

ION[®]

TROUPER™ 300



User Guide

English



ionaudio.com/support

TABLE OF CONTENTS

INTRODUCTION	3
Box Contents	3
Support	3
SETUP	4
Charging & Battery Information.....	4
Connection Diagram	5
Balancing Your Levels.....	6
FEATURES.....	7
Rear Panel	7
OPERATION.....	11
Using the Control Knob.....	11
Pairing a Bluetooth® Device	12
Wireless Stereo-Link™	13
Using the Radio.....	14
Using the Aux Input	15
Using USB Mode	16
Using the USB Charge Port	17
Light Modes	18
App Control	19
TROUBLESHOOTING	20
APPENDIX	22
Technical Specifications	22
Trademarks & Licenses.....	23

INTRODUCTION

Thank you for purchasing the Trouper™ 300. At ION, your entertainment is as important to us as it is to you. That's why we design our products with one thing in mind—to make your life more fun and more convenient.

Note: Before you first use the product, please fully charge the batteries. Your unit was purposely shipped with a reduced battery charge to ensure safe transit. For optimal charging, power off the speaker while charging.

Use the included power cable to connect the unit to power outlet and let it charge for up to 10 hours. This helps ensure the longest life for your battery.

Box Contents

Trouper™ 300

IEC C13 Power Cable (6 ft. / 183 cm)

Microphone with Cable (8.2 ft. / 250 cm)

Quickstart Guide

Support

For the latest information about this product (documentation, technical specifications, system requirements, compatibility information, etc.) and product registration, visit ionaudio.com.

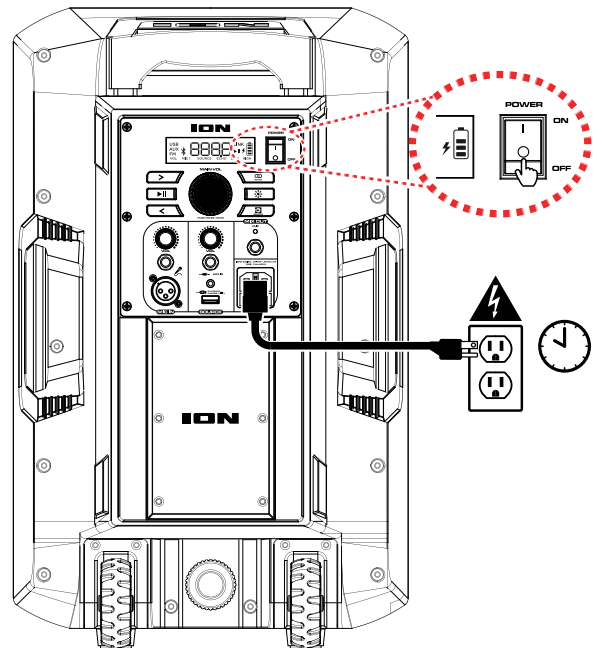
For additional product support, visit ionaudio.com/support.

SETUP

Charging & Battery Information

For the quickest charging time, power off Trouper™ 300 and use the included power cable to connect the **Power Input** on the rear panel of the speaker to a power outlet. A full charge can take up to 10 hours.

If Trouper™ 300 is powered on, the **lightning bolt** icon on the display will light up when connected to a power source and charging. The **battery icon** will fill to display the battery life percentage. When charging is complete, the lightning bolt icon will disappear, and the battery icon will be completely filled.



Rechargeable lead-acid batteries are the same type used in automobiles. As with your car battery, how you use this battery has a significant impact on its lifespan. With proper use and treatment, a lead-acid battery can last for years. Here are some recommendations for getting the longest life from the internal battery.

General Usage Fully charge the battery before using it.

Charge the battery completely after each use.

Storage For best product longevity, do not store at exceedingly hot (greater than 90°F/32°C) or exceedingly cold (less than 32°F/0°C) temperatures.

It is acceptable to leave your sound system plugged in. This will not overcharge the battery.

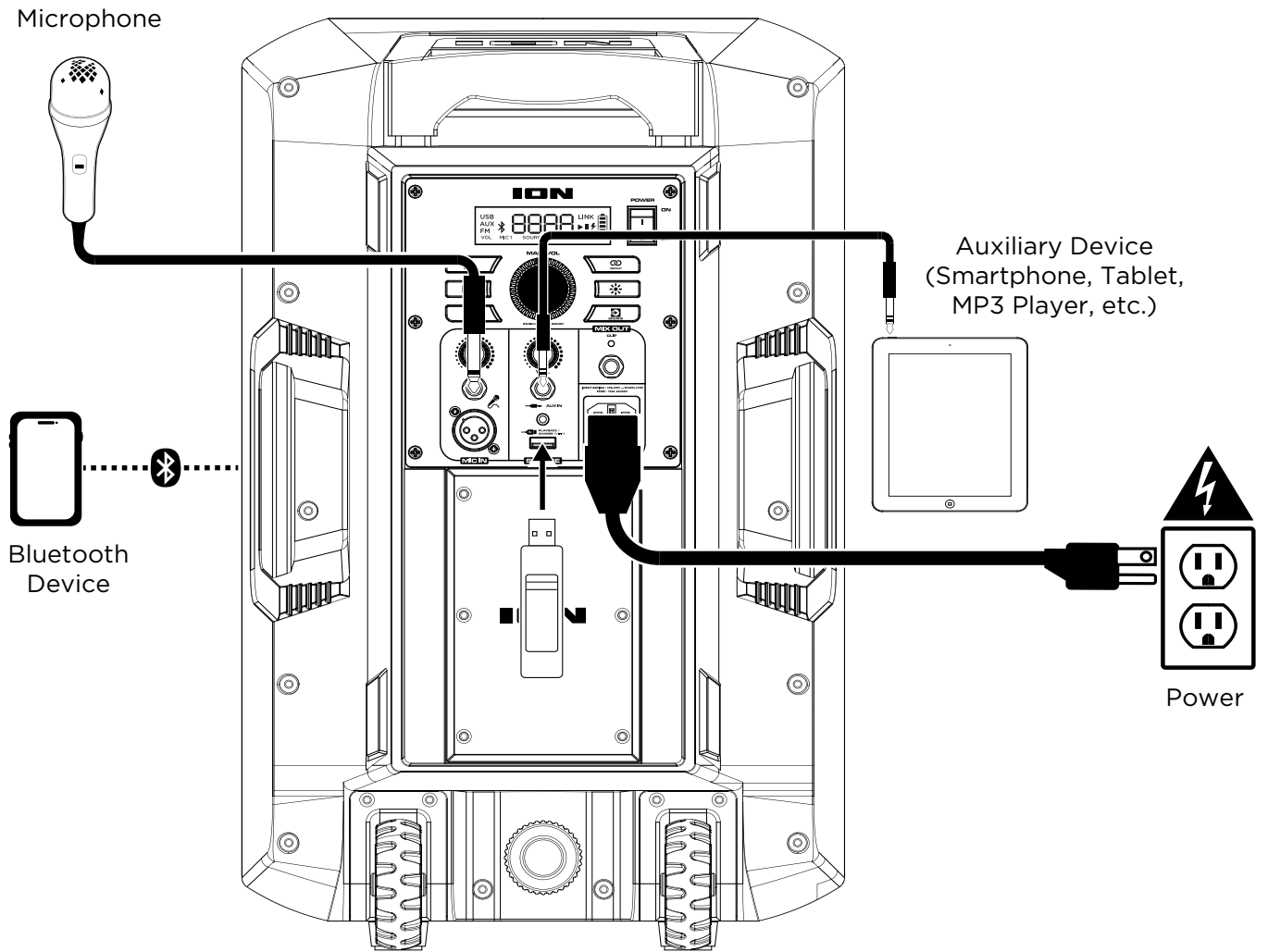
If you leave the battery level low and do not charge it for 3 months, it may permanently lose capacity.

