JBL by HARMAN

JBL QUANTUM 910 WIRELESS



OWNER'S MANUAL

TABLE OF CONTENTS

INTRODUCTION **1**

WHAT'S IN THE BOX **2**

PRODUCT OVERVIEW **3**

- Controls on headset 3
- Controls on 2.4GHz USB wireless dongle 5
- Controls on 3.5 mm audio cable 5

GETTING STARTED **6**

- Charging your headset 6
- Wearing your headset 7
- Power on 8
- First-time setup (for PC only) 8

USING YOUR HEADSET **10**

- With 3.5 mm audio connection 10
- With 2.4GHz wireless connection 11
- With Bluetooth (secondary connection) 13

PRODUCT SPECIFICATIONS **15**

TROUBLESHOOTING **17**

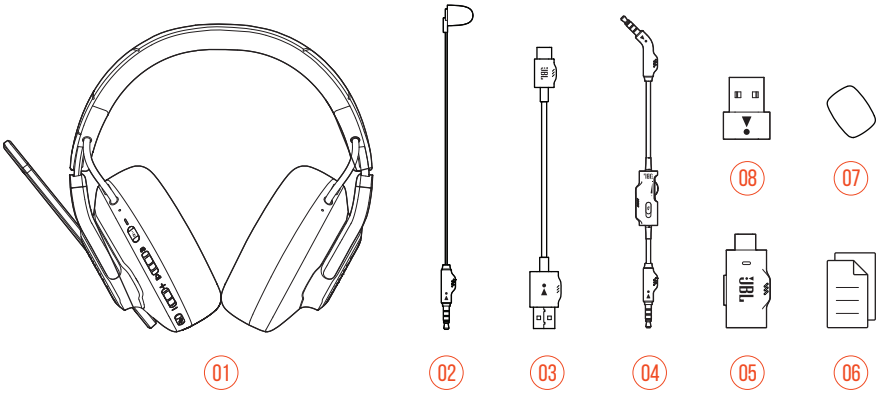
LICENSE **19**

INTRODUCTION

Congratulations on your purchase! This manual includes information on the JBL QUANTUM910 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 JBL QUANTUM910 WIRELESS headset

02 Calibration microphone

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

04 3.5 mm audio cable

05 2.4GHz USB wireless dongle (USB-C)

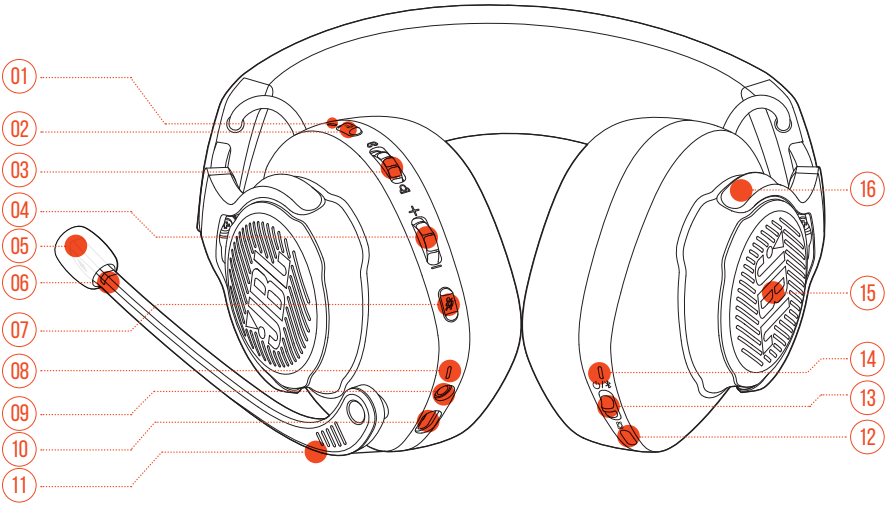
06 USB-C to USB-A converter

07 QSG, warranty card and safety sheet

08 Windshield foam for boom microphone

PRODUCT OVERVIEW

CONTROLS ON HEADSET



01 ANC* / TalkThru** LED

- Lights up when the ANC feature is enabled.
- Flashes quickly when the TalkThru feature is enabled.

02 button

- Press briefly to turn ANC on or off.
- Hold for 2 seconds to turn TalkThru 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 5 seconds to turn the RGB light on or off.

