

# USER GUIDE AND WARRANTY INFORMATION

## HEY THERE!

Thank you for purchasing the **JAM Double Down**. Check out the sections below for all the important information about your new Speaker.

## WE'RE HERE TO HELP. CONTACT US!

You've got questions? We've got answers.

Contact a Customer Relations representative by phone or email to help answer any questions. Please be sure to have the model number of your product available. (Hint: It's HX-P370)

Register your Speaker! Information about where you bought it and how you're using it is like gold for the people who make these speakers.

[www.jamaudio.com/customer-support/product-registration](http://www.jamaudio.com/customer-support/product-registration)  
CAN: [www.Canada.jamaudio.com/customer-support-canada](http://www.Canada.jamaudio.com/customer-support-canada)

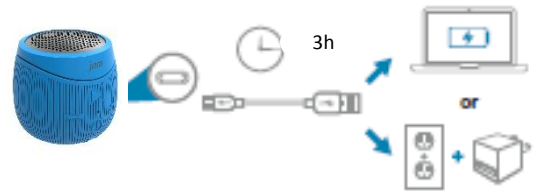
**USA**  
✉ [cservice@jamaudio.com](mailto:cservice@jamaudio.com)  
1.888.802.0040  
8:30am-7:00pm EST M-F

**CANADA**  
✉ [cservice@homedicsgroup.ca](mailto:cservice@homedicsgroup.ca)  
1.888.225.7378  
8:30am-5:00pm EST M-F

## JUST CHARGE IT

Charging the speaker is so easy you've probably figured it out by now, but in case you've got two options, you can charge it using your computer or a wall outlet. The Jam Double Down need about 3 hours for up to 6 hours of party time.

1. The cord that came with the speaker— the one with the USB on one end and the Micro USB on the other – will work with your computer.
2. IF you want to use the wall outlet, you'll need to pick up a power cord with a Micro USB the next time you're at the store, or use any USB AC adaptor, including the one for your cell.



## SHED SOME LIGHT

The LED lights on your speaker let you know what it's doing.

Bluetooth Light	Battery Light
Pairing Mode	Low Battery
Connected	Charging
Aux-In Mode	Ready to Party

## CONTROL YOUR DESTINY... OR AT LEAST YOUR SPEAKER

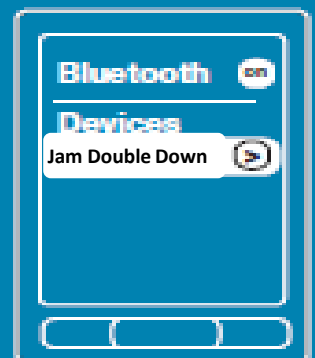
1. Power button, press and hold for 3 seconds to power on.
2. Let's you know Bluetooth is paired
3. Let's you when speaker is charging
4. Volume down. Previous track.
5. Volume up. Next track.
6. Play/ Pause. Answer/hang up
7. Power cord goes here
8. Here's where you hook it up old school



## BLUETOOTH® CONNECTION – IT'S A SET UP

Like any amazing couple, this one starts with a connection – one between your device and the speaker's *Bluetooth*. Here's how it works:

1. Make sure the smartphone, tablet or computer you're using with the Speaker has *Bluetooth*.
2. Turn on the Speaker and look for the little blinking light.
3. Do whatever your device your device needs to do on its end.



## BLUETOOTH® CONNECTION, CONTINUED

4. Look for Jam Double Down in your device's *Bluetooth* list or click YES.

5. Now hit PLAY on your Speaker and crank it up – or down if you're lame.

The device and *Bluetooth* will find each other every time just as long as the speaker is set to *Bluetooth* and your device's *Bluetooth* is, you know – on.

If you're connecting to a computer, you may have some extra steps on that end. You'll have to get that information from the computer company.

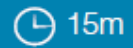
Depending on your device you may be prompted to enter a pairing code. If prompted enter "0000" as the code.

To disable pairing of existing device and pair a new device press and hold the + and - button for 5 seconds to activate pairing mode."

NOTE: if your turn on your JAM Double Down but haven't started the party yet, it will automatically power off after 2 minutes of unpaired inactivity.

NOTE: Once you've paired, if you pause the party for 15 minutes or more, the JAM Double Down will automatically power off to preserve battery power.