Repair If the battery fails to charge, contact ION Audio at ionaudio.com.

Disposal Bring the unit to a recycling center or dispose of in accordance with local ordinances.

Connection Diagram

Items not listed under the *Box Contents* are sold separately.

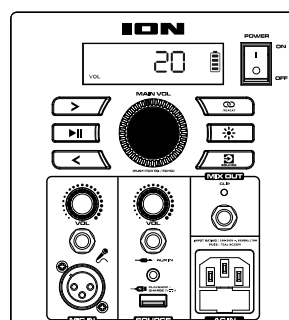
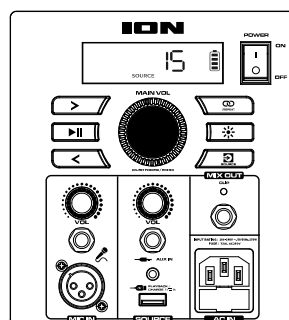
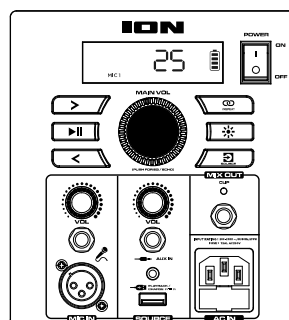
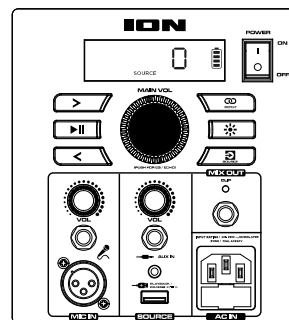
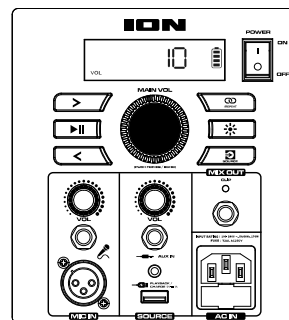


Balancing Your Levels

This process shows how you can quickly balance your microphone signal(s) and the signal from your Source Device (Bluetooth, Aux, USB). Levels for the microphones, source, and main volume can be set anywhere between 0 to 30.

1. Power on Trouper™ 300. Connect the included microphone (if using) and your preferred Bluetooth device, Aux device, or USB drive.
2. Using the **Control Knob** on the speaker, set the main volume to around 10 or lower while balancing your levels. This will allow you to set your levels to a clear and audible level without being overpowering. You can adjust it again later once a balance has been achieved.
3. Adjust the **SOURCE VOL Knob** down to 0. We'll turn this up in a later step.
4. Set the **MIC Volume** using the **MIC IN VOL Knob** on the speaker. Setting the level to 25 is a good starting point if you're unsure.
5. Now, set the volume on your Aux or Bluetooth source device (phone, tablet, etc.) to 100%. This will guarantee a strong signal.
6. With the **SOURCE VOL Knob** still set to 0, start playback on your device and slowly turn up the **SOURCE VOL knob** on the speaker until it reaches a clear and audible level. If you are using a microphone, set the source volume level to where you can still hear the microphone above the music.
7. Once the microphone and audio source are clearly audible and balanced, use the **Control Knob** to set the overall output level of the speaker to your desired volume.

