

BOSE[®]

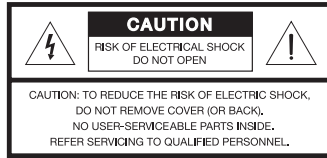


 SoundTouch[™] 30/20
Wi-Fi[®] music systems

Owner's Guide

Safety

Please take the time to carefully read and follow these Important Safety Instructions. They will help you set up and operate your system properly and enjoy its advanced features. Save this guide 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. Liquids can cause a failure and/or a fire hazard.



WARNINGS:

- Keep new and used batteries away from children. Do not ingest battery, chemical burn hazard. The remote control supplied with this product contains a coin/button cell battery. If the coin/button cell battery is swallowed it can cause severe internal burns in just 2 hours and can lead to death. If the battery compartment does not close securely, stop using the product. If you think the battery may have been swallowed or placed inside any part of the body seek immediate medical attention. May explode or cause a fire or chemical burn if incorrectly replaced or mishandled. Do not recharge, disassemble, heat above 212°F (100°C), or incinerate. Replace only with an agency approved (ex. UL) CR2032 or DL2032 3-volt lithium battery. Dispose of used batteries promptly.
- Do not place naked flame sources, such as lighted candles, on or near the apparatus.



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



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



The product contains magnetic material. Please contact your physician if you have any questions on whether this might affect the operation of your implantable medical device.



CAUTION:

Make no modifications to the system or accessories. Unauthorized alterations may compromise safety, regulatory compliance, and system performance.

NOTES:

- 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 recreation vehicles, or on boats.
- The product label can either be located on the back or bottom of the system.
- Operate this product within the temperature range of -4° F to 113° F (-20° C to 45° C).



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.

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 or moisture.
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 cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Use only 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 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 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 to an outlet on a different circuit than the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

FCC WARNING

Changes or modifications not expressly approved by Bose Corporation could void the user's authority to operate this equipment.

In USA and Canada

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.

This equipment complies with FCC and Industry Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between radiator and your body.

This device complies with Industry Canada licence-exempt RSS standards(s).

Safety

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	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

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T 11363-2006.

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 in SJ/T 11363-2006.

Please complete and retain for your records

The serial and model number can be found on the back or bottom of the system.

Serial number: _____

Model number: _____

Purchase date: _____

We suggest you keep your receipt in a safe place.



Made for



iPod



iPhone



iPad

AirPlay works with iPhone, iPad, and iPod touch with iOS 4.3.3 or later, Mac with OS X Mountain Lion, and Mac and PC with iTunes 10.2.2 or later.

SoundTouch and the wireless note design are trademarks of Bose Corporation in the U.S. and other countries.

AirPlay, Bonjour, iPad, iPhone, iPod touch, iTunes, Mac, and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

"Made for iPod," "Made for iPhone," and "Made for iPad" mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone or iPad may affect wireless performance.

Android is a trademark of Google, Inc.

Wi-Fi is a registered mark of the Wi-Fi Alliance.

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

A personal computer is required for product setup. A home Wi-Fi network and Internet access are required.

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Introducing SoundTouch™ from Bose®

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Introducing SoundTouch™ from Bose®

With SoundTouch™, you can stream Internet radio, music services, and your music library. If you have Wi-Fi® at home, you're ready to enjoy your favorite music in any room you want.

Key Benefits

- Enjoy wireless access to Internet radio, music services and your music library.
- Stream your favorite music easily with personalized presets.
- Works with your existing home Wi-Fi network.
- Free SoundTouch™ app for your computer, smartphone or tablet provides more powerful control.
- 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.

Introduction

About your SoundTouch™ 30/20 system

Your SoundTouch™ Wi-Fi® music system provides clear, room-filling sound streamed wirelessly over your home Wi-Fi network. Use the free SoundTouch™ app to set up and control your system. See “Adding the system to your Wi-Fi® network” on page 10.

