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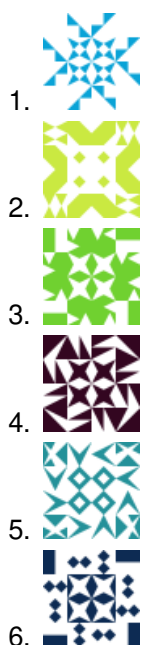
User Manuals Simplified.



JBL Tune 500 BT

# **JBL Tune 500 BT User Manual**

July 18, 2020April 20, 2022



■ 64 Comments on JBL Tune 500 BT User Manual

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by **HARMAN**

**JBL Tune 500 BT**



**JBL Tune 500 BT**

**What's in the Box**



x 1

Charging cable



x 1

Warranty Card, Warning Card, Safety sheet and QSG



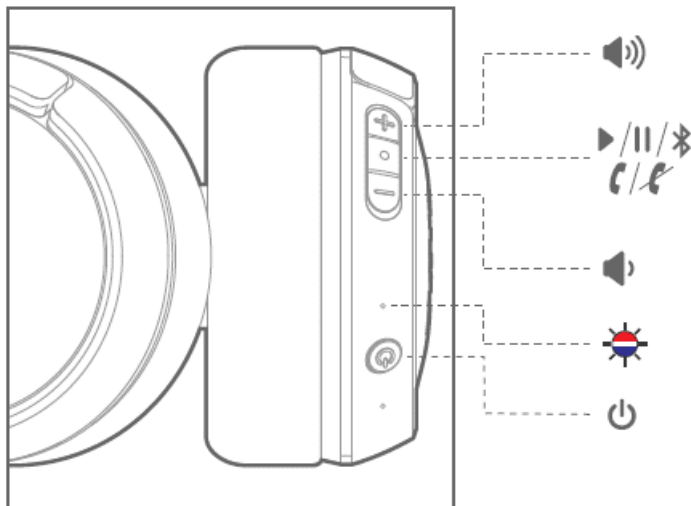
x 1

Other Top JBL Tune Manuals:

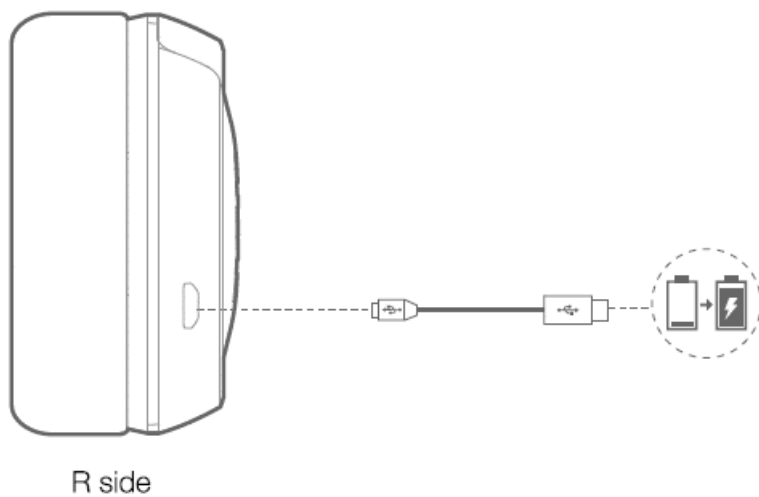
- [JBL Tune 510BT Wireless On-Ear Headphone User Guide](#)
- [JBL Tune 125BT Headphones User Guide](#)
- [JBL Tune 115 TWS Headphone User Guide](#)