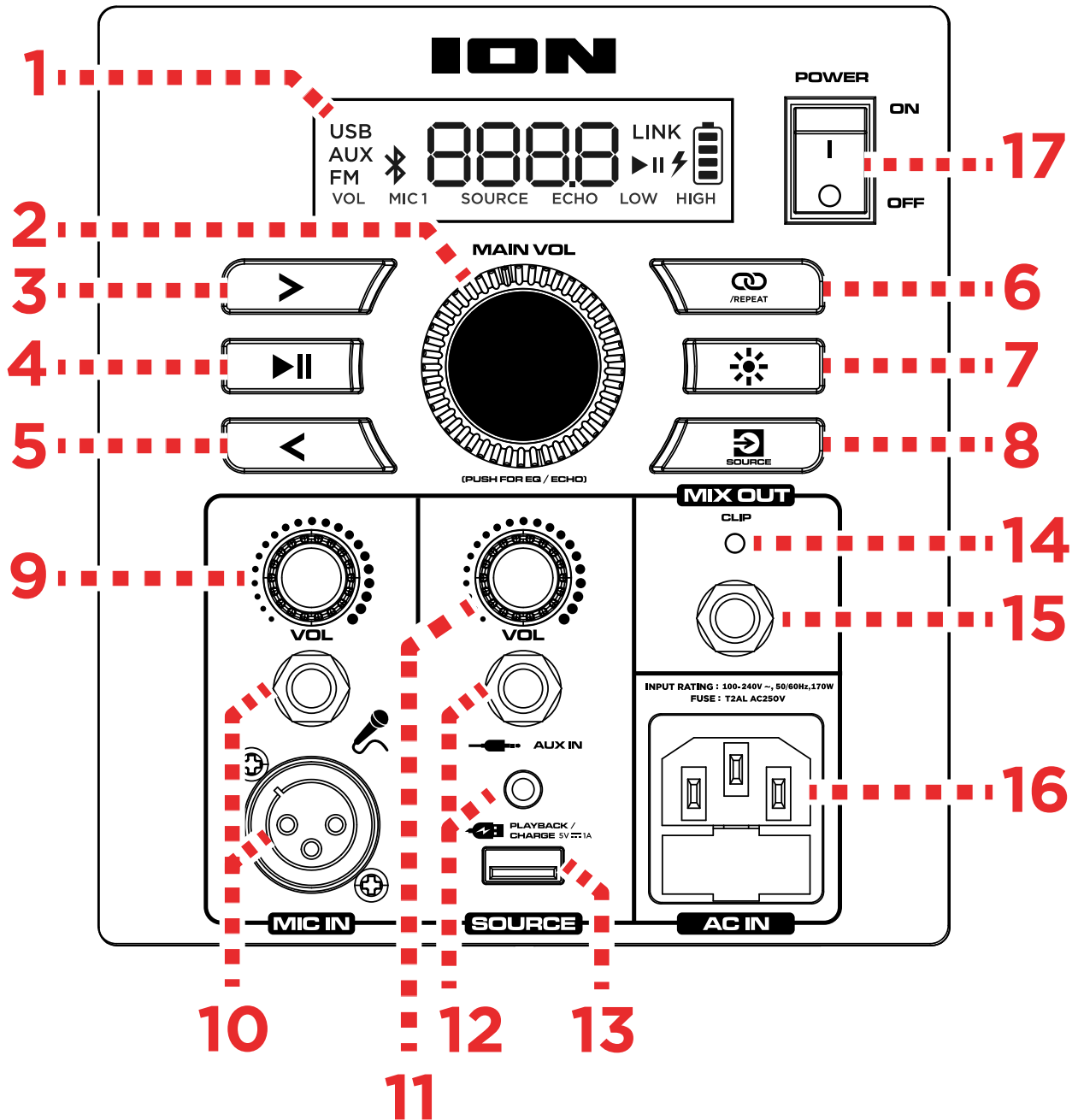
For specific troubleshooting steps, please see the [Troubleshooting](#) section.



FEATURES

Rear Panel

Click a control below to jump to that section.



1. Display

This screen shows information relevant to Trouper™ 300's current operation:



- **Source Icons (USB, AUX, FM):** These icons will indicate whether Trouper™ 300 is in USB, Aux, or FM playback modes.
- **Bluetooth Icon (📶):** The Bluetooth icon will display when a device is paired to Trouper™ 300. See [Operation > Pairing a Bluetooth® Device](#) to learn how to connect a Bluetooth device.
- **Radio Station:** The centered numerals indicate the current radio station that is selected. See [Operation > Using the Radio](#) for more information.
This area will also show the volume, EQ/Echo level, and the current repeat mode when any are changed. See [Operation > Using the Control Knob](#) for more information.
- **Stereo-Link™ Icon (LINK):** The Stereo-Link™ icon will display when Trouper™ 300 is linked to another speaker. The Stereo-Link™ icon will be off when a single speaker is used. See [Operation > Wireless Stereo-Link™](#) below for instructions on how to link two speakers.
- **Play/Pause Icon (▶||):** This icon indicates when connected media is playing or paused.
- **Lightning Bolt Icon (⚡):** The lightning bolt icon will display when Trouper™ 300 is connected to a power outlet and charging.
- **Battery Indicator (🔋):** The battery icon displays the battery life percentage. When fully charged, the battery icon will be completely filled.
- **VOL/MIC/SOURCE/ECHO/LOW/HIGH:** These icons indicate the current operation of the **Control Knob**. Press the **Control Knob** to cycle between the available options.

2. Control Knob

Turn this knob to adjust the Main Volume (overall output) of the loudspeaker. Press the knob and turn to cycle through to select EQ or the Echo effect. See the section [Using the Control Knob](#) for more details.

3. Next Button

In Bluetooth and USB modes, press this button to go to the next track.

In FM mode, press this button briefly to go to the next station. Press and hold this button to seek the next strong station.

4. Play/Pause / Presets Button

Press this button to play and pause Bluetooth or USB audio.

In FM mode, use this button to save and recall radio presets. See [Operation > Using the Radio](#) to learn more.

5. Previous Button

In Bluetooth and USB modes, press this button once to go to the start of the current track. Press the button again within one second to go to the previous track.

In FM mode, press this button briefly to go to the previous station. Press and hold this button to seek the previous strong station.

6. Stereo-Link™ / Repeat Button

See [Operation > Wireless Stereo-Link™](#) to learn more about syncing two Trouper™ 300 speakers together using this button.

In USB Mode, press this button to cycle between repeat modes during USB playback. See [Operation > Using USB Mode](#) to learn more.

7. Lights

Press this button to select how the lights on the front panel function. See the section [Operation > Light Modes](#) for more details.

Note: For the best lighting effect, you may need to adjust the volume of your device and/or the Source volume.

To factory reset the speaker to default settings, press and hold this button for 10 seconds. The speaker will power cycle and the reset will be successful.

