JBL 360P QUANTUM360P Console Wireless Owner's Manual

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Contents

Introduction

Congratulations on your purchase! This manual includes information on the JBL QUANTUM360P CONSOLE WIRELESS gaming headset. We encourage you to take a few minutes to read this manual, which describes the product and includes step-bystep 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

1. **JBL QUANTUM360P CONSOLE WIRELESS** gaming headset

2. USB charging cable (USB-A to USB-C)

3. Removable microphone

4. 2.4GHz USB wireless dongle
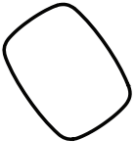
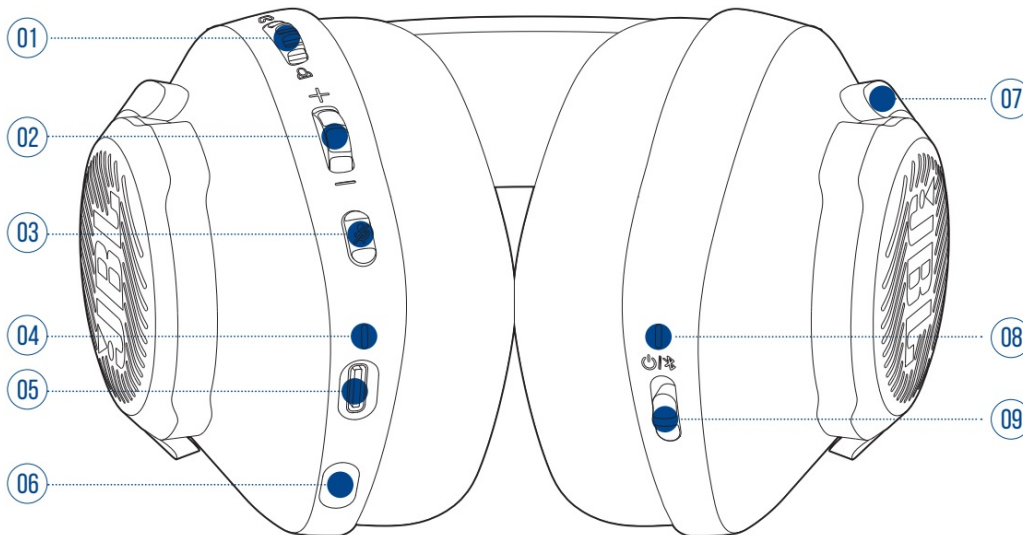5. QSG, warranty card and safety sheet

05

6. Windshield foam for boom microphone

06

PRODUCT OVERVIEW

Controls on headset

1. / **dial**

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

2. **Volume +/- dial**

   Adjusts headset volume.

3. **button**

   Press to mute or unmute the microphone.

4. **Charging LED**

   Indicates the charging and battery status.

5. USB-C port

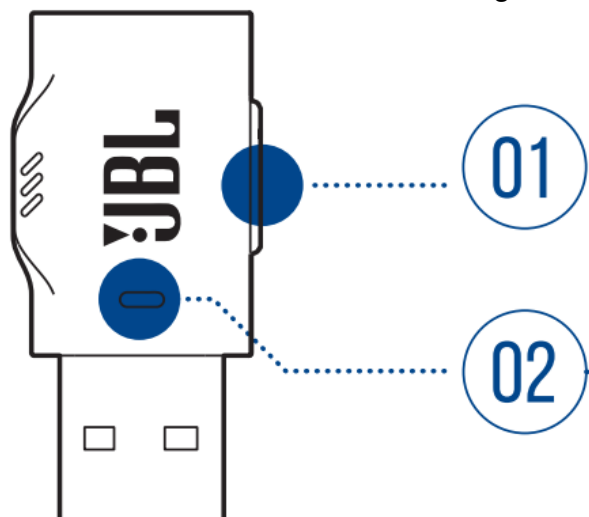6. Jack for 2.5 mm boom microphone

7. Flat-fold ear cup

8. Status LED (Power / 2.4GHz / Bluetooth)

9. ⌒ / ⌒ / **slider**

   Slide upwards to power on and enter 2.4GHz pairing mode, or slide downwards to power off the headset.

