FAQ FlashAir™

1. Precautions for use

Q1-1.

Can I use FlashAir™ on the devices I own?

A.

Check the list of operation checked devices available on this website.

Q1-2.

What is security?

A.

The security is protection to prevent data that you have saved in the FlashAir™ from being viewed or copied by unauthorized users. We strongly recommend the users of the FlashAir™ to make the security settings before use. Refer to the User Manual for Initial Settings for details.

Q1-3.

I have installed " FlashAir™ Configuration Software" on my PC but don't know how to use it.

A.

Go to " FlashAir™ Configuration Software" and see "Help".

Q1-4.

I cannot install " FlashAir™ Configuration Software"

A.

Check the supported OSs and relevant precautions on the download page of FlashAir™ Configuration Software.

Q1-5.

I want to shorten or extend the timeout time (the default of 5 minutes).

A.

Open " FlashAir™ Configuration Software" > "Wireless LAN startup mode" and choose the timeout time from 1, 3, 5, 10 or 30 minutes.

Q1-6.

FlashAir™ does not work well after formatted in a device (e.g. a digital camera) compatible with an SDHC memory card.

A.

If you have formatted FlashAir™ using an SDHC memory card compatible device, perform the following steps to reset the wireless LAN functionality of FlashAir™.

1. Firstly, power off your device containing the FlashAir™. Then remove the FlashAir™ from the device and insert it again. After that, power on the device again.
2. After the device restarts, the wireless LAN functionality of FlashAir™ will start automatically. Connect from a Wi-Fi device (e.g. smartphone) and change the SSID and the password again by making the initial settings again.
3. Once again, power off the device containing the FlashAir™. Then, remove the FlashAir™ from the device and insert it once again. After that, power on the device once again.

Now, you can continue to use the wireless data transfer function.

Q1-7.

Is use of the FlashAir™ in aircraft allowed?

A.

Not allowed in aircraft because the FlashAir™ emits radio waves.

Q1-8.

What is MASTERCODE?

A.

By default, any device (Smartphone) used to make the initial settings of the FlashAir™ will become an administrator device. A MASTERCODE allows the device to change the FlashAir™ settings or to start Photoshare on your device. If you want to change the settings from other devices, either of following processes will enable other devices as an administrator device.

● Insert the FlashAir™ to PC, and check the MASTERCODE using FlashAir™ configuration software's "Initialize the card/change settings" (in this step, you can change the code to any 12digits alphanumeric characters). Start Photoshare or change FlashAir™ settings on FlashAir™ Android / iOS App with the device you wish to use, and input the MASTERCODE when it is required.

● You can change the MASTERCODE with an administrator device. Tap "Settings", "FlashAir Settings", "Advanced setting", "Change MASTERCODE", and change the code to any 12digits alphanumeric characters. Then, start Photoshare or change FlashAir™ settings on FlashAir™ Android / iOS App with the device you wish to use, and input the MASTERCODE when it is required.

  Note: When you change the MASTERCODE, please note that settings cannot be changed in the browser.

2. Connecting to FlashAir™

Q2-1.
My Wi-Fi device (e.g. a smartphone) cannot connect to the FlashAir™ via wireless LAN.
A.
1. Check whether or not your Wi-Fi device stays unconnected to wireless LAN for 5 minutes or longer after your device containing the FlashAir™ is powered on. If yes, the wireless LAN functionality of the FlashAir™ is automatically powered off to save energy.
2. Check whether or not the automatic shutdown function of your device containing the FlashAir™ is on. If yes, extend the time to shut down automatically or turn off this function.
3. Remove any obstacles between your Wi-Fi device and its counterpart containing the FlashAir™. After that, try again.
4. Your device may need a change of the settings. Check the list of operation checked devices available on this website.
5. If the FlashAir™ is inserted in a SD card slot of a PC, the PC may stop the power supply to its SD card slot. In such a case, extend the time to stop the power supply from the PC to its SD card slot or change the settings of the PC in order to keep supplying the power to its SD card slot.

