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JBL Tour Pro+ Black

JBL Tour PRO+ TWS True Wireless Bluetooth Earbuds User Manual

Brand: JBL | Model: Tour Pro+ Black

1. Product Overview

The JBL Tour PRO+ TWS are true wireless Bluetooth earbuds designed for enhanced productivity and comfort. They feature JBL Pro Sound, Adaptive Noise Cancelling, Smart Ambient technology, and a 3-microphone array for clear calls. The earbuds offer up to 32 hours of combined battery life with the charging case and support wireless charging. Integrated Google Assistant and Amazon Alexa provide convenient voice control.



Figure 1: JBL Tour PRO+ TWS earbuds in their charging case.

2. What's in the Box

- 1 x JBL Tour Pro+ TWS headphones
- 1 x Type-C USB charging cable
- 1 x 5 Sizes of ear tips
- 1 x Charging case
- 1 x 2 Sizes of stabilizers
- 1 x Quick start guide
- 1 x Google Assistant set up guide
- 1 x Amazon Alexa set up guide

- 1 x Warranty / Warning (W / !)
- 1 x Safety Sheet (S / i)

3. Setup

3.1. Initial Charging

Before first use, fully charge the earbuds and the charging case. The case can be charged via the included USB-C cable or wirelessly using a Qi-compatible charger.

1. Place the earbuds into the charging case.
2. Connect the USB-C cable to the charging port on the case and to a power source.
3. Alternatively, place the charging case on a Qi-compatible wireless charging pad.
4. The LED indicator on the case will show charging status.



Figure 2: USB-C charging port on the case.

3.2. Pairing with a Bluetooth Device

1. Open the charging case. The earbuds will automatically enter pairing mode, indicated by a blinking blue LED on the earbuds.
2. On your Bluetooth device (smartphone, tablet, computer), go to the Bluetooth settings.
3. Select "JBL Tour PRO+ TWS" from the list of available devices.
4. Once connected, the LED on the earbuds will turn solid blue for a few seconds and then turn off.



Figure 3: Earbuds showing indicator lights for pairing status.

3.3. Choosing the Right Fit

Proper fit is crucial for optimal sound quality and noise cancellation. Experiment with the different sizes of ear tips and stabilizers included in the box to find the most comfortable and secure fit for your ears.



Figure 4: Earbud design for secure fit.

4. Operating Instructions

4.1. Touch Controls

The JBL Tour PRO+ TWS earbuds feature intuitive touch controls on each earbud. Functions can be customized via the JBL Headphones App.

- **Single Tap:** Play/Pause, Answer/End Call
- **Double Tap:** Next Track, Reject Call, Activate Voice Assistant
- **Triple Tap:** Previous Track
- **Tap and Hold:** Toggle Noise Cancelling/Smart Ambient, Volume Control (customizable)

4.2. Adaptive Noise Cancelling (ANC) and Smart Ambient

These earbuds feature Adaptive Noise Cancelling to reduce external distractions and Smart Ambient technology to allow you to hear your surroundings without removing the earbuds.

- **Adaptive Noise Cancelling:** Minimizes ambient noise for an immersive listening experience.
- **Smart Ambient:** Allows you to hear your surroundings or engage in conversations while wearing the earbuds.
- Toggle between ANC, Smart Ambient, and Off modes using the touch controls or the JBL Headphones App.

4.3. Voice Assistant Integration

The earbuds support hands-free activation of Google Assistant and Amazon Alexa. Ensure your preferred voice assistant is set up in the JBL Headphones App.

- Simply say "Hey Google" or "Alexa" to activate your voice assistant.
- Use voice commands to control music playback, make calls, get information, and more.

4.4. Call Management

The 3-microphone technology ensures clear voice clarity during calls, even in noisy environments.

- **Answer/End Call:** Single tap on either earbud.
- **Reject Call:** Double tap on either earbud.



Figure 5: 3-Mic Technology for clear calls.

5. Maintenance

5.1. Cleaning Your Earbuds and Case

Regular cleaning helps maintain optimal performance and hygiene.

- Gently wipe the earbuds and charging case with a soft, dry, lint-free cloth.
- For ear tips, remove them from the earbuds and clean with a mild soap solution if necessary, then rinse thoroughly and allow to dry completely before reattaching.
- Clean the charging contacts on both the earbuds and inside the case using a dry cotton swab to ensure proper charging.
- Avoid using abrasive materials, alcohol, or chemical cleaners.

5.2. Storage

When not in use, always store the earbuds in their charging case to protect them and keep them charged.



Figure 6: Closed charging case for storage.

6. Troubleshooting

Earbuds not charging:

Ensure the charging contacts on both the earbuds and inside the case are clean and free of debris. Verify the charging cable is securely connected or the wireless charging pad is properly aligned.

No sound or low volume:

Check the earbud fit; an improper seal can significantly affect sound quality. Adjust volume on both the earbuds and your connected device. Ensure earbuds are properly paired.

Earbuds not pairing:

Make sure Bluetooth is enabled on your device. Place earbuds back in the case, close it, then open it again to re-enter pairing mode. If issues persist, try forgetting the device in your Bluetooth settings and re-pairing.

Noise Cancelling not effective:

Ensure the earbuds have a proper seal in your ear canal. Try different ear tip sizes. Verify that Adaptive Noise Cancelling is activated via touch controls or the JBL Headphones App.

Voice Assistant not responding:

Confirm that Google Assistant or Amazon Alexa is enabled and configured correctly in the JBL Headphones App. Ensure your device has an active internet connection.

7. Specifications

Feature	Specification
Model Name	JBL Tour Pro+ TWS
Connectivity Technology	Wireless (Bluetooth 5.0)
Audio Driver Size	6.8 Millimeters

Battery Life (Earbuds)	Up to 8 hours (ANC off)
Total Battery Life (with Case)	Up to 32 hours
Charging Time	2 hours (from empty)
Wireless Charging	Qi-compatible
Microphones	3 mics per earbud for voice clarity and noise cancellation
Noise Control	Adaptive Noise Cancellation, Smart Ambient
Voice Assistant	Google Assistant, Amazon Alexa Built-in
Earbud Weight	7.5g per earbud
Charging Case Weight	56.8 Grams
Water Resistance Level	Not Water Resistant

8. Warranty and Support

8.1. Warranty Information

Your JBL Tour PRO+ TWS earbuds come with a limited warranty. Please refer to the 'Warranty / Warning (W / !)' document included in your product box for detailed terms and conditions. Retain your proof of purchase for warranty claims.

8.2. Customer Support

For further assistance, technical support, or service inquiries, please visit the official JBL support website or contact their customer service. You can also find additional resources and FAQs on the JBL Brand Store on Amazon.
Additional user guides and troubleshooting documents are available for download:

- Instructions for Use (IFU) (PDF)
- Troubleshooting Guide (PDF)
- User Guide (PDF)
- User Manual (PDF)

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