System features

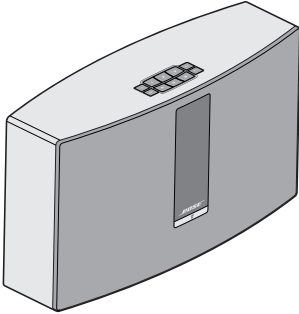
- Six presets on the system and its remote deliver your music with just one touch
- 1.6-in. display communicates system status and information
- Stream your music via AirPlay® for your Apple® devices
- Remote control for point-and-click control from up to 20 feet away
- AUX connector enables playback from an external media player
- Ethernet connector enables wired access to your home network
- USB connectors for network setup*
- Free SoundTouch™ app for system setup and control

*The USB connectors on the back of the system (SETUP A and SETUP B) are for setup only. The connectors are not designed to charge smartphones, tablets, or similar devices.

Unpacking the system

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

Note: Do not connect any cables to the system until after you launch the SoundTouch™ app. See “Adding the system to your Wi-Fi® network” on page 10.



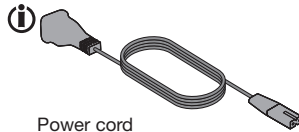
SoundTouch™ Wi-Fi® music system



Remote control



USB cable (setup only)



Power cord

i May ship with multiple power cords. Use the power cord for your region.

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 list in the carton.

Save the carton and packing materials for transporting or storing the system.

Setting up the System

Adding the system to your Wi-Fi® network

Before you can use SoundTouch™ you must install the SoundTouch™ app onto a computer that is on your home network. Next, you will use the app to connect the system to the network. The app guides you through the setup process.

Make sure you follow the instructions on your computer.

Note: If you have already set up SoundTouch™ for another system, just launch the app and click **EXPLORE** > **SETTINGS** > **Systems** > **ADD SYSTEM** to add another system.

Installing the SoundTouch™ app

1. From a computer that is on your Wi-Fi network, open a browser and go to:
http://www.Bose.com/soundtouch_app

Tip: If you want SoundTouch™ to play your iTunes® or Windows Media® Player music library, use the computer where your music library is stored.

http://www.Bose.com/soundtouch_app



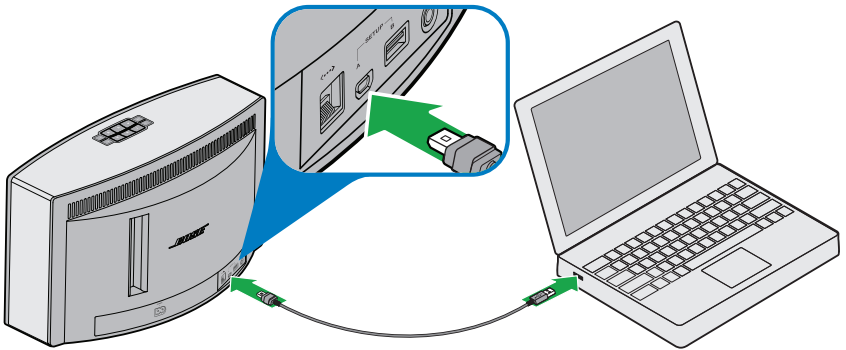
2. Download and install the SoundTouch™ app onto your computer.
You are now ready to connect the system to your network.

Note: Do not connect any cables to the system until the app instructs you to connect the cables.

Setting up the System

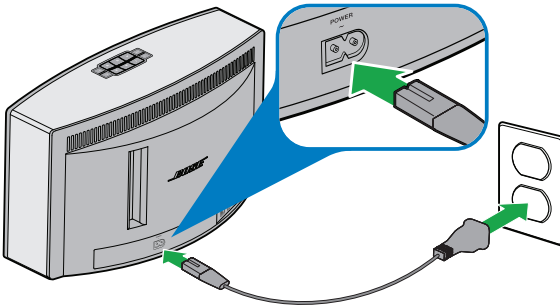
Connecting the system to your home Wi-Fi® network

1. Launch the app by double-clicking the SoundTouch™ icon.
The first time the app launches, it guides you through setting up the system on your Wi-Fi network.
The app instructs you to connect the system.
2. Place the system on a sturdy surface, close to an AC (mains) power outlet and to your computer.
3. When prompted by the app, plug the small end of the USB cable into the **SETUP A** connector on the system.