## OverView

### 1. Buttons & LEDs

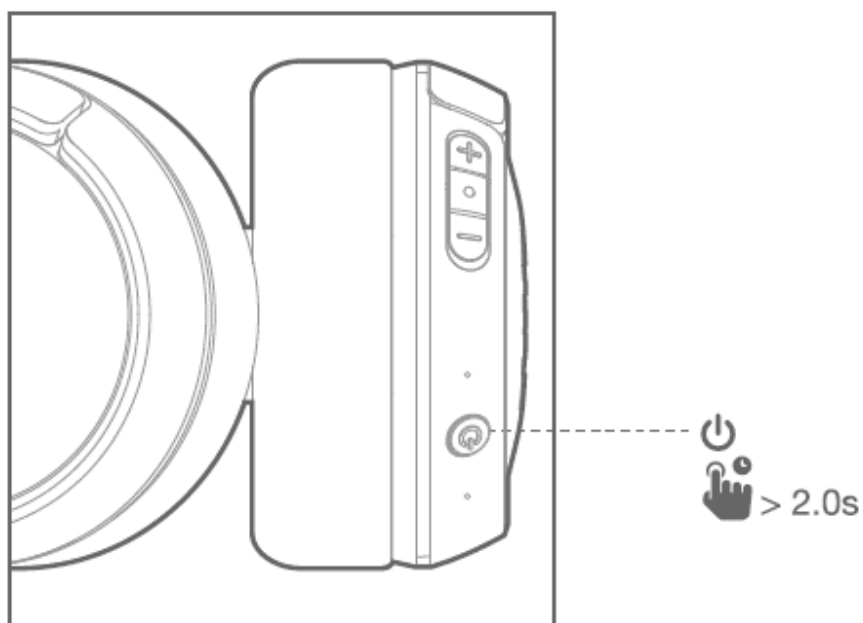


## Charging

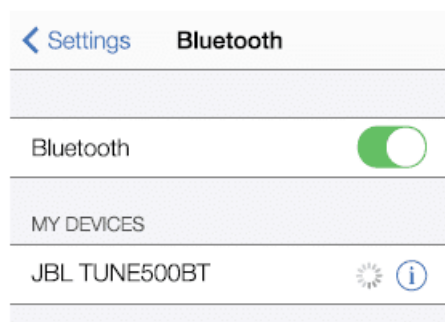


## Bluetooth Connections

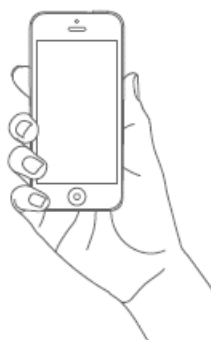
1. Turn on / off the Headphone



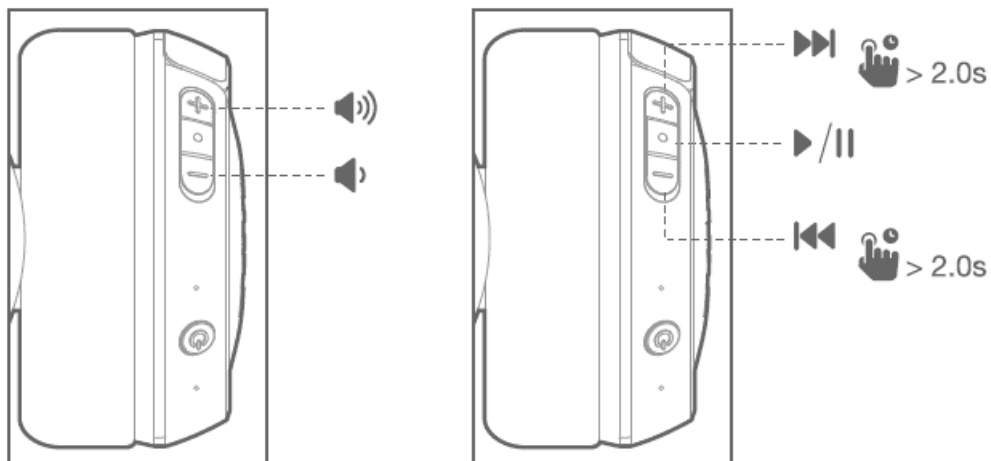
- 2) If connecting for the first time, the headphone will enter pairing mode automatically after it is powered on.
- 3) Connect to Bluetooth device



