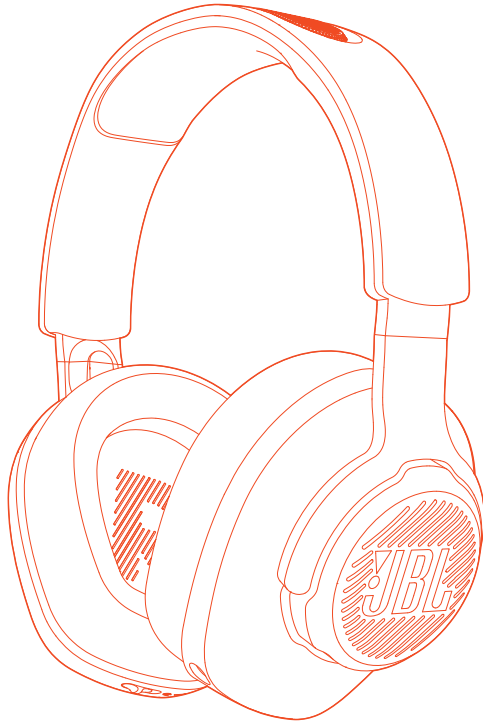




JBL QUANTUM 350 WIRELESS



OWNER'S MANUAL

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INTRODUCTION

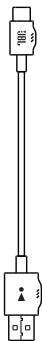
Congratulations on your purchase! This manual includes information on the JBL QUANTUM350 WIRELESS gaming headset. We encourage you to take a few minutes to read this manual, which describes the product and includes step-by-step instructions to help you to set up and get started. Read and understand all the safety instructions before using your product.

If you have any questions about this product or its operation, please contact your retailer or customer service, or visit us at www.JBLQuantum.com

WHAT'S IN THE BOX



01



02



03



04



06

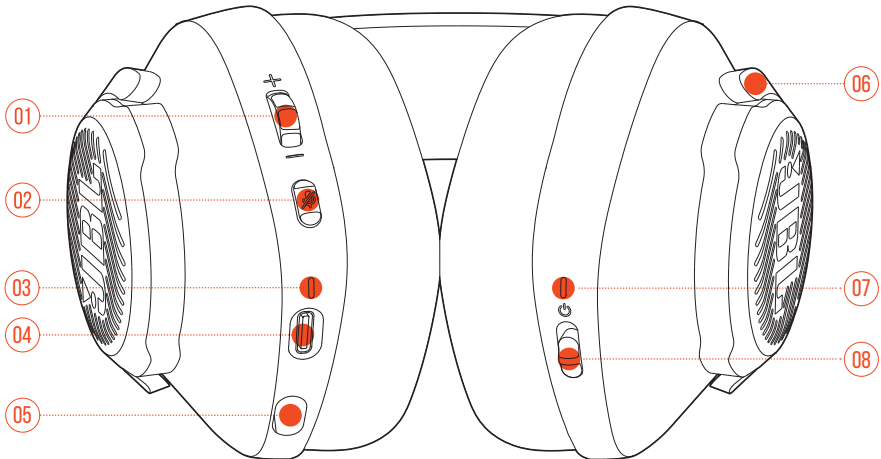


05

- 01 JBL QUANTUM350 WIRELESS gaming headset
- 02 USB charging cable (USB-A to USB-C)
- 03 Removable microphone
- 04 2.4G USB wireless dongle
- 05 QSG, warranty card and safety sheet
- 06 Windshield foam for boom microphone

PRODUCT OVERVIEW

CONTROLS ON HEADSET



01 Volume +/- dial

- Adjusts headset volume.

02  button

- Press to mute or unmute the microphone.

03 Charging LED

- Indicates the charging and battery status.

04 USB-C port

05 Jack for 2.5 mm boom microphone

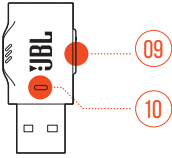
06 Flat-fold ear cup

07 Status LED (Power / 2.4G)

08  slider

- Slide upwards / downwards to power on / off the headset.

