HARMAN

Wired Headset – Top Call Drivers

SAMPLE PRODUCTS

- One Side of earphone not working
- MIC not working
- Cable Quality

Wired Headset – Identifying & Fixing the Issue

- In-Ears Headphones need to be pushed into ear canal to enhance the experience
- Usage of Equalizer app or Increased Treble reduces the bass volume
- You hear a click sound when Headphone Plug is properly inserted in the jack
- Connect the Headphones to some other device to see if it works
- Dust and Debris stuck in Earphone block the tiny holes that Emit sound

Bluetooth Devices – Top Call Drivers

SAMPLE PRODUCTS

- JBLT110BT
- JBL Tune 160BT
- JBL E55BT
- JBL E45BT
- JBL E25BT
- JBL 450 BT
- JBL Endurance Sprint
- JBL Endurance Jump
- Sound Gear BT
- JBL Free

- Pairing Issue
- Battery Backup
- Charging Issue
- Neck Clip Damaged
- One Side of Earphone not working

Bluetooth Devices – Identifying & Fixing the Issue

JBL E25BT
JBL TUNE 205BT
JBL T110BT
JBL TUNE 160BT
Under Armour Sport Wireless Heart Rate
JBL Reflect Fit
Under Armour Sport Wireless
Reflect Mini BT
JBL E55BT Quincy Edition
JBL E55BT
JBL E45BT
JBL TUNE600BTNC
JBL T450BT
JBL JR300BT
Synchros S400BT
Synchros E50BT
JBL E65BTNC

Connecting Device

Turn the Bluetooth on
Ensure set is on discoverable mode
Both devices should be in close enough proximity to each other
If unable to connect, Power Cycle
Clear the Bluetooth Cache

Resetting Device

With Device switched on, press and hold Volume+ and Volume- buttons together for more than 5 seconds
LED blinks with Two colours, reset Factory Settings

Bluetooth Devices – Identifying & Fixing the Issue

JBL Endurance SPRINT, JBL Endurance JUMP & JBL Endurance DIVE

Connecting Device

Endurance Headphone will pop up automatically on discoverable device
Turn On Endurance–Spread apart the Right power hook from the cord
Turn Off Endurance-Allow Right power hook and cord to close together

Resetting Device

Press Headphone Touch Control located on the right ear loop for 15 seconds when Headphones are on charging

JBL FREE

Connecting Device

Wireless connection is automatically established when Headphones are taken out of case
To Pair a different device, press and hold the right ear piece for 5 seconds as it alternates between Blue and White LED lights
JBL Free will display on discoverable mode in 5-8 secs

Resetting Device

While the White LED is on, long press the Right side button for more than 5 seconds
Release Button to finish Factory Reset
White LED will flash twice to indicate successful reset

Portable Speakers – Top Call Drivers

- Pairing Issue
- Battery Backup
- Charging Issue
- Cracking Sound

Portable Speakers – Identifying & Fixing the Issue

JBL CLIP 2

Daisy Chain Pairing

Press the Bluetooth button on both speakers to set the pairing mode
LED will blink on both devices
Press and hold Bluetooth button until the LED turns to Blue

Resetting Device

Press Phone and Volume+ button for >2 seconds

JBL CLIP 3

Daisy Chain Pairing

Press the Bluetooth button on both speakers to set the pairing mode
LED will blink on both devices
Press and hold Bluetooth button until the LED turns to Blue

Resetting Device

In Power ON mode, press and hold Volume+ and Play/Pause button together for more than 2 seconds

Portable Speakers – Identifying & Fixing the Issue

Flip 2 Black Edition / 3 / Special Edition

Pairing Device

To put Device in Pairing mode, long press the Bluetooth button for 3 seconds, Light shall flash Blue
Flip is in pairing mode and can be located
Flip will indicate Sync is successful

Resetting Device

In Power ON mode, press and hold Volume+ and Phone button together for more than 3 seconds, Unit will go Off and is reset to Factory Default

Flip 4/Flip 4 Special Edition

Pairing Device

To put Device in Pairing mode, long press the Bluetooth button for 3 seconds, Light shall flash Blue
Flip is in pairing mode and can be located
Flip will indicate Sync is successful

