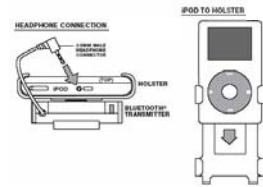


## Troubleshooting Scosche BlueLife Installations FAQ

### Understanding the Transmitter and Receiver

**Q: How does the transmitter connect to iPod or another portable music player?**

**A:** The transmitter has a short 3.5mm stereo “mini-jack” style cable that simply plugs into the portable music player. It connects into the same jack as the headphones. Remember to charge the transmitter for at least 4 hours prior to its initial use. Once plugged in, there is a selection of sleeves that work for specific iPod applications or a leatherette holster for other operable music players so that the transmitter and player are neatly fixed together.

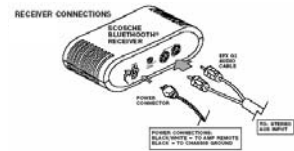


**Q: How do I turn the transmitter on?**

**A:** Simply press and hold the power button on the side of the transmitter for 3 or more seconds. Once the unit turns on, the LED light next to the audio cable should turn Blue. Please note that while the transmitter is charging, a Red LED is also lit, which makes the color appear Purple.

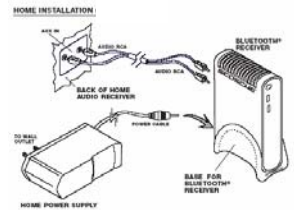
**Q: How does the Bluetooth receiver connect to a car audio system?**

**A:** The receiver connects to a headunit or other device with preamp level AUX input. All that is necessary to power the unit is +12v accessory (switched with the key) and chassis ground. Once connected to the audio system, be sure the headunit or other device is switched and configured to accept an AUX input.



**Q: How does the Bluetooth receiver connect to a home audio system?**

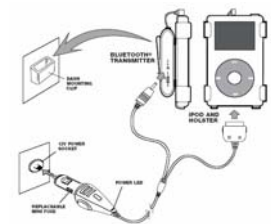
**A:** For home audio applications, all that is needed is any host audio device with an available RCA input. Most commonly this would occupy one of the spare audio input jacks on a home audio receiver, but you could also select audio inputs on a bookshelf “mini” system, audio inputs on a television, or even a clock radio that has an AUX input. Once the RCA connections are made, all that is needed is to plug the power supply into the wall and then switch the receiver on to test the audio. Remember that you must select the appropriate input to hear the audio from the Bluetooth Receiver and, in some cases, you may need to configure that input to recognize an analog signal.



### Problems with Charging or Transmitter Power

**Q: What if the iPod or the BlueLife Transmitter is not charging (No Blue LED light)?**

**A:** You need to check to see first that it is plugged into the cigarette lighter correctly. The nosepiece of the adapter can sometimes fit tight to seem like it's fully inserted but may still have room to go for complete contact. Also check that the mini fuse in the base of the charger or the cigarette lighter fuse in the vehicle is not blown.

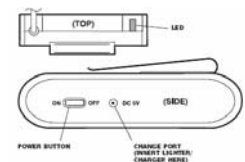


**Q: What if the Blue LED light in the charger is on but one or both of the units is not charging?**

**A:** Check to see that the plugs into the iPod and/or Bluetooth transmitter are securely inserted. If this does not rectify the problem, unplug and reinsert again. Sometimes, especially with iPod, unplugging the connector resets the device to recognize the charging when the plug is connected again.

**Q: What if the BlueLife Transmitter has power (or is adequately charged) but its Blue LED is not on?**

**A:** Check the power switch in the side of the unit. Remember to hold it down for at least 3 seconds. Also, upon it's initial use, the Scosche Bluetooth transmitter should be charged for at least 4 hours to ensure an adequate charge.



**Q: What if the transmitter will not pair with the receiver?**

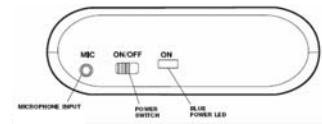
**A:** Check to see that the transmitter battery is, in fact, charged adequately. Then you should turn the receiver on first (or turn on the ignition if it's powered through the key) followed by the transmitter. Make sure

the power switches are on and that you allow up to 2 minutes for the initial (first time) pairing connection to establish.

### **Problems with the Receiver (in a car)**

**Q: What if the portable music device and transmitter have power, are both “ON”, but there is no sound?**

**A: The first thing to check is that the Bluetooth receiver has power and that the power switch is in the “ON” position. The Blue power LED should be on.**



**Q: What if the receiver is “ON”, but there is Blue LED lit and there is no sound?**

**A: You need to check the power and chassis ground connections to the Bluetooth receiver. You may also need to check the supplied in-line fuse or the fuse for the circuit into which the receiver power wire is connected. Also check to see that the power plug is securely twisted into the locked position in the Bluetooth receiver chassis.**

### **Problems with the Receiver (in a home)**

**Q: What if the portable music device and transmitter have power, are both “ON”, but there is no sound from the home system?**

**A: The first thing to check is that the Bluetooth receiver has power and that the power switch is in the “ON” position. The Blue power LED should be on.**

**Q: What if the Bluetooth Receiver is “ON”, but there is Blue LED lit and there is no sound?**

**A: You need to check the power supply connections to the Bluetooth receiver. Make sure the outlet into which it is connected is not controlled by a switch that is in the OFF position. Also check to see that the power plug is securely twisted into the locked position in the Bluetooth receiver chassis.**