CONTROLS ON 2.4G USB WIRELESS DONGLE



01 CONNECT button

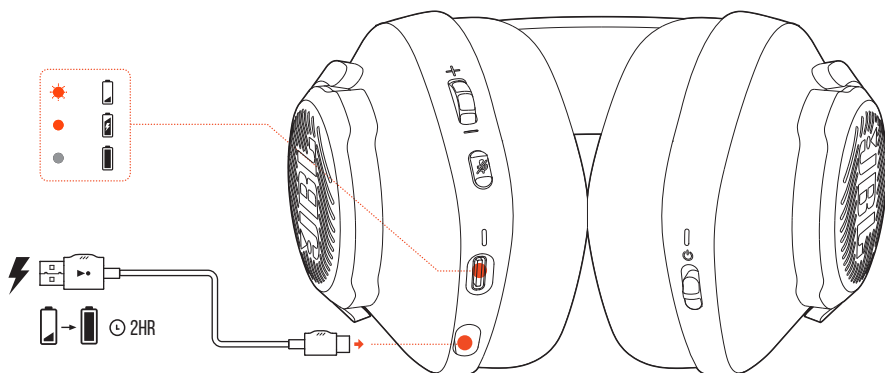
- Hold for more than 5 seconds to enter 2.4G wireless pairing mode.

02 ▼ LED

- Indicates the status of 2.4G wireless connection.

GETTING STARTED

CHARGING YOUR HEADSET

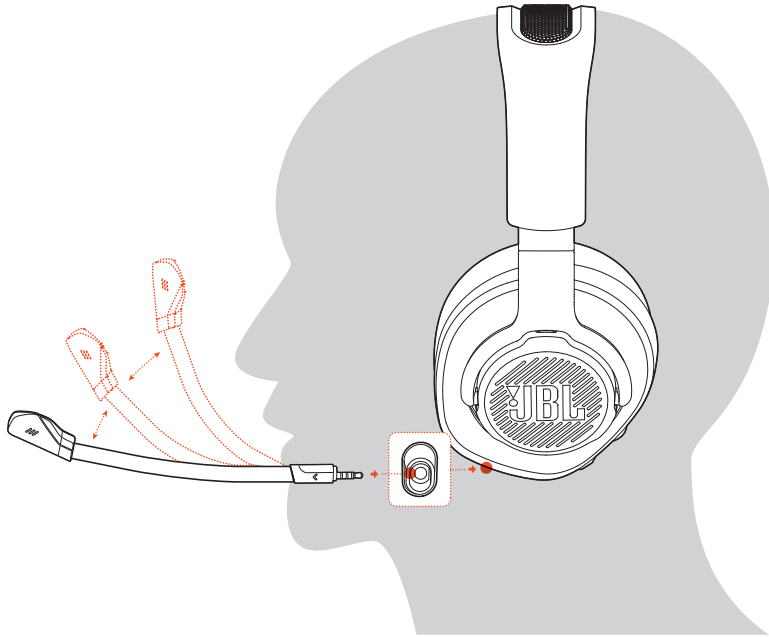


Before use, fully charge your headset through the supplied USB-A to USB-C charging cable.

TIPS:

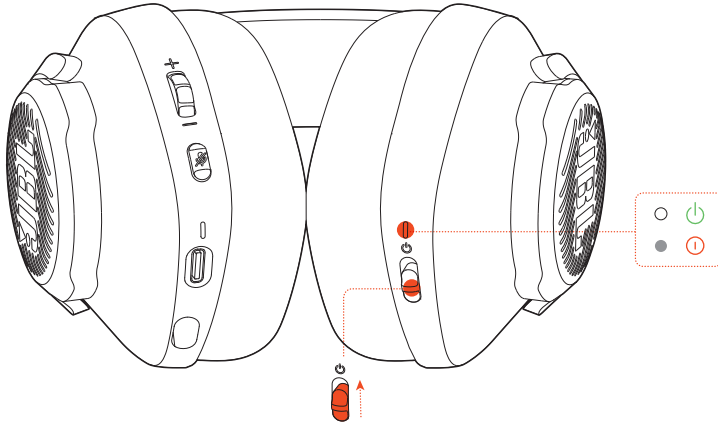
- It takes approximately 2 hours to fully charge the headset.
- You can also charge your headset through a USB-C to USB-C charging cable (not supplied).