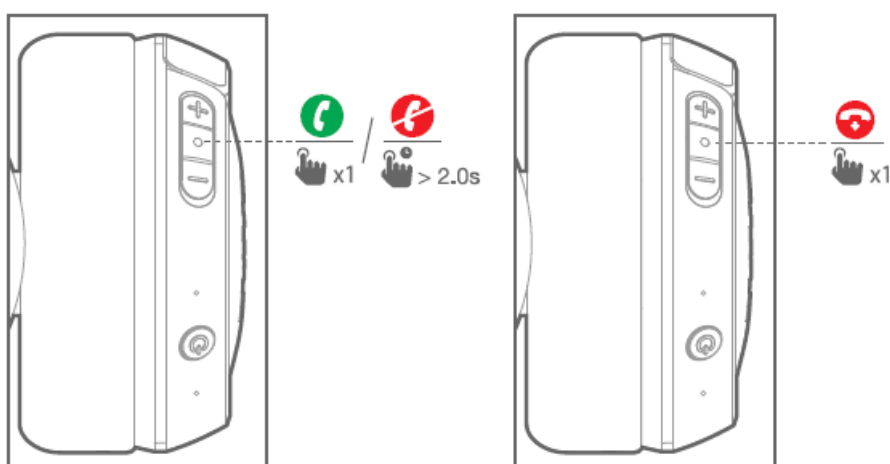
Choose "JBL TUNE500BT" to connect



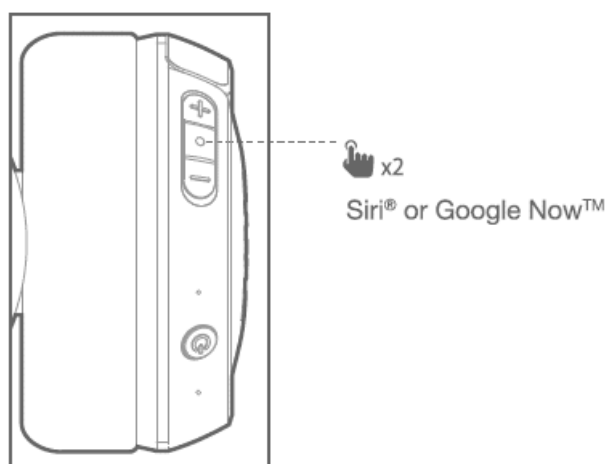
## Music Controls



## Phone Call

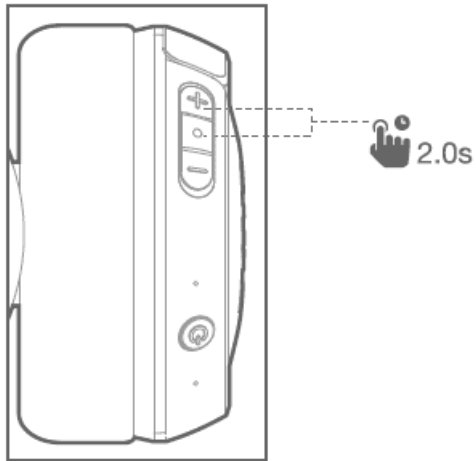


## Voice Assistant

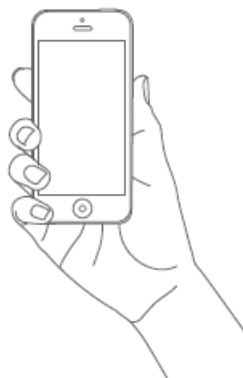
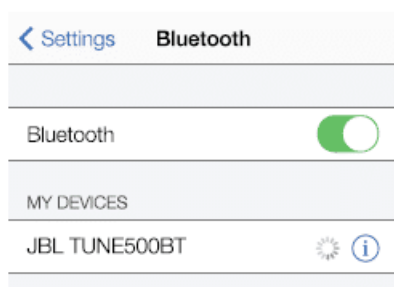


## Seamlessly switch between devices

1. Per and connect the headphone with the 1st Device. (see Section 3 Bluetooth Connection)
2. Per and connect the headphone with the 211 Bluetooth Device



### 3. Connect to Bluetooth Device



Choose "JBL TUNE500BT" to connect

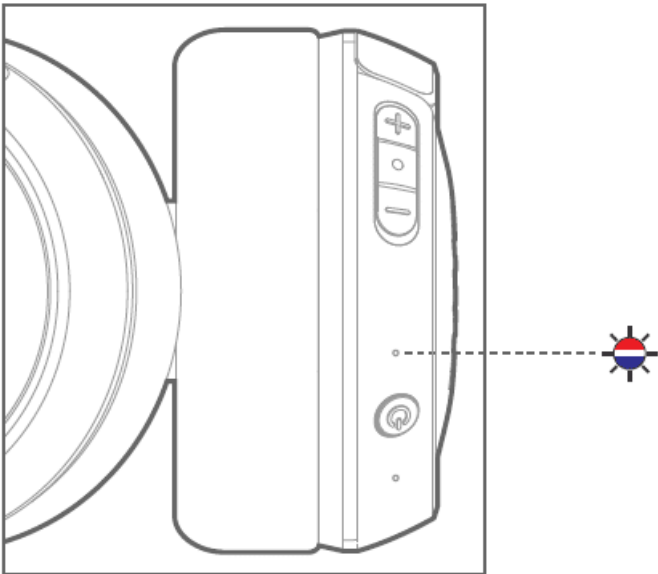
















#### Items to note:

- Maximum 2 devices can be connected simultaneously
- To switch music source, pause the music on the current device and select play on the 2nd device.
- Phone call will always take priority.
- If one device goes out of bluetooth range or powers off, you may need to manually reconnect the remaining

device. See Section 7 Step 3.