Slide upwards and hold for 2 seconds to enter Bluetooth pairing mode.

Controls on 2.4GHz USB wireless dongle

1. **CONNECT button**

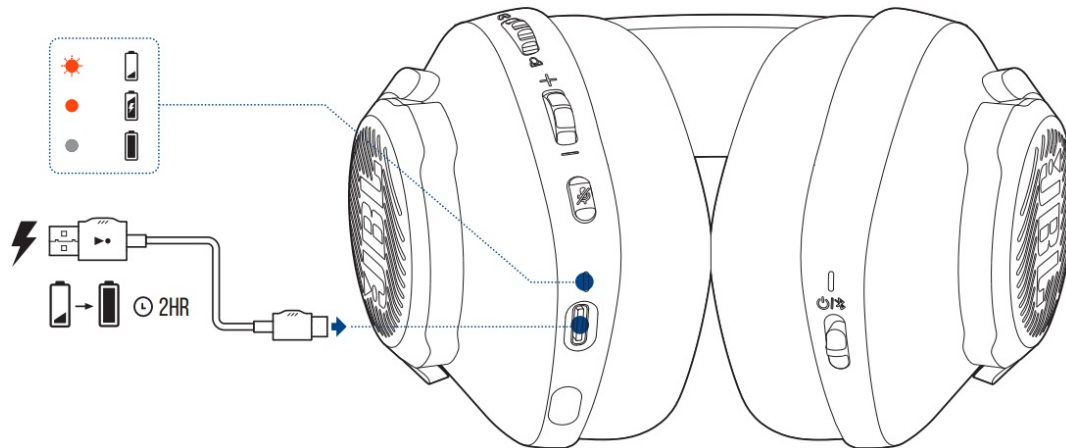   Hold for more than 5 seconds to enter 2.4GHz wireless pairing mode.

2. **LED**

   Indicates the status of 2.4GHz wireless connection.
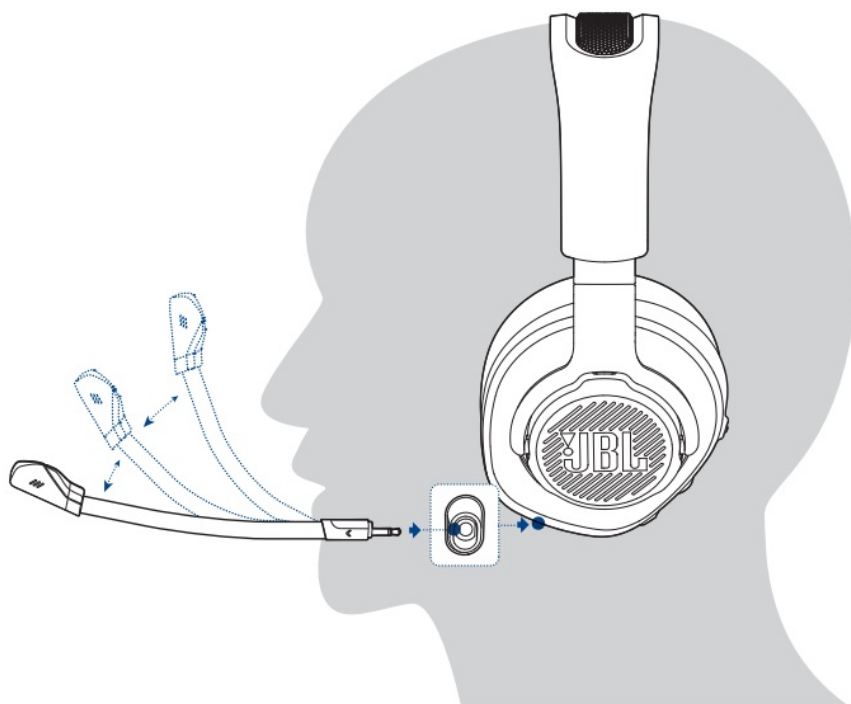
Getting started

