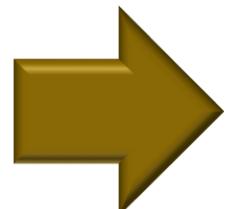




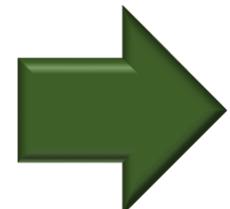
HARMAN

# Wired Headset – Top Call Drivers

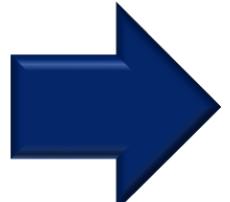
SAMPLE PRODUCTS



One Side of earphone not working



MIC not working



Cable Quality

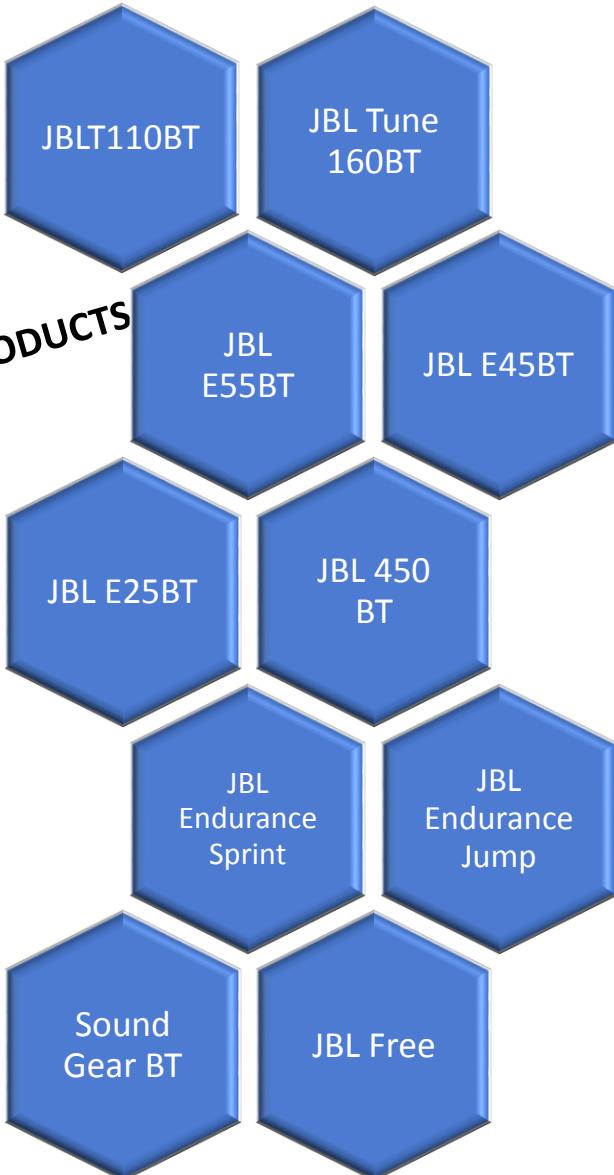


# Wired Headset – Identifying & Fixing the Issue

- 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



- 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/SB4  
50

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