SoundTouch™ 30 system

4. Plug the other end of the USB cable into a USB port on your computer.
5. Plug the power cord into the **POWER** connector on the system.




SoundTouch™ 30 system

6. Plug the other end of the power cord into an AC (mains) power outlet.
The app detects the system and instructs you to enter your network credentials.
7. Follow the instructions on your computer to complete setup, including creating a SoundTouch™ account, locating your music library, signing in to music services, exploring music and personalizing your presets.

Using the System

Powering on the system

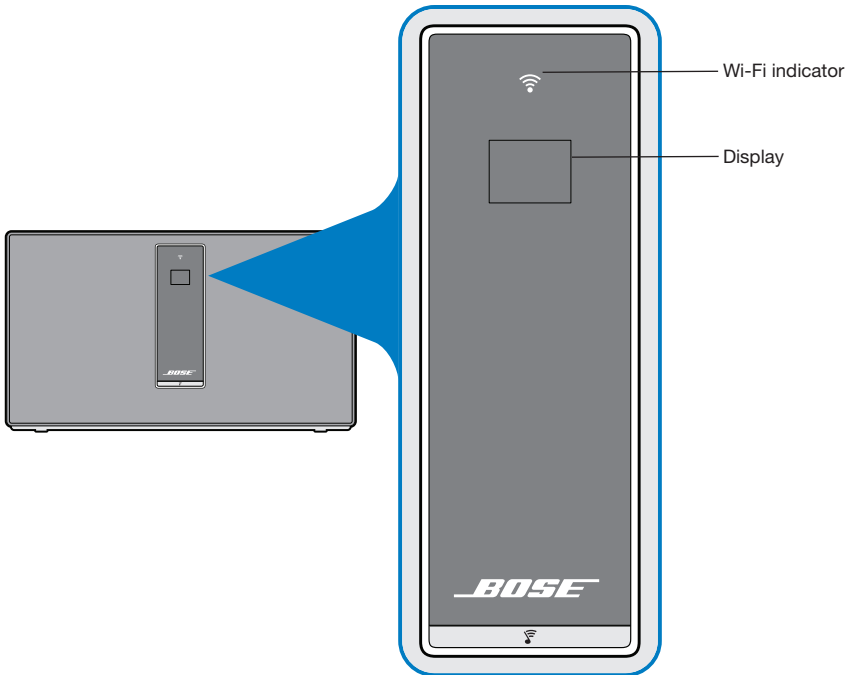
On the button pad or the remote control, press **Power** . The display may show an icon, message, or Now Playing information, depending on system state. For a list of icons that may appear on the display, see page 13.

Tip: You can also press a Preset or **AUX** to power on the system.

Getting system information

The front of the system shows information via the display and the Wi-Fi® indicator.













- Display: shows system messages and Now Playing information (see page 13).
- Wi-Fi indicator: shows Wi-Fi status (see page 15).



Front panel of the system

Understanding messages on the display

The display shows system information and icons, and may include album or artist.

Display icon	Description
	System is booting up
	Progress spinner
	Appears at initial power on. Instructs you to refer to setup instructions
	Internet radio is playing
	AirPlay mode is active
	Volume is being adjusted
	Volume is muted
	Music library is playing
AUX	Auxiliary mode is active
	Skipping forward to the next track
	Skipping backward to the previous track
	Audio is paused
	Audio is stopped
1 2 3 4 5 6	Preset is selected

Using the System

Wi-Fi® Indicator





The Wi-Fi indicator on the front of the system indicates Wi-Fi status.

