

## Index: Frequently Asked Questions – QuietComfort® 2 Acoustic Noise Cancelling Headphones

### Product:

1. What are the QuietComfort® 2 Acoustic Noise Cancelling® headphones?

### Product Cost:

1. How much do the QuietComfort® 2 headphones cost?
2. Why are the QuietComfort® 2 headphones more expensive than other headphones?
3. How much is the shipping and handling?
4. Is there sales tax?
5. How much will it cost if I need to return the headphones?

### Product Technology:

1. What is Acoustic Noise Cancelling® headset technology?
2. What is TriPort® headset technology?
3. What is Active EQ?
4. What is full spectrum noise reduction?
5. What is noise floor?

### Product Functionality:

1. How much noise do the QuietComfort® 2 headphones cancel?
2. What type of sound quality do the QuietComfort® 2 headphones provide?
3. How comfortable are the QuietComfort® 2 headphones?
4. How do the earcups rotate to fold flat for storage?

### Product Information:

1. What do the QuietComfort® 2 headphones come with?
2. What is the audio attenuator (audio cable)?
3. What if the volume is too high or too low?
4. Are the QuietComfort® 2 headphones “wireless” headphones?
5. How many batteries does the headphones need?
6. Can I use rechargeable batteries?
7. How do you clean the headphones?
8. What are the extra adapters for?
9. What is the extension cable for?
10. What do I do if the earcup cushions come off?
11. What replacement parts are available?
12. Why would I want to replace the cushions?
13. What is the warranty on the QuietComfort® 2 headphones?
14. Do the QuietComfort® 2 headphones come with the 30-day return policy?

**Product Usage:**

1. Can I use the QuietComfort® 2 headphones with my portable compact disc player or home stereo?
2. Can the QuietComfort® 2 headphones be used with Lifestyle® systems?
3. Can the QuietComfort® 2 headphones be used with Wave® systems?
4. I am a pilot, can I use the headphones to fly?
5. Can you bring your QuietComfort® 2 headphones onboard an airline?
6. Can I use the QuietComfort® 2 headphones to watch the in-flight movie?
7. Can I use the QuietComfort® 2 headphones in my car?
8. Can the QuietComfort® 2 headphones be used overseas?
9. Can I use the QuietComfort® 2 headphones outside in the rain or snow?

**Product Differentiation:**

1. How are the QuietComfort 2 headphones different from the original QuietComfort headset?
2. Do the QuietComfort 2 headphones reduce more noise than the original QuietComfort headset?
3. Why haven't you made any advancement in noise-cancellation technology since the original QuietComfort introduction?
4. Do the QuietComfort 2 headphones deliver better audio reproduction than the original QuietComfort headset?
5. Do the QuietComfort 2 headphones deliver better audio reproduction than the TriPort headphones?
6. Now that the electronics are in the ear cups, are the QuietComfort 2 headphones heavier than the original?
7. Do the QuietComfort 2 headphones cancel more noise/ offer more "quiet" than other noise canceling headphones on the market?
8. What is the difference between consumer noise-cancelling headsets from Bose and noise-cancelling headsets from other manufacturers (Sony, Sennheiser, etc.)?
9. Are the QuietComfort® 2 headphones the same as the Bose® Corporation aviation headsets?

**Product Specifications:**

1. What are the environmental specifications of the headphones?
2. What are the power specifications of the headphones?
3. What are the audio specifications of the headphones?
4. What are the mechanical specifications of the headphones?
5. What are the mechanical specifications of the cables and connector?
6. What are the mechanical specifications of the optional adapters?

## QuietComfort 2 Acoustic Noise Cancelling Headphones FAQ's

### Product:

1. What are the QuietComfort® 2 Acoustic Noise Cancelling® headphones?

The Bose QuietComfort 2 headphones continue the legacy of the first QuietComfort headset. Ideal for air-travel, or any noisy-environment, they deliver all of the noise-cancellation and comfort found in the original, while improving audio quality, simplicity, and convenience. This combination of features is not available from other noise-cancelling headphones.

### Product Cost:

1. How much do the QuietComfort® 2 headphones cost?

They're two payment options for QuietComfort 2 headphones. They're available in one payment of \$299 or in 12 interest-free payments of \$24.91 on a major credit card. (Plus shipping and handling, and state sales tax).