Resetting Device

In Power ON mode, press and hold Volume+ and Play button together for more than 3 seconds, Unit will go off and is reset to Factory Default

CONNECT+ Keep music streaming to your speaker by pressing Connect+ to connect to nearby compatible speakers

Portable Speakers – Identifying & Fixing the Issue

PULSE 2 & 3

Pairing Device

Long press Bluetooth button for 3 seconds, light shall flash blue to go in Pairing mode
Pulse will be located from discoverable device
Device will indicate Pairing is successful

Resetting Device

Press and hold Volume+ and Play button together for 2 seconds
Pulse will go off and reset

JBL GO, GO+ & GO2

Pairing Device

Long press Bluetooth button for 3 seconds, light shall flash blue to go in Pairing mode
Go will be located from device ready to pair
Device will indicate Pairing is successful

Resetting Device

Press and hold Volume+ and Bluetooth button together for 3 seconds
Go will power off and reset

Portable Speakers – Identifying & Fixing the Issue

JBL Xtreme

Pairing Device

Long press the Bluetooth button for 3 seconds, until the light flashes blue
Pairing mode is on and device can be located

Resetting Device

In power mode on press and hold the Volume+ and Play/Pause button for more than 3 seconds
Unit will power off and is reset to factory default

JBL Boombox

Pairing Device

Long press the Bluetooth button for 3 seconds, until the light flashes blue
Pairing mode is on and device can be located

Resetting Device

In power mode on press and hold the Volume+ and Play/Pause button for more than 3 seconds
Unit will power off and is reset to factory default

Bar Series – Top Call Drivers

- Connectivity Issue with HDMI ARC, Optical Cable, AUX Cable
- Stand By Issue
- Sub Woofer power on/off issue
- No bass from Sub-Woofer

Cinema SB150/SB250/SB350/SB450 | JBL BAR 2.1/3.1/5.1 | BAR STUDIO

Bar Series –
Identifying & Fixing the Issue

Cinema SB150

Pairing Device

Long press Pair button at the back of subwoofer for 3 seconds
Amber light will flash indicating pairing has begun
Once Amber light is steady it is connected to Sound Bar

Resetting Device

Unplug the power cord from Sound Bar
Hold the Volume+ button and plug back power cord in
Green LED comes up followed by Blue which places sound bar in stand by mode
Device is now reset

Cinema SB 250/350/450

Pairing Device

Blue LED on both Center Speaker and Subwoofer should flash rapidly
Any of device not having a stable flash of blue LED will restrict pairing
Bluetooth button may be pressed firmly if not connected at first

Resetting Device

Press and hold Volume+ and Virtual Surround button on remote for roughly 5 seconds
Device will factory reset

Bar Series – Identifying & Fixing the Issue

JBL Bar Studio

Pairing Device

Long press Bluetooth button for 3 seconds, until the light flashes blue
Device will be visible and can be paired
A beep tone from bar studio indicates a successful connection

Resetting Device

Press and hold the Source, Volume+ and Volume- together until you see “reset’’ on Sound Bar display

JBL Bar 2.1/3.1

Pairing Device

Turn the Soundbar and Subwoofer on
Press the connect button on Subwoofer to pair, LED will start blinking rapidly
Press and hold dim display button on remote for 5 secs
Followed by short press on Bass+ and Bass
Panel display will show ‘’Pairing” if successful

Resetting Device

Press and hold the Source, Volume+ and Volume- together until you see “reset’’ on Sound Bar display

Bar Series –
Identifying & Fixing the Issue

JBL Bar 5.1

Pairing with Subwoofer

Turn the Soundbar and Subwoofer on
Press the connect button on Subwoofer to pair, LED will start blinking rapidly
Press and hold dim display button on remote for 5 secs
Followed by short press on Bass+ and Bass button in sequence
Panel display will show ‘’Pairing” if successful

Resetting Device

Press and hold the Source, Volume+ and Volume- together until you see “reset’’ on Sound Bar display