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**JAM5**

a revolutionary personal portable bluetooth® speaker



Read, keep and use all safety instructions

## Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
6. Only use attachments/accessories specified by the manufacturer.
7. Unplug this apparatus during lightning storms or when unused for long periods of time.
8. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, objects have fallen into the apparatus, does not operate normally, or has been dropped.

## WARNINGS/CAUTIONS:



This symbol means there is uninsulated, dangerous voltage within the product enclosure that may constitute a risk of electrical shock.



This symbol means there are important operating and maintenance instructions in this guide.



This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

- Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
- Do NOT make unauthorized alterations to this product.
- Do NOT use a power inverter with this product.
- Use this product only with the power supply provided.
- Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- The product label is located on the bottom of the product.

# REGULATORY INFORMATION



Pursuant to FCC 15.21 of the FCC rules, changes not expressly approved by Trulli Audio might cause harmful interference and void the FCC authorization to operate this product.

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 output on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This product complies with FCC & Industry Canada's RSS-102 radiation exposure limits set forth for an uncontrolled environment

This device complies with Part 15 of the FCC Rules and Innovation, Science and Economic Development Canada license-exempt RSS standard(s). 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.

FCC ID: 2AXEJJAM5

IC: 26435-JAM5

Model: JAM5

Input: 15V / 2A

Ce produit est conforme à la norme FCC et aux limites d'exposition au rayonnement RSS-102 d'Industrie Canada définies pour un environnement non contrôlé.

Cet appareil est conforme à des règlements Innovation, Sciences et Développement économique Canada exempts de licence standard RSS (s). Son fonctionnement est soumis aux deux conditions suivantes: (1) Ce dispositif ne doit pas causer d'interférences nuisibles, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numériqué de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with FCC and Industry Canada radiation exposure limits set forth for general population. This equipment should be installed and operated with a minimum distance of 2 cm between radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

# REGULATORY INFORMATION

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**DO NOT** attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Eagle Acoustics retailer or other qualified professional for removal.



**Please dispose of used batteries properly, following local regulations.** Do not incinerate.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact our local municipality, disposal service, or the shop where you bought this product.

## **Please complete and retain for your records**

The serial and model numbers are located bottom of the speaker.

Serial number: \_\_\_\_\_

Model number: \_\_\_\_\_

Please keep your receipt with your owner's guide. Now is a good time to register your Trulli Audio product. You can easily do this by going to <http://TRULLIAUDIO.com/register>

**U.S. Phone Number:** 1-877-932-3245

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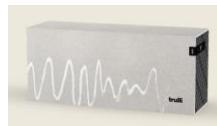


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## GETTING STARTED

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What's in the box?



### TRULLI JAM5



USB Type-C Cable



USB Type-C wall charger



# Getting Started

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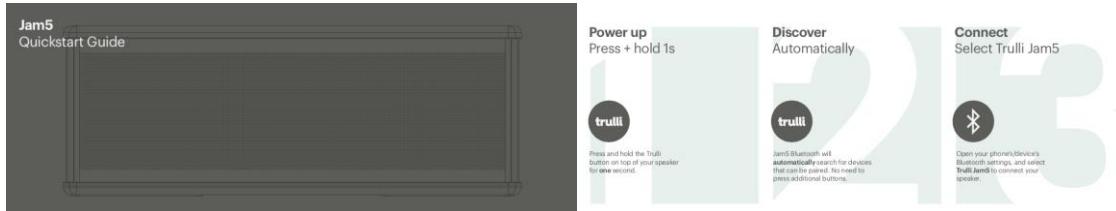
**JAM5 carrying strap**



**JAM5 strap connectors**



## Quick Start Guide



## Control + Buttons card



### controls + buttons

power on	1 sec hold
power off	1 sec hold
pairing mode	2 sec hold
cancel pairing	2 sec hold
play track	tap
pause track	tap
volume up	tap or hold
volume down	tap or hold
battery level	tap
clear device list	7 sec hold

questions?  
call or text us  
888.357.4199

[www.TRULLIAUDIO.com](http://www.TRULLIAUDIO.com)

# Getting Started

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## Quick Start:

### Power up

Press + hold 1s



Press and hold the Trulli button on top of your speaker for **one** second.

