

## 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)