# MediaFlair Frequently Asked Questions (FAQ)

1. How do I charge the MediaFlair battery?

MediaFlair comes with a built-in lithium-polymer battery and should be charged before first use.

To charge the devise, plug the micro USB-to-USB, cord provided into a computer or a powered USB hub. You can also use any USB to AC power adapter commonly used with Apple products. After first charge, you can also recharge the MediaFlair in your car with the 12V charging adapter that comes with the devise.

1. How do I turn MediaFlair on and off?

Turn on MediaFlair by sliding the switch found on the right side of the device. A solid blue LED light will appear. Once the device is powered on you will also notice a blinking blue LED light for Wi-Fi and a blinking blue LED light indicating that the SD card slot is functioning.

The MediaFlair LED power light will turn red when it is close to running out of power. At that point, plug in the USB charging cord provided until the light turns blue again indicating full charge.

1. What is the MediaFlair battery time between charges?

MediaFlair provides up to 4 hours of continuous battery time per charge, depending upon usage. For example, with a fully charged MediaFlair, continuously streaming a standard definition movie to an iPad will provide about four hours of operation before needing a recharge. Streaming an HD movie will provide about three hours of operation with a full battery charge. Also, depending on the number of users connected, operation time can vary.

1. What USB power adapter do I use with Media Flair?

MediaFlair can be used with many USB power adapters that support 500mA (USB 2.0 and later), including the iPhone/iPad Mini charger (1 amp) or the iPad charger (2.1 amp). MediaFlair will draw a maximum of 500mA.

1. How does MediaFlair handle RAW+JPEG files?

Currently, the MediaFlair app for Apple iOS will treat the RAW and JPEG file as the same. By default the MediaFlair will import only the JPEG file. It is possible to import the RAW file as well. All RAW file imports are done using the Apple iOS services. At this time compatibility with different RAW files types is limited to Apple's iOS capabilities.

1. What Apple iOS versions are supported?

The MediaFlair works with all versions of iOS; from iOS 4.2 and above.

1. What Android OS versions are supported by MediaFlair?

The MediaFlair app works with Android OS 2.2 up to Jellybean.

1. What file systems are supported by Media Flair?

MediaFlair supports FAT32 and NTFS. Pre-formatted SDHC from any SD card manufacturer supports the FAT32 file system.

1. What is the connection speed of MediaFlair?

MediaFlair supports 802.11b/g/n Wi-Fi up to 65Mbit/s connection rate and USB 2.0 up to 480Mbit/s connection rate. Actual data transfer speeds may vary depending on wireless coverage strength and the type of SD card used.

1. Can I use MediaFlair’s Wi-Fi while plugged into USB power?

Yes, you can simultaneously use Wi-Fi while MediaFlair is plugged USB power. When MediaFlair is plugged into the USB port of a computer, the battery charge indicator light will be red if not fully charged otherwise the light will remain blue. To use Wi-Fi during charging, the power switch must be turned on if the Wi-Fi indicator light is not currently on.

1. Can MediaFlair be used on an airplane?

Yes, as long as the App has already been downloaded to your device and Wi-Fi is allowed by the airline during flight. Not all airlines allow Wi-Fi during flight so please pay attention to Flight Attendant instructions regarding the use of your electronic device.

1. Does MediaFlair provide access to the Internet?

MediaFlair provides access to the internet only through Bridge Mode.

1. Is there a way to secure my MediaFlair for my own personal use?

Yes, the MediaFlair wireless connection can be secured by a password for private use.

1. How many users can connect to MediaFlair at the same time?

In general up to 5 users can connect to MediaFlair at the same time and each can view any of the stored files. However, it is possible for more users to connect depending on their proximity to MediaFlair and the content being streamed from MediaFlair

1. Can MediaFlair stream to multiple devices at the same time?

The MediaFlair can simultaneously stream up to five devices in when in standard definition (SD) video. The number of devices will be less for high definition video.

1. What is the capacity of the MediaFlair? Does it require a memory card?

MediaFlair uses SD type cards for memory. Please see the following question for more supported SD cards.