8. Source Button

Press this button to select the audio source to use: USB, AUX, FM Radio, or Bluetooth. The default source when powering on Trouper™ 300 is Bluetooth. The USB source is only selectable if a USB drive is plugged into Trouper™ 300; otherwise, the Source button will toggle between Aux, FM Radio, and Bluetooth. See the [Operation](#) chapter for more details on using each mode.

9. Mic In Volume

Adjust the volume of the microphone or mic-level source connected to the **MIC Input** using this knob.

TIP: For proper audio level mixing, always set the Mic In volume (**MIC**) using this knob to a higher level, and *then* adjust the **Main** volume (**VOL**) setting using the **Control Knob** to the appropriate volume.

10. MIC Inputs (1/4" [6.35 mm] & XLR)

Connect a microphone or mic-level source to these inputs.

11. Source Volume

Adjust the **USB**, **Aux**, **FM Radio**, or **Bluetooth** source volume.

TIP: For proper audio level mixing, always set the channel source volume (**SOURCE**) to a higher level, and *then* adjust the **Main** volume (**VOL**) setting using the **Control Knob** to the appropriate volume. If you are using a Bluetooth device on this channel, make sure the device volume is turned all the way up before setting the channel volume and Main volume.

12. Aux Input (1/8" [3.5 mm] or 1/4" [6.35 mm])

Connect an external audio device (such as a tablet or MP3 player) to Trouper™ 300 here using a 1/8" (3.5 mm) or 1/4" (6.35 mm) auxiliary cable (not included). See [Operation > Using the Aux Input](#) for more information.

13. USB Playback / Charge (5V, 1A) Port

Connect a USB drive here for USB mode playback. See [Operation > Using USB Mode](#) for more information.

Trouper™ 300 includes a power bank function, which allows you to charge a compatible 5V, 1A smartphone, tablet, or other device using the unit's internal battery (Capacity: 7000 mAh/12 V) by connecting a cable here. See [Operation > Using the USB Charge Port](#) for more information.

Note: To charge smartphones and tablets faster, put the device's screen to sleep.

14. Clip LED

The Clip LED will flash red if the signal from the input jacks or **Media Panel** audio source is clipping (distortion from an overly loud signal). If this happens, decrease the setting of the **Main Volume** or the **SOURCE** volume (if a loud device is plugged into either).

15. Mix Out (XLR)

Connect this output to an additional amplifier system or speaker. This output will send the combined channels mix to the connected device.

16. Power

Connect the included power cable here to power the unit and charge the internal battery. A full charge may take up to 10 hours.

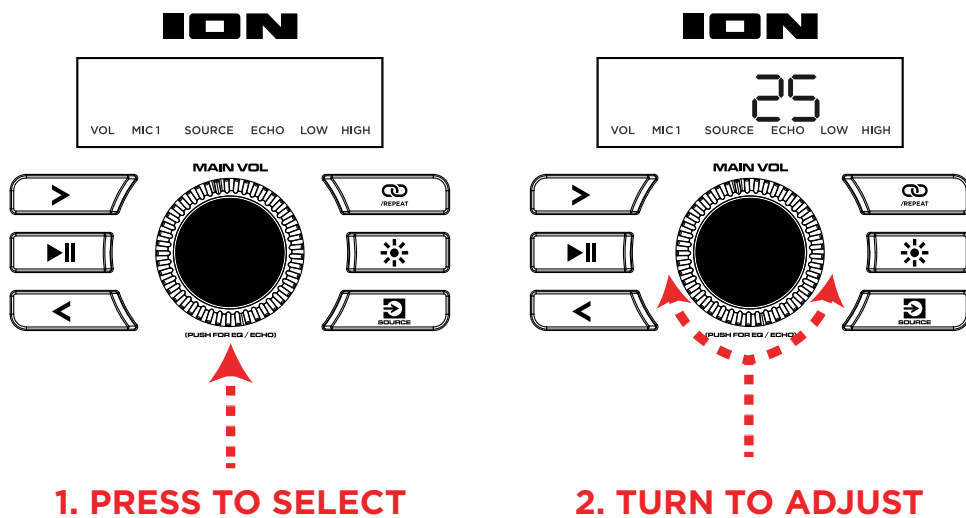
Note: The speaker will go into ERP energy saving mode when running on battery power after 30 minutes of no signal or panel interaction. This mode is cancelled when a signal is detected or with panel interaction.

17. Power Switch

Use this switch to power the speaker on or off. When powered on, the blue indicator on the front panel will be lit. Return the **Main** volume to "zero" before powering off the speaker.

OPERATION

Using the Control Knob



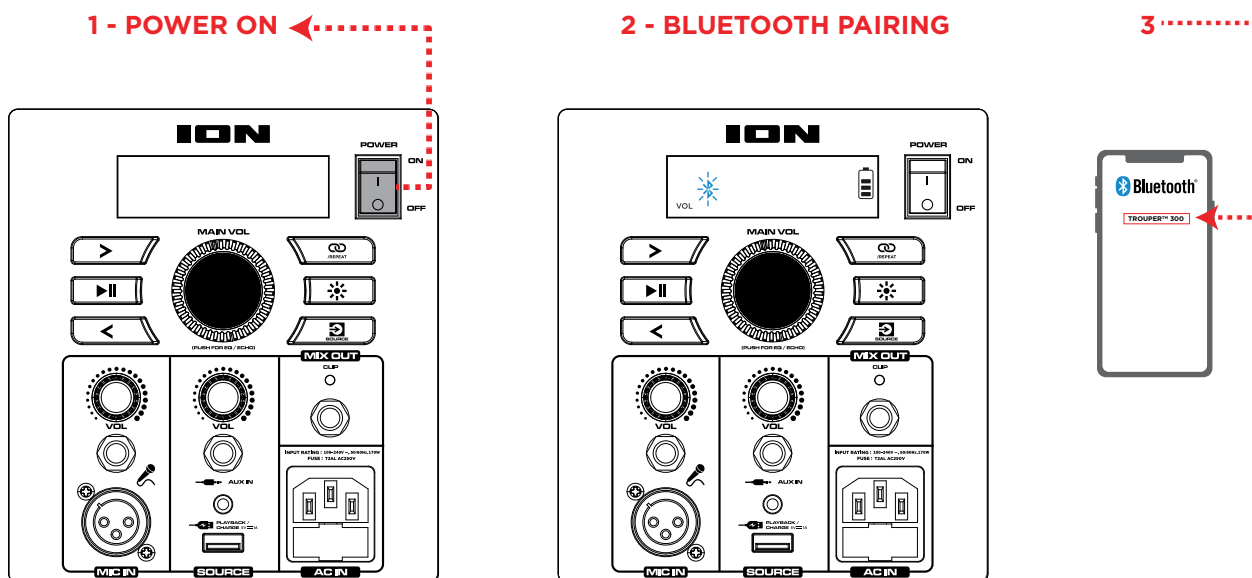
The **Control Knob** defaults to controlling the Main Volume for all channels.