08 Charging LED

- Indicates the charging and battery status.

09 3.5 mm audio jack

10 USB-C port

11 Voice focus boom microphone

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

12 button

- Press to switch between off (default), spatial sound, and spatial sound + head tracking.
- Hold for 2 seconds to start re-centering for head tracking.

13 / 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.

14 Status LED (Power / 2.4GHz / Bluetooth)

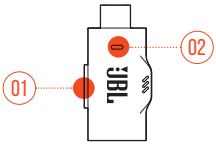
15 RGB Lighting Zones

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 2.4GHz USB WIRELESS DONGLE



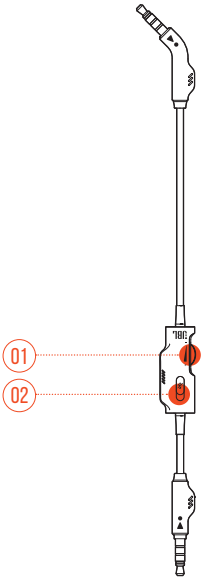
01 CONNECT button

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

02 LED

- Indicates the status of 2.4GHz wireless connection.

CONTROLS ON 3.5 MM AUDIO CABLE



01 Volume dial

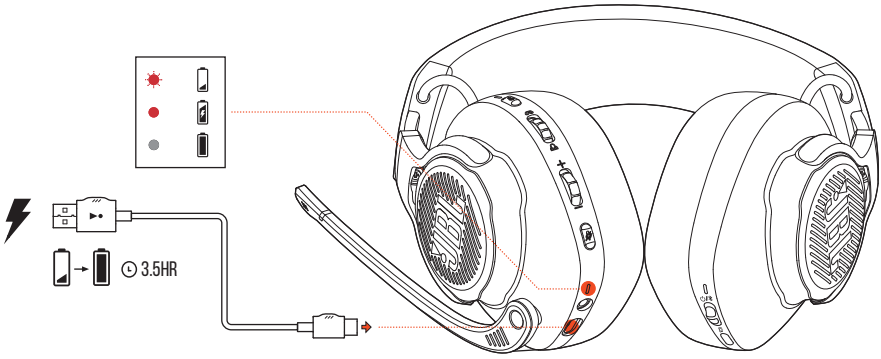
- Adjusts headset volume in 3.5 mm audio connection.

02 slider

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

GETTING STARTED

CHARGING YOUR HEADSET

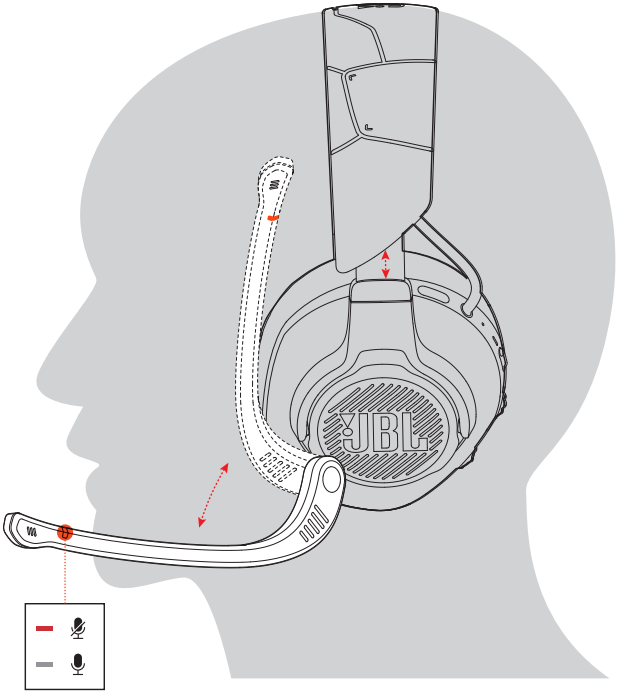


Before use, fully charge your headset through the supplied USB-A to USB-C charging cable.