Charging your headset

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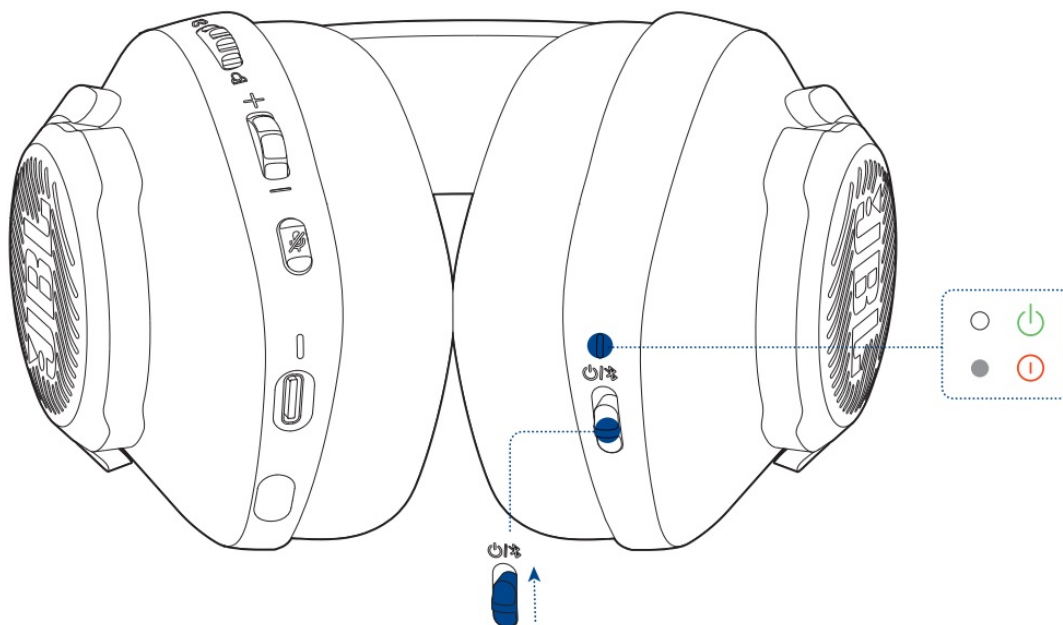
TIPS:

- 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.

2. Put the side marked L onto your left ear and the side marked **R** onto your right ear.

3. Adjust the ear pads and headband for a comfortable fit.

4. Adjust the microphone as necessary

Power on

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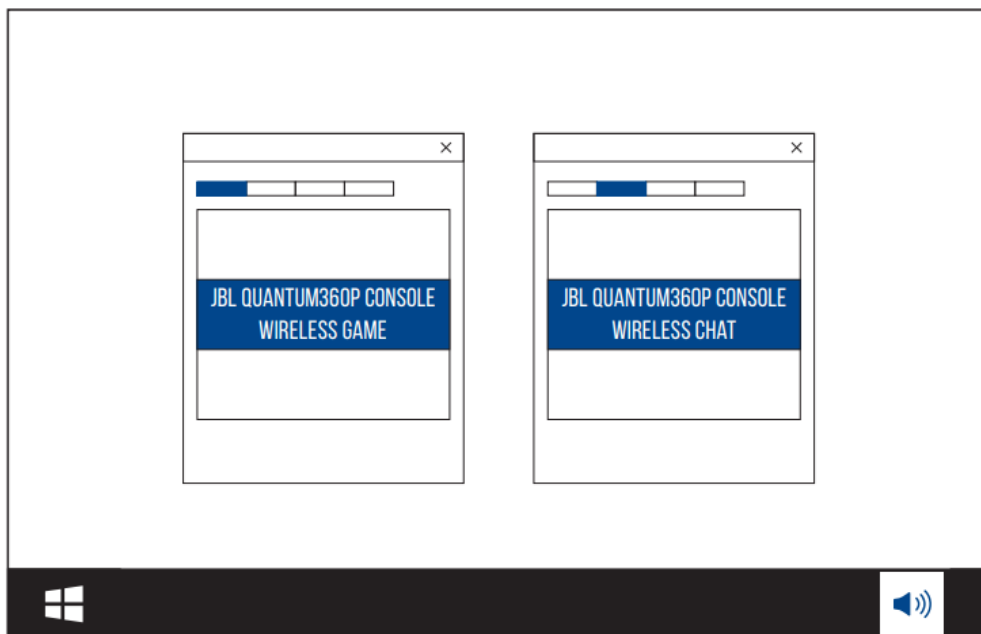   - Slide downwards to power off.