2. Why are the QuietComfort® 2 headphones more expensive than other headphones?

When comparing prices, you must compare performance. Through a combination of 10 US patents and a result of over 22 years of research, the QuietComfort 2 headphones grant the user the ultimate headphone experience. The headphones provide unsurpassed noise reduction, while remaining exceptionally comfortable over long periods of time. It is one of two consumer headphones (the other being QuietComfort) that offer full spectrum noise-reduction. In addition, new standards in audio performance and convenience (fold-flat earcups and detachable single cable) enable the headphones to be everything you would expect from Bose. We offer a 30-day Bose Performance Guarantee to give you the opportunity to try it and compare the performance for yourself.

3. How much is the shipping and handling?

Standard shipping and handling via UPS is \$10.00. If you need the product sooner, we do offer Fed Ex Express service for \$20.00.

4. Is there sales tax?

We are required by Federal Law to pay state sales tax. This law is called the Nexus law.

5. How much will it cost if I need to return the headphones?

The QuietComfort® 2 headphones can be returned by whatever shipping means you choose. We do suggest that you purchase insurance to protect your investment during shipping.

## **Product Technology:**

### 1. What is Acoustic Noise Cancelling® headset technology?

Is a method of reducing unwanted noise by electronically creating a signal that is the opposite of the unwanted noise. Microphones in the earcups monitor sound at the user's ear. The monitored sound (music and noise) is compared to the sound the user wants to hear (the signal coming from the audio input - this could be music or silence). The difference between the monitored sound (from the earcup's mic) and the sound the user wants to hear (music or silence) is noise. The noise signal is then processed by the system electronics and a precise equal and opposite signal is created. This opposite signal is then sent to the speaker in the earcup along with the sound the user wants to hear (again, this could be music or silence). The result is three signals being presented to the user's ear:

#### Three Signals Presented to User's Ear:

- 1.Noise (monitored by the earcup mic) from the environment
- 2.The sound the user wants to hear (music or silence) from the audio input
- 3.The opposite signal from the system electronics

The noise and opposite signal cancel each other ( $1 + -1 = 0$ ), and the music or silence remains.

### 2. What is TriPort® headset technology?

TriPort technology utilizes external ports that vent the earcups at certain frequencies - this effectively enlarges the acoustic volume of air in the earcups, without increasing the size of the earcups. The result is better active noise reduction and a smaller, lighter, more comfortable headphone.

### 3. What is Active EQ?

Active equalization involves electronically tuning the frequency response in trying to meet the Bose target curve for headphone audio. The closer the frequency response comes to matching the target curve, the better the audio performance.

### 4. What is full spectrum noise reduction?

Think of a piano keyboard as the full spectrum of human hearing, from the low notes at one end, to the mid range notes in the middle, to the high notes at the opposite end. The headphones reduce noise at all frequencies in the full range of human hearing (all of the keys on the keyboard). Other noise reduction headphones may be effective at only some frequencies (only some of the keys on the full keyboard).

5. What is noise floor?

Both the QuietComfort and QuietComfort 2 use electronics that produce a very slight “hiss” when turning the unit on – this “hiss” is called the noise floor. In QuietComort the noise floor is vaguely detectable whereas in QuietComfort 2, it is virtually undetectable.

## **Product Functionality**

1. How much noise do the QuietComfort® 2 headphones cancel?

It is difficult to establish one number that is valid for all the different environments and situations where the headphones can be used. We believe the headphones will reduce unwanted noise to a level that is noticeably more comfortable when compared to the same situation without using the headphones. We encourage consumers to try it for themselves in a variety of situations, both with and without an external audio source. In addition, in making comparisons in the marketplace, it’s safe to say our headphones offer more noise reduction than any of our competitors.

2. What type of sound quality do the QuietComfort® 2 headphones provide?

Active EQ, TriPort® technology, and a low noise floor, enable QuietComfort 2 to achieve new standards in headphone audio! Active EQ closely matches the Bose target curve for headphone audio, TriPort technology fosters a bass response not commonly found in headphones, and a low noise floor enhances the clarity throughout the entire spectrum of sound. In addition, the HI and LO sensitivity options are features used to adjust the input sensitivity for high and low input audio devices.

3. How comfortable are the QuietComfort® 2 headphones?

The headphones were designed to maximize all of the features that contribute to user comfort, especially when using the headphones for extended periods of time. All materials have been selected for their comfort and light weight. Most importantly, the headband applies a low force, specifically designed with user’s comfort in mind.

4. How do the earcups rotate to fold flat for storage?

The earcups rotate in one direction only. To rotate them, hold the earcup marked L in your left hand and the earcup marked R in your right hand. Gently rotate your thumbs away from you until each earcup turns 90°.

