by HARMAN

JBL QUANTUM 800

OWNER'S MANUAL

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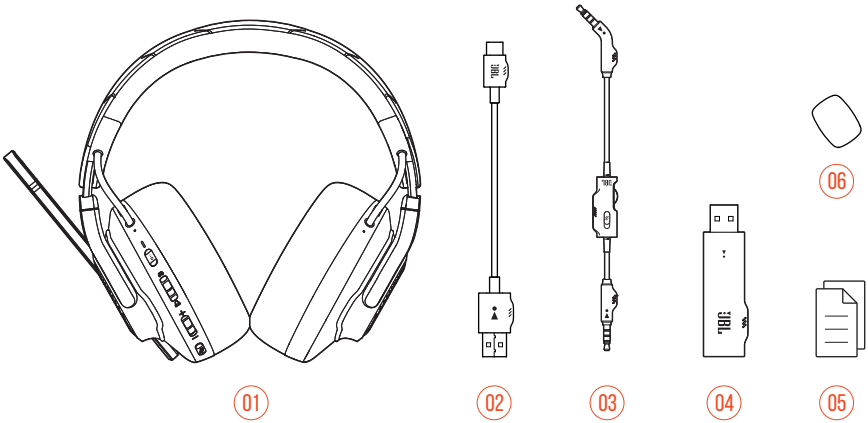
INTRODUCTION

Congratulations on your purchase! This manual includes information on the JBL QUANTUM800 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 JBL QUANTUM800 headset

02 USB charging cable (USB-A to USB-C)

03 3.5mm audio cable

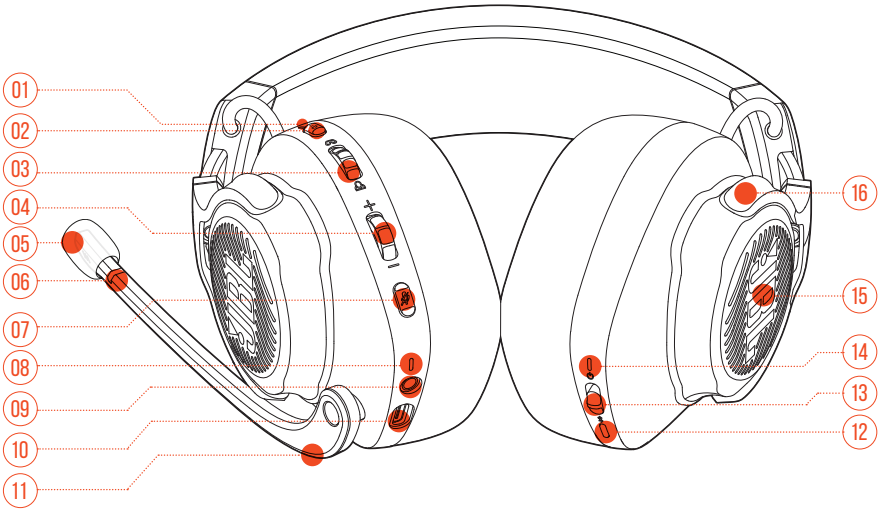
04 2.4G USB wireless dongle

05 QSG, warranty card and safety sheet

06 Windshield foam for boom microphone

PRODUCT OVERVIEW

CONTROLS ON HEADSET



01 ANC* / TalkThru** LED

- Lights up when the ANC feature is enabled.

02 button

- Press briefly to turn TalkThru on or off.
- Hold for more than 2 seconds to turn ANC on or off.

03 / dial

- Balances the chat volume in relation to the game audio volume.

04 Volume +/- dial

- Adjusts headset volume.

05 Detachable windshield foam

06 Mic mute / unmute LED

- Lights up when the microphone is muted.

07 button

- Press to mute or unmute the microphone.
- Hold for more than 5 seconds to turn the RGB light on or off.

08 Charging LED

- Indicates the charging and battery status.

09 3.5mm audio jack

10 USB-C port

11 Voice focus boom microphone

- Flip up to mute, or flip down to unmute the microphone.

12 button

- Hold for more than 2 seconds to enter Bluetooth pairing mode.

13 slider

- Slide upwards / downwards to power on / off the headset.
- Slide upwards and hold for more than 5 seconds to enter 2.4G pairing mode.

14 Status LED (Power / 2.4G / Bluetooth)

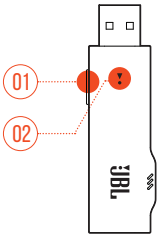
15 RGB Lighting Zones

16 Flat-fold ear cup

* **ANC (Active Noise Cancelling):** Experience total immersion while gaming by suppressing the outside noise.