First-time setup (for PC only)

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

SOFTWARE REQUIREMENTS

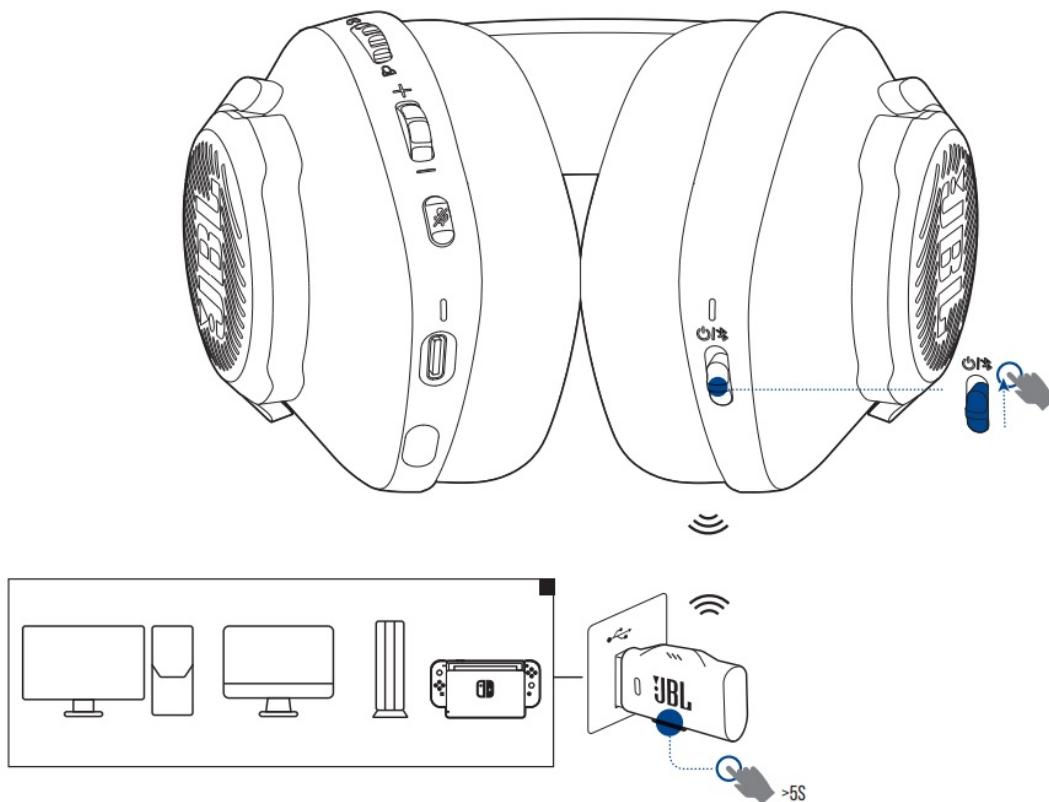**Platform:** Windows 10 (64 bit only) / Windows 11 500MB of free hard drive space for installation

TIP:

- Quantum SURROUND available on Windows only. Software installation required

1. Connect the headset to your PC via 2.4GHz USB wireless connection (See " **Using your headset**
2. Go to **Sound Settings" -> "Sound Control Panel"**
3. Under **"Playback** highlight **"JBL Quantum 360P Console Wireless Game** and select **"Set Default" -> "Default Device"**
4. Highlight **JBL Quantum 360P Console Wireless Chat"** and select **"Set Default" → "Default Communication Device**
5. Under **Recording"highlight "JBL Quantum 360P Console Wireless Chat** and select **"Set Default" ->"Default Device"**
6. In your chat application select "**JBL Quantum360P Console Wireless Chat** as the default audio device.
7. Follow the onscreen instructions to personalize your sound settings.

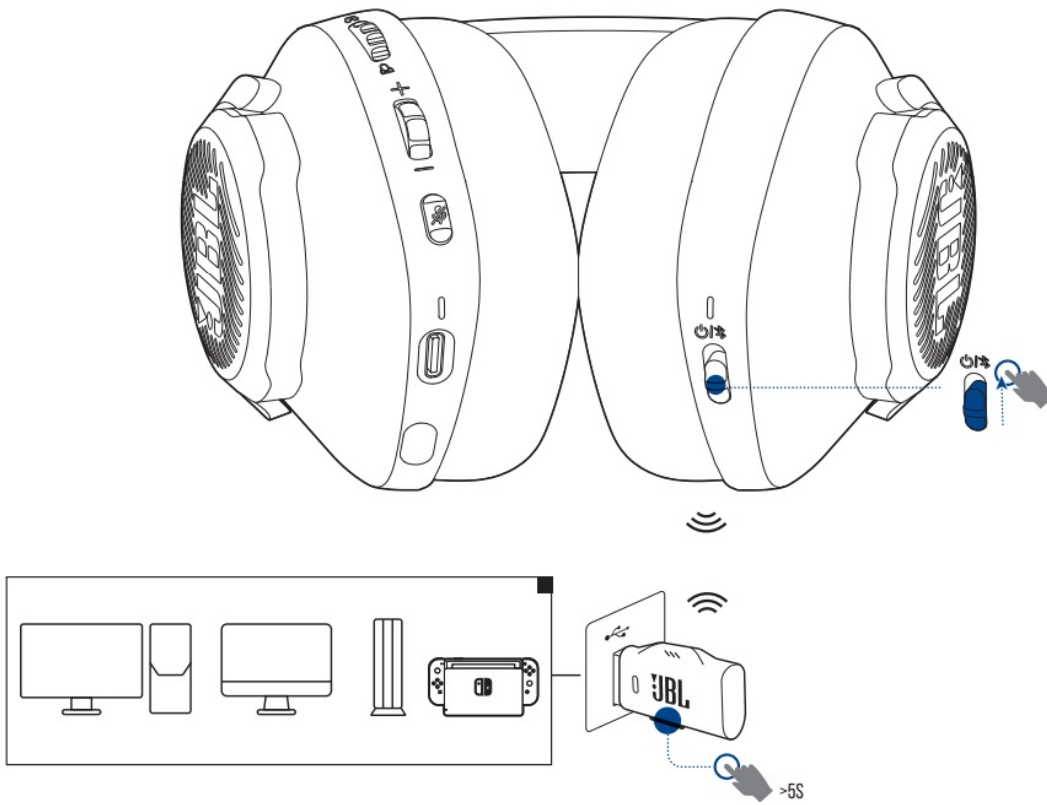## Using your headset

With 2.4GHz wireless connection

1. Plug the 2.4GHz 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