Q2-2.
After changing password of FlashAir™, My Wi-Fi device (e.g. a smartphone) cannot connect to the FlashAir™ via wireless LAN.
A.
Some smartphones, tablets, and, PCs automatically reconnect to the Wi-Fi network which your device have connected in the past. The device remembers the password for the network once connected and when the network is available, the device automatically reconnects to the network with the memorized password. In case your device cannot connect to the Wi-Fi network after changing the password, it may try to reconnect with the old password. Delete the old password in a smartphone or a tablet by following steps, then try to reconnect to the Wi-Fi network. To delete the old password in PC, please contact the PC maker.

For Android™ device:

Note: the indications may differ depending on the device.

Go to "Wi-Fi" in "Connections" and turn "Wi-Fi" on.
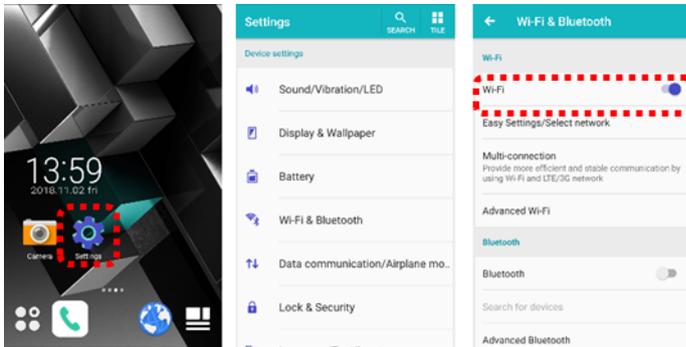
Tap "flashair_xxxxxxxxxxxx" in the network list, then tap "Forget".
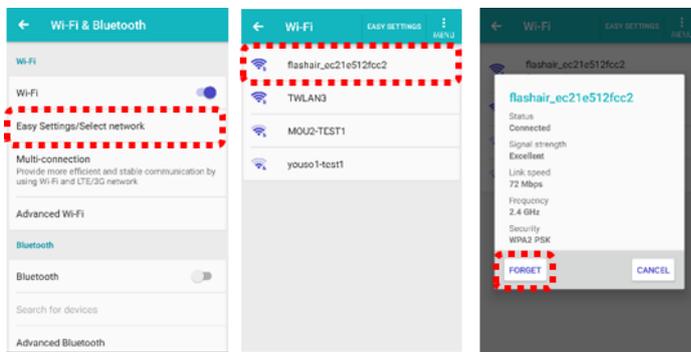
Again, tap "flashair_xxxxxxxxxxxx", the password entry screen is shown. Enter the new password, then tap "Connect". When you see "Connected", the product and the smartphone are successfully connected. When the entry screen is not shown, proceed to the next step. Holding your finger on "flashair_xxxxxxxxxxxx" in the network list, tap "Forget network". A confirmation message will be displayed, tap "Yes" to continue.
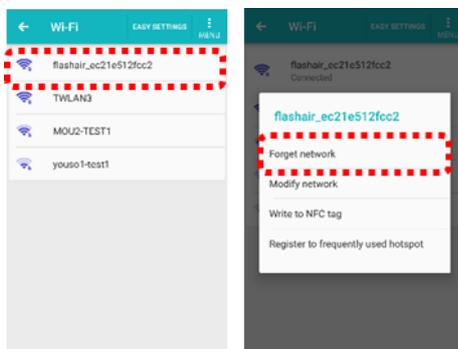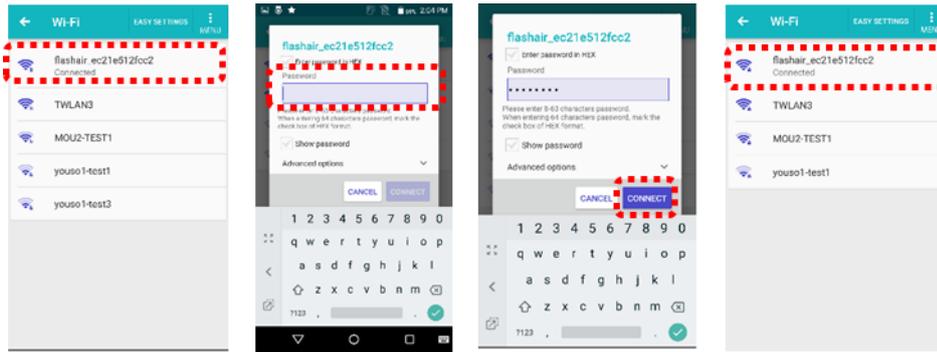
Again, tap "flashair_xxxxxxxxxxxx", the password entry screen is shown. Enter the new password, then tap "Connect". When you see "Connected", FlashAir™ and the smartphone are successfully connected.
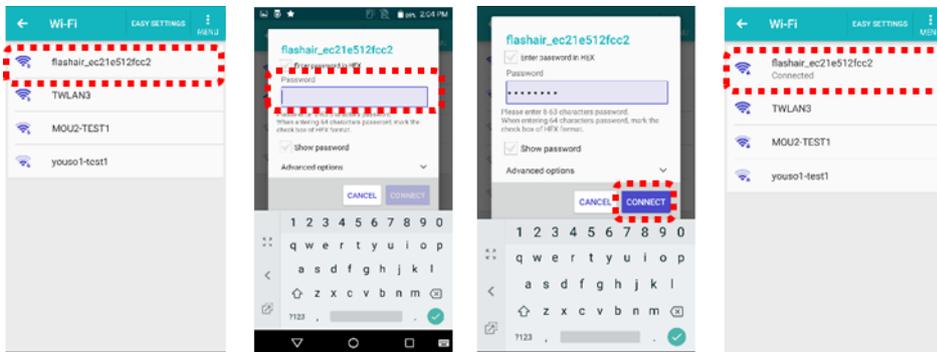
For iOS device:

Select "Settings", and turn "Wi-Fi"on.
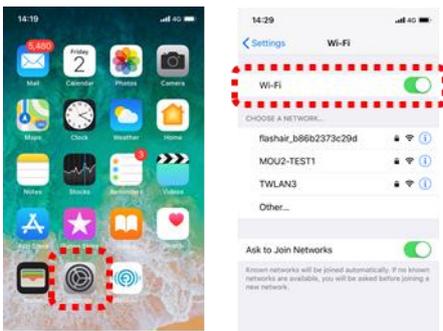
Tap （>） or （i） on the right side of "flashair_xxxxxxxxxxxx", then tap "Forget This Network". A confirmation message will be displayed, tap "Forget" to continue.
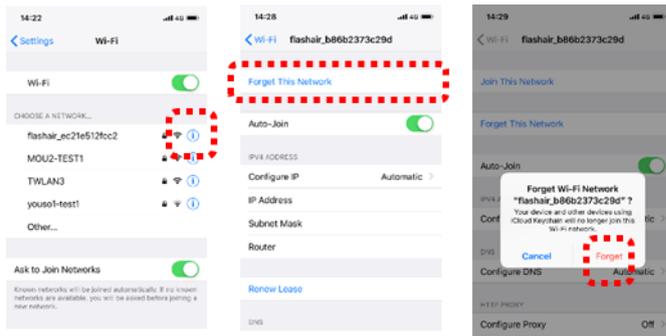
Return to "Wi-Fi".

Again, tap "flashair_xxxxxxxxxxxx", the password entry screen is shown. Enter the new password, then tap "Join".
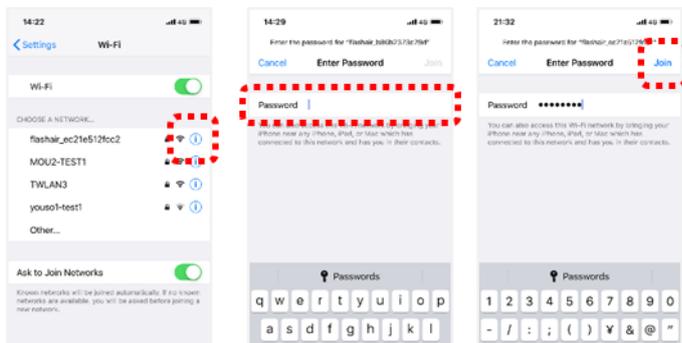
When you see the connected sign, the product and the smartphone are successfully connected. For iPhone, the sign is shown in blue check on the left of network list.
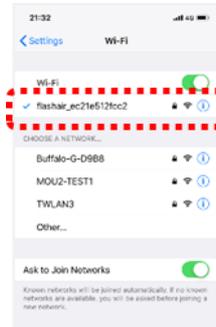
Q2-3.

