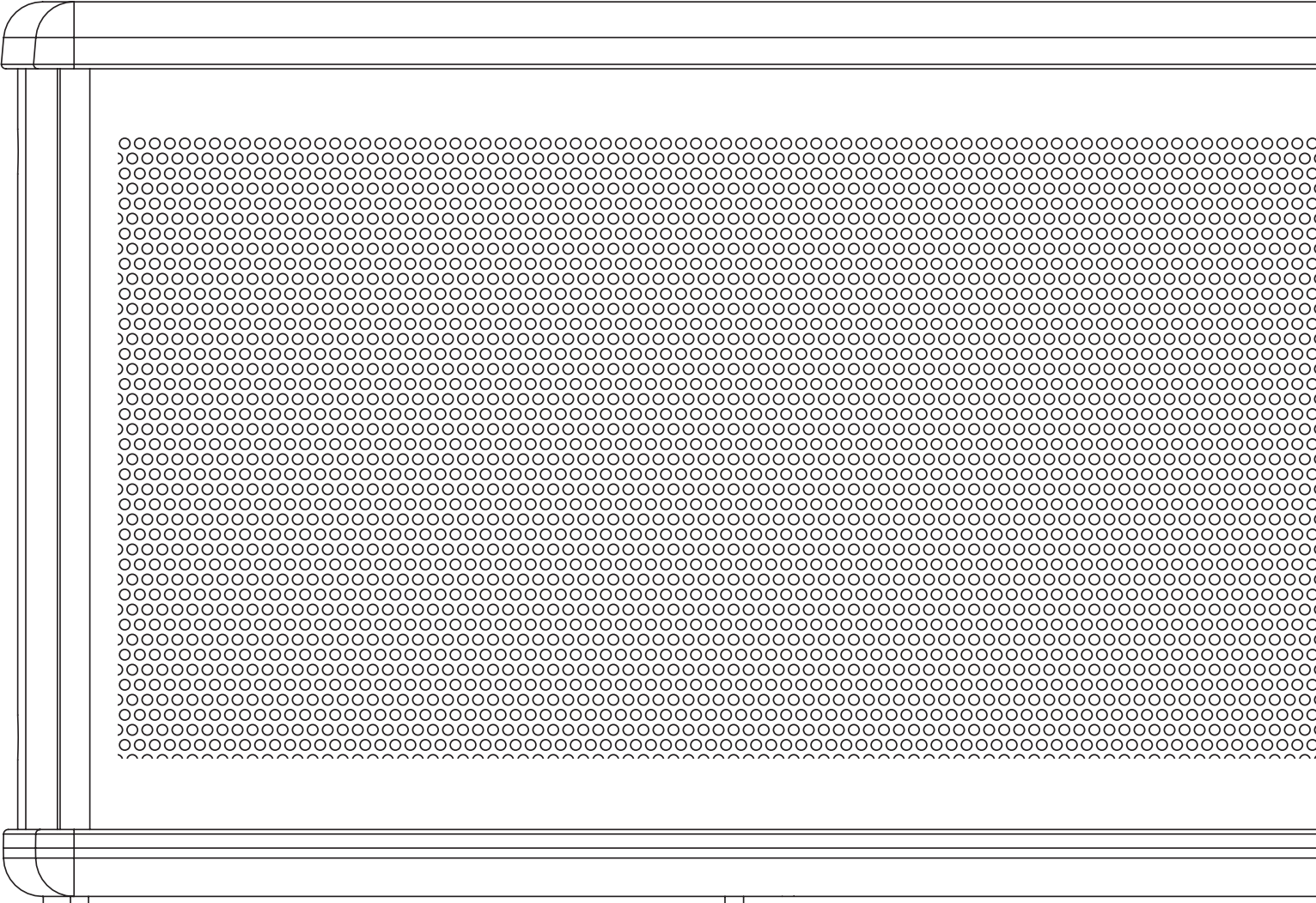


trulli

JAM5

A revolutionary personal Bluetooth® speaker

User manual



Read, keep and use all safety instructions

Important safety instructions

- 01 Read these instructions.
- 02 Heed all warnings.
- 03 Follow all instructions.
- 04 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
- 05 Do not submerge in water.
- 06 Only use attachments/accessories specified by the manufacturer.
- 07 Unplug this apparatus during lightning storms or when unused for long periods of time.
- 08 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 product near open flame, such as lighted candles.
- 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 numérique 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 20 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

DO NOT attempt to remove the rechargeable lithium-ion battery from this product. Contact your local Trulli Audio 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 your local municipality, disposal service, or the shop where you bought this product.



CALIFORNIA PROPOSTION 65 WARNING: These products can expose you to chemicals including cobalt lithium nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov

Please complete and retain for your records

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

Serial number: _____

Model Name: _____

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 go.trulliaudio.com/register

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

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Getting started



Getting started

What's in the box?