TIPS:

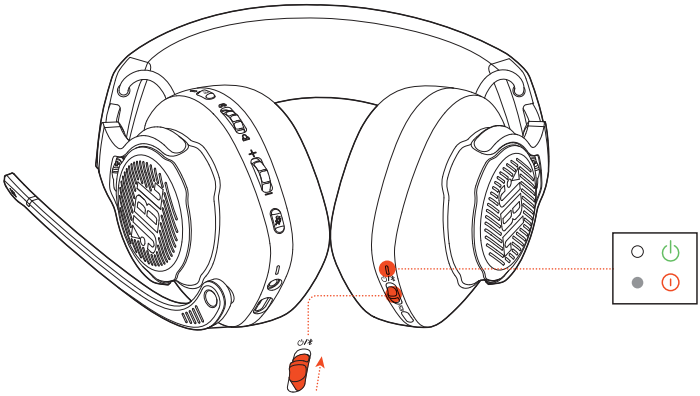
- It takes approximately 3.5 hours to fully charge the headset.
- You can also charge your headset through a USB-C to USB-C charging cable (not supplied).

WEARING YOUR HEADSET



1. 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.
  - ↳ 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 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 10 (64 bit only) / Windows 11

500MB of free hard drive space for installation

TIPS:

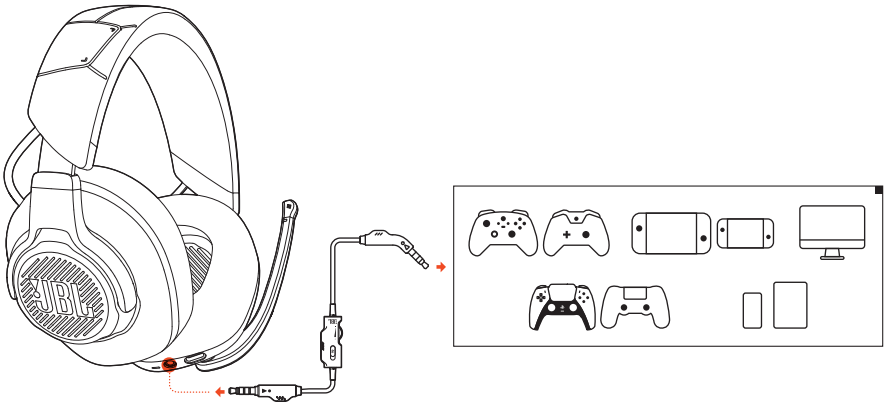
- JBL QuantumSPHERE 360 and DTS Headphone:X V2.0 available on Windows only. Software installation required.
- JBL QuantumSPATIAL 360 available on PlayStation (PS4/PS5) and Nintendo Switch.

1. Connect the headset to your PC via 2.4GHz USB wireless connection (See "With 2.4GHz wireless connection").
2. Go to "**Sound Settings**" -> "**Sound Control Panel**".
3. Under "**Playback**" highlight "**JBL QUANTUM910 WIRELESS GAME**" and select "**Set Default**" -> "**Default Device**".
4. Highlight "**JBL QUANTUM910 WIRELESS CHAT**" and select "**Set Default**" -> "**Default Communication Device**".
5. Under "**Recording**" highlight "**JBL QUANTUM910 WIRELESS CHAT**" and select "**Set Default**" -> "**Default Device**".
6. In your chat application select "**JBL QUANTUM910 WIRELESS CHAT**" as the default audio device.
7. Follow the onscreen instructions to personalize your sound settings.