### **Problems with Sound**

**Q: What if the portable music device, receiver, and transmitter all have power, are all switched “ON”, but there is still no sound?**

**A: If this is installed into a car audio application, what you need to check is if the “host” headunit is switched into AUX input mode. Some headunits can select it through front panel source controls, while others require configuration to recognize the CD changer or Satellite Radio plug as an AUX input. Check the owner’s manual of your headunit if you need more assistance.**

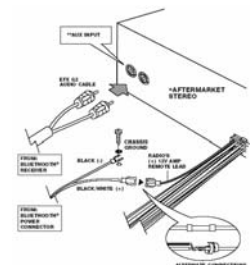
**A: If this installed into a home audio application, make sure the correct input is selected on your “host” device. For example, if it is plugged into your home theater receiver on the “CD” input, you must select CD from the front panel and ensure that the input is configured to analog.**

**Q: What if the AUX input is correctly configured and selected but there is still no sound?**

**A: The transmitter may have lost the communication link with the receiver. If this has happened, switch both the receiver and transmitter off, then turn receiver on FIRST (by turning on the ignition key), followed by the transmitter next. Wait for re-connection which should be established when flashing Blue LED’s turn solid. If problem continues contact Scosche technical support by calling 800-363-4490, ext 3 or by e-mail at [techsupport@scosche.com](mailto:techsupport@scosche.com).**

**Q: What if there is sound but there is also alternator whine (changes pitch with engine speed)?**

**A: Change the connection points of the power and/or ground connections for the receiver. Since the transmitter and portable media device are battery powered, the problem lies in the power and/or ground connections to the receiver. If after changing their connection points to other circuits the problem still persists, please contact Scosche technical support by calling 800-363-4490, ext 3 or by e-mail at [techsupport@scosche.com](mailto:techsupport@scosche.com).**



**Q: What if the sound is louder or softer than the other sources (such as CD or FM Tuner)?**

**A:** *The receiver needs a level matching adjustment. Adjust the level control on the side of the receiver up or down to match the level of the other sources.*

**Q: What if the sound quality is exceptionally poor at high volumes?**

**A:** *The portable device may or may not have the ability to have the volume at “max” while maintaining acceptable sound quality. Scosche recommends finding the maximum level of volume on the portable media player that you are willing to accept from a sound quality perspective (where no major audible distortion is present) and then making level adjustments on the receiver to level match other sources accordingly. You should keep in mind that this reference point on the media player will be the maximum volume you should achieve on the device. Additional volume control can be done at the headunit from there on out.*

**Q: What if the sound quality decreases gradually?**

**A:** *The portable device or the transmitter may be losing battery power. If this occurs, simply connect one or both devices to the cigarette lighter charger to establish a charge.*

### **Problems with Phone Calls or Muting**

**Q: Will the hands free and music muting features work if the phone is not Bluetooth enabled?**

**A:** *No. The phone MUST be Bluetooth enabled and it must have the Bluetooth radio turned on so that it can “find” other Bluetooth device. If you are unsure how to do this, check the phone’s “settings menu” or refer to the owner’s manual.*

**Q: How do you pair the Bluetooth phone with the Scosche BlueLife receiver?**

**A:** *Before the FIRST use, you must pair the cellular phone with the Scosche Bluetooth receiver. First, turn on the Bluetooth receiver (by turning on the ignition key). Next, set the cellular phone to “find” or “discover” other Bluetooth devices. When it is complete and displays a list of “found” devices, select “Scosche”. If the mobile phone asks for the pass code, simply 0000 and accept. The units should now be paired. Future pairings simply need to select “Scosche” again as one of the connected devices.*

**Q: What if the mobile phone will not pair to the Bluetooth receiver the first time?**

**A:** *Make sure the mobile phone is, in fact, Bluetooth enabled AND the Bluetooth radio in the phone is active. If you are unsure how to do this, check the phone’s “settings menu” or refer to the owner’s manual. Also, if you have any competing Bluetooth devices (such as a headset), temporarily turn those off or take them out of range so the phone has an easier time pairing with the Scosche receiver.*

**Q: What if the mobile phone will not automatically pair to the Bluetooth receiver after the initial pairing?**

**A:** *By default, some Bluetooth enabled cellular phones will not automatically reconnect to the Scosche receiver when the power was turned off. For example: When returning to your vehicle. Go to the Bluetooth menu of the mobile phone, select “Scosche” and reconnect.*

**Q: What if the incoming call ring is too loud?**

**A:** *Simply reduce the call ringer volume of the mobile phone. If you are unsure how to do this, check the phone’s “settings menu” or refer to the owner’s manual.*

**Q: What if the sound of MY voice to the other caller sounds like an echo?**

**A:** *What you need to check is both the volume of the headunit and the volume of the mobile phone. Either or both of these can be set where the microphone is exceeding the signal threshold and causing echo or other “feedback” related signal problems. Adjusting volumes typically eliminates such problems.*

**Q: What if the sound of the caller’s voice is too loud?**

**A:** *Simply reduce the volume of the mobile phone while the call is in progress. Also, check the phone’s “settings menu” or refer to the owner’s manual to see if the phone has a car or mobile profile that can be easily enabled. This will automatically reduce volume level for use in car kits.*