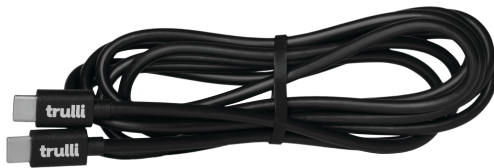
Trulli JAM5



USB Type-C wall charger



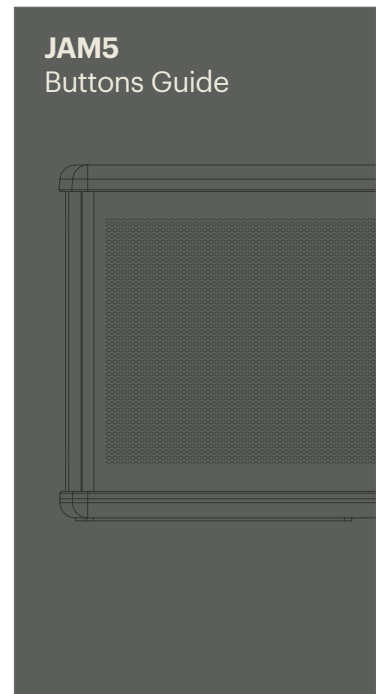
USB Type-C cable



JAM5 strap connectors



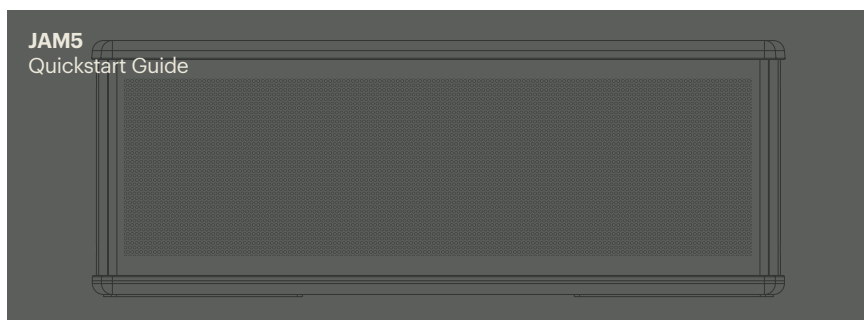
Control + Buttons card



JAM5 carrying strap



Quickstart Guide



Getting started

Quick start:

Power up

Press and hold 1 sec



Press and hold the Trulli button on top of your speaker for **one** second. You will hear a 15 second message the first time you turn on power.

Discover

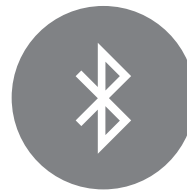
Automatically



Make sure your mobile device has Bluetooth® enabled. Your JAM5 will **automatically** enter pairing mode. 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.



Getting started

The Trulli App:

Take your listening experience to the next level with the our mobile app, featuring support for alternative sound profiles, firmware updates, and easily accessible product guides. Learn more at: TrulliAudio.com/App

Or download the app by scanning this code with your mobile devices's camera app and tapping the notification to open the link:



Getting started

Connecting to power

Note: Your JAM5 ships with the battery partially charged



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




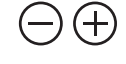




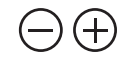

Plug the USB-C power supply into an AC (mains) outlet.