Press the Control Knob to cycle through different functions. Rotate the Control Knob to change the selected setting:

Press	Control	Rotate
1x	LOW	Adjust low EQ
2x	HIGH	Adjust high EQ
3x	ECHO	Adjust mic echo
4x	VOL	Adjust main volume

If there is no activity on the Control Knob for five seconds, the function will go back to Main Volume.

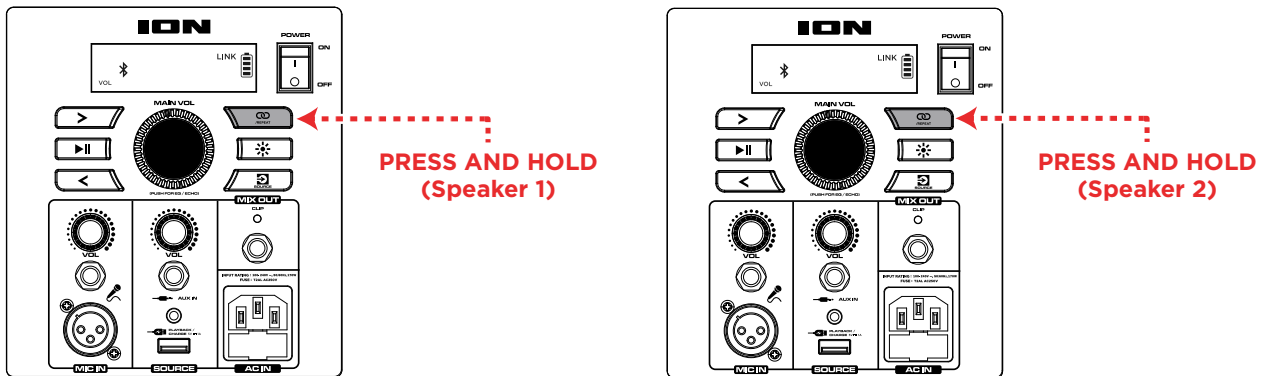
Pairing a Bluetooth® Device



1. Power on Trouper™ 300 using the **Power** switch.
2. Upon powering on, Trouper™ 300 will be available to pair, so make sure your Bluetooth device is within range of the speaker, no more than 100 ft. (30.5 m). While in pairing mode, the **Bluetooth** icon on the **display** will flash blue.
If Trouper™ 300 is powered on and you are using another source, you will need to press the **SOURCE** button to switch to Bluetooth mode, as indicated on the **display** with the **Bluetooth** icon.
3. Navigate to your device's Bluetooth setup screen, find **TROUPER 300**, and connect.
Note: Do not connect to **iPA118C_BLE**; this is reserved exclusively for connecting to the ION Sound Control™ app. If you experience trouble in connecting, select "Forget this Device" on your Bluetooth device and try to connect again.
4. Once paired, you will hear "Connected" (if voice prompts are enabled), and the **Bluetooth** icon on the **display** will become solid blue.
5. You can now press play in your music player app of choice on your device.

To disconnect a paired device, navigate to your device's Bluetooth settings and disconnect or turn off Bluetooth. The speaker will enter Bluetooth pairing mode to make it available for another device. When you disconnect a Bluetooth device, you will hear "Disconnected" if voice prompts are enabled.

Wireless Stereo-Link™



To sync audio wirelessly between two Trouper™ 300 speakers:

1. Power on both Trouper™ 300 speakers using the **power switches**.
2. Press and hold the **Link** button on the first speaker for five seconds and release it. Then, press and hold the **Link** button on the second speaker for five seconds and release it.

The **LINK** icon on both speakers' display will begin flashing and a linking tone will be heard while the speakers establish a link. Please allow 10 to 30 seconds for the speakers to link.

Note: Speakers should be within 50' (15 m) of each other to properly link. The closer the speakers are, the faster they will link.

3. Once the speakers are successfully linked, the **LINK** icon on both speakers' display will be lit solid and a confirmation tone will be heard.

The default linking process enables stereo playback by providing half of the stereo signal to each speaker.

Note: FM Radio, Aux, and USB modes will be disabled when Stereo-Link™ is active.

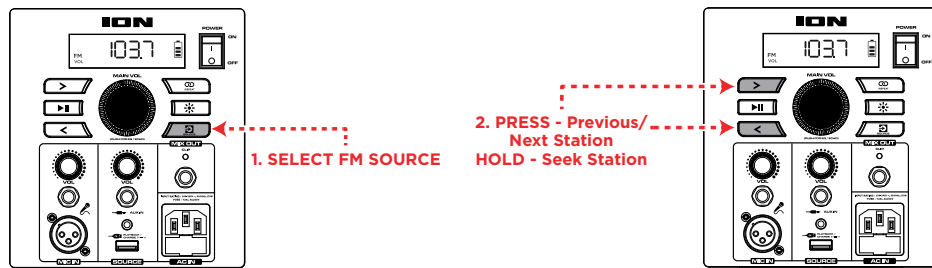
Tip: The Bluetooth range will be determined by the distance that your Bluetooth device is to the primary speaker. See [Technical Specifications](#) for Bluetooth and Stereo-Link™ ranges.