I have forgotten the password (security key).

A.

First, insert your FlashAir™ in a PC or another device compatible with SDHC memory cards and back up your data in the FlashAir™ using the PC or device. Then, open the FlashAir™ Configuration Software (2.00 or a later version) and click "Initialize the card" to format the FlashAir™. After the FlashAir™ is formatted, the SSID and the password will be reset to its initial state. After that, make the initial settings again. Formatting the FlashAir™ causes all data in the FlashAir™ to be lost. Be sure to back up your data in the FlashAir™ to another storage media before formatting the FlashAir™.

Q2-4.

The SSID for the FlashAir™ does not appear on FlashAir™ Android app.

A.

A tap on [Refresh] does not bring up the SSID.

SSID may not appear depending on the timing to open the FlashAir™. Wait for several seconds and tap [Refresh].

Check that your digital camera containing the FlashAir™ is powered on.

Operate your Android device near the digital camera containing the FlashAir™.

Your Android device may have insufficient storage space available. Tap [Cancel] to cancel the connection to the FlashAir™. Then, tap [Exit] from the Menu to close the FlashAir™ App. Close other running applications as well. After that, try again.

Q2-5.

A message saying such as [Scanning for FlashAir card now.] or [Connecting for the FlashAir.] does not go away on FlashAir™ Android App.

A.

Tap [Cancel] to cancel the connection to the FlashAir™. Then, tap [Exit] from the Menu to close the FlashAir™ App. Power off the digital camera and power it on again. After that, tap the FlashAir™ icon to open the FlashAir™ App again.

Q2-6.

My Android device cannot connect the FlashAir after update to Android 6.0 or a later OS.

A.

Turn on [Location] of your Android device. Android 6.0 or a later OS requires its device to turn on [Location] to connect to Wi-Fi networks.

If you have turned on [Location] of your Android device and cannot connect it to Wi-Fi networks, turn on [Airplane mode]. After that, turn on [Wi-Fi] again. Android devices may switch the network to LTE automatically if it recognizes that the Wi-Fi network environment is bad.

Q2-7.

My iOS / iPadOS device cannot connect the FlashAir after update to iOS 13 / iPadOS 13 or a later OS.

A.

Use FlashAir™ App V4.5.0 or later for iOS / iPadOS. And turn on [Location Services] of your iOS / iPadOS device. iOS 13 / iPadOS 13 or a later OS requires its device to turn on [Location Services] to check the connection status with the FlashAir card.

Q2-8.

I am trying to make the FlashAir™ initial settings on my OLYMPUS digital camera supporting FlashAir™ following the FlashAir™ User Manual. However, the FlashAir™ does not seem to work. The SSID does not appear.

A.

If you use the FlashAir™ on your OLYMPUS digital camera supporting FlashAir™ *1, you need to make the initial settings for the FlashAir™ on your OLYMPUS digital camera following the user manual of the camera. Contact the camera manufacturer for details.

If you have made the initial settings not using an OLYMPUS digital camera supporting FlashAir™, you need to initialize the FlashAir™ first. Open "FlashAir™ Configuration Software" > "Initialize the card" to initialize the FlashAir™. After you finish initializing the FlashAir™, try the initial settings again following the user manual of the camera.

Formatting the FlashAir™ causes all data in the FlashAir™ to be lost. Be sure to back up your data in the FlashAir™ to another storage media before formatting the FlashAir™.

> *1 : OLYMPUS digital camera supporting FlashAir™: the following cameras have the function to control the FlashAir™ wireless data transfer function by operating the camera's menu: E-PL5, E-PL2, E-PL6(as of June 11,2015)

For users of FlashAir™ W-03 by OLYMPUS E-PL5, E-PM2 or E-PL6:

If you control the wireless data transfer function by operating the menu E-PL5, E-PM2 or E-PL6 to use FlashAir™ W-03, update the firmware of your camera to the latest version. (as of June 11,2015).