Getting started

Operating your JAM5 speaker

Controls

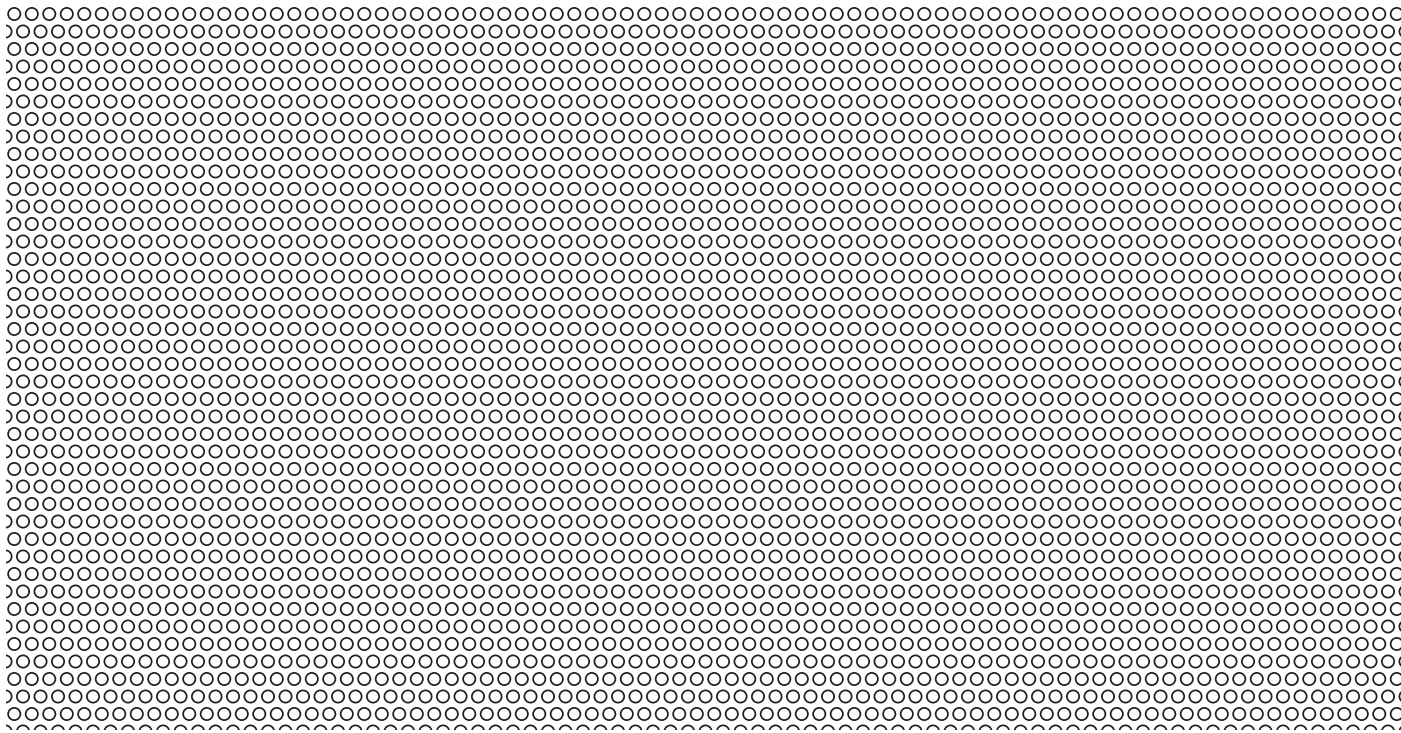
Buttons

| | | |
|----------------------|-------------|---|
| Power on _____ | 1 sec hold |  |
| Power off _____ | 1 sec hold |  |
| Pairing mode _____ | 1 sec hold |  |
| Cancel pairing _____ | 1 sec hold |  |
| Play track _____ | Tap |  |
| Pause track _____ | Tap |  |
| Volume up _____ | Tap or hold |  |
| Volume down _____ | Tap or hold |  |
| Battery level _____ | Tap |  |
| Reset JAM5 _____ | 7 sec hold |  |



Questions? Call or text us 888.357.4199

Bluetooth® technology

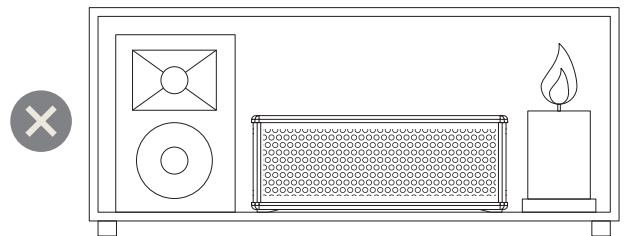
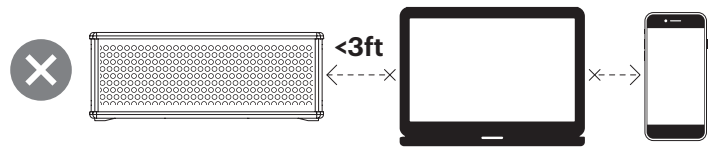
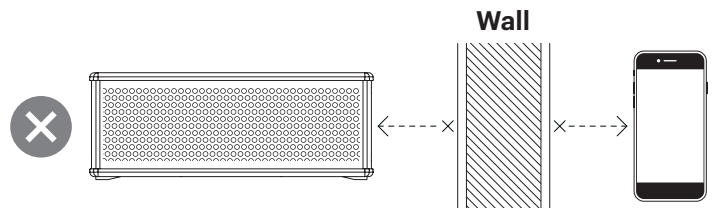
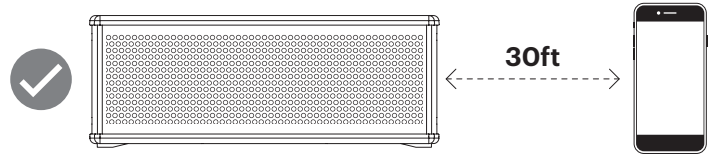


