (starting up, downloading and installing updates; connecting to Bluetooth®; button taps) and other statuses.

### **Can I use the Bose Home Speaker 500 as a clock or alarm?**

Yes. In the settings menu of the Bose Music app, there is an option to turn on a clock so that the speaker will show the current time on its LCD display screen when it is in standby mode. You can also use Alexa (where available) to ask for timers and alarms.

### **Does the Bose Home Speaker 500 have a battery for portable use?**

No. The speaker must be plugged into a wall socket to function.

### **Does the Bose Home Speaker 500 have NFC built in?**

No.

### **Does the Bose Home Speaker 500 include or work with a remote control?**

No. You can control the product from across the room through the use of Alexa voice control (where available) or from anywhere on your Wi-Fi network using the Bose Music app.

### **What app should I use to set up and control the Bose Home Speaker 500?**

The Bose Music app is used to set up and control the speaker. Once you've set up the speaker with the app, you can also control the speaker with its buttons or with your voice (via Alexa, where available). Certain Alexa-related settings can be managed in Amazon's Alexa app.

### **Can multiple people in my household share the Bose Home Speaker 500?**

Yes. The new Bose Music app is personalised so that multiple users can each have the Bose Music app on their own device and control the speaker with their own music services and favourite content.

### **Do I have to use a virtual assistant?**

No. The use of a virtual assistant is optional; you can initiate music from the Bose Music app and other sources without using Alexa. In countries where Alexa is available on the Bose Home Speaker 500, the option to add Alexa can be declined during setup and revisited at any time. You can also remove Alexa from the speaker at any time via the settings menu of the Bose Music app. And when Alexa is installed, the microphones may be turned off at any time with the microphone off button on the speaker.

### **What can I do with Alexa on the Bose Home Speaker 500?**

It is not possible to provide a comprehensive list of supported features because Alexa is constantly evolving. However, the integration of Alexa with the new Bose family of smart products supports the vast majority of Alexa functionalities, including music playback, control of smart home devices, setting timers and alarms and general information requests. Here are some example commands to try:

Alexa, play the Beatles on Spotify.

Alexa, play my Discover Weekly playlist on Spotify.

Alexa, play some indie music.

Alexa, play my dinner party playlist.

Alexa, turn it up.

Alexa, next track.

Alexa, do I need an umbrella today?

Alexa, set a timer for 10 minutes.

Alexa, wake me up at 7 am.

Alexa, what's the capital of Brazil?

Alexa, tell me a joke.

Alexa, what's the news?

### **Can I use Alexa to control smart home devices?**

Yes. The various smart home device control abilities of Alexa Skills work on the Bose Home Speaker 500: for instance, "Alexa, set my smart thermostat to 22 degrees" or "Alexa, turn off the lights".