Refer to

 http://www.olympus.co.jp/en/support/imsg/digicamera/download/software/firm/e1/#fp
for details.

3. Browsing files on FlashAir™

Q3-1.

Some of the thumbnails (reduced-size images) do not appear on Photo/Video View or Folder View on FlashAir™ Android / iOS app.

A.

Thumbnails appear only if JPEG files contain reduced-size image for thumbnail data. A digital camera generally creates JPEG files containing thumbnail data. However, photo data may not contain thumbnail data if created or edited by another application such as Retouching Tool.

You can turn ON/OFF the display of the thumbnails of supported RAW format files on the

Application Settings screen. For Android, go to "Settings"-> "Display RAW thumbnails". For iOS, go to "Settings"-> "Application Settings"->"Display RAW thumbnails". Thumbnails of some RAW files may not appear on Photo/Video View or Folder View, even if the setting is ON, because each camera manufacturer creates its own standard of RAW file format.

RAW format files with "Display RAW thumbnails" OFF and image files incompatible with thumbnails will be identified by the following specific icon.

Q3-2.

Some of the files which are supposed to be saved do not appear on Photo/Video View on FlashAir™ Android / iOS App.

A.

Photo/Video View on FlashAir™ Android / iOS App supports the following file formats.

Photos : JPEG（.jpg)

PNG（.png)

GIF（.gif)

Windows Bitmap（.bmp)

HEIF（.heic）[*2]

Videos : MOV（.mov)

MP4（.mp4、.m4v [*2]）

3GPP（.3gp)

MTS（.mts)

RAW format file : .ARW（SONY)

.CR2（Canon)

.CRW（Canon)

.DNG

.NEF（Nikon)

.NRW（Nikon)

.ORF（OLYMPUS)

.PEF（RICOH)

.RAF（FUJIFILM)

.RAW

.RW2（Panasonic)

.RWL（LEICA)

.SR2

.SRF

.SRW（SAMSUNG）

.TIF

.TIFF

.X3f（SIGMA）

.X3i（SIGMA）

*2：Only by iOS

Go to "Settings"-> "Application Settings"->"Display settings of photos/videos", then switch show/hide for each file format.

RAW format files with "Display RAW thumbnails" OFF and unsupported files for the thumbnail display are shown with the default icon as below.

(Photos)   (Videos)   (RAW format files)

For unsupported files, use Folder View of FlashAir™ App. To play the files, apps that support the selected file types may be needed.

Q3-3.

Image looks grainy despite being in RAW file.

A.

On the Photo/Video View or the Full Screen, RAW files containing thumbnails (reduced image) data may be shown with thumbnails. When the file is saved (downloaded), the RAW format file will be downloaded.

Q3-4.

Characters are corrupt when a text file is opened.

A.

The text files are intended for use in browser.

Some character encodings are not supported by the FlashAir™ App.

Q3-5.

No files in the FlashAir™ show up in the browser.

A.

1. The proxy server of the browser may be enabled. If so, disable the proxy settings.
2. Other wireless LAN devices may be running around the FlashAir™ and cause interference. If so, power off your device in which the FlashAir™ is inserted and power on the device again. If your symptoms do not improve, move your device to another place and try

again.

3. Check that URL "http://flashair/" is entered into the address bar, not into the search box.
4. If you are browsing the files in the FlashAir™ using Safari, Private Browsing may be on. If on, turn off Private Browsing.
5. If you are using Android device, the message like "Sign in to network" may be displayed when the product and the smartphone are connected. If so, use FlashAir™ App for Android.
6. If you are using Android device, the pop up message like "Wi-Fi has no internet access" may be displayed when the product and the smartphone are connected. If so, try the following steps. (If the pop up message disappears, it will be displayed in the notification panel.) Tap the pop up message or notification on the panel. The other pop up message "This network has no internet access. Stay connected?" will be displayed. Tick the box "Don't ask again for this network" and tap "YES".

