

TROUBLESHOOTING

PAIRING ISSUES?

Issue: The biggest challenge with true wireless earbuds is ensuring your buds are properly connected to each other and your device. There are times when you may unintentionally disconnect the buds and change their paired state, this can create pairing challenges and impact your ability to use either bud solo (Solo Mode). Do not worry, as there is an easy fix!

Solution:

1. Remove Indy ANC from your Bluetooth Paired Device list
2. Touch and hold the sensor on each bud for 6 seconds to manually Power Off
3. From Off, touch and hold the sensor on each bud for 15 seconds until the LED turns solid BLUE
4. While the LED is solid BLUE, tap the sensor twice (2x) on each bud. The LED will flash PURPLE to indicate the reset has been successful.
5. The buds will remain Powered ON and the LED's will quickly flash RED and then BLUE while they automatically sync together and enter back into Pairing Mode.
6. Wait for only the LEFT bud to begin to flash Red/Blue, and you will hear the "Pairing" voice prompt.
7. Look for "Indy ANC" in your list of available Bluetooth devices and select it
8. Accept the "Pair" or "OK" prompt that appears on your screen. When pairing is complete, a voice prompt will say "connected."

USE EITHER BUD SOLO:

Issue: If you're a user that would like to use the INDY ANC with only one earbud (Solo Mode), you're in luck! The updated technology in INDY ANC allows the user to use either the left OR the right bud in Solo Mode. Once paired correctly, you will be able to switch between buds at your discretion. Although, if you're having any challenges using either bud solo, you may follow these simple steps to ensure ease of use when pairing and switching between Solo and Stereo Modes.

To use solo mode, make sure both earbuds are on and connected. Then place the bud you aren't using back in the case. The remaining bud will stay paired and function with both phone calls and music, but please note that your Noise Cancellation will not be activated while in Solo Mode.

To use both earbuds again, simply remove the other bud from the case at any time, and once the music begins to seamlessly stream back into Stereo mode, you will also hear the voice prompt "Noise Cancellation ON" to indicate that your ANC is once again activated.

Solution:

- **Please note – BOTH the LEFT and RIGHT bud for INDY ANC can be used in Solo Mode.**
- For the optimal Solo Mode functionality, first Power On and pair your buds to your device normally or as described in our trouble shooting section. This will ensure the seamless transition between Stereo and Solo modes.
- Once both INDY ANC buds are paired together, simply place the RIGHT or LEFT bud back into the case; whichever you prefer! The remaining bud will stay paired and function with both phone calls and music.
- You will maintain limited media functionality (depending on which bud you've chosen, please note that the RIGHT bud will always control Volume Up and Track forward, and the LEFT bud will always control Volume down and Track Back), but Noise Cancellation will turn OFF as this feature requires both buds to be paired together to work.
- If you would like to change back to Stereo Mode from Solo Mode, simply pull the other bud from the case at any time and you will hear a tone, or the music will seamlessly begin to stream to indicate that you have automatically entered back into Stereo Mode.
- **Please Note** - If you're having any trouble switching between the LEFT and RIGHT buds in Solo Mode, you will need to follow the reset instructions explained above and clear BOTH earbuds and re-pair to enter back into the correct paired state to use either bud solo.

BUDS NOT CHARGING IN CASE/CASE LID NOT CLOSING PROPERLY?

Issue: Not seeing the RED LED indicator on the buds when you've placed your Indy ANC back in their charging case?

Solution:

- Check to see if any debris is blocking the charging pins at the bottom of the case, or on the bud.
- Check to see if the removable Stability Ear Gel or in-ear gels have been twisted or are falling off. This could be keeping the buds from sitting correctly in the case. If you're having a hard time closing the lid completely, it is likely because the earbuds are not set correctly or the gels are interfering.
 - Please note: There is a notch on the stability gel and on the earbud to help indicate a correct fit
- Check the battery level fuel gauge on the charging case to ensure the case is holding a charge.