LED Behavior



LED Status		Headphone mode	
	On		Power on
	On		Power off
	Fast		BT Pairing
	On		BT Connected
	Slow		Low Battery
	On		Charging in Progress
	Off		Charging Complete

Specification

- Driver size: 32mm
- Frequency Response: 20Hz — 20kHz
- Bluetooth transmitted power: < 4dBm
- Bluetooth transmitted modulation: GFSK, o/4 DQPSK, 8DPSK
- Bluetooth frequency: 2.402 — 2.480GHz
- Bluetooth Profile: BT 4.1, A2DP v1.2, AVRCP v1.5, HFP v1.6, HSP v1.2
- Battery type: Lithium-ion Polymer (3.7V, 300mAH)
- Charging time: 2 hrs
- Music play time with BT on: 16 hrs
- Weight: 0.155kg

Questions about your Manual? Post in the comments!



by **HARMAN** [JBL Tune 500 BT User Manual](#)  
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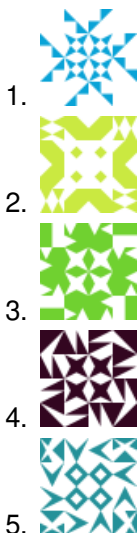
JBL TUNE 215BT Manual TO PROLONG BATTERY LIFESPAN, FULLY CHARGE AT LEAST ONCE EVERY 3 MONTHS. BATTERY LIFE...



### [JBL TUNE 215TWS Manual](#)

JBL TUNE 215TWS Manual TO PROLONG BATTERY LIFESPAN, FULLY CHARGE AT LEAST ONCE EVERY 3 MONTHS. BATTERY LIFE...

## Join the Conversation





6.

64 Comments



1.

**Steven Gibson** says:

[November 7, 2020 at 10:10 pm](#)

Does this have wires for traveling in case you wanted to an area where there's no Wi-Fi? I received this from Amazon .

[Reply](#)



1.

**KANAV WALLECHA** says:

[November 17, 2020 at 3:59 am](#)

NO STEVEN YOU CANNOT ATTACH WIRE TO IT. YOU CAN ATTACH IT TO YOUR DEVICE WITH BLUETOOTH IF YOU ARE USING IPHONES SUCH AS IPHONE 5 , IPHONE 6 , IPHONE 6s , IPHONE 7 , IPHONE 7 PLUS OR IPHONE 8 AND 8 PLUS YOU CANT AATACH THIS HEADPHONE WITH YOUR MOBILE PHONE

[Reply](#)



2.

**sara** says:

[November 29, 2020 at 3:50 am](#)

how the hell am I supposed to find the charging port? y'all aren't specific on where it is. "r side" EXPLAIN

[Reply](#)



1.

**Luis** says:

[April 14, 2021 at 7:47 pm](#)

Hi Sara.

You can see this video <https://www.youtube.com/watch?v=5nWdRjV57SY>

in the min with 48 sec you can see the part where it connects to recharge.Hope this can help you.

hola Sara.

Puedes ver este video <https://www.youtube.com/watch?v=5nWdRjV57SY>

en el min con 48 seg puedes ver la parte en donde se conecta para la recarga. espero que te sirva.

[Reply](#)



3.

**Fatmata** says:

[December 20, 2020 at 8:51 pm](#)

I tried to reset it but for some reason it doesn't work. Is there another way to reset it? Because my headphone is glitching and I don't know why.

[Reply](#)



1.

**Falopez** says:

[November 9, 2021 at 11:17 pm](#)

*Hi Fatmata, I have the same problem, have you been able to solve it?*  
*Hola Fatmata, tengo el mismo problema, lo as podido solucionar?*

[Reply](#)



4. **Théo** says:

[January 14, 2021 at 3:19 am](#)

*is there a way to turn off the led?*  
*est-ce qu'il y a un moyen de désactivé le led ?*

[Reply](#)



5. **Lizzie Araujo Haller** says:

[January 19, 2021 at 2:15 am](#)

Is there a pause button?

[Reply](#)



1. **Kateřina** says:

[February 3, 2021 at 6:59 pm](#)

*Yes, it is drawn in the instructions. I'm 56 years old and I figured it out the next day.*  
*Ano, je to v návodu nakreslené. Je mi už 56 let a přišla jsem na to druhý den.*

[Reply](#)



2. **Eigenaar jbl tune 500bt blauw** says:

[May 15, 2021 at 4:04 pm](#)

*I also manually turn it off on paired device following me. Otherwise gwn click on the power button of your jbl tune500bt*

*Ik heb hem ook volgende mij handmatig op gekoppeld apparaat uitzetten. Anders gwn op de uit-knop van uw jbl tune500bt klikken*

[Reply](#)



3. **Maxi** says:

[May 27, 2021 at 1:31 pm](#)

*In reply to Lizzie Araujo Haller.*  
*Yes, if you press the button with the dot*

*Ja wenn sie auf die Taste mit dem Punkt drücken*

[Reply](#)



6. **Jeff Borg** says:

[January 19, 2021 at 2:23 pm](#)

Can't find the charging cable and can't find any specs for a new one. What's the secret?

