



JBL QUANTUM 950^{WIRELESS}



OWNER'S MANUAL

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INTRODUCTION

Congratulations on your purchase! This manual includes information on the JBL QUANTUM 950 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



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- 01 JBL QUANTUM 950 WIRELESS headset
- 02 USB-C cable
- 03 USB-C to AUX cable
- 04 Calibration microphone
- 05 Detachable boom microphone
- 06 Base station
- 07 Replaceable batteries x2
- 08 Windshield foam for boom microphone
- 09 Pouch
- 10 QSG, warranty card and warning card

PRODUCT OVERVIEW

HEADSET



01 Hammock

02 ANC/Ambient Aware On/Off button

- Short press to switch among ANC on, Ambient Aware on, and ANC off.

03 Audio jack for boom microphone

04 Volume control dial

- Rotate to adjust the headset volume.

05 Microphone mute/unmute button

- Short press to mute or unmute the microphone.

06 Charging LED

- Indicates the battery and charging status.

07 USB-C port

08 Power On/Off slide

- Slide downwards to power on and enter 2.4 GHz pairing mode, or slide upwards to power off the headset.
- Slide downwards and hold for 2 seconds to enter Bluetooth pairing mode.

09 Power/2.4 GHz/Bluetooth LED

- Indicates the power, 2.4 GHz connection, and Bluetooth connection status.

10 Replaceable battery

11 Game audio-chat balance dial

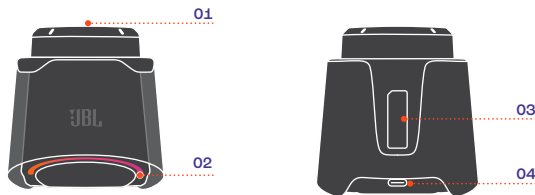
- Balances the chat volume in relation to the game audio volume.

12 Replaceable headset cap

13 Spatial sound On/Off button

- Short press to turn spatial sound on or off.
- Press and hold for 2 seconds to start re-centering for head tracking.

BASE STATION



01 Volume knob

- Rotate to adjust the headset volume.
- Short press to mute or unmute the microphone.
- Press down and rotate to balance the chat volume in relation to the game audio volume.

02 Multifunction LED

- Indicates 2.4 GHz connection status of the base station.
- Indicates volume, game chat balance, and microphone status of the headset.

- Indicates the charging status of the battery in the battery charging slot.

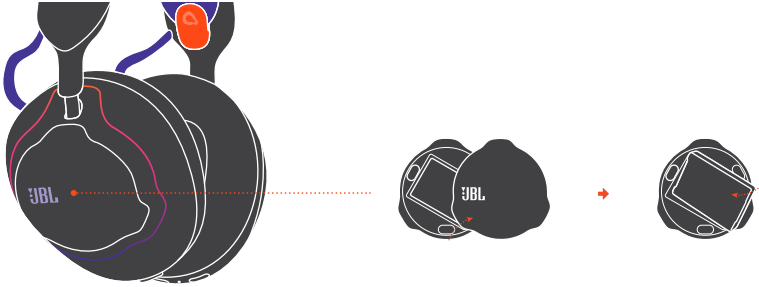
03 Battery charging slot

- Charges the battery inside after connecting the base station to power.

04 USB-C port

GETTING STARTED

INSTALL THE BATTERY

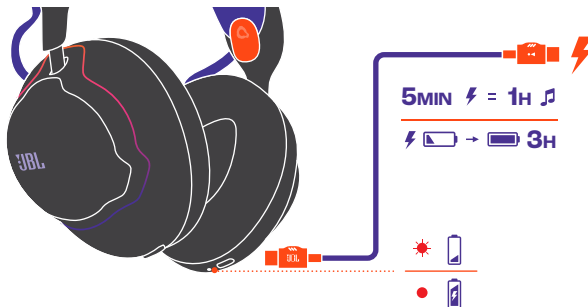


Remove the replaceable headset cap on the side marked **R**, then install the battery into the headset.

NOTE:

- The battery is replaceable only with an original JBL battery.

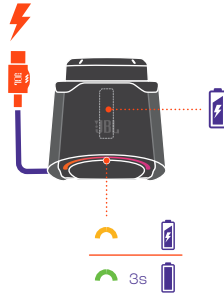
CHARGE THE BATTERY



Before use, charge the battery in your headset through the supplied USB-C cable.