Note: Rotating the earcups incorrectly might damage the headphones.

## **Product Information:**

### 1. What do the QuietComfort® 2 headphones come with?

The following contents are included with the QuietComfort 2 headphones:

- Deluxe carry case
- ¼” (6.3mm) stereo phone adapter
- Dual plug adapter
- Five-foot extension cable
- 1 AAA alkaline battery
- Owner’s Guide
- Quick Start Guide
- Courtesy Card

### 2. What is the audio attenuator (audio cable)?

The audio attenuator allows for adjustments of the input sensitivity for high and low input audio devices. LO is typically used for airline audio and AC power; HI is typically used for battery-powered sources. The settings have no effect on the amount of noise reduction.

### 3. What if the volume is too high or too low?

The volume control on the selected audio source can be used for additional volume adjustments should the user desire more control than offered by the choice of HI or LO setting.

### 4. Are the QuietComfort® 2 headphones “wireless” headphones?

Although the noise reduction technology can be used without the need for any cable attachments, the headphones are not considered “wireless.” Wireless is an industry term used for electronics that transmit data via radio frequency – the electronics in QuietComfort 2 do not do this.

### 5. How many batteries does the headphones need?

To operate the headphones, one AAA alkaline battery is needed. The battery will provide power for approximately 35 hours of use. The on / off indicator light on the right earcup will flash when there is approximately 5 hours of battery life remaining. Of course, user conditions and batteries may vary, therefore it is always a good idea to have an extra battery available.

### 6. Can I use rechargeable batteries?

Rechargeable AAA batteries measure 1.2 volts, compared to 1.5 volts for fresh AAA alkaline batteries. This shortens the useful life cycle of the batteries by a significant 20%. In addition, with repeated charging, these batteries may fail to reach their original 1.2-volt rating. Although

rechargeable batteries can be used, they have a shorter life span than the recommended AAA alkaline batteries.

7. How do you clean the headphones?

The headphones do not require scheduled cleaning. However, if some cleaning is necessary, gently wipe the outside surfaces with a slightly moist cloth. Be careful not to allow any moisture to enter the headphones through the ports or earcups. In addition, be certain not to force any dirt or debris into the ports. Do not blow air into, or vacuum, the ports or the interior of the earcups.

8. What are the extra adapters for?

The dual plug adapter is for use on aircraft that are outfitted with a dual audio jack. Without this adapter, you will hear the music or movie audio in only one earcup. The ¼" (6.3mm) stereo phone adapter allows for the headphones to be used with home stereo equipment.

9. What is the extension cable for?

There is a 5 ft. extension cable that can be attached to the 1/8" (3.5mm) headphone plug. This allows for greater freedom of movement and increased accessibility to your chosen audio sources.

10. What do I do if the earcup cushions come off?

The earcup cushions are held in place by a mounting flange. That flange snaps under small tabs located around the inside of the earcup. If an earcup cushion becomes partially or completely detached, push its mounting flange back into the earcup. Then use your finger or thumb to press around the edge of the mounting flange, making sure it snaps in place all the way around the earcup.

11. What replacement parts are available?

The following items can be purchased as replacement parts:

- Dual plug adapter
- Accessory kit (Includes adapters, extension cord, 1 AAA battery)
- Deluxe carry case
- Replacement ear cushion kit
- 5-foot (1.5m) extension cord
- 20-foot (6.2m) extension cord

12. Why would I want to replace the cushions?

The earcup cushions have been designed using materials that should provide years of long lasting, comfortable performance. The option to purchase replacement cushions has been offered in the event that the cushions become excessively dirty or damaged in some way.

13. What is the warranty on the QuietComfort 2® headphones?

The warranty on the headphones is one year. It is fully transferable provided that the current owner furnishes the original proof of purchase from an authorized Bose® dealer. Additional details are furnished on the warranty card that is included with the headphones.

14. Do the QuietComfort® 2 headphones come with the 30-day return policy?

Yes. The headphones are covered by a 30-day return policy – which means that customers can try them risk free for 30 days.

**Product Usage:**

1. Can I use the QuietComfort® 2 headphones with my portable compact disc player or home stereo?

Yes. In addition to providing high performance active noise reduction, the headphones can be used to listen to your favorite audio sources. These include compact disc players, DVD players, MP3 players and personal computers. The ¼” (6.3mm) stereo phone adapter included with your headphones allows the headphones to be used with home stereo systems.