[Reply](#)



1. **John Shreffler** says:

[April 22, 2021 at 5:41 pm](#)

The cable is widely available on ebay, it is a short cable with micro USB on one end, and normal USB on the other. Use your computer to charge from. Or, you could a wall transformer with micro USB output connector, supplying 5 VDC. The headphones contain the regulation which automatically cuts off when the battery is fully charged.

[Reply](#)



7. **ankit** says:

[January 21, 2021 at 9:19 am](#)

Hello.

I bought this headset and configured it on my windows laptop.

Microsoft Teams is my official communicator for chat and calls.

When I try to use the headset along with microsoft teams , the call voice is very distorted , as in some alien is speaking.

The voice is fine if I am connected to laptop and listening music on youtube.

It also works fine when connected to mobile phone.

The issue is particularly with Microsoft Teams on Windows 10. I also have Teams on my phone , there as well it works fine for Voice calls.

[Reply](#)



1. **antonio** says:

[January 30, 2021 at 8:50 am](#)

*hi i have the exact same problem. is there a solution? thanks antonio*

*ciao io ho lo stesso identico problema. esiste la soluzione? grazie antonio*

[Reply](#)



2. **ms** says:

[February 17, 2021 at 10:14 am](#)

*I had this problem on 2 Lenovo computers – updating the bluetooth drivers helped. In addition, it is worth trying to reset the headphones (hold + and – for a few seconds when the headphones are turned on but not paired with anything), or re-pair the device – remove it from the list of paired devices in the control panel and then try to pair them again.*

Miałem ten problem na 2 komputerach marki Lenovo – zaktualizowanie sterowników bluetooth pomogło. Oprócz tego spróbować warto reset słuchawek (przytrzymaj + i – przez kilka sekund gdy słuchawki są włączone ale nie sparowane z niczym), lub ponownie sparować urządzenie – usunąć z listy sparowanych urządzeń w panelu sterowania po czym ponownie spróbować je sparować.

[Reply](#)



8. **Matylda** says:

[January 24, 2021 at 6:21 pm](#)

*Don't you know how to put these headphones into pairing mode?*

Czy nie wiesz jak włączyć te słuchawki w tryb parowania ?

[Reply](#)



1. **James** says:  
[October 20, 2021 at 8:21 pm](#)

Hold the volume up and middle buttons at the same time

[Reply](#)



9. **Ashutosh** says:  
[February 23, 2021 at 8:32 am](#)

Thanks for the manual! Sometimes, I have to look at it to figure out what to do. I'm a bit forgetful at times. Well, there were some spelling mistakes, according to me.

[Reply](#)



10. **Trudy** says:  
[March 19, 2021 at 12:33 pm](#)

*I would like a manual for the JBL live 500 BT-LE how to connect these headphones to the Ipad Air aa.*  
 Ik wil graag een handleiding g voor de JBL live 500 BT-LE hoe ik deze koptelefoon op de Ipad Air aa kan sluiten.

[Reply](#)



1. **admin** says:  
[March 21, 2021 at 5:15 am](#)

<https://manuals.plus/nl/jbl/user-manual-jbl-live-400-bt-live-500-bt-headphones>

[Reply](#)



2. **Marielle van Haaren** says:  
[August 12, 2021 at 6:45 am](#)

*Hey*

*I want to connect the bt 500 to my BossLoopstation. But when I put the cable in the headset it cuts out. What's the problem here?*

*Thanks for the comment.*

*Best regards*

*Marielle*

Hallo

Ik wil de bt 500 koppelen aan mijn BossLoopstation. Maar wanneer ik de kabel in de headset stop valt hij uit. Wat is hier het probleem?

Alvast bedankt voor de reactie.

Mvg

Mariëlle

[Reply](#)



11. **Frank** says:

[March 24, 2021 at 4:17 pm](#)

*What can I do when my headphones turn off after a few seconds of power on*

Que puedo hacer cuando mis auriculares se apagan luego de unos segundos de encendido

[Reply](#)



12. **salvatore magro** says:

[March 25, 2021 at 5:04 pm](#)

*how do i pair the headphones to my smart TV?*

come faccio ad associare le cuffie alla mia smart TV?