4. Follow the steps in [Pairing a Bluetooth® Device](#) to connect your device to one of the speakers. This will be your "primary" (left channel) speaker. The other speaker will be the "secondary" (right channel) speaker.

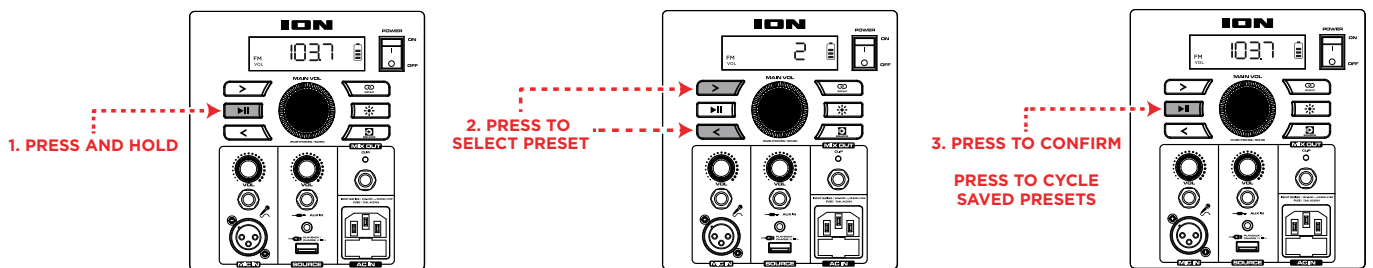
To exit Stereo-Link™ mode, quickly double-press the **Link** button on either speaker. The primary speaker will remain paired to your Bluetooth device. The secondary speaker will begin searching for a new Bluetooth device to pair to, and you will hear "Bluetooth Pairing" if voice prompts are enabled.

To erase the Stereo-Link™ settings on both units, press and hold the **Link** button on the primary (left) speaker for 10 seconds. A confirmation tone will be heard to indicate that the link settings have been erased.

Using the Radio



1. Press the **SOURCE** button until **FM** is shown on the **display**.
2. Press the **</>** (Previous/Next) buttons to go to the previous or next station.
Press and hold the **</>** buttons to seek to the previous or next strongest station.



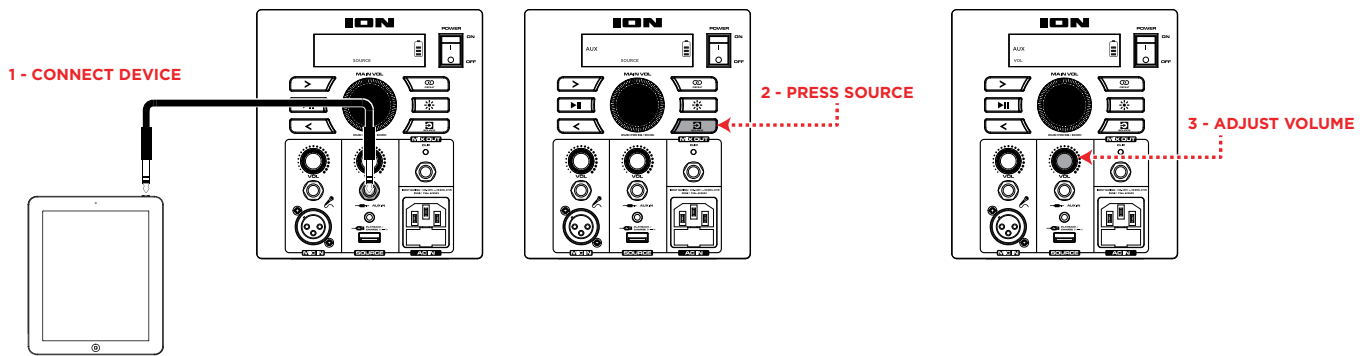
To save a radio station as a preset:

1. Press and hold the **Play/Pause / Presets** button.
2. Use the **</>** buttons to select a preset number, 1-10, shown on the display.
3. When you have selected the desired preset number, quickly press and release the **Play/Pause / Presets** button again to save it.

To recall a previously saved preset, briefly press the **Play/Pause / Presets** button to cycle between the 10 presets.

You can also use the ION Sound Control™ app to save and recall presets. See [Operation > App Control](#) for more information.

Using the Aux Input

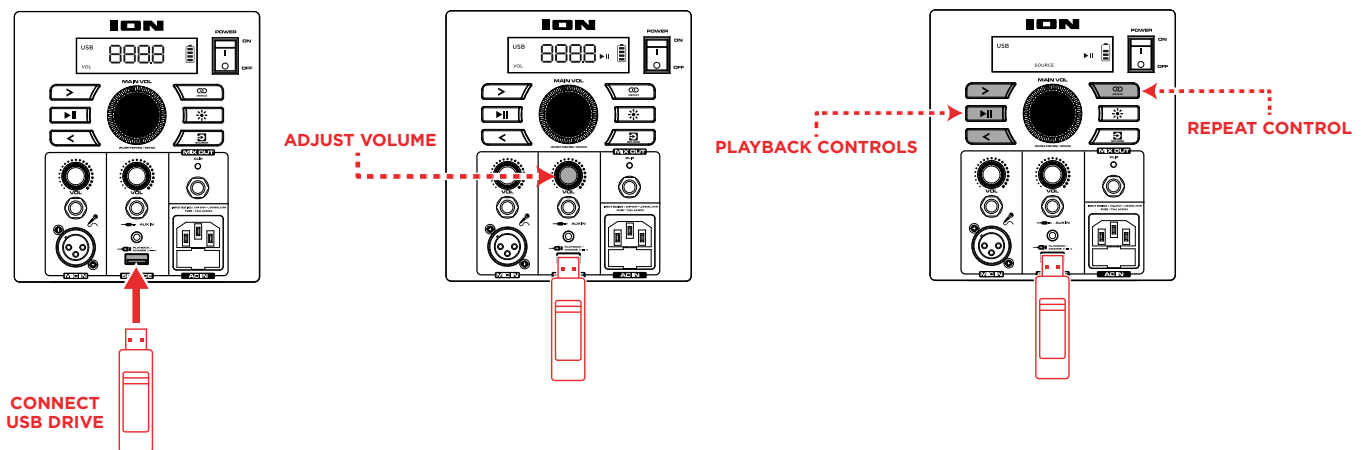


1. Connect a 1/4" (6.35 mm) or 1/8" (3.5 mm) audio cable to the input on the rear panel of Trouper™ 300, and connect the other end to an instrument or audio device such as an MP3 or CD player.
2. Press the **SOURCE** button so that **AUX** is selected and shown on the display. Doing so will also cause Bluetooth devices to disconnect.
3. Press play on your device's music player, if connected.