TIPS:

- It takes approximately 3 hours to fully charge the battery.
- After connecting the base station to power, you can charge the other battery simultaneously by inserting it into the battery slot.



INSTALL THE MICROPHONE

Install the detachable boom microphone onto the headset's microphone audio jack on the side marked **L**.

TIP:

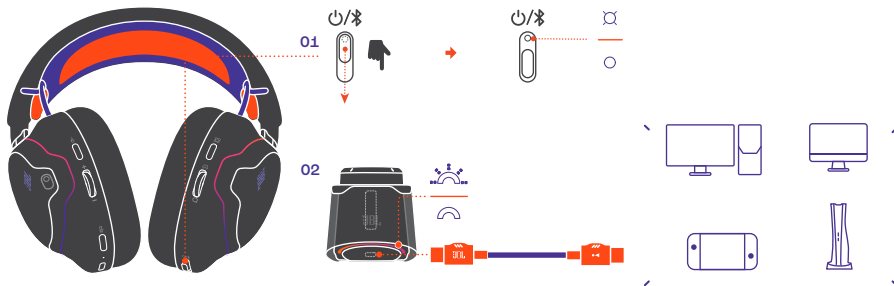
- To reduce wind noise and protect the microphone, install the windshield foam onto the microphone.

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.

USING YOUR HEADSET

WITH 2.4 GHz WIRELESS CONNECTION



1. Slide the power On/Off slide downwards to power on the headset.
2. Use the USB-C cable to connect the base station with your PC, Mac, Nintendo Switch™ or PlayStation™. It will pair and connect with the headset automatically.

FIRST-TIME SETUP (FOR PC ONLY)

Download [JBL QUANTUM ENGINE](http://jbl.com/quantum-engine.html) from jbl.com/quantum-engine.html 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

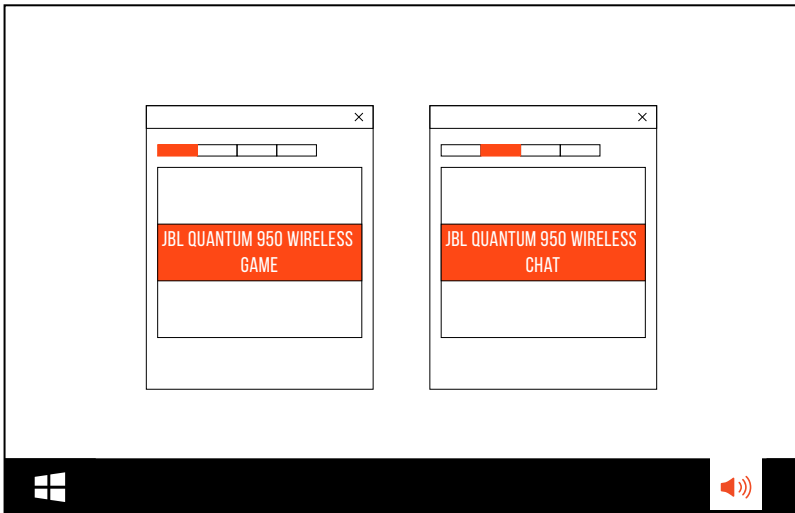
Platform: Windows 10 (64 bit only) / Windows 11

500MB of free hard drive space for installation

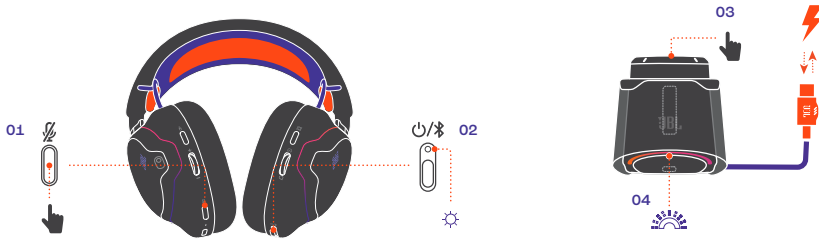
TIPS:

- 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 2.4 GHz USB wireless connection (See ["With 2.4 GHz wireless connection"](#)).
 2. Go to **"Sound Settings"** -> **"Sound Control Panel"**.
 3. Under **"Playback"** highlight **"JBL Quantum 950 Wireless Game"** and select **"Set Default"** -> **"Default Device"**.
 4. Highlight **"JBL Quantum 950 Wireless Chat"** and select **"Set Default"** -> **"Default Communication Device"**.
 5. Under **"Recording"** highlight **"JBL Quantum 950 Wireless Chat"** and select **"Set Default"** -> **"Default Device"**.
 6. In your chat application select **"JBL Quantum 950 Wireless Chat"** as the default audio device.
 7. Follow the onscreen instructions to personalize your sound settings.