WEARING YOUR HEADSET



1. Attach the detachable boom microphone.
1. Put the side marked **L** onto your left ear and the side marked **R** onto your right ear.
2. Adjust the earpads and headband for a comfortable fit.
3. Adjust the microphone as necessary.

POWER ON



- Slide the power switch upwards to power on the headset.
- Slide downwards to power off.
 - ↳ The status LED glows solid white upon powering on.

FIRST-TIME SETUP (FOR PC ONLY)

Download **JBL QuantumENGINE** from jblquantum.com/engine to gain access to Quantum 3D audio technologies.

SOFTWARE REQUIREMENTS

Platform: Windows 7 (64 bit) / Windows 10 (64 bit) only

500MB of free hard drive space for installation

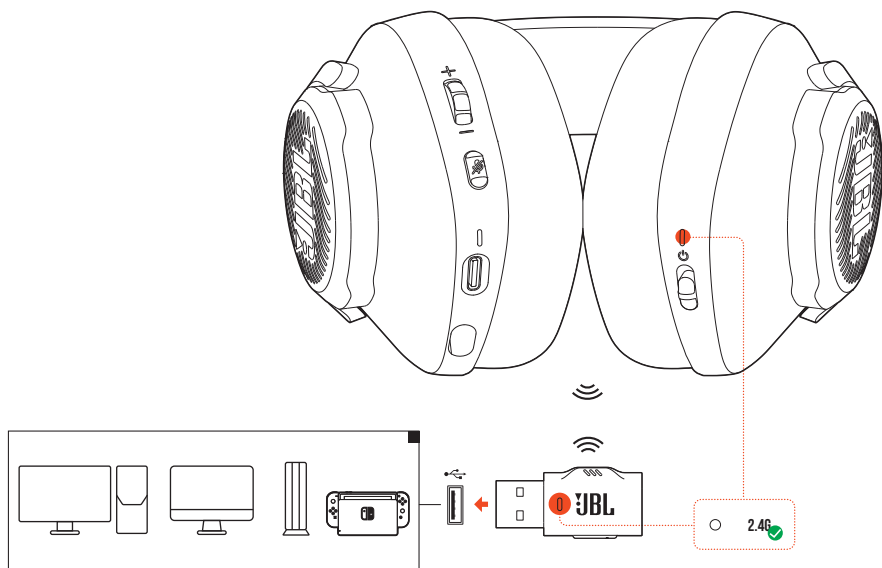
TIP:

- QuantumSURROUND available on Windows only.
Software installation required.

1. Connect the headset to your PC via 2.4G USB wireless connection (See ["Using your headset"](#)).
2. Go to **"Sound Settings"** -> **"Sound Control Panel"**.
3. Under **"Playback"** highlight **"JBL QUANTUM350 WIRELESS"** and select **"Set Default"**.
4. Under **"Recording"** highlight **"JBL QUANTUM350 WIRELESS"** and select **"Set Default"**.
5. Follow the onscreen instructions to personalize your sound settings.




