

## Troubleshooting

### Let's get started

Take the earbuds out of the charging case and remove the protective stickers from the charging points.

- 1 Place the earbuds in the charging case and leave the lid open. The LED in both earbuds will turn red.
- 2 Open Bluetooth settings on your device. Select Push Active from the list of available devices.
- 3 Accept any PAIR or OK prompts. Your earbuds will connect to your device. They are now ready to use.



### Download the App

Personalize your earbuds through the Skullcandy App. Enable voice commands, configure settings, access user guides and update new features when they become available.



# Controls

Tip: Download the Skullcandy App for easy, always-on access to this list and additional features.

## Voice Control

### "Hey Skullcandy..."

With the Skullcandy App open, you can enjoy hands-free control of your favorite media player and other functions using just your voice.




**If Spotify is your preferred media player, just say...**

 "Hey Skullcandy, Spotify"



### Media Player Commands

-  "Hey Skullcandy, Play"
-  "Hey Skullcandy, Pause"
-  "Hey Skullcandy, Next"
-  "Hey Skullcandy, Previous"
-  "Hey Skullcandy, Volume Up"
-  "Hey Skullcandy, Volume Down"

### Device Commands

-  "Hey Skullcandy, Stay-Aware On"
-  "Hey Skullcandy, Stay-Aware Off"
-  "Hey Skullcandy, Assistant"

### Call Mode Commands



-  "Accept"
-  "Reject"

## Button Control

### Power On / Off

Remove the earbuds from the case to power ON and connect. Place the earbuds in the case and close the lid to power the earbuds OFF and charge.

### Press 1 Time

-  Play / Pause Either Earbud
-  Answer / End Call Either Earbud

### Press 2 Times

-  Volume Up Right Earbud
-  Volume Down Left Earbud

### Press and Hold

**To Launch and Play Spotify**

- 1 Second Play Audio Left Earbud

**Share Audio Between Two Skullcandy Skull-iQ Enabled Products**

- 3 Seconds Share Audio Right Earbud
- 3 Seconds Join Audio Left Earbud

### Press Once, Release. Press Again and Hold

- 1 Second Pair New Device Either Earbud

# Having trouble?



**Don't return to store.  
Let us help.**

For product support, download the app or visit  
**[Skullcandy.com/Support/PushActive](https://Skullcandy.com/Support/PushActive)**

## No audio in one earbud?

Let's re-sync your earbuds. Place them in the charging case and close the lid for two ( 2 ) seconds. When removed, both earbuds should play audio. If not, return the earbuds to the case and follow the steps below.

- 1 On your device, open Bluetooth settings and turn Bluetooth OFF.
- 2 Remove both earbuds from the charging case. Make sure they are both powered ON.
- 3 Press the button on both earbuds three ( 3 ) times simultaneously. The LED will go through a series of pulses as they re-sync. Five ( 5 ) blue flashes indicate a successful sync.
- 4 On your device, open Bluetooth settings and turn Bluetooth ON and select "Push Active".
- 5 LEDs in both earbuds will blink blue three ( 3 ) times. A voice prompt will indicate when the earbuds are connected.

## Resetting your earbuds to resolve pairing issues.

- 1 On your device, open your Bluetooth settings and remove "Push Active" from your paired devices list. Then turn Bluetooth OFF.
- 2 Remove both earbuds from the case. A voice prompt will indicate that your earbuds are powered ON.
- 3 Press and hold the button on the right earbud **ONLY** for 3 seconds.
- 4 A tone will indicate a successful reset, and the right earbud will flash purple 3 times. A voice prompt will say "Ready to pair", and both earbuds will pulse red/blue.
- 5 On your device, open Bluetooth settings and turn Bluetooth ON. Select "Push Active" and accept any PAIR or OK prompts to complete pairing.



**Like your new earbuds?**

Please leave a review at your retailer's web site or [Skullcandy.com](https://Skullcandy.com)