Indicator activity	System state
Blinking white	Connecting to Wi-Fi network
Solid white (dim)	Power saving mode and connected to Wi-Fi network
Solid white (bright)	System is on and connected to Wi-Fi network
Blinking amber	Disconnected from Wi-Fi network
Solid amber	System is in alternate setup mode (see page 22)
Off	Networking disabled or system connected to Ethernet

System control buttons

The system controls reside on the button pad and on the remote control. You can also control the system using the SoundTouch™ app (see page 15).

- Button pad: enables you to power the system, set and play your presets, adjust the volume, and activate auxiliary mode.
- Remote control: enables the same functionality as the button pad, plus additional features: skip backward/skip forward and play/pause.

Button	Description
	Power: Press to power on/off the system
1 2 3 4 5 6	Six preset buttons: <ul style="list-style-type: none">• Press and hold to set a preset to what is currently playing• Press a preset to play it
	Volume Up/Volume Down: Press to increase/decrease volume
AUX	Auxiliary mode: Press to listen to device plugged into AUX connector
	Skip Backward/Skip Forward: Press to skip tracks (remote control only)
	<ul style="list-style-type: none">• Play/Pause: Press to toggle play or pause audio• Mute/Unmute: Press to mute or unmute a device connected to AUX (remote control only)

Controlling the System using the App

Using the SoundTouch™ app

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

The app enables you to manage your system settings, explore local and global Internet radio stations, set and change presets, stream music to the system, view what is playing, plus much more.

After you set up the system on your network using the SoundTouch™ app, you are ready to explore streaming music and personalize your presets.

Getting help

If you need more information on using the system, use Help Tips or Online help.

Help Tips

After setup is complete helpful tips appear on the screen, based on the task you are trying to complete. These tips instruct you how to use the system, including how to personalize your presets.

To activate the tips

If you have deactivated tips, follow these instructions to re-activate tips.

1. Launch the SoundTouch™ app and click **EXPLORE** > **SETTINGS** > **Help Tips**.
2. Slide the SHOW TIPS slider to ON.

Online help

For information about using SoundTouch™:

1. Click **EXPLORE** > **HELP** in the app.
2. Browse through the help topics.

Downloading the app for your mobile device

Bose® offers a free mobile version of the SoundTouch™ app so you can control the system from your smartphone or tablet.

To install the app for your smartphone or tablet:

- For iOS users: download the SoundTouch™ controller app from the App Store
- For Android™ users: download the SoundTouch™ controller app from the Google Play™ Store

Controlling the System using the App

Controlling the system from another computer

Once you set up the SoundTouch™ system on your home Wi-Fi® network, you can control the system from any computer on the same network.

1. On the computer where you want to control the system, open a browser and go to:
http://www.Bose.com/soundtouch_app
2. Download, install and launch the SoundTouch™ app.
The sign-in screen appears.
You are ready to sign in to your SoundTouch™ account.

How presets work

You can personalize six presets to your favorite streaming music services, stations, playlists, artists, albums or songs from your music library. You can access your music, at any time, with a simple touch of a button on the SoundTouch™ system or its remote control.

Tip: You can also access your presets using the SoundTouch™ app on your computer, smartphone, or tablet (see page 15).