TIP: For proper audio mixing, first make sure your device volume is turned all the way up. Then set the **SOURCE** Volume to an appropriate level, about 30 on the display. Finally, adjust the **MAIN** volume level. This will help ensure the best quality audio signal from your device. If signal distortion occurs, try lowering the volume on your device.

To exit Aux mode, press the **SOURCE** button to switch to USB, FM, or Bluetooth modes.

Using USB Mode



Connect a USB drive to the USB-A port on the rear panel of Trouper™ 300 to play music files. USB Mode will be automatically selected, and music files will begin playing. If you have switched to another source while the USB drive is connected, press the **SOURCE** button to select **USB** mode, as indicated on the **display**.

Use the **SOURCE Volume** knob to set the level to about 30, and then adjust the **MAIN** volume as needed.

While in USB playback mode, you can use the following buttons on the front panel to control playback:

- Press the **Play/Pause / Presets** button to start or stop USB playback.
- Use the **</>** (Previous/Next) buttons to skip to the previous or next USB track.
- Briefly press the **Stereo-Link™ / Repeat** button to cycle between repeat modes, as shown on the display:
 - o **ALL**: Repeats all tracks on the USB drive.
 - o **FOLd**: Repeats all tracks in the current folder of the USB drive.
 - o **OnE**: Repeats the currently playing track.
 - o **rAn**: Randomly shuffles the track order.

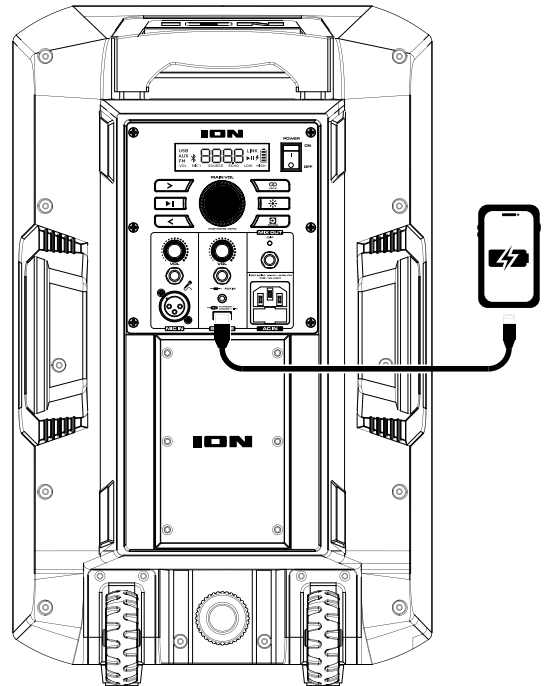
To exit USB mode, press the **SOURCE** button to switch to AUX, FM, or Bluetooth modes.

Using the USB Charge Port

To use the USB charge port:

1. Connect a USB type-A cable to the **USB Playback / Charge Port** on the rear panel of your Trouper™ 300 (see image). Trouper™ 300 must be powered on for charging to work.
2. Connect the other end of the cable to the charging input on your smartphone, tablet, or other compatible device.

Note: To charge smartphones and tablets faster, put the device's screen to sleep.

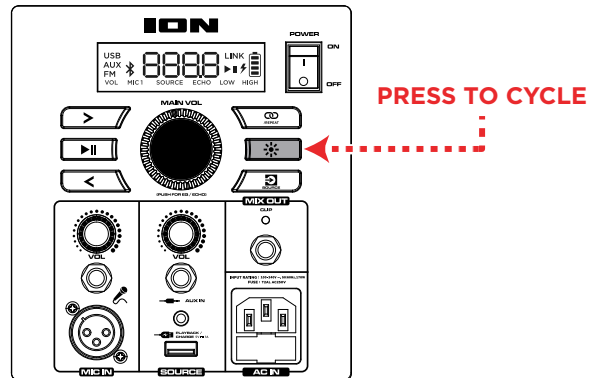


Light Modes

Press the **Lights** button to toggle between six modes for the LEDs on Trouper™ 300.

Note: For the best lighting effect, you may need to increase the volume of your connected device or input source.

- **Rainbow Chase (Beat Sync):** A rainbow of colors spinning around. The higher the music volume, the faster the speed of the spinning rainbow pattern.
- **Light Pulse (Beat Sync):** The lights flash in reaction to the volume of the music. The lights will cycle through the color spectrum.
- **Color Cycle:** The lights slowly cycle through the color spectrum.
- **Two-Tone Fade:** One side of the LEDs will show one color while the other side of the LEDs will light up with a nearby color on the full color spectrum. Both will cycle through the color spectrum.
- **Static Color:** All LEDs will stay the same color (the color can be adjusted from the ION Sound Control™ app). The default color is blue. There are the 15 colors that can be selected from the ION Sound Control™ app.
- **Off:** All LEDs are off.



App Control

IMPORTANT: To ensure the best possible experience with the app, use the most current Android OS or iOS on your device.