NOTE: you should never have to do this, but in the even the speaker controls are not operable, press the reset button to reset the speaker.



### PAIRING ONE SPEAKER

1. Press and hold the power button for 5 seconds to turn on.
2. Follow the instructions above to pair your speaker.
3. Press play on your device and crank it up – or down if you're lame.



### PAIRING TWO JAM DOUBLE DOWN SPEAKERS TOGETHER

1. Turn on speaker 1 (press and hold power button for 5 seconds).
2. Turn on speaker 2 (press and hold power button for 5 seconds).
3. The speakers will begin to pair together automatically. This will take a few seconds.
4. Voice prompt will indicate when speakers are paired together.
5. Press + and – at the same time to move through Share me mode, TWS mode, or mono mode



### HOOKING UP OLD-SCHOOL AUDIO, JACK

1. Plug one end of the cord into the speaker and the other into the headphone jack on your device.
2. Turn on the speaker.
3. Hit PLAY on your device and crank it up – or down if you're lame.

You'll have to play and pause the music from your device, not your speaker. No problem. You're there anyway, right?



### COMING CLEAN

A soft, dry towel is all you need to clean off your speaker. Using water, harsh cleaners, or anything else only starts messing with the mechanics inside. So, yeah, don't do it.

### HELLO? SPEAKERPHONE? YES!

When friends call asking to joining the party – and you know they will – answer the phone without disconnecting from your JAM Double Down. Yes, that's right. Your speaker is a speakerphone, too. How amazing is that? Here's how it works:

1. Make sure your phone and speaker are connected through *Bluetooth*.
2. Answering and ending a call works the same way: simply click the PLAY/PAUSE button on your JAM Double Down.
3. If you'd rather not talk, hold down the PLAY/PAUSE button on your JAM Double Down for 3 seconds to ignore the call.

THE COOLEST PART: The JAM Double Down knows when a call is coming in and pauses the music before ringing. When you hang up, the music starts where you left off – and so does the party. If it's you making the call, just start dialing from your phone, and the JAM Double Down automatically does its hands-free thing. Isn't it refreshing to know your speaker totally gets you?

Check out the cart below for a complete guide on handling calls with your JAM Double Down.

NOTE: When handling calls with two speakers paired: only one speaker can control the call.

Situation	Short Press Play/Pause Button	Long Press Play/Pause Button
1 <sup>st</sup> Incoming call	Pick up call	Reject call
On call	End call	Move call from speaker to device
2 <sup>nd</sup> Incoming call	Call 1 on hold, pick up call 2	Reject call 2
Both calls active	Hang up call 1, switch to call 2	Switch between 1 <sup>st</sup> call and 2 <sup>nd</sup> call

## THE VOICE FROM WITHIN

When your JAM Double Down isn't rocking out, it can tell you all sorts of things it's doing: when it is powering on, ready to pair, paired, at maximum volume, in mono mode, in TWS mode, in left channel or right channel, charging, receiving a call, ending a call, rejecting a call and powering off.

Just like the global gadget it is, your speaker toggles between several languages or no language at all. Your speaker can parlay with you in English, Spanish, French, or Portuguese. Making the change between language and tone is as simple as short pressing the + and - buttons on one of the speakers at the same time. Click through until the speaker starts speaking your language.

## 1 YEAR LIMITED WARRANTY

For detailed warranty instructions and information visit:  
USA: [www.jamaudio.com/customer-support/warranty-1yr](http://www.jamaudio.com/customer-support/warranty-1yr)  
CAN: [canada.jamaudio.com/warranty-1yr](http://canada.jamaudio.com/warranty-1yr)

To obtain warranty service on your JAM product, contact a Consumer Relations representative by telephone or email for assistance (you can find their contact info on page 1). Please make sure to have the model number of the product available.

## STUFF THE GOVERNMENT MAKES US SAY

### FCC Compliance:

Note: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: Changes or modifications not expressly approved by HMDX could void the user's authority to operate this equipment.