### Discover

Automatically



Jam5 Bluetooth will **automatically** search for devices that can be paired. No need to press additional buttons.

### Connect

Select Trulli Jam5



Open your phone's/device's Bluetooth settings, and select **Trulli Jam5** to connect your speaker.

## Placement guidelines

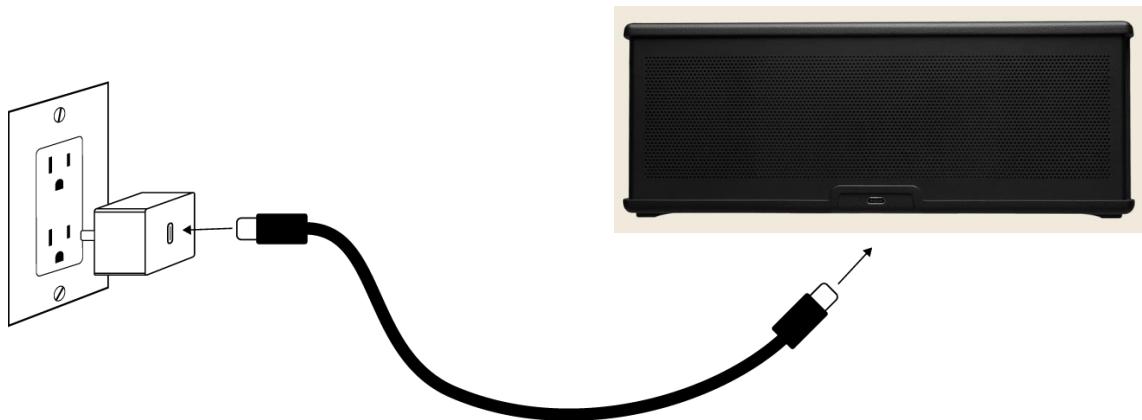
- For best Bluetooth® performance, place your mobile device within 30 ft. (10 m) of your speaker, and make sure there is a clear line of sight between you and your speaker. Moving your device farther away, or not having a clear line of sight may impact sound quality, and your device may disconnect from your speaker.
- Keep other wireless equipment at least 3 ft. (1 m) away from your speaker.
- Place your speaker and your device outside of and away from metal cabinets, other audio/video components and direct heat sources.

### **CAUTIONS:**

- Stand your speaker on its base. Standing your speaker on any other side may cause damage to your speaker and affect sound quality.
- Avoid placing your speaker on wet or dirty surfaces.

## Connecting to power

Note: Your JAM5 ships with a partial charge.



1. Plug either end of the USB-C cable into the USB-C connector on your speaker.
2. Plug the other end into the USB-C power supply.
3. Plug the USB power supply into an AC (mains) outlet.

## Operating your JAM5 speaker

### controls + buttons

power on	1 sec hold	
power off	1 sec hold	
pairing mode	2 sec hold	$\ominus$ $\oplus$
cancel pairing	2 sec hold	$\ominus$ $\oplus$
play track	tap	
pause track	tap	
volume up	tap or hold	$\oplus$
volume down	tap or hold	$\ominus$
battery level	tap	$\ominus$ $\oplus$
clear device list	7 sec hold	$\ominus$ $\oplus$

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## Pairing your mobile device

When you power on your speaker for the first time, the speaker automatically searches for your mobile device.

1. On your device, turn on the Bluetooth® feature.

**Tip:** The Bluetooth® feature is usually found in the Settings menu.

2. Select your Trulli JAM5 from the Bluetooth® device list.



Once paired, you will hear “Pairing successful”

## Pairing an additional mobile device

You can store up to eight paired mobile devices in the speaker pairing list.

Press and hold the + and - until you hear, “Pairing.” Pair your device to the speaker

## Reconnecting a device

When powered on, the JAM5 tries to reconnect with the two most recently connected devices.

**Note:** The devices must have Bluetooth on and powered on.

You can store up to eight paired mobile devices in the speaker pairing list, and your speaker can be actively connected to two mobile devices at a time.

**Note:** You can only play audio from one device at a time.

## Switching between two connected devices

1. Pause audio on your first device.
2. Play audio on your second device.

## Clearing JAM5 Device History

1. Press + and - until you hear “Factory reset.” All devices are cleared and your speaker is ready to pair a new device.
2. Delete your speaker from the Bluetooth® list on your device.