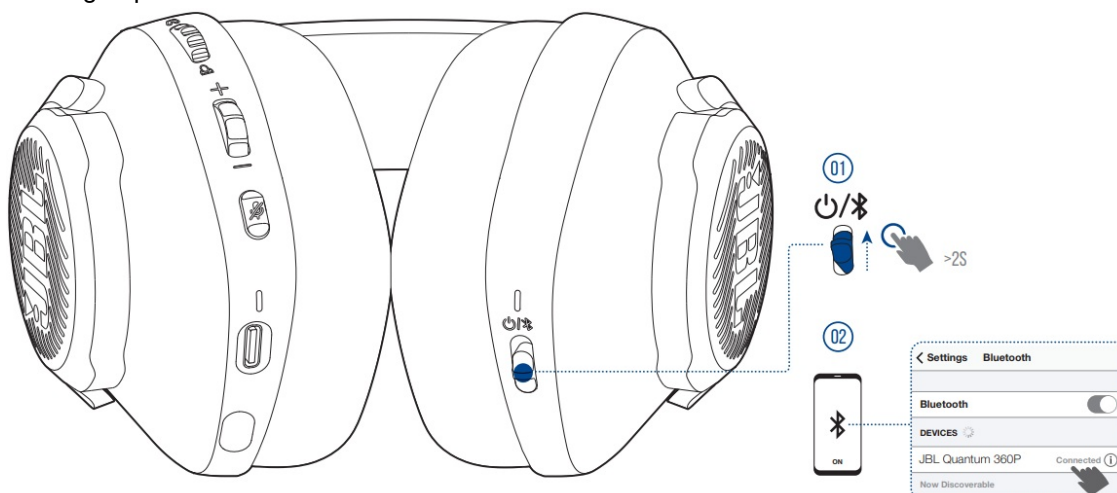| Controls	Operation
Volume dial	Adjust main volume.
🎤 button	Press to mute or unmute the microphone.

To pair manually

1. Power on the headset.
2. On the 2.4GHz 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.

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. On the headset, push the / ⏻ / ✳ slider upwards and hold for 2 seconds to enter Bluetooth pairing mode.
    1. The status LED flashes quickly (pairing).
2. Enable Bluetooth on your mobile phone and choose **"JBL Quantum 360P"** from **"Devices".**
    1. The status LED flashes slowly (connecting), and then turns solid blue (connected)

NOTE:

- Next time when you power on the headset, push the ⏻ / ✳/ slider upwards to reconnect the headset to your mobile phone

Control calls

- When there is an incoming call:
- Push the ⏻ / ✳ slider upwards once to answer.
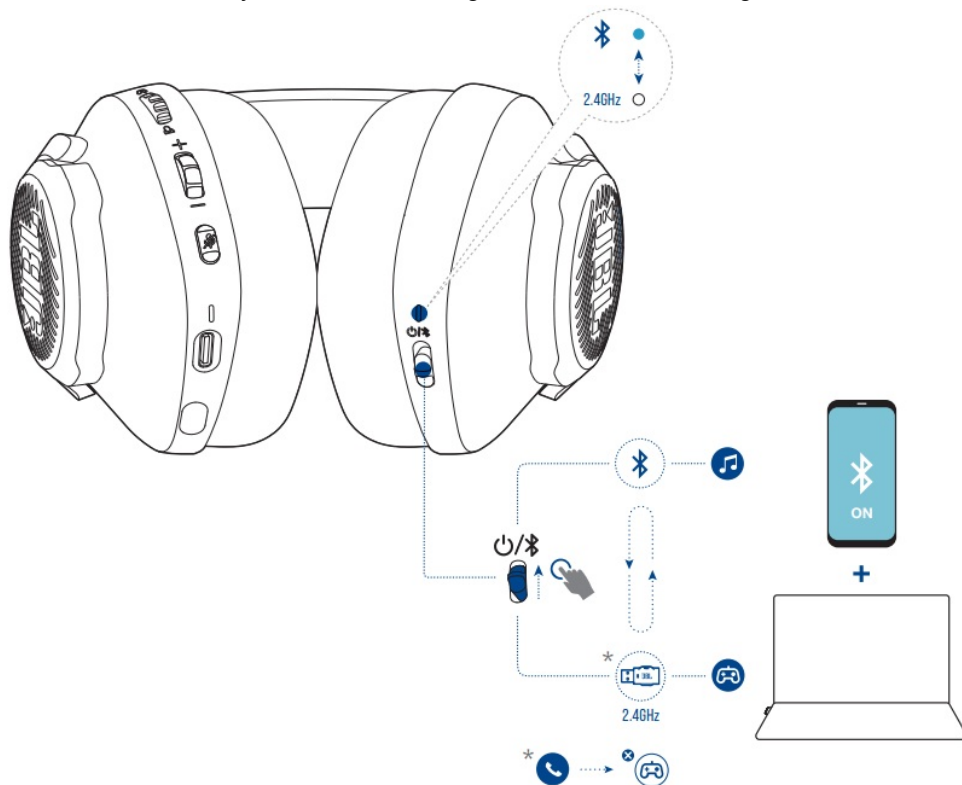- Push the / ⏻ / ✳ slider upwards twice to reject.