### IC Caution: RSS-GEN Issue 4 November 2014

This device complies with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

## STUFF OUR LAWYERS MAKE US SAY

### IMPORTANT SAFEGUARDS:

When using an electrical product, basic precautions should always be followed, including the following:

#### READ ALL INSTRUCTIONS BEFORE USING

- **WARNING:** Do not place speakers too close to ears. May cause damage to eardrums, especially in young children.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by HMDX.
- HMDX is not liable for any damage caused to smartphones, iPod/MP3 players, or any other device.
- Do not place or store this product where it can fall or be dropped into a tub or sink.
- Do not place or drop into water or any other liquid.
- Not for use by children. THIS IS NOT A TOY.
- Never operate this product if it has a damaged cord, plug, cable, or housing.
- Keep away from heated surfaces.
- Only set on dry surfaces. Do not place on surface wet from water or cleaning solvents.

#### Attention California Residents:

**WARNING: This product contains chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.**

## A MESSAGE FROM THE ENVIRONMENT

### WARNING:

This product has an internal, non-replaceable lithium battery. Please dispose in accordance with your local, state, province, and country guidelines.

This product contains small parts that may present a choking hazard for young children.

CAUTION: All servicing of this product must be performed by authorized HMDX Service Personnel only.



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PP-LCJAMSPKR



**Warranty and Safety Information**  
Información de garantía y seguridad  
Information sur la garantie et de sécurité

## ENGLISH

### FCC COMPLIANCE

Note: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: Changes or modifications not expressly approved by HMDX could void the user's authority to operate this equipment.

### IC CAUTION: RSS-GEN ISSUE 4 NOVEMBER 2014

This device complies with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device

### ONE YEAR LIMITED WARRANTY

For detailed Warranty Instructions and Information, visit:  
<http://www.jamaudio.com/customer-support/warranty-1yr>

To obtain warranty service on your JAM product, contact a Consumer Relations Representative by the telephone number or email address for your country of residence. Please make sure to have the model number of the product available.

**For Service in the USA**  
email: [cservice@jamaudio.com](mailto:cservice@jamaudio.com)  
tel: 1.888.802.0040  
8:30am - 7:00pm EST M-F

**For Service in Canada**  
email: [cservice@homedicsgroup.ca](mailto:cservice@homedicsgroup.ca)  
tel: 1.888.225.7378  
8:30am - 5:00pm EST M-F

### IMPORTANT SAFETY INSTRUCTIONS

#### READ ALL INSTRUCTIONS BEFORE USING

- **WARNING:** Do not place speakers too close to ears. May cause damage to ear drums, especially in young children.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by HMDX.
- HMDX is not liable for any damage caused to Smartphones, iPod/MP3 player or any other device.
- Do not place or store this product where it can fall or be dropped into a tub or sink.
- Do not place or drop into water or any other liquid.
- Not for use by children. THIS IS NOT A TOY.
- Never operate this product if it has a damaged cord, plug, cable or housing.
- Keep away from heated surfaces.
- Only set on dry surfaces. Do not place on surface wet from water or cleaning solvents.

**WARNING:** This product has an internal, non-replaceable lithium battery. Please dispose in accordance with your local, state, province and country guidelines.

This product contains small parts that may present a choking hazard for young children.

**CAUTION:** All servicing of this product must be performed by authorized HMDX Service Personnel only.

#### Attention California Residents:

**WARNING:** This product contains chemicals known to the State of California to cause cancer, birth defects and other reproductive harm.

For complete user guide and to register your product, visit [www.jamaudio.com](http://www.jamaudio.com) (USA) or [www.jamaudio.ca](http://www.jamaudio.ca) (Canada)

## ESPAÑOL

### CONFORMIDAD AL FCC

Nota: Este dispositivo cumple con los requisitos de la parte 15 de las reglas del FCC. Funcionamiento está sujeto a las dos condiciones siguientes: (1) Este dispositivo no puede causar interferencias dañinas, y (2) este dispositivo tiene que aceptar cualquier interferencia recibida, incluyendo interferencias que puedan causar funcionamiento que no sea deseado.

Nota: Este dispositivo ha sido probado y se encontró en cumplimiento con los límites para un dispositivo digital de Clase B, de acuerdo a la parte 15 de las reglas del FCC. Estos límites son designados para proveer protección adecuada contra interferencias dañinas en una instalación del hogar.

Este dispositivo genera, usa y puede radiar energía de radio-frecuencias y si no es instalado y usado de acuerdo con las instrucciones proferidas, puede causar interferencias dañinas a radio comunicaciones. Pero no hay garantías que interferencias no ocurrirán en una instalación particular.