4. Downloading the files on FlashAir™

Q4-1.
Can I select and save more than one files at a time?
A.
"If you want to save files in your smartphone, use FlashAir™ App. You can select and save more than one files at a time on the app.
If you want to save files in your PC, use FlashAir™ drive (Web DAV), which is available on the FlashAir™ W-03 and FlashAir™ W-04 only. Refer to the User Manual for FlashAir™ drive for details.
If you are using the FlashAir™ via web browser, you can save one picture only at a time.

Q4-2.
Can photos/videos be saved automatically?
A.
With FlashAir™ W-04, Auto saving is available. Use FlashAir™ App V4.3.0 or later for Android / iOS. The details are as follows. Refer to the User Manual for Auto save function of photos / videos for details.

Q4-3.
Auto save function of Photos/Videos is not working.
A.
1. When app main screen shows below icon, check and establish the connection with the

FlashAir™ W-04 to enable the auto saving.

 (For Android App)

 (For iOS App)

2. When app main screen shows below icon, auto saving may be stopped because the device doesn't have enough free space or the app is not allowed storage access. Check the device's free space and storage access.

 (For Android App)

 (For iOS App)

3. When Auto save function is enabled, files newer than the date you set are downloaded automatically. Check the start date of the auto save function.

4. Check that "Auto save of photos/videos" is ON. Auto saving will be stopped with the setting OFF, even if you set the date and file type for automatic downloads.

Q4-4.

Does FlashAir™ App auto save function work for the online data storage services?

A.

No, FlashAir™ App auto save function does not work for the online data storage services. Depending on your device configuration, the synchronization with the online data storage services may be activated. Check the device configuration.

Q4-5.

Wireless LAN is disconnected before save of a file is completed.

A.

Your device in which the FlashAir™ is inserted may be powered off automatically while the file is being saved. If so, extend the time to power off the device automatically or turn off the auto power-off function of the device.

Other wireless LAN devices may be running around the FlashAir™ and cause interference. If so, power off your device in which the FlashAir™ is inserted and power on the device again. If your symptoms do not improve, move your device to another place and try again.

Q4-6.

Can I save video files or raw image formats from the FlashAir™ to a Wi-Fi device?

A.

If you are using FlashAir™ App, you can save any file formats. You may need an appropriate Viewer or Player app that supports such formats to view or play them. If certain files do not appear on Photo/Video View or Music View, you can view and download such files on Folder View.

If you are using FlashAir™ drive function, you can save any file formats. You may need an appropriate Viewer or Player software that supports such formats to view or play them.

If you are using FlashAir™ via web browser of your smartphone or tablet, you can save the file formats supported by your smartphone or tablet. Installation of the app which supports such file formats may enable them to be downloaded via web browser. You may need an appropriate Viewer or Player app that supports such formats to view or play them.

If you are using FlashAir™ via web browser of your PC, you can save any file formats in your PC. You may need an appropriate Viewer or Player software that supports such formats to view or play them.

Q4-7.

Can I upload the downloaded photos/videos to the online data storage services or blogs?

A.

Use Internet pass-thru mode[*3] or Cellular Data + Wi-Fi Mode[*4].

 *3 : Available in the FlashAir™ W-04, W-03 and W-02 version2.00.02 or later. Refer to the User Manual for Internet pass thru mode for details.

 *4 : Available in the FlashAir™ W-04 version 4.00.03 or later with iOS App only. See below for details. Refer to the User Manual for Cellular Data + Wi-Fi Mode for details.

Q4-8.

A tap on [Select All] leaves some file(s) unselected.

A.

Downloaded files will not be selected.

Q4-9.

A tap on [DOWNLOAD] does not launch a download of photos.

A.

Check that a micro SD memory card is inserted in your Android device.

Q4-10.

Where are the downloaded files saved?

A.

Files downloaded from FlashAir are sorted into predefined folders (such as Pictures, Movies, Music and Download) by file type.

Q4-11.

In FlashAir™ iOS App, a RAW format file cannot be shown in the Camera Roll, even after it is saved in the Raw file format. Or it is saved in another file format.

A.

A RAW format is camera maker specific format, and it may not be saved in the Camera Roll or may be saved in another file format.

To save in a RAW format, disable "Convert RAW files to JPEG" from "Settings"->"Application Settings" -> "Convert RAW files to JPEG".