USING YOUR HEADSET

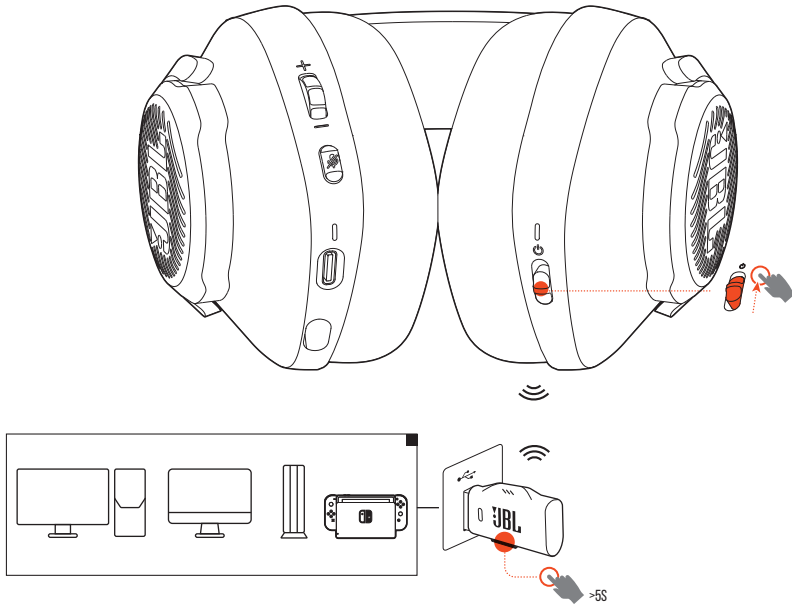


1. Plug the 2.4G USB wireless dongle into a USB-A port on your PC, Mac, PS4/PS5 console, or Nintendo Switch™ console.
2. Power on the headset. It will pair and connect with the dongle automatically.

Basic operation

| Controls | Operation |
|--|---|
| Volume dial | Adjust main volume. |
|  button | Press to mute or unmute the microphone. |

TO PAIR MANUALLY



1. Power on the headset.
2. On the 2.4G USB wireless dongle, hold **CONNECT** for more than 5 seconds until the LED flashes white quickly.
 - ↳ Both LEDs on the headset and dongle turn solid white after successful connection.

TIPS:

- While the headset is not being charged, it turns off automatically after 10 minutes without wireless connection, or after 30 minutes with wireless connection but no audio input.
- The ▼ LED enters connecting mode (flashing slowly) after disconnection from the headset.
- Compatibility with all USB-A ports is not guaranteed.

PRODUCT SPECIFICATIONS

- Driver size: 40 mm dynamic drivers
- Frequency response: 20 Hz - 20 kHz
- Microphone frequency response: 100 Hz - 10 kHz
- Sensitivity: 115 dB SPL @1 kHz
- Maximum SPL: 93 dB
- Microphone sensitivity: -42 dBV/Pa @1 kHz
- Impedance: 32 ohm
- 2.4G Wireless transmitter power: <10 dBm/MHz & <20 dBm
- 2.4G Wireless modulation: GFSK
- 2.4G Wireless carrier frequency: 2402 MHz - 2480 MHz
- Battery type: Li-ion battery (3.7 V / 500 mAh)
- Power supply: 5 V \approx 1A
- Charging time: 2 hrs
- Music play time: 22 hrs
- Microphone pickup pattern: Omni-directional
- Weight: 252 g
- Maximum operation temperature: 45 °C

NOTE:

- Technical specifications are subject to change without prior notice.

TROUBLESHOOTING

If you have problems using this product, check the following points before you request service.

NO POWER

- The headset turns off automatically after 10 minutes of inactivity. Power on the headset again.
- Recharge the headset (see [“Charging your headset”](#)).

2.4G PAIRING FAILED BETWEEN HEADSET AND 2.4G USB WIRELESS DONGLE

- Move the headset closer to the dongle. If the issue remains, pair the headset with the dongle again manually (see [“To pair manually”](#)).

NO SOUND OR POOR SOUND

- Make sure you have chosen **JBL QUANTUM350 WIRELESS** as the default device in the game sound settings of your PC, Mac or gaming console device.
- Adjust volume on your PC, Mac or gaming console device.
- You may experience obvious sound quality degradation when using the headset near a USB 3.0 enabled device. This is not a malfunction. Use an extension USB dock instead to keep the dongle as far from the USB 3.0 port as possible.
- Make sure the headset and 2.4G wireless dongle are paired and connected successfully.
- The USB-A ports on some gaming console devices may be incompatible with the JBL QUANTUM350 WIRELESS. This is not a malfunction.

MY VOICE CANNOT BE HEARD BY MY TEAMMATES

- Make sure you have chosen **JBL QUANTUM350 WIRELESS** as the default device in the chat sound settings of your PC, Mac or gaming console device.
- Make sure the microphone is not muted.

NO RESPONSE OR MALFUNCTION

- Connect the headset to a powered USB-A port with the supplied USB charging cable, then disconnect the cable to reset the headset.