Follow these steps to download the free app on your device:

1. Open the Apple App Store or Google Play on your device. Then, search for the **ION Sound Control™** app.
2. Follow the on-screen instructions to download and install the app. Once downloaded, the **ION Sound Control™** app will appear on your device's home screen.
3. Connect your device to Trouper™ 300 via Bluetooth. See [Operation > Pairing a Bluetooth® Device](#) to learn how to do this.
4. Open the ION Sound Control™ app. If prompted, allow the app to access your device's Bluetooth and Location Services.
5. Follow the steps on screen to find and connect to your Trouper™ 300. Once connected, you can control various functions of the speaker, such as:
 - **Main Volume:** Adjust the main speaker output volume.
 - **Source Selection:** Select the source to use: Bluetooth, USB, or Aux.
 - **Source Volume:** Adjust the incoming volume for Bluetooth, USB, and Aux sources.
 - **Mic Volume:** Adjust the volume for the 1/4" / 6.35 mm and XLR microphone inputs.
 - **EQ:** Adjust the speaker's equalization.
 - **Mic Echo:** Turn the mic echo effect on/off.
 - **Voice Prompts:** Enable or disable the voice prompts.
 - **Support:** Visit ionaudio.com, contact Technical Support, and view Warranty information and Frequently Asked Questions.
 - **Light Effect:** Choose the lighting effect.
 - **Over-The-Air Firmware Updates:** Stay up to date with the latest firmware installation.

TROUBLESHOOTING

If the unit is not charging: Make sure the power cable is properly connected to the power input and the power outlet.

If the sound is distorted: You may need to adjust the levels of your sources and Trouper™ 300 for proper mixing.

- i. First, turn your source volume all the way up.
- ii. Then, adjust the selected **SOURCE VOL** knob on Trouper™ 300 to an appropriate level.
- iii. Finally, adjust the **MAIN** volume to an appropriate level.

If the sound is still distorted, try lowering the volume control of your sound source, then lowering the **SOURCE VOL** knob of the channel in use on Trouper™ 300.

I hear a hum when cables are connected:

- Disconnect cables from the input jacks to see if it's a faulty cable.
- Use balanced cabling connections whenever possible.
- Make sure the signal cables are not placed near power cables.
- Connect all audio equipment power cables to outlets which share a common ground.

If there is a high-pitched whistling noise when using microphones: This is probably feedback. Point the microphone away from the speaker. If feedback continues, try lowering the **MIC IN VOL** knob on Trouper™ 300.

If you can't hear the microphone over the music volume:

- i. First, turn down the volume from your source using the **SOURCE VOL** knob on Trouper™ 300.
- ii. Then, make sure your microphone volume is turned all the way up (if applicable), and turn up the **MIC IN VOL** knob on Trouper™ 300.

If there is too much bass: Try adjusting the tone or EQ control on your sound source or on Trouper™ 300 via the ION Sound Control™ app to lower the bass level. This will allow you to play the music louder before clipping (distortion) occurs.

If you cannot connect your audio device to Trouper™ 300 via Bluetooth:

- i. Power off Trouper™ 300 and then power it back on.
- ii. Have your audio device (e.g., smartphone or tablet) and Trouper™ 300 as close together as possible while trying to connect. Make sure both the audio device and Trouper™ 300 are unobstructed by walls, furniture, etc.
- iii. Reset the Bluetooth connection on your audio device by turning Bluetooth off and back on. You can find this under the Bluetooth menu in the Settings for your phone or other audio device.

If this does not work, and you have connected to Trouper™ 300 before, find Trouper™ 300 in the list of available or previously connected devices in your audio device's Bluetooth menu, tap the "gear" or "i" icon located next to it and then select **Unpair** or **Forget**. Turn Trouper™ 300 off and back on and try pairing again once it reappears in your available devices list.

Note: If Trouper™ 300 has been paired to another audio device recently that is still within range, you may need to repeat this process with that audio device to fully disconnect.

If you experience audio dropouts while playing music from a Bluetooth device, this may be happening because your unit is trying to link to another speaker. This can occur if you power off a speaker that was linked to your unit or if you have just turned on your unit and it is in Stereo-Link™ mode.

To stop the audio dropouts, exit Stereo-Link™ mode by pressing and holding the **Link** button. Alternatively, you can wait for your unit to link to another speaker if there is one within range.

If there is a delay in the audio signal between the left and right speakers when linked, break the link by disconnecting your Bluetooth device from Trouper™ 300, and pair them again following the instructions in the [Operation > Wireless Stereo-Link™](#) section.

If you are experiencing other issues with Trouper™ 300 and need to perform a factory reset, press and hold the **LIGHTS** button for 10 seconds. The speaker will power cycle and the default settings will be restored.

APPENDIX

Technical Specifications

Drivers	Low-Frequency: 10" (254 mm) woofer High-Frequency: 1" (25 mm) tweeter
Frequency Response	50 Hz - 18 kHz (-3 dB)
Connectors	(1) XLR MIC Input (1) 1/4" (6.35 mm) MIC Input (1) 1/4" (6.35 mm) AUX Input (1) 1/8" (3.5 mm) AUX Input (1) USB-A Charging/Playback Port (1) 1/4" (6.35 mm) Line Output
Charge Port	5V, 1 A
Speaker Pole Cup Size	35 mm
Bluetooth Specifications	Profile: A2DP, AVRCP Version: 5.3 Frequency: 2402 - 2480 MHz Maximum Transmission Power: 10 dBm Codec: SBC Range: 100 ft. (30.5 m) *
Battery	Type: SLA 7000 mAh / 12 V Life: 30+ hours Charging Time: Up to 10 hours
Power	Connection: IEC Voltage: 100-240V~, 50/60 Hz, 170 W Fuse: T2AL AC250V
Dimensions (height x width x depth)	19.69" x 12.01" x 11.81" 50.01 x 30.51 x 30.00 cm
Weight	23.7 lbs. 10.75 kg

Specifications are subject to change without notice.

* Bluetooth and wireless reception and range are affected by walls, obstructions, and movement. For optimal performance, place the product so it is unobstructed by walls or furniture and is raised off the ground.

** Battery life may vary based on temperature, age, and volume usage of product.

Trademarks & Licenses

ION Audio is a trademark of inMusic Brands, Inc., registered in the U.S. and other countries.

The *Bluetooth* word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by ION Audio is under license.

App Store is a trademark of Apple Inc., registered in the U.S. and other countries.

Android and Google Play are registered trademarks of Google Inc. All other product names, company names, trademarks, or trade names are those of their respective owners.



ionaudio.com