Getting started

Placement guidelines

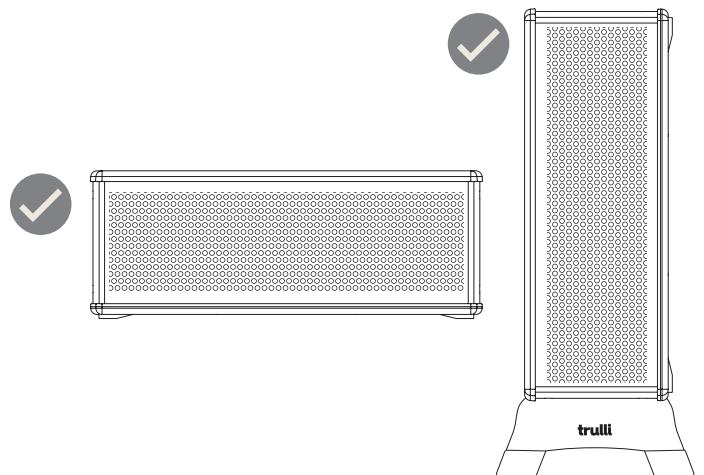
For best Bluetooth® performance:

- 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.
- Loss of clear line of sight or the obstruction of hard surfaces 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.



Caution:

- Stand your JAM5 on its base or on official Trulli Audio stand. Standing your speaker on any other side may affect sound quality.



Bluetooth® technology

Pairing your mobile device

When you power on your speaker for the first time, the speaker automatically enters pairing mode.

- 01 On your device, turn on the Bluetooth® feature.

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

- 02 Select your Trulli JAM5 from the Bluetooth® device list.



Once paired, you will hear “Pairing successful”. It will then say “Device connected”.



Bluetooth® technology

Pairing an additional mobile device

JAM5 will store up to eight paired mobile devices in the speaker pairing list.