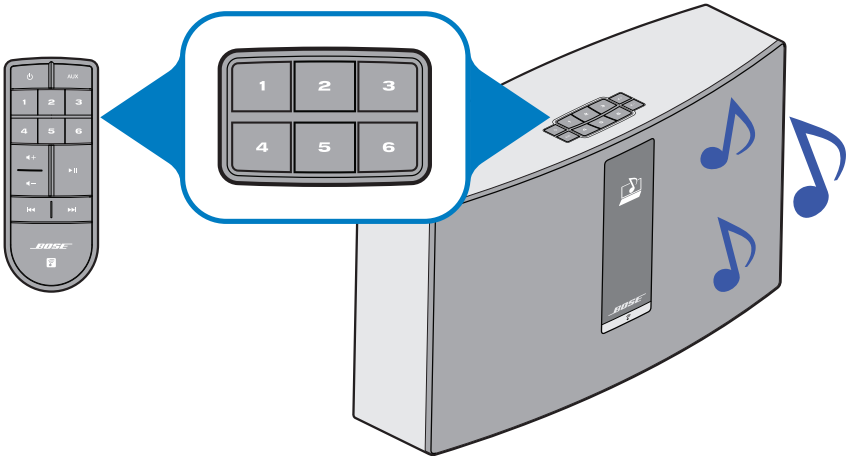
What you need to know

- You can set presets from the app, the button pad and the remote control
- If the preset source is your iTunes or Windows Media Player music library, ensure the computer storing your music library is on and connected to the same network as the SoundTouch™ system
- You cannot set presets from an AirPlay stream or audio device connected to AUX

Playing a preset

Once you personalize your presets using the app, press a preset on the button pad or on the remote control to play it. If you have not set your presets, launch the app and set your presets. For help refer to the Help system in the app.

If using the remote control, aim the remote toward the system while pressing a preset on the remote.



Music plays on the system. Information appears on the display, which may include an icon, song or station depending on the source. See “Understanding messages on the display” on page 13.

Note: If no music plays and a preset unassigned message appears on the display, see “Setting a preset” on page 18.

Personalizing your Presets

Setting a preset

This section describes how to set and change a preset from the button pad or remote control.

Note: For information on using the SoundTouch™ app to set and change your presets, refer to the Help system in the app.

To set a preset

1. Stream music to the system using the app.
2. While the music is playing, press and hold a preset on the button pad or remote control (about 2 seconds).



The system emits a tone when the preset is set. A *New Preset assigned* message appears on the display.

To change a preset

Follow the instructions in “To set a preset”.

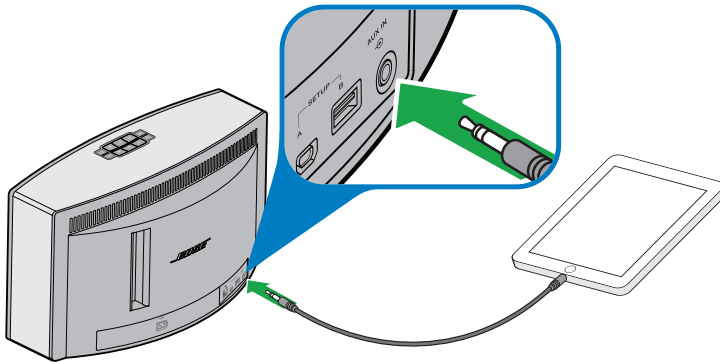
Playing music from other sources

Using the SoundTouch™ system, you can listen to music stored on a smartphone, tablet, computer or other type of audio device by either connecting a device to the AUX connector or playing an AirPlay® stream via Wi-Fi®.

Connecting an audio device to the system

You can connect the audio output of a smartphone, tablet, computer or other type of audio device to the **AUX IN** connector. The **AUX IN** connector accepts a 3.5 mm stereo cable plug (not supplied).

1. Using a stereo cable, connect your audio device to the **AUX IN** connector on the system.




SoundTouch™ 30 system

2. Press **AUX** on the button pad or remote control.
3. Start playing music on the audio device.

Tip: Adjust the volume to 75 percent of maximum to ensure optimal volume control from the system.

Playing an AirPlay stream from an AirPlay compatible device

After connecting the SoundTouch™ system to your network, it is ready to stream audio from an AirPlay device on the same Wi-Fi network.

1. Start a music app on your AirPlay device.
2. On the device, tap or click  and select the SoundTouch™ system name (assigned during setup).
3. Start playing music from a music app.



Advanced Features

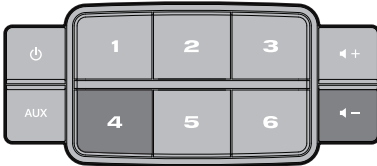
Advanced button controls

Your system provides advanced functionality through a series of press and hold button presses on the button pad.

