XY FIND IT USER GUIDE

INSTRUCTIONS & BASIC TROUBLESHOOTING
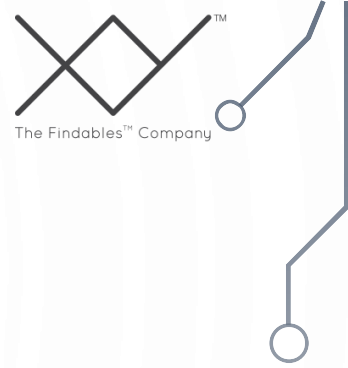
CONTENT

WHAT IS XY FIND IT AND HOW IT WORKS

- XY Find It is a smart Bluetooth device designed to help you keep a short leash on what matters to you with the help of KeepNear™ alerts, which are triggered through your device when the XY app loses contact with your item so you can avoid leaving it behind and losing it in the first place.

- The XY app also comes with a map feature which displays the last approximate location where your device was when it had contact with your item to help you retrace your steps in the event that you miss the KeepNear™ alert or in case the alerts are turned off.

- XY Find It beacons communicate with the XY app with the help of Bluetooth (BLE) technology. This means that Bluetooth needs to be enabled at all times and that the XY Find It needs to be within Bluetooth range of the device running the XY app in order to be able to communicate with it.

- The XY app also uses your device's GPS for features such as the map, KeepNear™ alerts, etc. This means that Location also needs to be enabled on your device at all times.

- XY Find It is not a GPS device

# RECOMMENDED SETTINGS FOR OPTIMAL RESULTS

iOS

- When you first download the XY app, there will be a pop-up message asking for your permission to access your location and allow the app to send you notifications, make sure to allow both. Otherwise, this will affect the registration process, the map and alerts.

- Make sure Bluetooth is always turned on, which will allow the XY app to communicate with the XY Find It
  - Certain devices may require you to restart Bluetooth every once in a while to reestablish the connection

- We recommend having Location set to "Always" to ensure changes in location are always captured and updated even when you're not using the XY app

- Please ensure "Background App Refresh" is enabled on your device. Otherwise, the app won't be able to capture and update changes, such as a change in location, while the app is running in the background. You can verify this from the "device settings" section in the app's main menu which you can access by tapping the ☰ icon located at the top-left corner of the **My Items** screen.

Android

- Please ensure Location is enabled and set to "High accuracy"

- Make sure Bluetooth is always turned on, which will allow the XY app to communicate with the XY Find It
  - Certain devices may require you to restart Bluetooth every once in a while to reestablish the connection

- If you have changed the settings on your device to restrict background data usage, we recommend disabling this setting. Otherwise, some information may not be updated causing inaccurate results, especially on the map feature.

* Logging out of the XY app will stop all tracking and updates to any changes in location
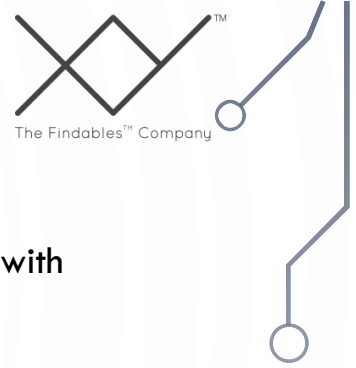
- Once you've downloaded the XY app, create your XY user account using your email and password or you can also sign up with Facebook.
  - Please make a note of the information used to create the user account to avoid issues logging in later

- The XY app will take you through a brief walkthrough/tutorial showing you the main sections of the XY app

- If you have a second generation XY Find It (**XY2**), you will need to open it to remove the yellow battery tab entirely, then re-insert the battery with the "+" side facing up, close your beacon, place it next to your device and tap the ⊕ icon at the top-right corner of the **My Items** screen to start the syncing process and follow the prompts to complete the registration.
  - Here's a [video](#) that shows how to open your XY Find It

- If you have a third generation XY Find It (**XY3**) which includes the button on the outside of the beacon, there's no battery tab that needs to be removed. Simply press and hold the button on your XY Find It to wake up the beacon from sleep mode, place it next to your device, then tap the ⊕ icon located at the top-right corner of the **My Items** screen to start the syncing process and follow the prompts to complete the registration.

MAIN FEATURES & HOW TO USE THEM

- **Last known location**
    - The map in the XY app is designed to help you retrace your steps to locate your item, in case you miss the KeepNear™ alert or if the alerts are turned off.
    - The XY app uses your device's GPS, along with the signal strength to calculate the approximate location where your device was when it had contact with the XY Find It. This is why we recommend having Location set to it's highest accuracy setting.
        - The GPS accuracy varies by device and it's also affected if there is no clear line of sight between your device and the GPS satellite, causing the location to display as the building next door or across the street in some cases.

- **KeepNear™ alerts**
    - The XY app triggers a push notification through your device whenever it loses contact with the XY Find It to help you avoid leaving an item behind and losing it in the first place
    - You can turn alerts off/on for each item any time by selecting your item from the **My Items** screen, then tap the **KeepNear™** icon. If the bell icon next to KeepNear™ has a line through it, this means alerts are off.

- **Beep to find**
    - If you can see in the app that your item is nearby but you can't find it, you can activate the" beep" feature which would make your XY Find It beep to help you locate it.
    - To activate this feature, select the item from the **My Items** screen, then tap the on "beep" at the bottom of the screen. If you have an XY2 or XY3, the "beep" button will change to "stop", in case you wish to manually stop the sound before it stops on its own.
    - <u>XY3</u> beacons allow you to also ring your phone by pressing the button on the beacon, in case that's misplaced to help you find your phone faster.