Press and hold the   until you hear, "Pairing." Pair your device to the speaker

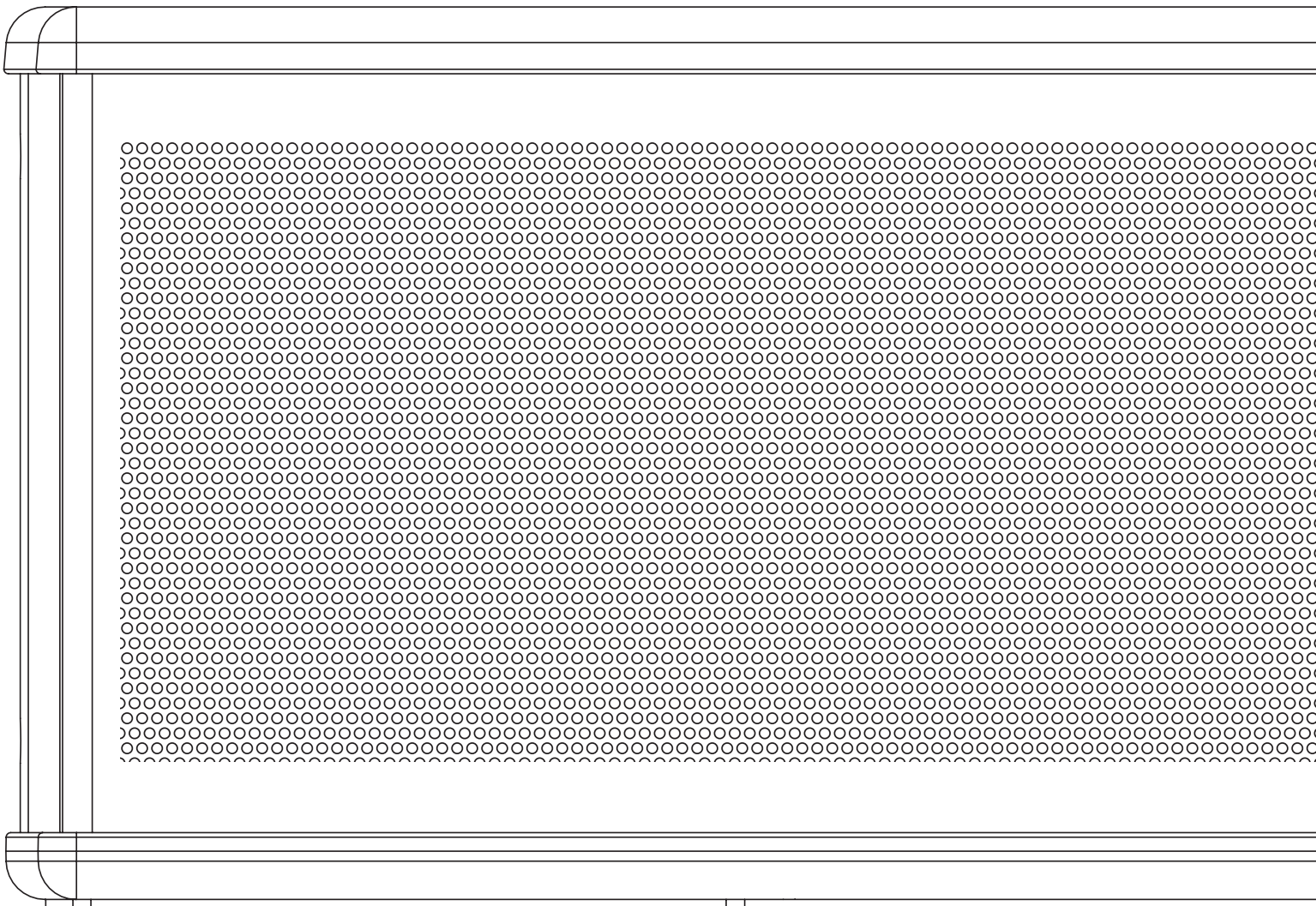
Reconnecting a device

When powered on, the JAM5 will try to pair with any available device in its paired device list.

Note: Devices must be powered on with Bluetooth® enabled and in range.



Status indicators and operations



Status indicators and operations

JAM5 will 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

- 01 Pause audio on your first device.
- 02 Play audio on your second device.
- 03 If you want the first device to play again, pause audio on the second, and play audio on the first.

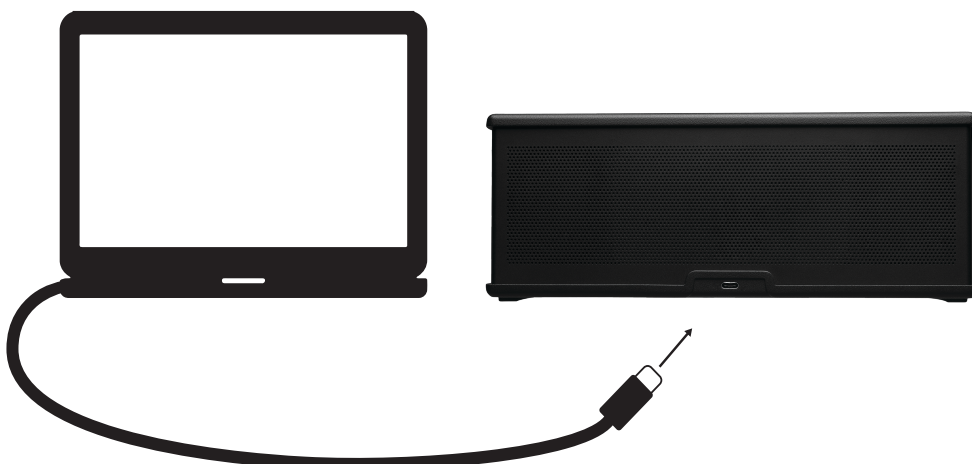
Clearing JAM5 Device History

- 01 Press \ominus \oplus for 10 seconds until you hear "Your Trulli JAM5 has been reset to the factory settings." All devices are cleared and your speaker is ready to pair a new device.
- 02 "Forget" your speaker from the Bluetooth® list on your device.

Connecting the USB-C cable

You can send audio via USB by connecting the USB output of your computer to the USB-C connector of the JAM5.

- 01 Using the USB-C cable, connect your device to the USB-C connector on your JAM5.
- 02 To disconnect, simply remove cable.



Status indicators and operations

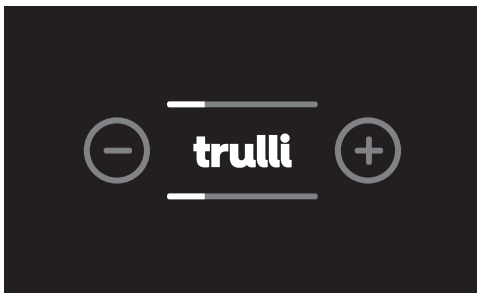
Battery indicator

To check the battery charge level, tap the \ominus \oplus quickly and the JAM5 will display the level of battery on the LED bars.

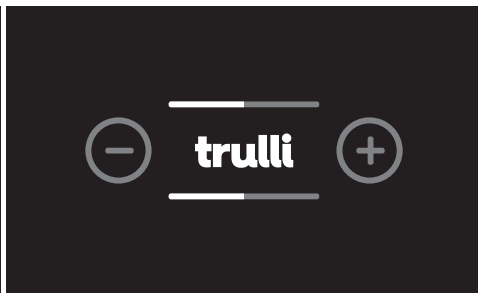
Note: Battery life varies with the content played, volume level, and LED brightness level setting. In typical use, the speaker battery lasts up to 16 hours.