[Reply](#)



13. **lukasz** says:

[April 2, 2021 at 2:16 pm](#)

*what is the pairing pin in windows 10 ?? I am asking for your support*

jaki jest pin do parowania w windows 10 ?? bardzo proszę o wsparcie

[Reply](#)



1. **mirko** says:

[May 1, 2021 at 12:06 am](#)

PIN 0000

[Reply](#)



14. **Taddy** says:

[April 4, 2021 at 7:04 pm](#)

*After a few hours of charging, the led continues to flash red, the headphones do not work and they are new, just purchased at Media Markt ...*

Po kilku godzinach ładowania led dalej miga na czerwono, słuchawki nie działają a są nowe właśnie zakupione w Media Markt...

[Reply](#)



15. **Silvia** says:

[April 6, 2021 at 11:24 pm](#)

*I am not able to pair on two devices simultaneously, and worse I was able to do this until yesterday. What could have happened? I keep thinking that maybe it's paired with some device that I'm not aware of. Would it be possible from the headset to unpair all devices that it may be connected to and then do the pairings again?*

Não estou conseguindo parear em dois dispositivos simultaneamente, e pior que estava conseguindo fazer isso até ontem. O que pode ter acontecido? Fico pensando que talvez esteja emparelhado com algum dispositivo que eu não estou ciente. Teria como a partir do fone tirar o emparelhamento de todos os dispositivos que ele pode estar conectado e daí eu fazer de novo os emparelhamentos?

[Reply](#)



16. **Luis** says:

[April 14, 2021 at 7:49 pm](#)

*I have about 6 months with these headphones, I liked them a lot, but the right hearing aid no longer works.*

Yo tengo cerca de los 6 meses con estos audifonos, me gustaron mucho, pero ya no les funciona el audicular derecho.

[Reply](#)



1. **Anonymous** says:

[October 26, 2021 at 12:45 pm](#)

You must hard reset these, contact JBL

[Reply](#)



17. **dany soto** says:

[April 23, 2021 at 11:46 pm](#)

*My hearing aids turn off after only a few seconds, I turn it on again and the problem continues, when I turn it on it connects with my cell phone, but after a few seconds it turns off, this always repeats*

Mis audifonos se apagan después de solo algunos segundos, lo enciendo de nuevo y sigue el problema, cuando lo prendo se conecta con mi celular, pero luego de algunos segundos se apaga, esto repite siempre

[Reply](#)



18. **walter poso** says:

[April 24, 2021 at 3:01 pm](#)

*same problem of metallic audio with use of video call programs.  
on youtube or to listen to audio and video on pc everything is ok.  
connected to other devices works fine.*

*It is incredible that in 2021 there are still these problems on devices that could also use children.*

*I am sorry but I am forced to advise against the purchase of the product to others for the problems described above.*

stesso problema dell'audio metallico con utilizzo di programmi per video chiamata.

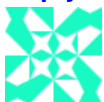
su youtube o per ascoltare audio e video su pc tutto ok.

connesso a altri dispositivi funziona bene.

è incredibile che nel 2021 ci siano ancora questi problemi su dispositivi che potrebbero usare anche bambini.

mi dispiace ma sono costretto a sconsigliare acquisto del prodotto ad altri per i problemi sopra descritti.

[Reply](#)



19. **Cathy** says:

[April 26, 2021 at 1:57 pm](#)

Hello,

Are the ear cushions replaceable? And if yes, how ?

Thank you

Bonjour,

Les coussinets des écouteurs sont ils remplaçables ? Et si oui comment ?

Merci

[Reply](#)



20. **Daniel** says:

[May 6, 2021 at 10:23 pm](#)

*I can't figure out how to reset.*

*It happens more than a few times that I do not pair the headphones on the phone, or it does not find the connection or when I press on the JBL 500bt it fails to pair.*

*What should I do?*

Non riesco a capire come fare il reset.

Mi capita più di qualche volta che non accoppi le cuffie sul telefono, o non trova la connessione oppure quando premo su JBL 500bt non lo riesce ad associare.

Cosa devo fare?

[Reply](#)



21. **Bart** says:

[May 10, 2021 at 12:58 am](#)

*It will be simple, but I am unable to connect the headphones to my smartphone. Bvd.*

Het zal wel simpel zijn, maar het lukt mij niet om de hoofdtelefoon te koppelen aan mijn smartphone. Bvd.

[Reply](#)



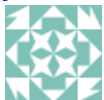
22. **Marco** says:

[May 14, 2021 at 3:39 pm](#)

*I don't understand why the sound can only be heard from a headset.*

Non capisco perché il sonoro si sente solo da una cuffia.

[Reply](#)



1. **Chef Dion** says:

[May 30, 2021 at 2:32 pm](#)

Computer sound settings. If you go into the advanced settings you should be able to select multiple outputs, depending on your computer sound card configuration.