** **TalkThru:** In TalkThru mode, you can hold natural conversations without removing your headset.

CONTROLS ON 2.4G USB WIRELESS DONGLE



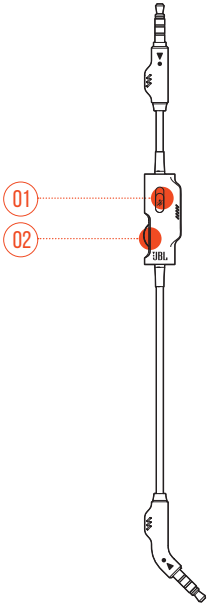
01 CONNECT button

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

02 LED

- Indicates the status of 2.4G wireless connection.

CONTROLS ON 3.5MM AUDIO CABLE



01 slider

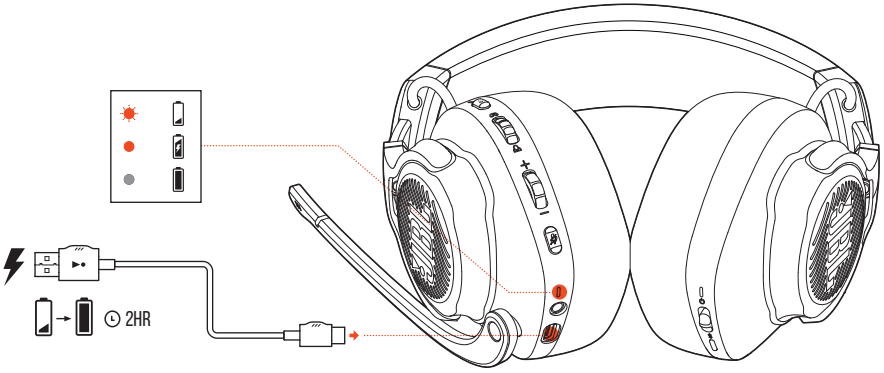
- Slide to mute or unmute the microphone in 3.5mm audio connection.

02 Volume dial

- Adjusts headset volume in 3.5mm audio connection.

GETTING STARTED

CHARGING YOUR HEADSET

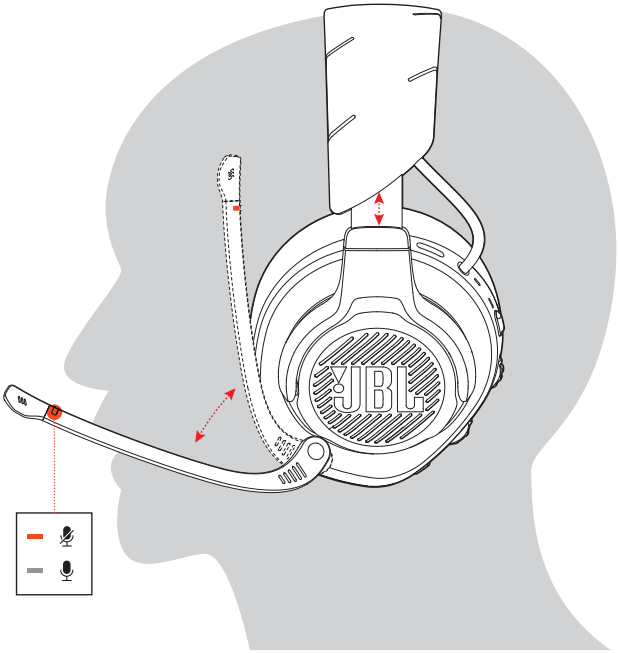


Before use, fully charge your headset through the supplied USB-A to USB-C charging cable.

TIPS:

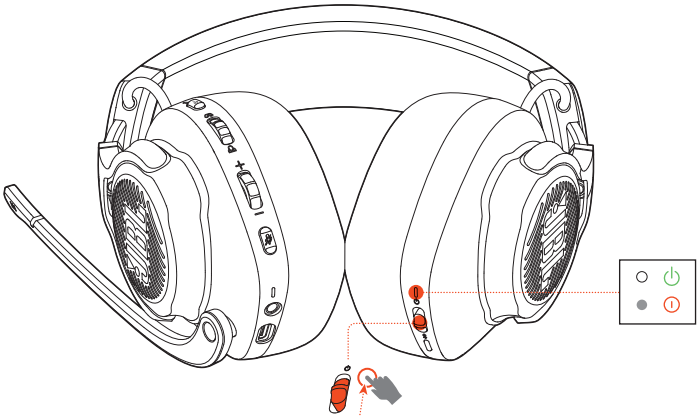
- It takes approximately 2 hours to fully charge the headset.
- You can also charge your headset through a USB-C to USB-C charging cable (not supplied).
- The headset cannot be powered on when being charged.