2. Can the QuietComfort® 2 headphones be used with Lifestyle® systems?

Most Lifestyle systems (see list below) are designed with a standard 1/8” headphone jack. The headphones can be plugged into these systems with no adapter needed.

- LS 5
- LS 8
- LS 12
- LS 20
- LS 25
- LS 28
- LS 30
- LS 35

3. Can the QuietComfort® 2 headphones be used with Wave® systems?

The use of headphones with these products would completely bypass Bose patented technology, therefore these products were designed without a headphone jack. For consumers that need to do so, connecting headphones to Wave products will require the purchase of after market accessories including an adapter audio cable, 1/8” mini jack couplers and, possibly, a volume control.



4. I am a pilot, can I use the headphones to fly?

These headphones do not include features that would be required to meet the needs of pilots, nor does it meet FAA standards for aviation communication. The Bose® Aviation Headset X is designed exclusively to meet these needs. For further information on the Bose Aviation Headset X, contact Bose Corporation at 1-800-242-9008.

5. Can you bring your QuietComfort® 2 headphones onboard an airline?

Yes. Just as you can bring your own compact disc player or laptop computer on board, you can bring your own personal headphones on board. However, as with any electronic device, there are FAA restrictions on use during take off and landing.

6. Can I use the QuietComfort® 2 headphones to watch the in-flight movies?

Yes. You can use these headphones to connect to the airline entertainment system that will allow you access to both the movie audio and music channels. Set the headphones on LO and use either the plug on the headphones itself, or one of the accessory adapters supplied with the headphones.

7. Can I use the QuietComfort® 2 headphones in my car?

State laws forbid using this type of headphone device while operating a motor vehicle. Passengers, however, may enjoy using these headphones while riding in an automobile.

8. Can the QuietComfort® 2 headphones be used overseas?

Yes, the headphones can be used overseas. Most intercontinental aircraft utilize an audio jack that is compatible with the standard headphone plug at the end of the cord. Others may use a different jack that can be accessed by using the dual adapter that is supplied with the headphones.

9. Can I use the QuietComfort® 2 headphones outside in the rain or snow?

It is very important that no moisture be allowed to enter the headphones either through the ports or the earcups. If any water does get into the system, there may be serious damage to the headphones.

#### **Product Differentiation:**

1. How are the QuietComfort 2 headphones different from the original QuietComfort headset?

QuietComfort 2 includes new features and benefits beyond the original.

They include all the noise cancellation and comfort of the original, while improving audio quality, simplicity and convenience.

The QuietComfort 2 headphones have improved equalization offering better audio reproduction, and a new electronic design that reduces the “noise-floor,” virtually eliminating the hiss found in conventional noise cancelling headphones.

The QuietComfort 2 headphones also provide consumers with greater ease-of-use and portability including a fold-flat design, no separate electronics/battery box and a single detachable audio cable for cordless noise reduction

See list below for main differences between QuietComfort 2 and QuietComfort:

| <b>QuietComfort 2 – New Feature</b> | <b>Benefit</b>                                                 |
|-------------------------------------|----------------------------------------------------------------|
| Improved equalization               | Improved audio quality                                         |
| Lower noise floor                   | Less “hiss” from system electronics                            |
| Electronics in earcups              | Convenience: eliminates battery-box                            |
| Single audio cable                  | Convenience: Reduces cable from 2 to 1                         |
| Detachable audio cable              | Versatility: No need for cable using solely noise cancellation |
| Earcup rotation                     | Convenience: Earcups fold-flat into more compact unit          |
| Sleeker carry case                  | Portability and Convenience: Smaller carry case for storage    |
| Lower profile earcups               | Aesthetics                                                     |

2. Do the QuietComfort 2 headphones reduce more noise than the original QuietComfort headset?

Both headphones use the same, patented Bose technology and offer the same dramatic amounts of full-spectrum noise reduction.

QuietComfort 2 has not compromised this noise-cancellation performance while adding the benefits of enhanced audio and ease of use. It is this combination of benefits that differentiates the QuietComfort 2 noise-cancelling headphones from other headphones.

QC2 also incorporates newly designed circuitry to dramatically reduce the noise-floor – a slight “hiss” found in any electronic design. In the QuietComfort 2 headphones, the noise floor is virtually undetectable, providing a quiet environment to deliver sound, so audio reproduction is cleaner and clearer.

3. Why haven’t you made any advancement in noise-cancellation technology since the original QuietComfort introduction?

The advancements may not be obvious, but they are certainly there. We are able to provide the same noise reduction found in the original QuietComfort headphone, while improving audio quality, and integrating a sizeable amount of electronics into the ear cups. These electronics and battery take up precious air volume. Our technology advancements allow QuietComfort 2 to

provide the same amount of noise reduction without making the ear cups any larger to accommodate the electronics and the battery.

