

Troubleshooting Steps

Installing software updates through the JBL Partybox app or performing a factory reset could likely resolve some of the customers' issues (e.g. with Bluetooth connection):

Resetting the Partybox to Factory Settings

1. Press and hold "Play/Pause" and "Volume +" down for > 10 seconds.
2. The JBL Partybox will power off and back on and is now reset.

The Bass/Treble/Echo knobs on the top of the Partybox 310 are only applied to the Microphone 1 input (by design), there is an equalizer in the JBL Partybox app to apply this to music from the other sources:

Functionality of Bass/Treble/Echo Buttons/Dials

The Bass, Treble and Echo buttons/dials on the control panel on top of the Partybox only applies these effects to the Microphone for Karaoke use.

These effects are not applied to other sources or inputs such as Bluetooth, Aux or USB, the Equalizer must be used in the JBL Partybox app for this (on supported models).

Also, if more bass is desired, there is a Bass Boost button on the top control panel (with 2 levels of Bass Boost: Off, Level 1 & Level 2, switched through pressing the button multiple times). This will be applied to the sources and inputs mentioned above (but not the microphone).