WEARING YOUR HEADSET



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 full access to features on your JBL Quantum headset - from headset calibration to adjusting 3D audio to suit your hearing, from creating customized RGB lighting effects to determining how the boom microphone side-tone works.

SOFTWARE REQUIREMENTS

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

500MB of free hard drive space for installation

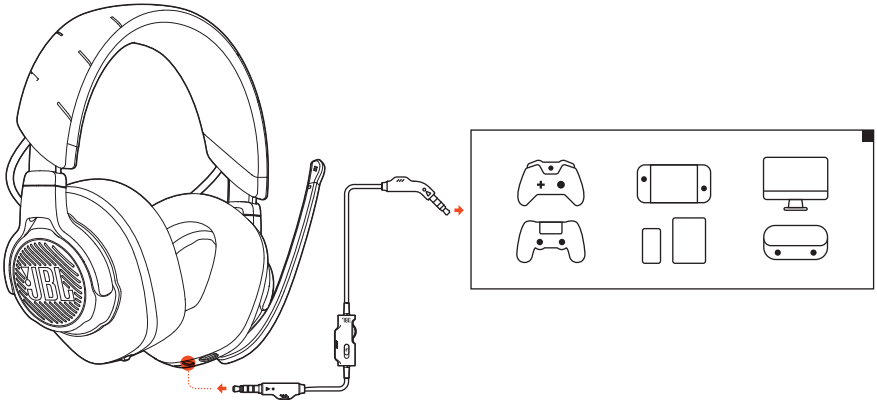
TIP:

- QuantumSURROUND and DTS Headphone:X V2.0 available on Windows only. Software installation required.

1. Connect the headset to your PC via 2.4G USB wireless connection (See "With 2.4G wireless connection").
2. Go to "**Sound Settings**" -> "**Sound Control Panel**".
3. Under "**Playback**" highlight "**JBL QUANTUM800 GAME**" and select "**Set Default**" -> "**Default Device**".
4. Highlight "**JBL QUANTUM800 CHAT**" and select "**Set Default**" -> "**Default Communication Device**".
5. Under "**Recording**" highlight "**JBL QUANTUM800 CHAT**" and select "**Set Default**" -> "**Default Device**".
6. In your chat application select "**JBL QUANTUM800 CHAT**" as the default audio device.
7. Follow the onscreen instructions to personalize your sound settings.

USING YOUR HEADSET

WITH 3.5MM AUDIO CONNECTION



1. Connect the black connector to your headset.
2. Connect the orange connector to the 3.5mm headphone jack on your PC, Mac, mobile or gaming console device.

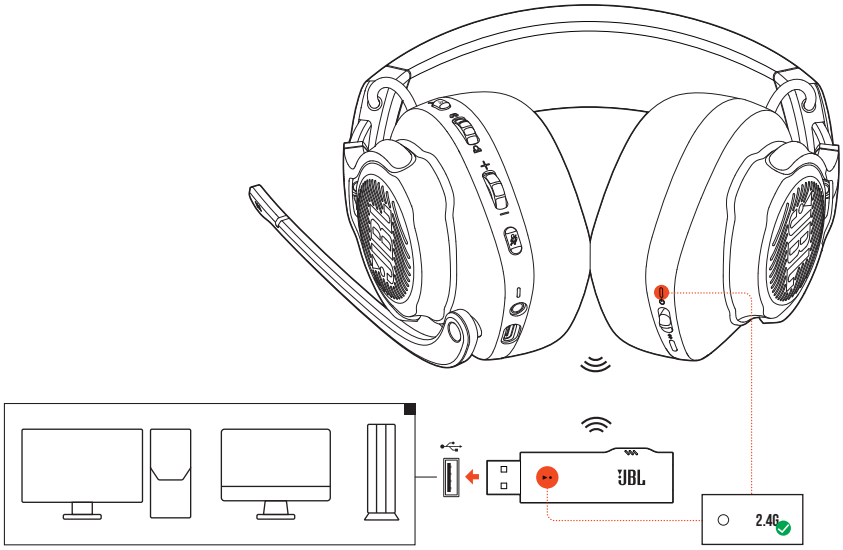
Basic operation

Controls	Operation
Volume dial on 3.5mm audio cable	Adjust master volume.
slider on 3.5mm audio cable	Slide to mute or unmute the microphone.