Examples:

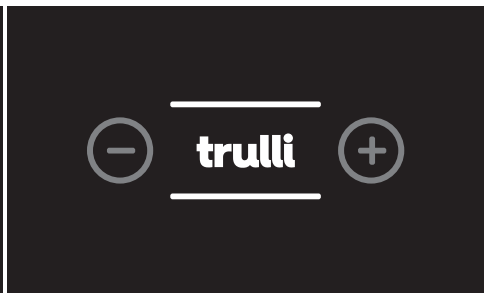
25% Battery



50% Battery



100% Battery



Brightness Control Mode

Press \ominus trulli \oplus 2 sec hold to get to LED Brightness Control mode. \ominus or \oplus to adjust level (tap or hold).

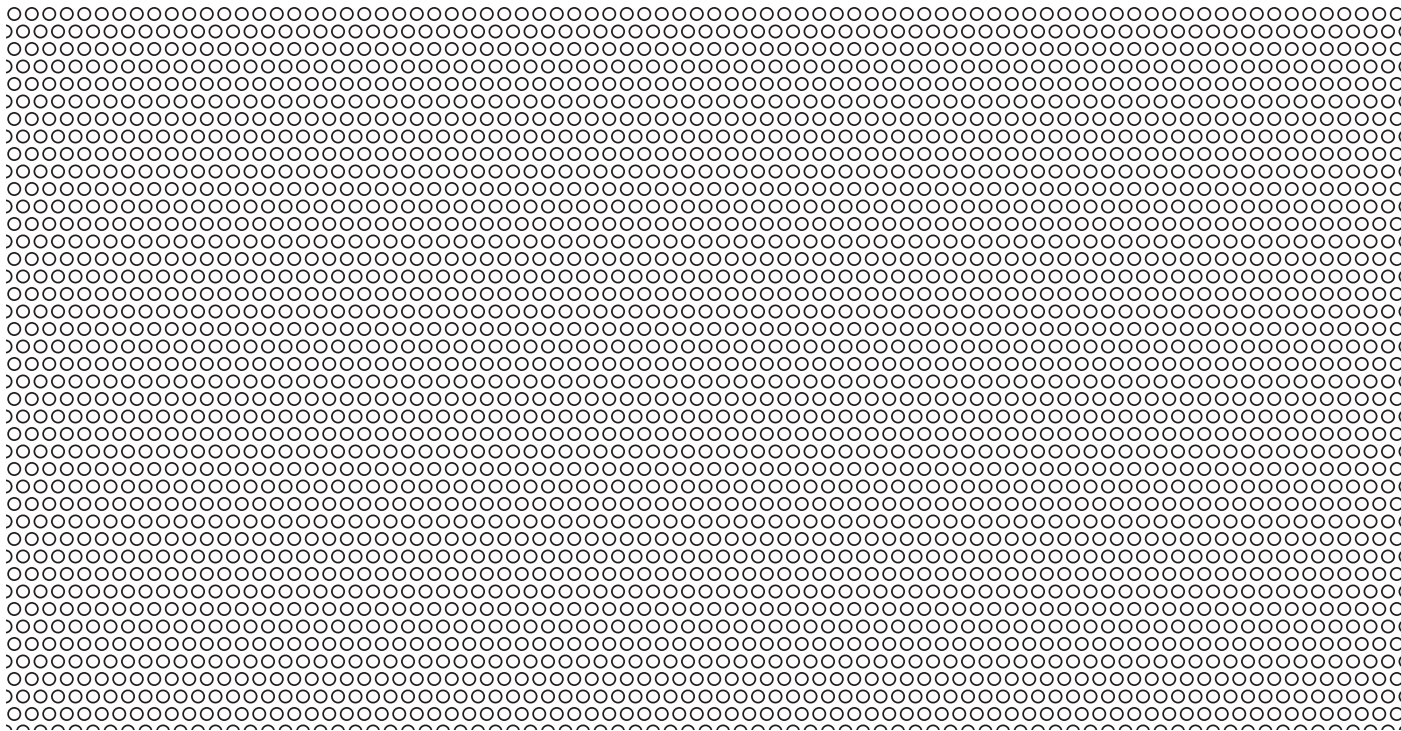
Audio Prompts

To turn off audio prompts, first enter Brightness Control mode, then:

Press \ominus trulli \oplus 2 sec hold again to access Audio Prompt mode.

Tap \oplus for prompts on, \ominus for prompts off.