Monitoring, entertainment, and PA systems have sound cards designed for multiple outputs, but most computers or devices use a single output source because most users don't use headphones that way.

[Reply](#)



23. **Claudia** says:

[May 15, 2021 at 8:31 am](#)

*Red light goes out while charging and headphones cannot be charged. Why is it?*

Rote Leuchte geht während des Ladevorgangs aus und Kopfhörer kann nicht geladen werden. Woran liegt es?

[Reply](#)



24. **Stjepan** says:

[May 29, 2021 at 3:56 am](#)

I was wondering if it is possible to pair 2 Tune 500bt together, like u can with Flip 3, 4, 5 so 2 people can listen to the same music at the same time. If not is it possible to compliment it via a software update?

[Reply](#)



25. **Chef Dion** says:  
[May 30, 2021 at 2:25 pm](#)

I still haven't figured out jiw to switch between two devices. How do I do this?

I know a picture is supposed to be worth a thousand words, but detail is easier to convey in written form that users can understand. They went through the trouble of printing on all the legal stuff in 15 languages, they could have done the same for operating instructions.

[Reply](#)



26. **Ramesh PK** says:  
[June 9, 2021 at 1:28 pm](#)

Few weeks back I bought this Headphone mainly to work with my Dell laptop for MS Teams communication. For the very first time it got connected to both devices (1st – Laptop, 2nd – Mobile). Then few days later when I tried to connect with my mobile, the headset never got discovered in the mobile device. And today when I reset the headphone, my mobile able to discover this and able to connect.

Now the problem is, this headset is not discovered by the laptop ( 🤔 )... Strange.

Why is it so ? How to resolve this ? Please help.

[Reply](#)



1. **nash** says:  
[October 21, 2021 at 11:34 am](#)

I have almost the same problem. The difference is that it is not discoverable by my dell laptop while it was connected to it before and I was using it for one week.

[Reply](#)



27. **Charlott** says:  
[June 11, 2021 at 7:04 am](#)

*how do i update my jbl tune 500bt, bluetooth no longer works for tv.*

*hvordan opdaterer jeg mine jbl tune 500bt, bluetooth virker ikke længere til tv.*

[Reply](#)



28. **Asli** says:  
[June 21, 2021 at 2:22 pm](#)

My headphones are working well with my iPhone, but the left side is not working when connected to Macbook.

[Reply](#)



1. **hajer** says:  
[September 11, 2021 at 3:30 am](#)

***The left side no longer works for me, is there a solution to this problem, or is the left side battery dead? I need help!***

! انا لم يعد الجانب الايسر يعمل لدي هل يوجد حل لهذه المشكلة ام هل بطارية الجانب الايسر نفذت احتاج للمساعدة

[Reply](#)



29. **Alexander Dodic** says:

[June 29, 2021 at 3:41 pm](#)

I tried to pair my Tune500BT wireless headphones to my laptop to attend meetings on google meet and Skype and found that the sound was garbled. how to fix it?

[Reply](#)



30. **Adam Suwalski** says:

[July 7, 2021 at 10:32 am](#)

*Hi, someone will tell me what to do when holding down the scroll button does not scroll and it gets a JBL slut (here here) from buying the product is like this and I can not scroll songs which irritate me a lot, please help*

Cześć powie mi ktoś co zrobić jak przy przytrzymaniu przycisku przewijania nie przewija i robi się dziwięk JBL(tu tu tut) od kupieni produktu jest tak i nie mogę przewijać piosenek co bardzo mnie irytuję proszę o pomoc

[Reply](#)



31. **Adam** says:

[July 7, 2021 at 11:08 am](#)

*Hi, I have a problem with scrolling songs (both ways), after holding down the volume button, the JBL sound appears (here) and after holding the volume down button nothing happens, please help*

Cześć mam problem z przewijaniem piosenek (w obie strony) po przytrzymniu przycisku podgłośnienia wydaje się dźwięk JBL( tu tut) a po przytrzymaniu przycisku ściszenia nic się nie dzieje proszę po pomoc

[Reply](#)



32. **Laurent** says:

[July 11, 2021 at 1:03 pm](#)

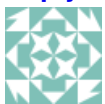
*Hello, I recently acquired a Pro-ject T1 BT turntable. So Bluetooth. How can I connect my JBL 500BT to this turntable. I couldn't find any app for either.*

*Thx in advance.*

Hallo, ik ben sinds kort in het bezit van een platenspeler Pro-ject T1 BT. Bluetooth dus. Hoe kan ik mijn JBL 500BT koppelen aan deze platenspeler. Ik heb van beide geen app kunnen vinden.

Thx in advance.