NOTE:

- The mic mute / unmute LED, button, / dial and RGB Lighting Zones on the headset do not work in 3.5mm audio connection.

WITH 2.4G WIRELESS CONNECTION

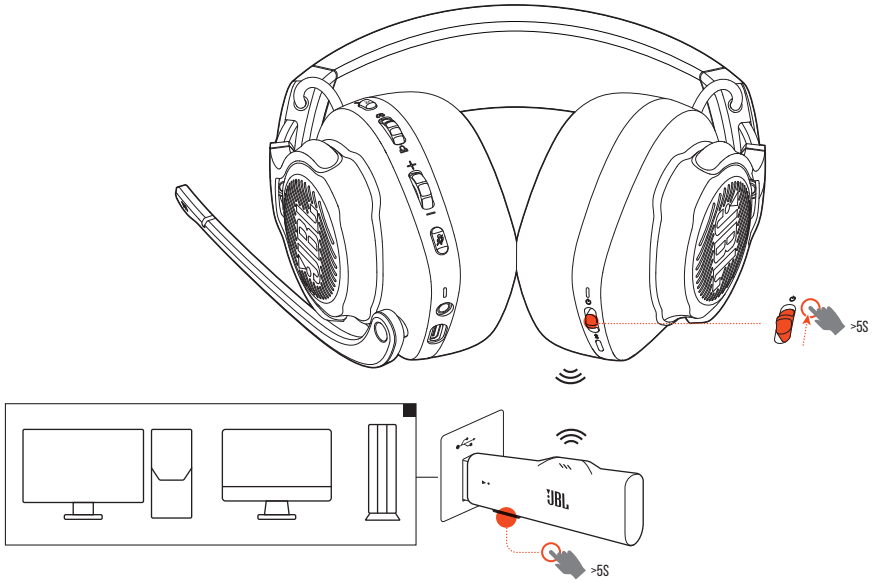


1. Plug the 2.4G USB wireless dongle into a USB-A port on your PC, Mac or PS4.
2. Power on the headset. It will pair and connect with the dongle automatically.

Basic operation

Controls	Operation
Volume dial	Adjust master volume.
	Rotate towards to increase game volume.
	Rotate towards to increase chat volume.
button	Press to mute or unmute the microphone. Hold for more than 5 seconds to turn on or off the RGB light.
button	Press briefly to turn TalkThru on or off. Hold for more than 2 seconds to turn ANC on or off.

TO PAIR MANUALLY

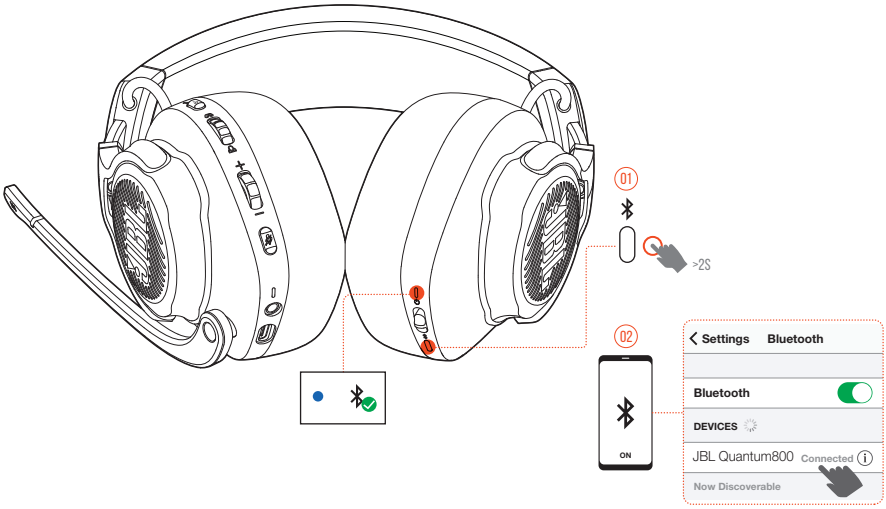


1. On the headset, slide the power switch upwards and hold for more than 5 seconds until the status LED flashes white.
2. On the 2.4G USB wireless dongle, hold **CONNECT** for more than 5 seconds until the LED flashes white quickly.
   ↳ Both LEDs on the headset and dongle turn solid white after successful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

TIPS:

- The headset turns off automatically after 10 minutes of inactivity.
- The ❗ LED enters connecting mode (flashing slowly) after disconnection from the headset.
- Compatibility with all USB-A ports is not guaranteed.