Si este dispositivo causa interferencias dañinas a las recepciones de radio o televisión, que puedan ser identificadas por el encendido y apagado del dispositivo, se recomienda que el usuario trate de corregir la interferencia usando una o más de las siguientes medidas:

- Reorientar o trasladar la antena receptora.
- Aumentar la separación entre el dispositivo y el receptor.
- Conecte el dispositivo a un tomacorriente en un circuito distinto de aquel al que está conectado el receptor.
- Consulte con el distribuidor o alguien con experiencia técnica en recepción de radio o televisión para obtener ayuda.

Nota: Cualquier cambio o modificación no aprobada expresamente por HMDX podría anular la autorización del usuario para utilizar este dispositivo.

## GARANTÍA LIMITADA POR UN AÑO

Para instrucciones detalladas de su Garantía e información visite:  
<http://www.jamaudio.com/customer-support/warranty-1yr>

Para obtener servicio de garantía en su producto JAM, contacte al representante de relaciones de usuarios usando el teléfono o dirección de email en su país de residencia. Por favor asegúrese de tener a mano el número de modelo de su producto.

### Para servicio en los EEUU

email: [cservice@jamaudio.com](mailto:cservice@jamaudio.com)  
tel: 1.888.802.0040  
8:30am - 7:00pm EST L-V

### Para servicio en el Canada

email: [cservice@homedicsgroup.ca](mailto:cservice@homedicsgroup.ca)  
tel: 1.888.225.7378  
8:30am - 5:00pm EST L-V

## INSTRUCCIONES DE SEGURIDAD IMPORTANTES

### LEA TODAS LAS INSTRUCCIONES ANTES DE USAR

- **ADVERTENCIA:** No coloque los altavoces demasiado cerca de los oídos. Puede provocar daños en los tímpanos, especialmente en niños pequeños.
- Utilice este producto sólo para el uso que se describe en este manual. No utilice accesorios que no hallan sido recomendados por HMDX.
- HMDX no se hace responsable de los daños causados a los smartphones, iPod / reproductor de MP3 o cualquier otro dispositivo.
- No coloque ni guarde este producto donde pueda caerse o ser tirado en una tina o un lavabo.
- No coloque ni deje caer en agua o cualquier otro líquido.
- No para uso de los niños. ESTO NO ES UN JUGUETE.
- Nunca utilice este producto si tiene dañando el cable, el enchufe, o el armazón.
- Mantener alejado de superficies calientes.
- Sólo coloque este dispositivo en superficies secas. No lo coloque sobre superficies mojadas con agua o solventes de limpieza.

**ADVERTENCIA:** Este producto tiene una batería interna de litio, que no está diseñada a ser reemplazable. Por favor, deseche de acuerdo con las regulaciones locales, estatales, provinciales o requisitos nacionales. Este producto contiene piezas pequeñas que pueden presentar un peligro de asfixia para los niños pequeños.

**PRECAUCIÓN:** Todo el servicio de este producto debe ser realizado solamente por el personal de servicio autorizado por HMDX.

### Atención residente de California:

**ADVERTENCIA:** Este producto contiene sustancias químicas que el Estado de California ha determinado como causante de cáncer, defectos de nacimiento y otros daños reproductivos.

Para la guía de usuario completa y para registrar su producto, visite [www.jamaudio.com](http://www.jamaudio.com) (EEUU) o [www.jamaudio.ca](http://www.jamaudio.ca) (Canada)

## FRANÇAIS

### CONFORMITÉ AU FCC

Remarque : Cet appareil est conforme à la Partie 15 des règles de la FCC. Le fonctionnement de cet appareil fait l'objet de deux conditions : (1) l'appareil ne doit pas causer de l'interférence, et (2) l'appareil doit tolérer l'éventuelle interférence reçue, y compris de l'interférence pouvant nuire à son bon fonctionnement.

Remarque : cet appareil a été testé et respecte les limites de la Classe B des appareils numériques, conformément à la Partie 15 des règles de la FCC. Ces limites ont été mises en place afin d'offrir une protection raisonnable contre les interférences dans une installation résidentielle.