FAQS

NEW FEATURES:

Active Noise Cancellation

- Active Noise Cancellation mode will tune out the surrounding noise and let you focus on your music and the task at hand.

- Your ANC feature will always be turned ON as your default setting when you Power ON and pair your buds together. You will be notified with the voice prompt “Noise Cancelling ON”
- To toggle/alternate between your ANC ON/OFF and Ambient Modes, tap either bud once and then quickly touch the same bud for 2 seconds. Since you will always start with “Noise Cancelling ON”, you will repeat those same steps to enter “Ambient Mode”, “Noise Cancelling Off” (both ANC and Ambient Modes are OFF), and then back to “Noise Cancelling ON”.
- ANC ON will not work while in Solo Mode.
- You will also be able to toggle ANC On, ANC Off, and Ambient mode in the Skullcandy APP.

Audiodo Personalized Audio

PERSONAL SOUND PROFILES

- To create a profile, you’ll need to take an audio test. When you take the audio test, you’ll want to be in a quiet room, as noise cancellation is disabled during the test.
- Everyone who is going to be using the headphones should create their own profile.

SETUP INSTRUCTIONS:

- Open the Skullcandy app, and pair your Indy ANC with your device – if you haven’t done it already.
- Follow the on-screen instructions to connect your Indy ANC to the app.
- Once you’re connected to the app, tap the Personal Sound toggle:
- Take the audio test; when you hear a tone, tap ‘Yes’, if you don’t hear it, tap ‘No’.
- Once you finish your test, a graph of your profile will be displayed.
- Click ‘Next’ to get to the sound profile landing page. From here you can toggle your profile on/off, and if you have multiple profiles you can toggle between them.
- The sound profile that you have toggled ‘On’ will be on no matter which device you connect to.
- If you connect to another phone that has the Skullcandy app, all of your sound profiles will be accessible from that phone as well.

Low-Latency Mode:

- Low-Latency Mode can be found in the Skullcandy APP.
- This feature will improve the audio lag allow for an improved media/movie watching and gaming experience.

GENERAL QUESTIONS

BATTERY & CHARGE

Battery life and play time is very important to me, how long does the INDY ANC last?

- That depends on whether you're running with the ANC ON or OFF.
- ANC ON - There is up to 5+ hours of play time in the ear buds, and up to 14 hours in the case, allowing 19+ Hours of total play time.
- ANC OFF - There is 9+ hours of play time in the ear buds, and 23+ hours in the case, allowing 32+ Hours of total play time.

What is the total charging time for INDY ANC via USB-C charging cable and Wireless Charging?

- 2 hour for the earbuds to charge to 100% inside the case
- 2 hours for the case to charge to 100% via USB-C cable and Wireless Charging.

Does the INDY ANC have Wireless Charging in the case?

- Yes! Simply lay your charging case on a wireless charging pad with the lightning bolt face down and centered on the pad and the LED fuel gauge indicators will confirm that it is charging, and show how much battery capacity you have remaining.
- Each LED on the fuel gauge represents 25% of battery life.

Does INDY ANC have some sort of fast charge?

- YES! – INDY ANC has Rapid Charge technology via the provided USB-C cable & Wireless Charging Case.
- **ANC ON:**
 - 10 minutes of charge will provide 1.5+ hours of playtime.
- **ANC OFF:**
 - 10 minutes of charge will provide 2+ hours of playtime.

Can I charge INDY ANC with my Skullcandy Power Accessories/PC/Laptop/?

- Pretty much all USB-A to USB-C charging cables will work to charge your Indy ANC earbuds
- You are also able to charge your Indy ANC case wirelessly with any of the Skullcandy Wireless Charging Pads.

What is the added benefit of the Indy ANC use of the bud solo feature and functionality?

- This allows both the LEFT and RIGHT bud to work alone, which allows more media controls and features to be activated from either side, and the microphone to work on either side. Functions such as, play/pause, answer call/hang up call, Activate Assistant, switching between EQ modes, Noise Cancelling, Ambient Mode can be controlled on both the LEFT and RIGHT bud, simplifying the user experience.