TO PAIR MANUALLY

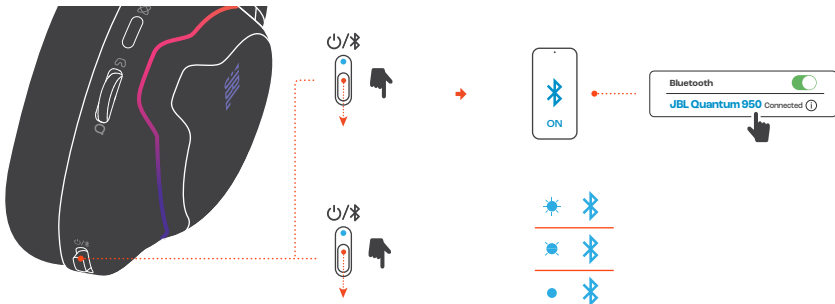


1. Press and hold the microphone mute/unmute button for 10 seconds to enter 2.4 GHz pairing mode.
2. The power/2.4 GHz/Bluetooth LED on the headset flashes white quickly (pairing).
3. Press and hold the volume knob on the base station for 3 seconds to enter 2.4 GHz pairing mode.
4. The multifunction LED on the base station flashes white quickly (pairing).
5. Both LEDs turn solid white after successful connection.

TIP:

- Compatibility with all USB ports is not guaranteed.

WITH BLUETOOTH



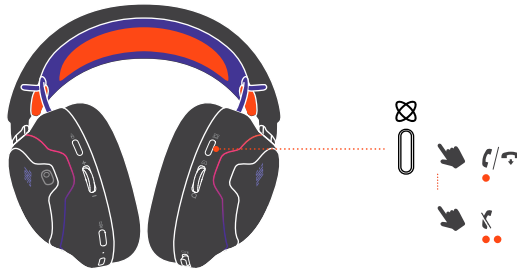
With this function, you can connect your mobile phone to the headset while playing games, without worrying about missing important calls.

1. On the headset, slide the power On/Off slide downwards and hold for 2 seconds to enter Bluetooth pairing mode.
 - ↳ The power/2.4 GHz/Bluetooth LED flashes blue quickly (pairing).
2. Enable Bluetooth on your mobile phone and choose “**JBL Quantum 950**” to connect.
 - ↳ The power/2.4 GHz/Bluetooth LED flashes blue slowly (connecting), and then turns solid blue (connected).

NOTE:

- Next time after you power on the headset, slide the power On/Off slide downwards to reconnect the headset to your mobile phone.

CONTROL CALLS



When there is an incoming call:

- Press the spatial sound On/Off button once to answer the call.
- Press it twice to reject the call.

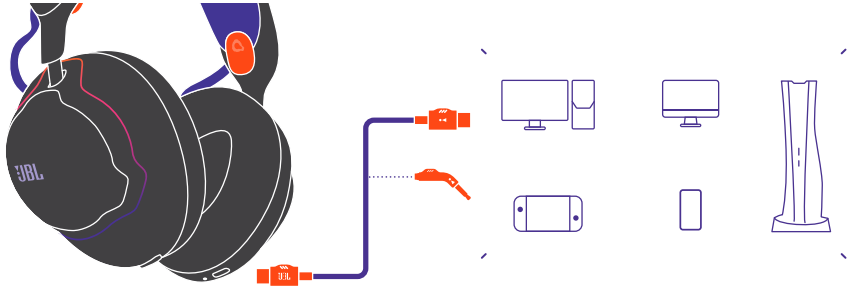
During a call:

- Press it once to hang up the call.

TIP:

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

WITH USB AUDIO CONNECTION



Use the USB-C cable to connect the headset with your PC, Mac, Nintendo Switch™, mobile or PS5.