Cet appareil génère, utilise et peut émettre de l'énergie radioélectrique et, s'il n'est pas installé et utilisé conformément aux instructions, il peut causer de l'interférence aux communications radio. Par contre, il n'y a pas de garantie qu'aucune interférence n'aura lieu dans une résidence particulière.

Si cet appareil interfère avec la réception de la radio ou de la télévision, ce qui peut être déterminé en allumant et éteignant l'appareil, nous encourageons l'utilisateur de tenter de rectifier le problème en suivant une ou plusieurs des mesures suivantes :

- Réorientez ou déplacez l'antenne réceptrice.
- Augmentez l'espace séparant l'appareil et le récepteur.
- Branchez l'appareil à une prise se trouvant sur un circuit différent de celui utilisé par le récepteur.
- Consultez un vendeur ou un technicien de radio et de téléviseur spécialisé pour obtenir de l'aide.

Remarque : Toute modification n'ayant pas été expressément approuvée par HMDX peut annuler le droit de l'utilisateur d'utiliser le produit.

### MISE EN GARDE IC : CNR-GEN 4E ÉDITION NOVEMBRE 2014

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### GARANTIE LIMITÉE D'UN AN

Pour de plus amples renseignements et instructions au sujet de la garantie, veuillez visiter le site : <http://www.jamaudio.com/customer-support/warranty-1yr>

Pour obtenir un service couvert par la garantie pour votre produit JAM, contacter un représentant de notre service à la clientèle par téléphone ou par courriel aux coordonnées pour votre pays de résidence. N'oubliez pas d'avoir en main le numéro de modèle de votre produit avant de contacter notre service à la clientèle.

#### Pour les services aux États-Unis

courriel: [cservice@jamaudio.com](mailto:cservice@jamaudio.com)  
tél: 1-888-802-0040  
Du lundi au vendredi, de 8 h.30 à 19 h (HE)

#### Pour les services au Canada

courriel: [cservice@homedicsgroup.ca](mailto:cservice@homedicsgroup.ca)  
tél: 1-888-225-7378  
Du lundi au vendredi, de 8 h.30 à 17 h (HE)

## CONSIGNES IMPORTANTES DE SÉCURITÉ

### LISEZ TOUTES LES DIRECTIVES AVANT D'UTILISER L'APPAREIL.

- **AVERTISSEMENT :** Ne placez pas les haut-parleurs trop près des oreilles. Ceci pourrait endommager les tympanes, surtout chez les jeunes enfants.
- Utilisez cet appareil uniquement pour les fonctions qui lui sont attribuées, conformément au présent manuel. N'utilisez pas d'accessoires non recommandés par HMDX.
- HMDX n'est pas responsable des éventuels dommages causés à un téléphone intelligent, à un lecteur MP3, un iPod ou tout autre appareil.
- N'installez ou ne rangez pas l'appareil dans un endroit où il peut tomber ou être tiré dans une baignoire ou un lavabo.
- Ne placez pas ou ne faites pas tomber l'appareil dans de l'eau ou d'autres liquides.
- Cet appareil n'est pas conçu pour les enfants. CECI N'EST PAS UN JOUET.
- Ne faites jamais fonctionner l'appareil si un fil, une prise, un câble ou le boîtier est endommagé.
- Maintenez l'appareil loin des surfaces chaudes.
- Installez l'appareil uniquement sur une surface sèche. Ne placez pas l'appareil sur une surface mouillée par de l'eau ou un solvant.

**AVERTISSEMENT :** ce produit possède une pile au lithium intégrée non remplaçable. Veuillez jeter le produit conformément aux lignes directrices locales, étatiques, provinciales, territoriales et nationales.

Cet appareil contient des petites pièces pouvant présenter un risque d'étouffement pour de jeunes enfants.

**MISE EN GARDE :** Toute réparation de cet appareil doit uniquement être effectuée par le personnel de service autorisé HMDX.

#### Avis aux résidents de la Californie :

**AVERTISSEMENT :** cet appareil contient des produits chimiques qui, selon l'état de Californie, peuvent causer le cancer, un handicap congénital ou d'autres troubles liés à la reproduction.

Pour consulter un guide complet de l'utilisateur et enregistrer votre appareil, visitez [www.jamaudio.com](http://www.jamaudio.com) (É.-U.) ou [www.jamaudio.ca](http://www.jamaudio.ca) (Canada)