Pairing two JAM5s together



Pairing two JAM5s together

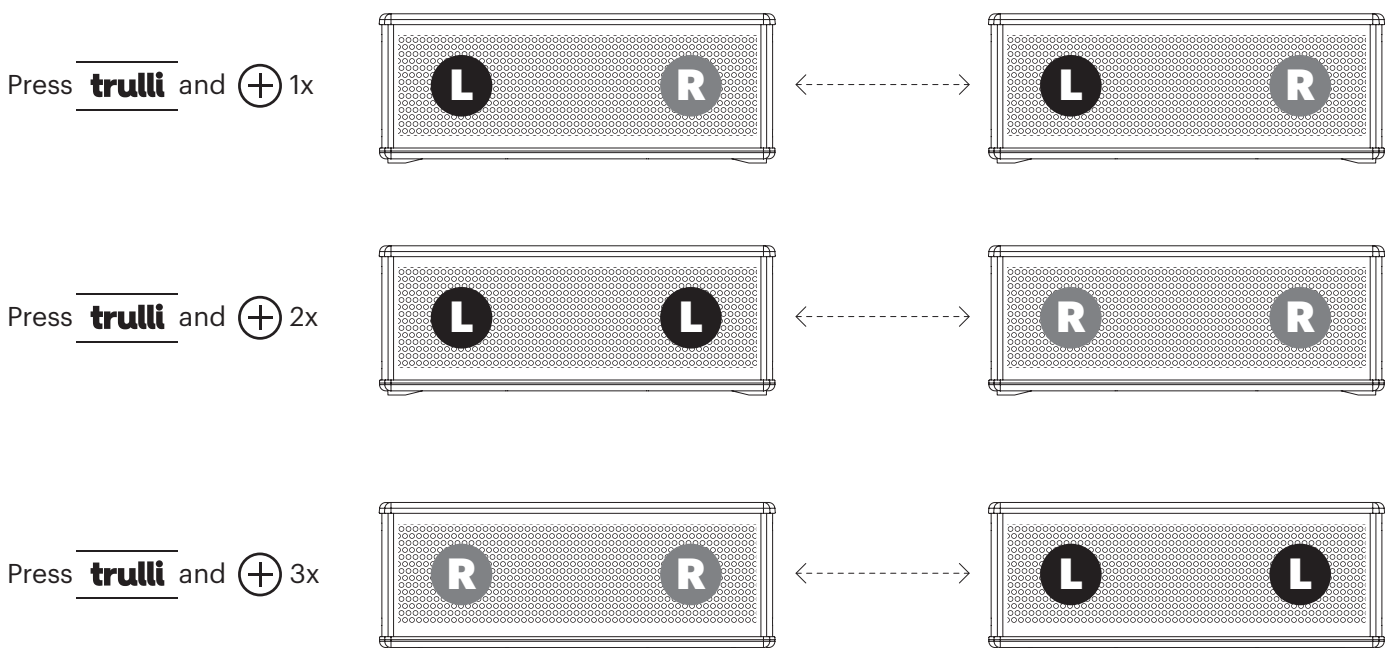
Pairing the speakers manually

True Wireless Stereo mode

- 01 Make sure speakers are powered on
- 02 On first speaker connected to your device, press and hold **trulli** and **+** simultaneously.
- 03 Release the buttons when you see the **LED bar scanning**.
- 04 On the second speaker, press and hold **trulli** and **-** simultaneously.
- 05 Release the buttons when you see the **LED bar scanning**. After 10 seconds, you hear "True Wireless Stereo Connected" from both speakers simultaneously. You are now able to play audio in true wireless stereo mode using your device.

Note: For optimal performance, position your speakers in the same room or outdoor area within five feet apart and ensure that there are no solid objects between them. Performance may vary based on mobile device.

Now that your dual JAM5s are paired, it is possible to control the routing of your audio to the speakers by pressing **trulli** and **+** simultaneously you are able to cycle through the following settings:



Care and maintenance



Care and maintenance

Cleaning

- Clean the surface of the speaker and handle with a soft, damp cloth (water only).
- Do not spray anything 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. Please refer to the warranty card for instructions on how to register. Failure to register will not affect your limited warranty rights.