4. Do the QuietComfort 2 headphones deliver better audio reproduction than the original QuietComfort headset?

Yes. QuietComfort 2 has the benefit of targeted headphone audio research that has allowed Bose to better define and realize superior headphone audio.

5. Do the QuietComfort 2 headphones deliver better audio reproduction than the TriPort headphones?

Yes. Although both headphones utilize TriPort technology -- which enables a bass response not commonly found in headphones -- QuietComfort 2 utilizes Active EQ to closely match the Bose target curve for headphone audio and a lower noise floor that provides a quieter environment to deliver sound.

The electronics in QuietComfort will work to make music sound better, whereas in TriPort headphones, they can only rely on passive acoustics.

6. Now that the electronics are in the ear cups, are the QuietComfort 2 headphones heavier than the original?

The total weight of QuietComfort 2 is lighter than the original. QuietComfort 2 weighs 6.9 oz versus the original (including the battery box), which weighs 8.2 oz. The on-head weight of QuietComfort 2 (including battery) is 6.4 oz whereas the on-head weight of the original is 5.5 oz. The difference is the weight of a quarter.

Additionally, the ear cup profile of the QuietComfort 2 has decreased from the original.

7. Do the QuietComfort 2 headphones cancel more noise/ offer more “quiet” than other noise canceling headphones on the market?

QuietComfort 2 headphones offer FULL SPECTRUM NOISE REDUCTION not found in conventional noise-cancelling headphones. Bose pioneered the field of active noise reduction and holds 10 patents that protect our method and technology. Other noise reduction headphones generally offer a narrower band for noise reduction; they do not reduce all frequencies of noise.

Additionally, the amount/level of noise reduced is considerably less given the new electronic design of the QuietComfort 2 that results in a lower noise-floor.

The combination of superior noise-reduction, audio reproduction, comfort, portability and ease-of-use is not found in any other headphones on the market.

8. What is the difference between consumer noise-cancelling headsets from Bose and noise-cancelling headsets from other manufacturers (Sony, Sennheiser, etc.)?

Bose pioneered the category of active noise-reduction headphones. Bose has over 20 years of research in active-noise cancellation and on-head audio. No other manufacturer or headset benefits from this amount of experience or expertise.

Unlike other noise-cancelling headphones, QuietComfort 2 headphones offer superior noise-cancellation and audio reproduction, unsurpassed comfort and now, new features to enhance portability and ease-of-use. This combination of features is not available from other noise-cancelling headphones.

9. Are the QuietComfort® 2 headphones the same as the Bose® Corporation aviation headsets?

No. Our aviation headsets are:

1. Manufactured and marketed solely to the general aviation and commercial pilot market;
2. Certified by the Federal Aviation Association (FAA);
3. And Fitted with a boom microphone for clear communication

### **Product Specifications:**

1. What are the environmental specifications of the headphones?

Operating temperature: + 0°C to + 40°

Storage temperature: -30°C to + 70°C

Humidity: 90% RH

Flammability: UL 94HB

2. What are the power specifications of this headset?

Current draw: 25mA @ less than 105 dB SPL. 70mA @ 110 dB SPL

Supply voltage: 1.5 VDC + 5% / - 30% (1 AAA alkaline battery)

Battery life: 35 hours typical

Reverse battery protection: Mechanical

3. What are the audio specifications of this headset?

- Input Impedance:
  - 350 ohms  $\pm$  10% @ 1KHz, per side, low sensitivity
  - 1600ohms  $\pm$  10% @ 1KHz per side, high sensitivity
- Frequency response: 20Hz to 18kHz
- Sensitivity:
  - 95 dBspl/Vrms  $\pm$  5 dB @ 500 Hz, low sensitivity
  - 110 dBspl/Vrms  $\pm$  5dB @ 500 Hz, high sensitivity

- Maximum input voltage: 9 Vrms
  - Distortion (THD): Less than 10% @ 1kHz, 105 dB SPL

4. What are the mechanical specifications of the headset?

- Headphone weight: 6.4 oz (including battery; not including audio attenuator); audio attenuator weight: 0.5 oz
- Clamping force:
  - Normal 275 grams  $\pm$  10%
  - Maximum 360 grams (at 155 mm head width)
- Cup rotation:
  - Vertical axis up to  $\pm$  20°
  - Horizontal axis + 45° / -5°
  - Storage position 90°