NOTES:

- The microphone mute/unmute button and game audio-chat balance dial do not work in USB audio connection.
- When USB-C port is not available on your device, use the USB-C to AUX cable to connect your headset and device.








LED BEHAVIORS

HEADSET



CHARGING LED







LED indication	Status	Meaning
	Flashing red slowly	Low battery
	Solid red	Charging
	Off	Fully charged

POWER/2.4 GHz/BLUETOOTH LED

LED indication	Status	Meaning
	Flashing white quickly	Powered on or 2.4 GHz pairing
	Flashing white slowly	2.4 GHz connecting
	Solid white	2.4 GHz connected
	Flashing blue quickly	Bluetooth pairing
	Flashing blue slowly	Bluetooth connecting
	Solid blue	Bluetooth connected
	Off	Powered off

BASE STATION

LED indication	Status	Meaning
	Flashing white quickly	2.4 GHz pairing
	Flashing white slowly	2.4 GHz connecting

LED indication	Status	Meaning
	Solid white	2.4 GHz connected
	Solid blue	Volume adjustment
	Solid purple	Game audio-chat adjustment
	Solid red	Microphone muted
	Solid yellow	Charing
	Solid green	Microphone unmuted or battery fully charged

PRODUCT SPECIFICATIONS

- Model: Headset: QUANTUM 950
Base Station: QUANTUM 950 TM
- Driver size: 50 mm Dynamic Driver
- Frequency response: 20 Hz - 40 kHz (USB Audio)
- Max input power: 30 mW
- Sensitivity: 101 dB SPL @1 kHz / 1 mW
- Maximum SPL: 96 dB
- Impedance: 32 ohm
- Microphone frequency response: 100 Hz - 8 kHz
- Microphone sensitivity: -44 dBV/Pa@1 kHz
- Microphone pickup pattern: Cardioid
- 2.4GHz wireless transmitter power (Headset): < 13 dBm (EIRP)
- 2.4GHz wireless transmitter power (Base Station): < 13 dBm (EIRP)
- 2.4GHz wireless modulation: GFSK
- 2.4GHz wireless carrier frequency: 2.4 GHz - 2.4835 GHz
- Bluetooth transmitter power: < 13 dBm (EIRP)
- Bluetooth transmitter modulation: GFSK, $\pi/4$ -DQPSK, 8DPSK
- Bluetooth frequency: 2.4 GHz - 2.4835 GHz
- Bluetooth profile version: A2DP V1.4, HFP V1.8, AVRCP V1.6.2
- Bluetooth version: V5.3
- Battery type: Lithium-ion battery (3.7 V / 700 mAh)
- Power supply: 5V --- 1A
- Charging time: < 3 hrs from empty
- Music play time with only 2.4GHz on: Up to 25 hrs
- Talk time with only 2.4GHz on and ANC: Up to 18 hrs
- Music play time with only BT on: Up to 30 hrs

- Talk time with only BT on and ANC: Up to 20 hrs
- Music play time with BT+2.4GHz on: Up to 22 hrs
- Talk time with BT+2.4GHz on and ANC: Up to 17 hrs
- Weight (Headset): 398 g
- Weight (Base Station): 173 g
- Maximum operation temperature: 45°C

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

- Replace the battery (see ["Install the battery"](#)).
- Recharge the battery (see ["Charge the battery"](#)).

2.4 GHz PAIRING FAILED BETWEEN HEADSET AND BASE STATION

- Move the headset closer to the base station. If the issue remains, pair the headset with the base station 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"](#)).

NO SOUND OR POOR SOUND

- Make sure you have chosen **JBL Quantum 950 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 Ambient Aware 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 base station as far from the USB 3.0 port as possible.

In 2.4 GHz wireless connection:

- Make sure the headset and base station are paired and connected successfully.
- The USB ports on some gaming console devices may be incompatible with JBL Quantum 950 Wireless. This is not a malfunction.

In USB audio connection:

- Make sure the USB-C to AUX 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 Quantum 950 Wireless Chat** as the default device in the chat sound settings of your PC, Mac or gaming console device.
- Make sure the microphone is installed and not muted.

I CAN'T HEAR MYSELF WHEN I'M TALKING

- Enable sidetone via **JBL QUANTUM ENGINE** to hear yourself clearly over game audio. ANC/Ambient Aware will be disabled when sidetone is enabled.

LICENSE



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