If you still have a problem even with the Configuration above, the original file is saved in the Local Area of App.

Check FlashAir™ iOS App with Device View.

If "Convert RAW files to JPEG" is on, the supported RAW format files will be converted to JPEG and downloaded to the Camera Roll.

5. Eyefi Connected setting

Q5-1.

What is Eyefi Connected setting?

A.

For Eyefi Connected cameras with the power control feature, when the Eyefi Connected feature of the FlashAir™ W-04 card is enabled, the camera can be prevented from being turned off during data transfer. Also, for Eyefi Connected cameras with the ON/OFF switch setting feature for the card's wireless LAN, the FlashAir™ wireless LAN can be turned on and off from the camera menu. Eyefi Connected camera is a camera equipped with function for Eyefi card developed by US-based Eyefi Inc.

KIOXIA Corporation does not warrant that the function works on all cameras with "Eyefi Connected" feature.

Q5-2.

If Eyefi Connected setting is turned on, can images and videos be automatically transferred?

A.

With the FlashAir™ W-04 card, among the Eyefi Connected features, only the power control feature and the card's wireless LAN ON/OFF switching feature are available. It cannot

automatically transfer images and videos.

Q5-3.

A transfer status icon is displayed when no files are being transferred.

A.

When using an Eyefi Connected camera with a transfer status icon display feature, there may be cases where different icons are displayed between the FlashAir™ W-04 card and the Eyefi card.

Q5-4.

The camera is not powered off after the file transferred.

A.

When using an Eyefi Connected camera with the power control feature, the conditions for turning off the camera may be different between the FlashAir™ W-04 card and the Eyefi card. FlashAir™ W-04 card does not have a function for camera auto power off. Turn off the power of camera manually after confirming the files have transferred to the smartphone successfully.

6. Notes on wireless regulation

Q6-1.

What does the following description mean? "In the frequency band used by this product, along with industrial, scientific, and medical devices such as a microwave oven, premises radio stations (wireless stations requiring license) and specified low power radio stations (wireless stations not requiring license) for mobile object identification used in factory production lines, etc., and amateur radio stations (wireless stations requiring license) are operated."

A.

The wireless LAN functionality used by the FlashAir™ supports 2.4 GHz band radio waves, which is the same frequency band supported by PCs, smartphones and so on. It describes that some devices also use 2.4 GHz band radio wave for the purposes other than wireless LAN.

Q6-2.

I want to know how to check the following description: "1. Before using this product, confirm that premises radio stations and specified low power radio stations for mobile object identification and amateur radio stations are not operated in the vicinity."

A.

The usage of devices which transmit radio waves is restricted at some public facilities. Check and follow the relevant precautions provided by the facilities where you want to use the FlashAir™. If you are not sure or have any questions, ask the facility manager. Also note that the use of devices transmitting radio waves, such as cell phones and smartphones in aircraft is prohibited.

Q6-3.

I want to consult about the following description:"2. In the event that this product causes harmful radio wave interference to premises radio stations for mobile object identification, immediately change the frequency being used or stop radio wave emission and contact the following support center to consult about the measures to avoid interference (installation of partitions, etc.)."

A.

Was the radio wave interference to premises radio stations for mobile object identification cleared by turning OFF the device containing the FlashAir™? If it was cleared, avoid using the FlashAir™ in the place where radio wave interference occurred.

Q6-4.

I am contacting the support center regarding the following description: "3. If you have other troubles such that this product causes harmful radio wave interference to specified low power radio stations for mobile object identification and amateur radio stations, contact the following support center."

A.

Was the radio wave interference to specified low power radio stations for mobile object identification and amateur radio station cleared by turning OFF the device containing the FlashAir™? If it was cleared, avoid using the FlashAir™ in the place where radio wave interference occurred.

7. Others

Q7-1.

The FlashAir™ App does not work.

A.

If the FlashAir™ App does not work well on your device, use the wireless data transfer function in your web browser. Refer to the User Manual for Wireless Data Transfer for details.

Q7-2.

The FlashAir™ App is forcibly terminated or runs slow.

A.

Your device may have insufficient storage space available. Power off your device and power it on again or close other running applications to save the storage space.