USING YOUR HEADSET

WITH 3.5 MM AUDIO CONNECTION



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

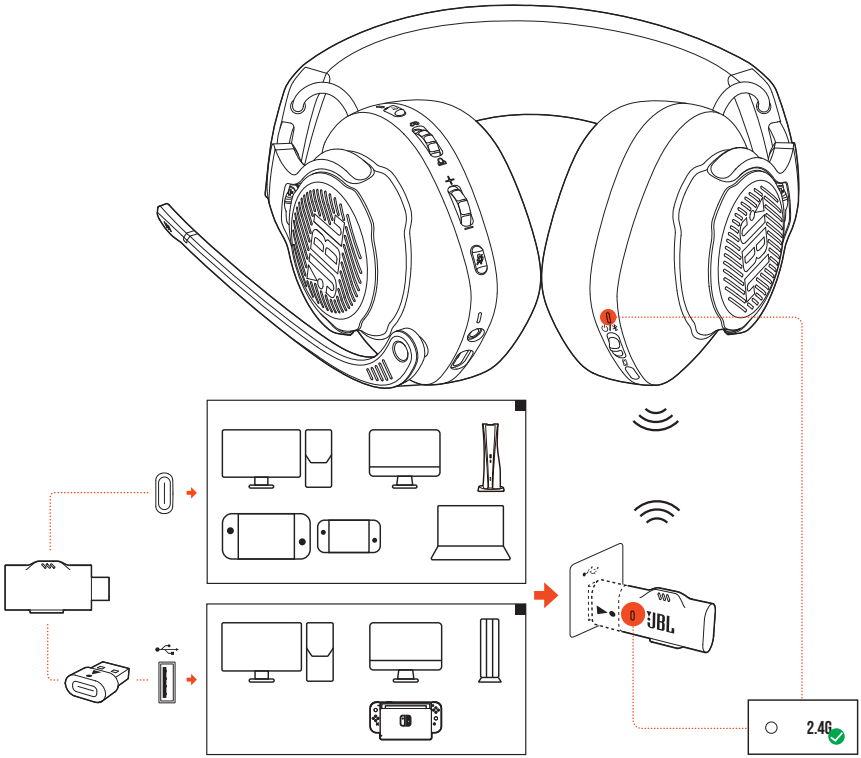
Basic operation

Controls	Operation
Volume dial on 3.5 mm audio cable	Adjust master volume.
slider on 3.5 mm 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 3.5 mm audio connection.

WITH 2.4GHz WIRELESS CONNECTION



1. Plug the 2.4GHz USB wireless dongle into a USB-C port on your PC, Mac, laptop, PS5 console, or Nintendo Switch™ controller.

- With the supplied USB-C to USB-A converter, you can connect the dongle to a USB-A port on your PC, Mac, desktop, PS4/PS5 console, or Nintendo Switch™ console.

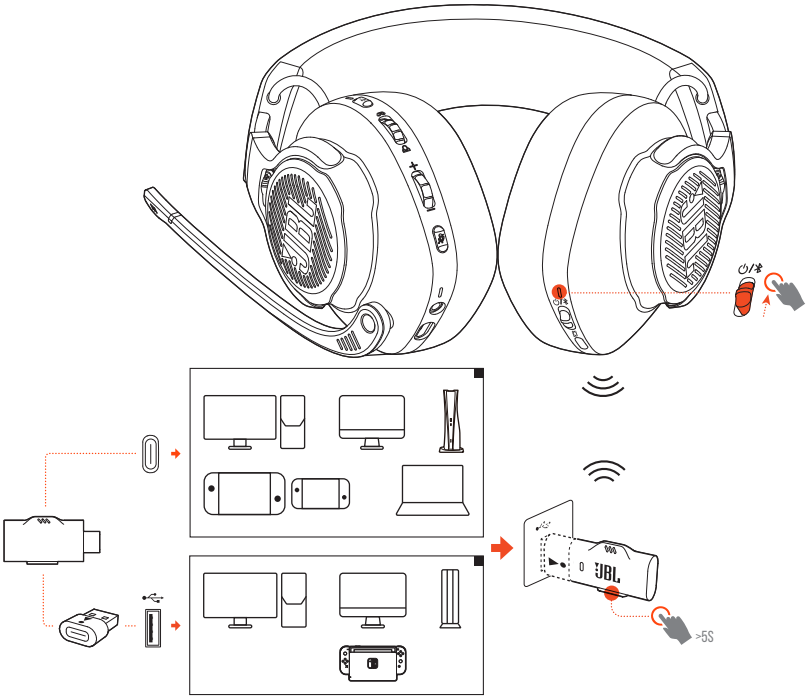
2. Power on the headset. It will pair and connect with the dongle automatically.

Basic operation

Controls	Operation
Volume dial	Adjust master volume.
	Rotate towards to increase game volume.