Updating system software

If you have not created a SoundTouch™ account, you must manually update the software. To receive automatic updates make sure you create a SoundTouch™ account. Refer to the Help system in the app.



1. Press  to power the system on.
2. On the button pad, press and hold **4** and  (about 5 seconds).

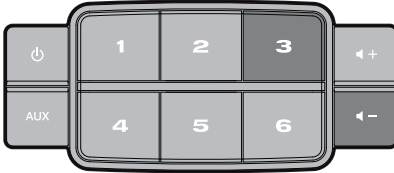


The display shows a countdown from 5-1. A progress bar indicates status. An update complete message appears on the display.

Disabling Wi-Fi[®] capability

The system has built-in Wi-Fi capability that enables wireless connectivity and AirPlay.



1. Press  to power the system on.
2. On the button pad, press and hold **3** and  (about 5 seconds).



The display shows a countdown from 5-1 and a message similar to *Hold to disable networking* appears on the display.

The Wi-Fi indicator turns off when Wi-Fi is disabled.

Re-enabling Wi-Fi capability



1. Press  to power the system on.
2. On the button pad, press and hold **3** and  (about 5 seconds).

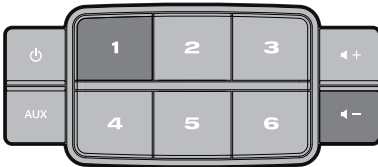
The display shows a countdown from 5-1 and a message similar to *Hold to enable networking* appears on the display.

The Wi-Fi indicator illuminates when Wi-Fi is enabled.

Performing a factory reset

Factory reset clears all source, volume, and network settings from the system and returns it to original factory settings.

1. Press  to power the system on.
2. On the button pad, press and hold **1** and  (about 10 seconds).



The display shows a countdown from 10-1 and a message similar to *Hold to restore factory settings* appears on the display.

The system restarts.



3. Launch the SoundTouch™ app on your computer and add the system to your network (see page 10).

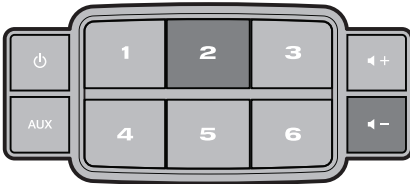
Advanced Features

Alternate setup method

Using this method you can set up your SoundTouch™ system by first joining its own built-in Wi-Fi® network, and then connecting to your home Wi-Fi network.

Note: Use this method to set up your system as an AirPlay device only. To access the benefits of SoundTouch™, such as streaming Internet radio and your music services, you must add the system to your home Wi-Fi network using the SoundTouch™ app (see page 10).

1. Press  to power the system on.
2. On the button pad, press and hold **2** and  until the countdown reaches 1 and a message similar to *alternate setup* appears on the display (about 5 seconds).



3. On your computer, tablet or smartphone, activate Wi-Fi and join the **Bose® SoundTouch™ Wi-Fi Network**.
4. Open a browser and type: **http://192.168.1.1** in the address field.
The Wi-Fi setup window appears on the screen.
5. Select your home Wi-Fi network from the drop-down list.
6. Enter your password (if required) and tap or click **Connect**.
The system attempts to connect to your home Wi-Fi network.
The Wi-Fi indicator on the system temporarily blinks white and turns solid white when connected to the network.
7. On your computer, tablet or smartphone, return to the Wi-Fi control panel and rejoin your home Wi-Fi network.
8. Once the system is on the network, follow these steps to complete setup:
 - A. Download and launch the SoundTouch™ app.
 - B. On the SOUNDTOUCH™ SYSTEM SETUP screen, select this option:
IT IS ALREADY ON MY NETWORK

Note: For more information on setup, see “Installing the SoundTouch™ app” on page 11.

Adding a Wi-Fi® network

If your network information has changed, or to connect your system to another network, you must add the new network information in the app and then connect the system.

1. Launch the SoundTouch™ app.
2. Click **EXPLORE > SETTINGS > Systems**.
3. Select the system.
4. Click **CONNECT TO A WI-FI NETWORK**.
5. Follow the instructions on your computer.

