XYFI – FAQ   version 1.3

8th July, 2013

Q: I cannot remember my login to the device's admin pages, What to do ?

A: If you have forgotten your login, you will have to re-create it by resetting the device to its default factory setting. Please follow the procedure described in "How to reset the XYFI to its default factory settings ?". After the reset, create again your username and password. This time, put your login in a safe place.

Q: How to reset the XYFI to its default factory settings ?

A: 1. Make sure that you have a powered USB source (battery, car adaptor, power adaptor or a USB power source from a PC).
2. Insert the XYFI into the USB power source while pushing on the LED button.
3. Keep pushing on the LED button for around 40 seconds until the LED stops flashing and comes to a steady state.
4. Refer to your Quick Start Guide to connect to your XYFI using the default settings printed on the label under one of the plastic covers and re-create your username and password using the browser.

Q: How do I know if my 3G reception is good or not ?

A: On the admin page, on the left column, under the Mobile network section you can see the connection technology and the Signal Strength,

Q: How and where to change the settings of the XYFI ?

A: Settings can be changed using the web interface. Enter 'xyfi' or 'xyfi/' or '172.22.22.1' in the browser to access the admin pages. If you are using a smartphone, enter 'm.xyfi' in your browser to access the admin pages.

Q: Can extra memory be added and how is it used?

A: Yes, XYFI has a micro-SD card slot which supports up to 32 GB of storage. The memory can be used as a traditional flash drive. At this moment the micro-SD is only accessible to the user using a Windows or MAC PC to which the XYFI is plugged.

Q: Can I send and receive SMS?

A: Yes, the XYFI supports both sending and receiving SMS. Only the owner/administrator who has access to the admin pages is able to send and receive SMS.

Q: How do I know that a text message (SMS) has been received?

A: The LED light on the XYFI will start to flash 'Amber'. An alert can also be seen once you start the admin pages.

Q: If I want to use a battery pack to power the XYFI, what minimum requirements do I need to look for ?

A: The battery pack needs to provide 5V and a minimum current of 1A.
You might want to choose to use the original battery Pack made by Option which can deliver minimum 6 hours of autonomy.

Q: How many PCs/Smartphones can I connect to the XYFI simultaneously ?

A: XYFI can allow access for maximum 8 users/devices using WiFi. If XYFI has the device driver installed on a Windows or MAC PC, that PC can also have access to the internet in addition to the 8 WiFi users. This makes the total number of connections to 9.

Q: How do I connect a device to the XYFI using WPS?

A: It is very easy … The user presses the XYFI WPS/Connect button for a few seconds and the LEDs begin to flash. Next the user presses the WPS button on his WPS enabled device (a WiFi enabled printer for example) and then the two devices become automatically paired.

Q: Can I use XYFI in my car?

A: Absolutely! Because it is so small and lightweight, it can be plugged directly into any USB car charger without extra wires hanging around.
You might want to choose to use the original car adapter made by Option.

Q: What kind of WiFi coverage can I expect from the XYFI ?

A: WiFi coverage distance depends heavily on the environment in which it is operating: interference, signal absorption by wall, separations, metallic installations etc. Generally speaking, we can expect a coverage distance of 40 meters indoor and 80 meters outdoor.

Q: Can I use the XYFI only for myself and disable the WiFi ?

A: Yes. You can just plug in your XYFI to your PC (Windows or MAC) and install the driver from the pop-up window. Go to the admin page, in the home page, uncheck the 'Personal Hotspot' checkbox to disable the WiFi.

Q: Does the XYFI work with Android devices ?

A: Yes. Android devices can access the XYFI to have connection to the internet through the WiFi.

Q: I have limited data volume with my subscription. How do I know my data usage ?

A: In the admin home page and under the section 'Mobile Network', you can see the total data usage since the time the counter is reset. If you click on it, you will see more detail breakdown of your data usage.

Q: I travel a lot. Which are the countries where I can use the XYFI ?

A: The European version of the XYFI which can operate in 3 frequency bands in 3G (900/1900/2100 Mhz) works in all the European countries plus the majority of Asian countries. In Northern and Latin American countries, you would need the NAR version of the XYFI to have access to the 850 Mhz network. However there is a lot a chance that the 1900/2100 frequency bands could cover most of the networks. Please check with the local service provider for further information.

Note: With its quad band 2G capability (850/900/1800/1900 Mhz), the XYFI will be able to work in 2G even if the 3G frequency is not suitable.

Q: Where to find the latest firmware and how to do the update ?

A: Firmware update information can be found on our support website: www.option.com/updatexyfi
Starting firmware version 2.4.0, update will automatically be proposed once you go to the Firmware Update section of the GUI.

Q: I see different colours of the LED. What do they mean ?

A: - No Light - Not switched on
       - Blue -> Red Solid - Power Up
       - Red/Blue/Green Flashing - Unregistered/scanning
       - Green Flashing - Registered 2G
       - Green Solid - Connected 2G
       - Blue Flashing - Registered 3G
       - Blue Solid - Connected 3G
       - Violet/Blue Flashing - Registered Roaming
       - Violet/Blue Solid - Connected Roaming
       - Blue Flashing (2 times then 1 second pause - repeatedly)
          - Connected to WiFi
       - Red Flashing (2 times then 1 second pause - repeatedly)
          - WPS connection is on
       - Amber Solid - SIM issue
       - Amber Flashing - Text message(s) received
       - Red/Blue Flashing - Problem/Firmware crash
       - Red/Green Flashing - Restore to factory settings (LED will become
         'amber' when done). It will only flash red/green when restoring
         using the physical LED button (not when using soft button).

Q: When I use my iPhone to connect to the XYFI, I always get 'Unable to join the network "XYFIxxxx". Why ?

A: You probably have changed the WiFi password on your XYFI and your iPhone is still remembering your old password. You need to open the XYFI WiFi network and make a 'Forget this Network'. When you select again this network, it will ask you to enter your new password.

Q: When I start the admin pages on my iPhone, the image is flickering and I cannot continue. What is wrong ?

A: You need to set your iPhone to accept cookies. Go to Settings and scroll down until you see 'Safari'. On the 'Accept Cookies', select 'Always'.

       This issue should be fixed with firmware version 2.7.1. A message will be displayed to instruct the user to enable cookies on their smartphone.

Q: When I start the admin pages on my Android phone, the admin page is displayed for some seconds and then it says the connection is broken. What is wrong ?

A: You need to set your Android phone to accept cookies. Start your browser. Push the Menu button, then 'More' and then 'Settings. Scroll down until you see 'Accept Cookies'. Check the box next to it.

       This issue should be fixed with firmware version 2.7.1. A message will be displayed to instruct the user to enable cookies on their smartphone.

Q: Is there any limit on the file size uploadable to the microSD ?
A: Yes, File size is limited to 4 GB, This is governed by the limitation of the FAT32 file format.

Q: How can I speed up the file upload to the microSD ?
A: The quickest way to load files to the microSD is to do it offline. Unplug the microSD from XYFI. Put it in a card reader and then to a PC. Copy the files to the microSD in the normal way,.
       Note: make sure that you have turned off the power of the XYFI before you remove the microSD from its card slot.