During a call:

- Push the / ⏻ / ✳ slider upwards once to hang up.

TIP:

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

Dual source switching

This feature allows you to switch from game audio to incoming calls or music sources quickly and easily.

1. Ensure that your headset is connected to your mobile phone through Bluetooth and to your PC through 2.4GHz at the same time.

2. When you are playing games on your PC with the headset:

   - if there is an incoming call to your mobile phone, the game audio will be interrupted by the ring tone. You can push the /⏻ / ✻ slider upwards to answer / hang up the call (See **"Control calls"** for details).

   - You can push the ⏻ / ✻/ slider upwards to switch to music source on your mobile phone.

   - To switch back to game audio from music source, push the ⏻ / ✻/ slider upwards again.

Product Specifications

- **Model:** QUANTUM360P CONSOLE WIRELESS
- Driver size: 40 mm Dynamic drivers
- Frequency response (Passive): 20 Hz – 20 kHz
- Frequency response (Active): 20 Hz – 20 kHz
- Microphone frequency response: 100 Hz – 8 kHz
- Max input power: 30 mW
- Sensitivity: 98 dB SPL @1 kHz / 1 mW
- Maximum SPL: 94 dB
- Microphone sensitivity: -42 dBV / Pa @1 kHz
- Impedance: 32 ohm
- 2.4GHz Wireless transmitter power: < 7 dBm (EIRP)
- 2.4GHz Wireless modulation: GFSK
- 2.4GHz Wireless carrier frequency: 2402 MHz – 2480 MHz
- Bluetooth transmitted power: < 6 dBm (EIRP)
- Bluetooth transmitted modulation: GFSK, π/4-DQPSK
- Bluetooth frequency: 2402 MHz – 2480 MHz
- Bluetooth profile version: HFP: v1.5, A2DP: v1.3
- Bluetooth version: BT Core: v5.2
- Battery type: Li-ion battery (3.7 V / 500 mAh)
- Power supply: 5 V, 1 A
- Charging time: 2 hrs
- Music play time with only 2.4GHz on: Up to 22 hrs
- Talk time with only 2.4GHz on: Up to 22 hrs
- Music play time with only BT on: Up to 26 hrs
- Talk time with only BT on: Up to 26 hrs
- Microphone pickup pattern: Omni-directional
- Weight: 256.4 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").

2.4GHz pairing failed between headset and 2.4GHz 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 Quantum360P Console Wireless 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
- 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 2.4GHz wireless dongle are paired and connected successfully.
- The USB-A ports on some gaming console devices may be incompatible with the JBL QUANTUM360P. This is not a malfunction.

My voice cannot be heard by my teammates

- Make sure you have chosen **JBL Quantum360P Console Wireless 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.

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

Documents / Resources

JBL 360P QUANTUM360P Console Wireless [pdf] Owner's Manual
360P QUANTUM360P Console Wireless, 360P, QUANTUM360P Console Wireless, Console Wireless, Wireless

References

- **JBL Quantum Support**
- **User Manual**