Troubleshooting

For more troubleshooting information, refer to the Help system in the SoundTouch™ app.

Problem	What to do
Cannot complete network setup	<ul style="list-style-type: none"> • Ensure network name and password are correct • Ensure network service is available and system and computer are on the same network • Move system closer to wireless router or access point • Stop other audio or video streaming applications • Close app, disconnect all cables, and restart setup process
Cannot connect to network	<ul style="list-style-type: none"> • If your network information has changed or to connect your system to another network, see “Adding a Wi-Fi® network” • Try connecting to the network using an Ethernet cable
Intermittent or no audio	<ul style="list-style-type: none"> • Move system away from possible interference (microwaves, cordless phones, etc.) • Stop other audio or video streaming applications • Ensure system is powered and connected to the same network as the computer • Move system or audio source closer to wireless router or access point • Ensure system volume is not muted or too low • Unplug the power cord; reconnect after one minute
Cannot hear an AirPlay stream	<ul style="list-style-type: none"> • Ensure system and AirPlay device are connected to the same network • Ensure AirPlay device is playing; increase its volume • Ensure system is selected in the AirPlay menu of the device • Move AirPlay device away from possible interference and closer to the wireless router or access point <p>Note: Proximity of the AirPlay device to the system is not important, only to the wireless router or access point</p>

Care and Maintenance

Cleaning

To clean your SoundTouch™ system, wipe the exterior using a soft, dry cloth. You can also lightly vacuum the grille on the system.

- DO NOT use solvents, chemicals, or sprays.
- DO NOT allow liquids to spill or objects to drop into any openings.

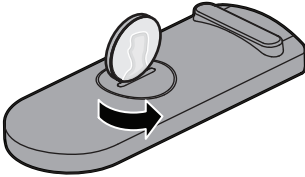
Replacing the remote control battery



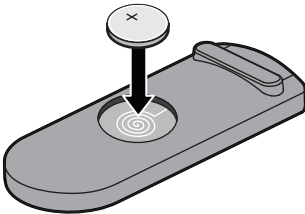
WARNING:

Keep new and used batteries away from children. Do not ingest battery, chemical burn hazard. The remote control supplied with this product contains a coin/button cell battery. If the coin/button cell battery is swallowed it can cause severe internal burns in just 2 hours and can lead to death. If the battery compartment does not close securely, stop using the product. If you think the battery may have been swallowed or placed inside any part of the body seek immediate medical attention. May explode or cause a fire or chemical burn if incorrectly replaced or mishandled. Do not recharge, disassemble, heat above 212°F (100°C), or incinerate. Replace only with an agency approved (ex. UL) CR2032 or DL2032 3-volt lithium battery. Dispose of used batteries promptly.

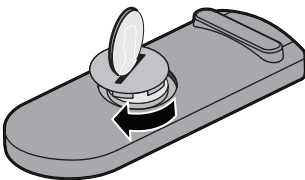
1. Use a coin to turn the battery cover slightly counterclockwise.



2. Remove the cover. Insert the new battery flat side up, with the + symbol in view.



3. Reseat the cover and turn it clockwise to lock into place.



Customer service

For additional help using the system, contact Bose® Customer Service. See the address and phone number list included with your SoundTouch™ system.

Limited warranty information

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

Technical information

SoundTouch™ 30 system

Size:	9.7"H x 17.1"W x 7.1"D (24.7 cm x 43.5 cm x 18.1 cm)
Weight:	18.5 lb (8.39 kg)
Input power rating:	U.S.A./Canada: 100-120V~ 50-60 Hz, 150W International: 220-240V~ 50-60 Hz, 150W

SoundTouch™ 20 system

Size:	7.4"H x 12.4"W x 4.1"D (18.8 cm x 31.4 cm x 10.4 cm)
Weight:	7.0 lb (3.18 kg)
Input power rating:	USA/Canada/ International: 100-240V~ 50-60 Hz, 90W



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