You can connect the audio output of a smartphone, tablet, computer or other type of mobile device to the USB-C connector.

## Connect the USB cable

1. Using the USB-C cable, connect your device to the USB-C connector on your JAM5.



2. To eject simply remove cable.

### Battery indicator

To check the battery charge level, tap the + and - quickly. The JAM5 will display the level of battery on the LED bars.

Note: Battery performance varies with the content played and the volume level at which it is played. In typical use, the speaker battery lasts up to 16 hours.

## Pairing the speakers manually

### True Wireless Stereo mode

1. Make sure both speakers are powered on.
2. Make sure one and only one speaker is connected to your mobile device.
3. On the speaker connected to your device, press and **trulli** hold and + simultaneously.
4. Release the buttons when you see the LED bar scanning
5. On the other speaker, press and hold **trulli** and – simultaneously.
6. Release the buttons when see the LED bar scanning. After 10 seconds, you hear “True Wireless Connected” from both speakers simultaneously. TWS mode is enabled. You are now able to play audio in unison using your device.
7. For an optimal experience, position your speakers:
  - In the same room or outdoor area within 5 feet apart
  - There are no obstructions between them

**Note:** Performance may vary based on mobile device, distance and environmental factors.

### Cleaning

- Clean the surface of the speaker and handle with a soft, damp cloth (water only).
- Do not use any sprays near the speaker. Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia or abrasives.
- Do not allow liquids to spill into any openings.

### Limited warranty

Your speaker is covered by a limited warranty. Details of the limited warranty are provided on the warranty card in the carton. Please refer to the warranty card for instructions on how to register. Failure to register will not affect your limited warranty rights.

### Technical information

Input Voltage: 15V

Input Current: 1.89A

# TROUBLESHOOTING

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## Contact Us

No question is too big or too small.

### Website

[TRULLIAUDIO.com/Support](http://TRULLIAUDIO.com/Support)

### Email

[Alexa@TRULLIAUDIO.com](mailto:Alexa@TRULLIAUDIO.com)

### Telephone

US and Canada (English)

(877) 932-3245

## Common solutions

The following table lists symptoms and possible solutions to common problems.

### No power (battery)

- Battery may be discharged. Connect it to AC (mains) power.

### Battery does not charge

- Make sure you are using the Trulli Audio provided USB cable and USB wall charger.
- Connect to a different AC (mains) power source.

### Speaker does not pair with mobile device

- On your mobile device, turn the Bluetooth® feature off and then on. Remove your speaker from the Bluetooth® list on your device. Pair your device again.
- Pair a different device.
- Clear your speaker's pairing list. Pair your device again.
- Reset your speaker.

### No sound

- Increase the volume on your speaker, your device and music source.
- On your mobile device, turn the Bluetooth® feature off and then on. Remove your speaker from the Bluetooth® list on your device. Pair your device again.
- Make sure voice prompts are on. Press the Bluetooth® button to hear the connected mobile device. Make sure you are using the correct device.
- Use a different music source.
- Pair a different device
- If two devices are connected, pause your other device.

### No sound from a cabled device

- Power on the device and play music.
- Increase the volume on your speaker and device.
- Press and release the Input mode button until the Input indicator glows white.
- Use a different cable.
- Connect a different device.

### Poor sound quality

- Use a different music source.
- Pair a different device.
- If there are two devices connected, disconnect the second device.
- Increase the volume on the device.
- Check device audio settings.

### Poor sound quality from a cabled device

- Increase the volume on your speaker and device.

## TROUBLESHOOTING



- Use a different cable.
- Connect a different device.
- Check device audio settings.

### Resetting your speaker

Factory reset clears paired mobile devices and language settings from your speaker and returns it to the original factory settings.

1. Power on your speaker.
2. Press + and – for 7 seconds until you hear a tone.
3. The JAM5 will turn off automatically

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Trulli Audio customer service.

**THANK YOU,**

And enjoy your new JAM5. You can follow us on Social media  
and show yourself using your JAM5.

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**JAM5**

a revolutionary personal portable bluetooth® speaker



ALL TOGETHER NOW