- This feature also allows the user to utilize either the LEFT or RIGHT bud in Solo Mode, rather than being limited to just one specific side.

How do you change between EQ settings, and what's the difference?

- While paired, you simply touch the LEFT or RIGHT bud 2x and hold for 2 seconds, you will then hear a voice prompt notifying you each time it changes to a new preset EQ. You will cycle through the EQ modes each time you complete the touch 2x and hold for 2 seconds action. The 3 modes are Music Mode, Podcast Mode, and Movie Mode.
- Your default EQ setting is "Music Mode", great for general listening.
- Podcast mode removes most of the bass response and is great for podcasts or narrated books.
- Movie mode is great for most media, increasing the loudness and bass just a bit to enhance your favorite action-packed shows and movies.

When is the best time to use Ambient Mode, and how do I turn it on and off?

- Ambient Mode will allow you to amplify your surroundings so that you're able to still maintain some situational awareness when wearing your earbuds.
- You may prefer Ambient Mode for exercising or when you're in a busy environment. Allowing some ambient noise around you can increase safety or will simply enhance the voices around you without having to remove your earbuds.
- To toggle/alternate between your ANC ON/OFF and Ambient Modes, tap either bud once and then quickly touch the same bud for 2 seconds. Since you will always start with "Noise Cancelling ON", you will repeat those same steps to enter "Ambient Mode", "Noise Cancelling Off" (both ANC and Ambient Modes are OFF), and then back to "Noise Cancelling ON".
- You will also be able to toggle Ambient Mode On and Off in the Skullcandy APP.

What is the TILE® tracking feature and how does it work?

- The TILE® tracking feature will allow you to locate your earbuds if you've misplaced them or they have been taken.
- You will need to download the TILE APP for this feature to function with your device, and it is very easy to set up!
- You are able to activate both INDY ANC buds at the same time when enabling TILE®. When you've downloaded the APP and are ready sync your buds you must do the following:
 - When prompted take out both earbuds and press the sensor on each bud 1x. Once synced in/with the TILE® APP, place the bud back into the case.
- With a single tap on each bud you will have them connected and ready to track both the LEFT or RIGHT bud anytime necessary!

CONNECTION:

Does the INDY ANC pair with SKULLCANDY APP?

- Yes! The INDY ANC will pair with the SKULLCANDY APP.
- You can utilize the APP to assist in pairing, turn ANC on or off, toggle between preset EQ's, create your customized Personal Audio Profile, as well as activate Ambient and Low-Latency Modes.

What is the Bluetooth range of the INDY ANC?

- You will be able to listen up to 30+ feet (10+ meters) away from your paired device, though your connection experience may vary based on your environment.

Can I connect INDY ANC to a computer?

- Yes as well as to a phone, tablet, MP3 player, laptop, or anything else with a Bluetooth connection.

Can I use INDY ANC with a PS4/Xbox One/Switch?

- Xbox One: No
- Switch: Yes
- PS4: No

Which version of Bluetooth does INDY ANC use?

- Bluetooth® version 5.0

Which side of INDY ANC is considered the “Main” bud?

- The LEFT and RIGHT side earbud can be your main earbud, so either bud can be used in Solo Mode (one earbud listening).

When on a call or listening to my content, will I hear audio in one or both earbuds?

- INDY ANC has stereo (both bud) calling and streaming so you'll always hear the caller or your content in both ears.
- Although, you do have the option to use only one earbud (left or right side) if you prefer Solo Mode in some situations.

Can I use Siri/Google Assistant/Alexa with my INDY ANC?

- When paired to your device, you can press the LEFT or RIGHT bud 3x to activate your voice assistant feature at any time.

Can I use INDY ANC for sports or working out?

- Absolutely! INDY ANC is sweat and water-resistant (IPX4), and the additional stability gel feature improves fit, comfort, and is great during exercise.

WARRANTY:

Please be sure to reach out to customer service before filing a claim, we can likely help you quickly troubleshoot and solve your problem