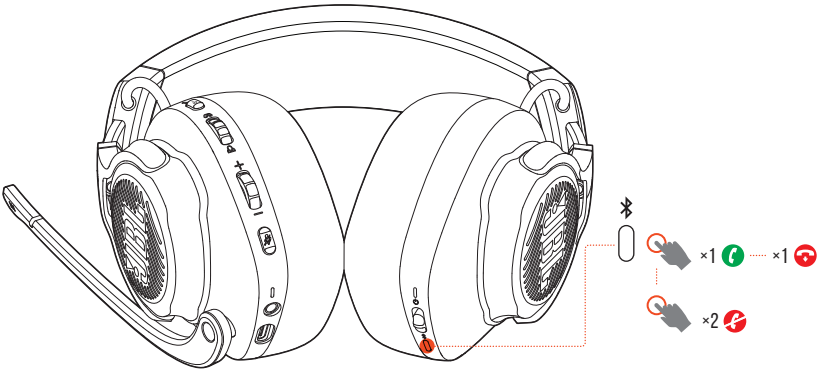
WITH BLUETOOTH (SECONDARY CONNECTION)



With this function, you can connect your mobile phone to the headset while playing games, without worrying about missing important calls.

1. Hold ✱ on the headset for more than 2 seconds.
   ↳ The status LED flashes quickly (pairing).
2. Enable Bluetooth on your mobile phone and choose "**JBL Quantum800**" from "**Devices**".
   ↳ The status LED flashes slowly (connecting), and then turns solid blue (connected).

CONTROL CALLS



When there is an incoming call:

- Press ✱ once to answer.
- Press ✱ twice to reject.

During a call:

- Press ✱ once to hang up.

TIP:

- Use volume controls on your Bluetooth connected device to adjust volume.

PRODUCT SPECIFICATIONS

- Driver size: 50 mm Dynamic drivers
- Frequency response (Passive): 20 Hz - 40 kHz
- Frequency response (Active): 20 Hz - 20 kHz
- Microphone frequency response: 100 Hz -10 kHz
- Max input power 30 mW
- Sensitivity: 95 dB SPL @1 kHz / 1 mW
- Maximum SPL: 93 dB
- Microphone sensitivity: -40 dBV @1 kHz / Pa
- Impedance: 32 ohm
- 2.4G Wireless transmitter power: <0 dBm
- 2.4G Wireless modulation: π/4-DQPSK
- 2.4G Wireless carrier frequency: 2403.35 MHz - 2479.35 MHz
- Bluetooth transmitted power: <9 dBm
- Bluetooth transmitted modulation: GFSK, π/4 DQPSK, 8DPSK
- Bluetooth frequency: 2.402 GHz - 2.480 GHz
- Bluetooth profile version: A2DP 1.3, HFP 1.6
- Bluetooth version: V5.0
- Battery type: Li-ion battery (3.7 V / 1300 mAh)
- Power supply: 5 V ⎓ 2 A
- Charging time: 2 hrs
- Music play time with RGB lighting off: 14 hrs
- Microphone pickup pattern: Unidirectional
- Weight: 410 g

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").

BLUETOOTH PAIRING FAILED

- Make sure you have enabled Bluetooth feature on the device to be connected with the headset.
- Move the device closer to the headset.
- The headset is connected to another device through Bluetooth. Disconnect the other device, then repeat the pairing procedures. (see "With Bluetooth (secondary connection)").

NO SOUND OR POOR SOUND

- Make sure you have chosen **JBL QUANTUM800 GAME** 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.
- Check game chat balance on PC if you are only playing game or chat audio.
- Check that ANC is enabled while TalkThru is disabled.

- 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.

In 2.4G wireless connection:

- 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 JBL QUANTUM800. This is not a malfunction.

In 3.5mm audio connection:

- Make sure the 3.5mm audio cable is connected securely.

In Bluetooth connection:

- The volume control on the headset does not work for the Bluetooth connected device. This is not a malfunction.
- Keep away from sources of radio interference such as microwaves or wireless routers.

MY VOICE CANNOT BE HEARD BY MY TEAMMATES

- Make sure you have chosen **JBL QUANTUM800 CHAT** as the default device in the chat sound settings of your PC, Mac or gaming console device.
- Make sure the microphone is not muted.

I CAN'T HEAR MYSELF WHEN I'M TALKING

- Enable sidetone via **JBL QuantumENGINE** to hear yourself clearly over game audio. ANC/TalkThru will be disabled when sidetone is enabled.

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