5. What are the mechanical specifications of the cables and connector?

- Cable length: 5' 5 inches (65 inches)
- Extension cable: 5' (60 inches)
- Interface connector. Commercial right angle mini-plug (3.5mm diameter)

6. What are the mechanical specifications of the optional adapters?

- Two prong: Mini jack to dual left and right stereo (alternate airline audio)
- Single: Mini jack to 1/4 (6.3mm) inch stereo phone jack (home stereo)

| <b>Troubleshooting</b>                                |                                |                                                                |
|-------------------------------------------------------|--------------------------------|----------------------------------------------------------------|
| <b>Problem</b>                                        | <b>Possible Cause</b>          | <b>Solution</b>                                                |
| Noise reduction absent                                | No power to headphones         | Turn unit on; Check battery                                    |
| Low or no volume                                      | Audio source setting           | Turn sound source volume up or set Audio Attenuator on HI      |
| Low or no volume                                      | Audio Attenuator connection    | Check connection at sound source and insertion into the earcup |
| Crackling noise; intermittent loss of noise reduction | Low battery                    | Replace battery                                                |
| Low rumbling                                          | Poor earcup fit; Ports blocked | Adjust fit on ears; Clear ports                                |

If problem persists, call Bose® Customer Service at 1-888-757-9943.

| <b>Product Dimensions</b>              |                                                                                                                                                                                                                                                                                       |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Warranty:                              | The Bose QuietComfort® 2 Acoustic Noise Cancelling® headphones are covered by a one-year transferable, limited warranty.                                                                                                                                                              |
| Headphone Dimensions:                  | <ul style="list-style-type: none"> <li>• Headphone width: 163 mm (6.4 inches)</li> <li>• Headphone height: 196 mm (7.7 inches)</li> <li>• Earcup width: 75 mm (2.95 inches)</li> <li>• Earcup height: 98 mm (3.86 inches)</li> <li>• Earcup thickness: 41 mm (1.63 inches)</li> </ul> |
| Carry Case Dimensions:                 | <ul style="list-style-type: none"> <li>• Width: 191 mm (7.5 inches)</li> <li>• Height: 210 mm (8.25 inches)</li> <li>• Thickness: 51 mm (2 inches)</li> </ul>                                                                                                                         |
| Package Dimensions                     | <ul style="list-style-type: none"> <li>• Width: 230 mm (9 inches)</li> <li>• Height: 230 mm (9 inches)</li> <li>• Thickness: 115 mm (4.5 inches)</li> </ul>                                                                                                                           |
| Weights                                | <ul style="list-style-type: none"> <li>• Headphone (without audio attenuator, with battery): 181 grams (6.4 oz)</li> <li>• Audio attenuator: 15 grams (0.5 oz)</li> </ul>                                                                                                             |
| Battery Life:                          | 35 hours typical                                                                                                                                                                                                                                                                      |
| Cable Length:                          | 65 inches (5 ft. 5 inches)                                                                                                                                                                                                                                                            |
| Extension Cable Length:                | 60 inches (5 ft.)                                                                                                                                                                                                                                                                     |
| Mechanical specifications of adapters: | Two prong: Mini jack to dual left and right stereo (alternate airline audio)<br>Single: Mini jack to 1/4 inch (6.3mm) stereo phone jack (home stereo)                                                                                                                                 |

## Product Family Matrix

|                                                    | QuietComfort® 2<br>Headphones | QuietComfort®<br>Headphones | TriPort®<br>Headphones     |
|----------------------------------------------------|-------------------------------|-----------------------------|----------------------------|
| <b>Technology</b>                                  |                               |                             |                            |
| Acoustic Noise Cancelling®<br>headphone technology | √                             | √                           |                            |
| TriPort® headphone technology                      | √                             | √                           | √                          |
| Active Equalization                                | √                             | √                           |                            |
| <b>Benefits</b>                                    |                               |                             |                            |
| Unsurpassed Quiet                                  | √                             | √                           |                            |
| Unsurpassed Comfort                                | √                             | √                           | √                          |
| Optimum Audio performance                          | √                             |                             | √                          |
| Lower noise floor                                  | √                             |                             |                            |
| Optimum portability                                | √                             |                             |                            |
| Colors                                             | Champagne                     | Champagne                   | Glacier Blue<br>Slate Gray |
| Price                                              | \$299                         | \$249                       | \$149                      |
| Date launched                                      | May 2003                      | June 2000                   | June 2002                  |