Technical information

Connector Type: USB-C

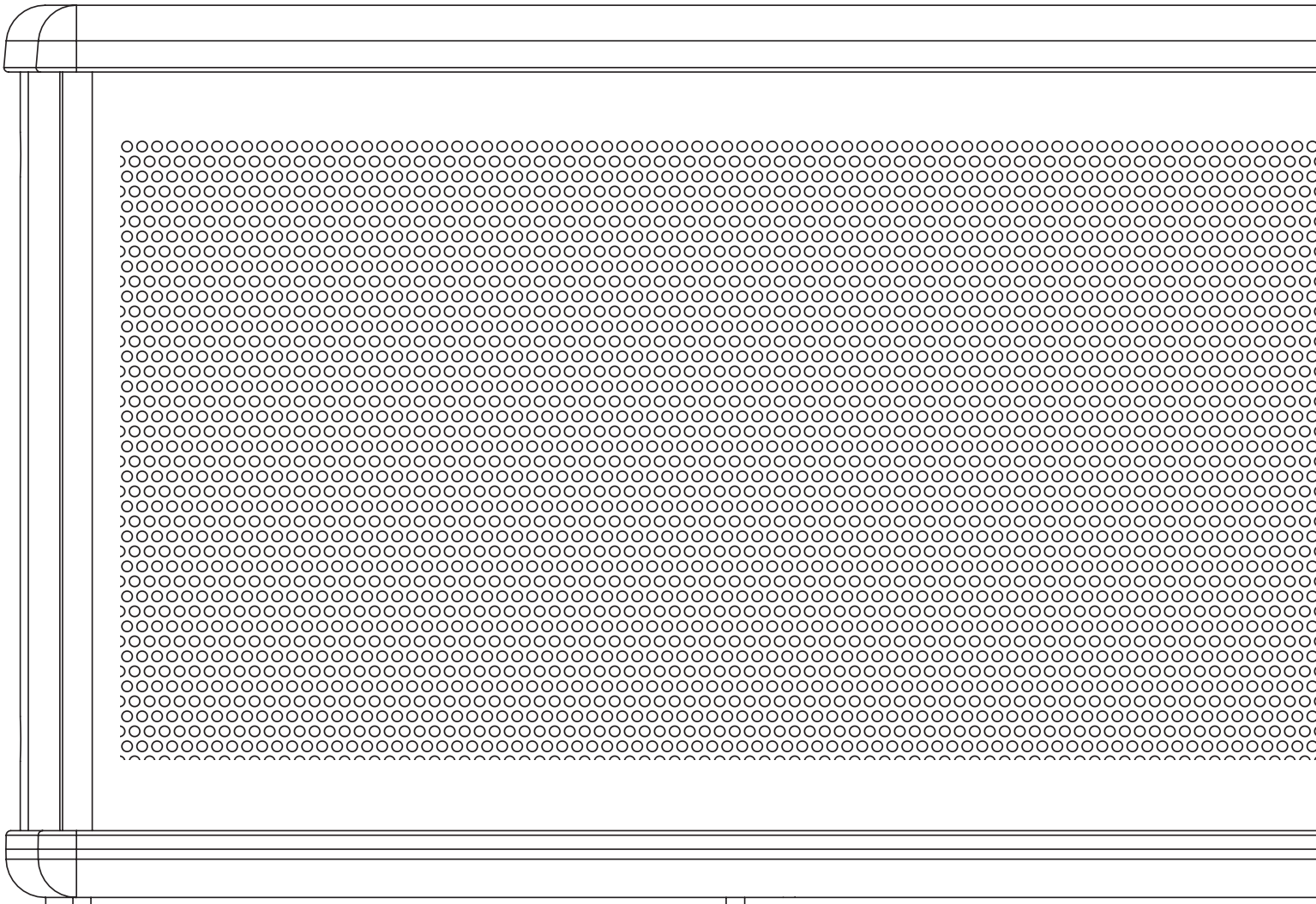
Input Voltage: 15V

Maximum Input Current: 2A

JAM5 USB-C Power Supply: 15VDC/1.89A



Troubleshooting



Troubleshooting

Common solutions

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

| Symptom | Solutions |
|---|--|
| No power (battery) | <ul style="list-style-type: none"> • Battery may be discharged. Connect it to AC (mains) power. |
| Battery does not charge | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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. |
| No sound | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Power on the device and play music. • Increase the volume on your speaker and device. • Use a different cable. • Connect a different device. • Check device audio settings. • if using mobile device, use OTG cable (not included) to connect to JAM5 |
| Poor sound quality | <ul style="list-style-type: none"> • 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. • Check device app playback settings • Check device WIFI connectivity |
| Poor sound quality from a cabled device | <ul style="list-style-type: none"> • Use a different cable. • Connect a different device. |

Troubleshooting

Contact Us

We'd love to hear from you.

Website

TrulliAudio.com/Support

Email

Hello@TrulliAudio.com

Telephone

US and Canada (English)

1-888-357-4199

Monday through Friday: 9AM to 5PM CST


Weekends: 9AM to 5PM CST

Text Message

1-888-357-4199

Thank you

Enjoy your new JAM5 can follow us on social at the links below and be sure to share pictures of you enjoying your JAM5! Feel free to use the tag **#Trulliaudio**, **#JAM5** or **#ListenOutLoud**

 <https://www.facebook.com/TrulliAudio/>

 <https://twitter.com/TrulliAudio/>

 <https://www.instagram.com/TrulliAudio/>

 <https://www.linkedin.com/company/Trulli-Audio/>