[Reply](#)



33. **Bcb** says:

[July 17, 2021 at 12:44 pm](#)

I want to connect the headphones to my computer. How can this be done?

[Reply](#)



34. **Rowel** says:

[July 26, 2021 at 1:31 am](#)

I cannot connect my Headset BT to my Andriod phone and Laptop. Can you assist me to connect.

[Reply](#)



35. **FRANCISCO RAMIREZ** says:

[July 28, 2021 at 1:00 pm](#)

*Good day*

*the right earbud does not work, what should I do?*

Buen día

el auricular derecho no funciona, que debo hacer ?

[Reply](#)



36. **Bálint** says:

[August 12, 2021 at 2:04 pm](#)

Hey. Does this dependant on Internet browsers? For example when I watch Youtube videos on Chrome everything is fine, but if I want to do it in Firefox no sound is playing. Why is that?

[Reply](#)



37. **Paula** says:

[September 8, 2021 at 3:41 am](#)

***I bought the JBL Tune500bt in April 2020, used it little and now it loads but doesn't care for anything! I've already tested all reset possibilities, this product is rubbish!***

Comprei o JBL Tune500bt em Abril de 2020, usei pouco e agora ele carrega mas não liga por nada! Já testei todas as possibilidades de reset, esse produto é um lixo!

[Reply](#)



38. **Nazia Hasan** says:

[September 15, 2021 at 5:42 am](#)

Hi,

I am trying to connect my JBL 500 BT to my MacBook. It gets paired and the output is working well (meaning I can hear using the speakers). However, the input sound is not working. When I talk using JBL, no one can hear it. from Mac's System Preference > Sound, the input device selected is JBL 500 bt. However, when I test the input sound level, nothing happens. Only initially, when the connection is made, then once the soundbars flicker, but not anymore. I tried factory resetting the headphones and pair again, but with no result. The headphone charge is around 55% and the OS is macOS Big Sur. Please help. Thanks.

[Reply](#)

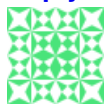


39. **Karen Larsson** says:

[September 29, 2021 at 7:18 am](#)

I have problem searching JBL Tun 500BT on Window 10 latest. Had Microsoft Tech Team looked into it. He said that this is JBL problem.

[Reply](#)



40. **Gustac** says:

[October 18, 2021 at 10:07 am](#)

Can one reset his jbl tune 500 bt make phones there is something wrong with them  
Kan man nulstille sine jbl tune 500 bt gøretelefoner der er noget galt med dem

[Reply](#)



41. **Giulia** says:

[October 27, 2021 at 12:22 pm](#)

How can I reset the headphones? I can't find them on bluetooth  
Come si può fare il reset delle cuffie? Non riesco a trovarle sul bluetooth

[Reply](#)



42. **Lysa** says:

[November 10, 2021 at 12:41 am](#)

Hi, I don't know if you guys help with problems, but my jbl tune 500bts fell on the floor once and doesn't care anymore, do I have to take it to a concert or to solve it at home?  
Olá, eu não sei se vocês ajudam com problemas, mas, meu jbl tune 500bts, caiu no chão uma vez e não liga mais, tenho que levar em um concerto ou da para resolver em casa?

[Reply](#)



43. **Emanuela** says:

[November 11, 2021 at 5:16 pm](#)

Why does the red light of the recharge go out when I charge it ?????  
Xchè la luce rossa della ricarica si spegne quando lo carico?????

[Reply](#)



44. **Emanuela** says:

[November 11, 2021 at 5:19 pm](#)

Why does the red light of the recharge go out as soon as I charge it ????? Does not work?????  
Xchè la luce rossa della ricarica si spegne appena lo carico????? Non funziona?????

[Reply](#)



45. **Shibu George** says:

[November 21, 2021 at 6:18 am](#)

I have problem with JBL 500BT  
It's pairing and unpairing automatically every 5 min.while playing time it is fully charged. It is one year old it's any battery issue?please help me

[Reply](#)



46. **Kelvyn Steer** says:

[December 31, 2021 at 11:08 pm](#)

I purchased a set of JBL TUNE500BT headphones recently and have had good use up until a week or so ago, when the left hand ear phone faded out to nothing over the course of a few hours. There does not appear to be any troubleshooting information in the manual to give a clue as to what might have happened. Unfortunately, because I am currently overseas for several months, I don't have access to the supplier in Australia to assess the condition and/or replace the unit under warranty.

[Reply](#)



47. **Mr Brown** says:

[January 2, 2022 at 9:13 pm](#)

Hi. Everytime I'm running or skipping the headphones keep on cutting out ,why does that happen? is there a way for it to stop?.

[Reply](#)

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