- **Community lost & found**
    - If you can't locate an item on your own, you can mark it as "lost" within the app which would send you an email whenever your item goes within range of any device running the XY app. The email will include the new approximate location to help you find your item.
    - iOS users can report an item as lost by selecting the item, then tap "**more..**", then tap "**Help! I lost it!**". Android users, would tap the ⚠ icon at the top-right corner after selecting the item.

WHAT TO DO IF YOU CAN'T ADD YOUR XY FIND IT

XY2

- If the app indicates there are no unclaimed beacons during the syncing process, make sure Location is on and set to its highest accuracy mode. iOS allows you to have Location on in general, but it could be disabled for a particular app. To confirm Location is on for the XY app, please go to the XY app's main menu by tapping the ☰ icon at the top-left corner of the **My Items** screen, then tap "**device settings**". Once confirmed, log out of the app, restart Bluetooth and log back in to try again.

- If the issue persists, place your XY Find It by your device, then go to the main menu, then tap "**nearby**". This page will display any beacons that the app can pick up. If this page is blank, please open your XY Find It to ensure there's no piece of the battery tab left underneath the battery. This video shows you how to open your XY Find It. Reinsert the battery with the "+" side up and check if now you can see a signal.

- If you see a signal, but the beacon appears as "**claimed**", please take a screenshot of the nearby page and send it to us along with your purchase receipt via the feedback form in the app's main menu or via email at contact@xyfindit.com and we can help you reset your XY Find It.

- If the nearby page is still blank, please try a new battery. XY beacons use CR2032 batteries. If the battery that came with your new XY Find It is faulty, we'd be happy to send you a new one.

- If a new battery still doesn't fix the issue, please submit a feedback form with the details of the issue, any troubleshooting already performed and we'd be happy to assist you until the issue is fully resolved and you can register your XY Find It.

XY3

- If the app indicates there are no unclaimed beacons or the syncing process doesn't start even though you did hear your beacon beep when you pressed the button, please make sure Location is enabled for the app and set to its highest accuracy mode, then log out of the app, restart Bluetooth and log back in to try again. When you log back in, press the button on your XY Find It again and follow the prompts in the app to complete the registration.

- If the syncing process still can't start and/or your XY Find It didn't beep when you pressed the button, press and hold the button on your XY3 again to make sure it hasn't gone back to sleep mode. If it beeps but still can't sync, please go to the app's main menu, then tap "**nearby**" to see the current status.

- If your XY3 appears as "**claimed**", please take a screenshot of this page and send it to us along with a copy of the purchase receipt via the feedback form in the app or via email at contact@xyfindit.com and we can help you reset your it.

- If the nearby page is blank and/or your XY3 doesn't beep when you press and hold the button on it, please open it to make sure the battery is installed properly. This video shows you how to open your XY Find It. Reinsert the battery with the "+" side up and check if now you can see a signal and it beeps. If there's still no signal or it doesn't beep, please try a new battery. XY beacons use CR2032 batteries. If the battery of your new XY3 was faulty, we'd be happy to send you a new one.

- If the issue persists, please submit a feedback form with the details of the issue, any troubleshooting already performed and we'd be happy to assist you until the issue is fully resolved and you can register your XY3.

BASIC TROUBLESHOOTING

My XY Find It appears as "out of range" while being next to my phone

- Please make sure Location is enabled and set to "high accuracy" if you're using an Android device. If using iOS, please set Location to "Always" and confirm that it's enabled for the XY app by going to "device settings" in the app's main menu, then log out of the app, restart Bluetooth and log back in to see if that made a difference.

- If the XY Find It still shows as "out of range" while being next to your device, then probably the battery needs to be replaced. XY Find It uses replaceable CR2032 batteries which you can find at your local electronics store or online. This [video](#) will show you how to open your XY Find It to replace the battery. Make sure the "+"side on the battery is facing up, close your XY Find It, then log in to see if that took care of the issue.

- If the problem persists, please submit a feedback form from the app's main menu with the details of the issue, along with any troubleshooting already performed and our team will be happy to help until this issue is fully resolved

The map shows an old or incorrect location

- The map will always display the last approximate location where your device was when it had contact with the XY Find It. This location is only updated while you're logged in and as long as the app can communicate with the XY Find It. Meaning, if you logged out of the app, had Location/Bluetooth turned off, the XY Find It is out of range or has a dead battery, the app would not be able to update any changes in location.

- If you have your XY Find It with you and the map shows a different location, ensure Location is enabled for the app, log out, restart Bluetooth, then log back in to see if the information updated.

- If your XY Find It appears as "out of range", please try replacing the battery. XY beacons use CR2032 batteries. This [video](#) shows you how to open your beacon.

- If the issue persists, please submit a feedback form with the details of the issue, along with any troubleshooting already performed and we will assist you until this issue is fully resolved.

The "beep" function doesn't work

- The beep feature will only work while the XY Find It is within range. If your XY Find It appears to be within range and the beep failed, we recommend logging out of the XY app, restart Bluetooth, then log back in to try again.

- If the issue persists please submit a feedback form from the XY app and our support team will assist you until this issue is fully resolved.

* Always make sure you're using the latest version of the XY app. Otherwise, you could experience unforeseen issues with some features.