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

TO PAIR MANUALLY



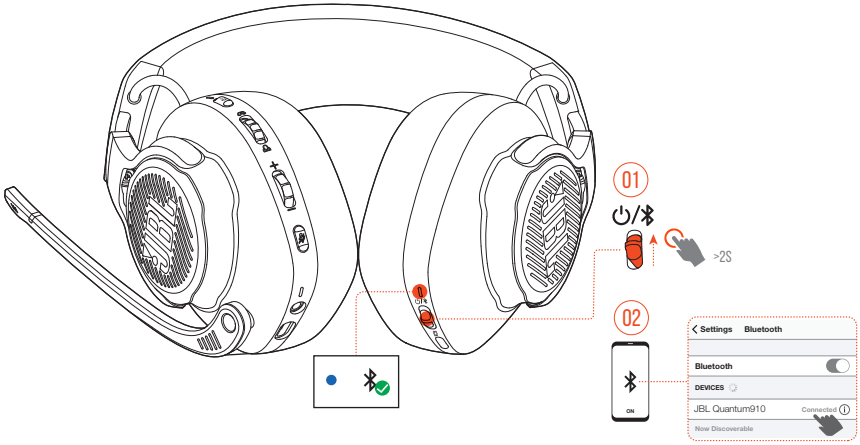
1. On the headset, slide the power switch upwards to power on and enter 2.4GHz pairing mode.

2. On the 2.4GHz USB wireless dongle, hold **CONNECT** for 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 on the dongle enters connecting mode (flashing slowly) after disconnection from the headset.
- Compatibility with all USB 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.
   ↳ The status LED flashes quickly (pairing).

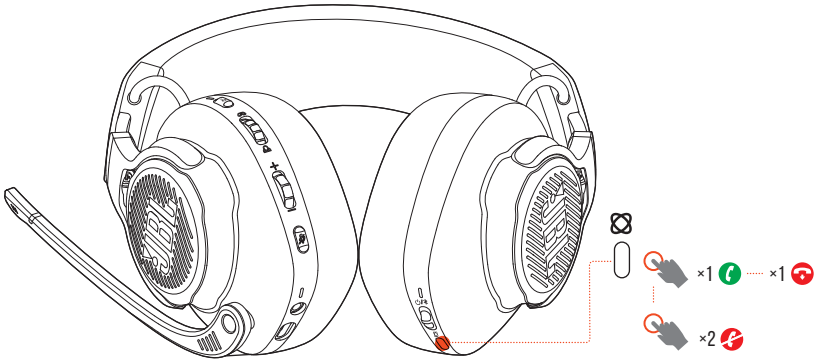
2. Enable Bluetooth on your mobile phone and choose "**JBL Quantum910**" from "**Devices**".

   ↳ The status LED flashes slowly (connecting), and then turns solid blue (connected).

NOTE:

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

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

- Model: QUANTUM910WIRELESS
- 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 - 8 kHz
- Max input power: 30 mW
- Sensitivity: 111 dB SPL / 1 mW
- Maximum SPL: 93 dB
- Microphone sensitivity: -38 dBV / Pa @1 kHz
- Impedance: 32 ohm
- 2.4GHz Wireless transmitter power: <13 dBm
- 2.4GHz Wireless modulation: GFSK, π/4 DQPSK
- 2.4GHz Wireless carrier frequency: 2400 MHz - 2483.5 MHz
- Bluetooth transmitted power: <13 dBm
- Bluetooth transmitted modulation: GFSK, π/4 DQPSK
- Bluetooth frequency: 2400 MHz - 2483.5 MHz
- Bluetooth profile version: A2DP v1.3, HFP v1.8
- Bluetooth version: BT Core v5.2
- Battery type: Li-ion battery (3.7 V / 1300 mAh)
- Power supply: 5 V ⎓ 2 A
- Charging time: 3.5 hrs
- Music play time with BT+2.4GHz on and ANC+RGB lighting off: 34 hrs
- Talk time with BT+2.4GHz on and ANC+RGB lighting off: 38 hrs
- Music play time with only 2.4GHz on and ANC+RGB lighting off: 39 hrs
- Talk time with only 2.4GHz on and ANC+RGB lighting off: 44 hrs
- Music play time with only BT on and ANC+RGB lighting off: 45 hrs

- Talk time with only BT on and ANC+RGB lighting off: 47 hrs
- Microphone pickup pattern: Unidirectional
- Weight: 420 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 QUANTUM910 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.
- 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 2.4GHz wireless connection:

- Make sure the headset and 2.4GHz wireless dongle are paired and connected successfully.
- The USB ports on some gaming console devices may be incompatible with JBL QUANTUM910 WIRELESS. This is not a malfunction.

In 3.5 mm audio connection:

- Make sure the 3.5 mm 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 QUANTUM910 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.

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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