1. What SD cards does the MediaFlair support?

MediaFlair is designed to support all SD, SDHC, and SDXC cards. An 8GB SDHC Class 10 card is included with the device. MediaFlair does not require a specific speed class of SD cards, however, we recommend class 10 speeds or higher for best performance. You can use up to 32GB SD cards as preformatted by the card manufacturer. SD cards larger than 64GB and up to 2TB will require formatting into FAT32 for use with MediaFlair.

1. What is the largest size file MediaFlair can support?

Files must be less than 4GB to work with MediaFlair.

1. What is MediaFlair’s Wi-Fi range?

MediaFlair is designed to provide enough range to cover a small room. Its maximum range is 30 meters (100 feet) with a clear line-of-sight. Performance will vary depending on sources of other Wi-Fi interference, quality of the device in use, the orientation of the device and various other factors.

1. Can I upload/write files to MediaFlair via Wi-Fi?

Yes, you can upload/transfer images and videos recorded on your device.

1. Can I download files from MediaFlair’s SD card to my personal device via Wi-Fi?

Only images and documents can be downloaded from MediaFlair’s SD card to your personal device.

1. Can I stream movies, TV shows, and music from the iTunes Store using MediaFlair?

Yes, MediaFlair works with media from the iTunes Store. Some files from the iTunes Store are encoded with Digital Rights Management (DRM).

1. Do I need to be connected to the internet for MediaFlair to work?

No. MediaFlair creates its own Wi-Fi connection (hot spot) that your device can see and connect to in a similar fashion in your home or office. You can then surf the contents of the SD card in your MediaFlair device to stream movies, pictures, music, and view documents.

1. How will I know the battery is low?

The MediaFlair battery indicator light turns red when battery is low and needs recharging.

1. Will MediaFlair work with my device?

MediaFlair, and the corresponding app works, with all iOS, Android and Kindle Fire devices. A Blackberry device app is not currently offered.

1. Can the MediaFlair battery be replaced?

No. The MediaFlair battery is non-serviceable and cannot be replaced.

1. What video file formats will MediaFlair play?

MediaFlair is a file storage and sharing device, not a player, and will serve any type of file. It is up to the smartphone, tablet, or client device to play the file. If the native player on your device can play a certain video file, it will probably also work when the file is provided via MediaFlair. For personal media files that will not play, generally there is third party software available to convert the file format and players for specific formats.

# FAQ - Troubleshooting

1. Cannot Connect via Wi-Fi

If you cannot connect to the MediaFlair via Wi-Fi, try these steps:

1. Verify MediaFlair is on (slow blinking blue wireless icon), charged, and NOT plugged into a computer or USB hub.
2. Verify on the client device that Wi-Fi is on and that the MediaFlair SSID is selected. For instructions to connect, see [http://support.MediaFlair.com/entries/184470](http://support.airstash.com/entries/184470)
3. Make sure there are no 2.4GHz devices on that would interfere with Wi-Fi, such as a cordless phone, microwave, wireless video camera, etc. NOTE: There could also be a high congestion of Wi-Fi devices in your location. If you do not have a means to view the amount of Wi-Fi traffic at your location, please move to a new location (at least 100 meters) to verify this is the issue.
4. If you are connected to MediaFlair via Wi-Fi but cannot connect to MediaFlair either through an app see WEP CONNECTION ISSUE below
5. If having trouble with a computer, please make sure you have any security firewalls or proxies turned off (the computer should get a DNS server address of 192.168.0.1)
6. Turn MediaFlair power off, then back on
7. If there are still issues, repeat #4 and reset MediaFlair to factory settings: [http://support.MediaFlair.com/entries/20718848](http://support.airstash.com/entries/20718848)
8. For Apple iOS devices, you can also see Apple's Wi-Fi troubleshooting guidelines: <http://support.apple.com/kb/TS1398?viewlocale=en_US>
9. **WEP CONNECTION ISSUE:**
10. There is a known issue with Apple's Wi-Fi implementation: for iOS devices, if you mistype your WEP password when connecting to MediaFlair, there is no warning and Wi-Fi shows connected, but one cannot connect typing MediaFlair.net into the browser. Please follow these steps:
11. **To verify WEP issue:**
12. Go to Settings > Wi-Fi
13. While "connected" to MediaFlair via Wi-Fi (check mark to left of MediaFlair SSID shows connected), select the arrow on the far right of the MediaFlair SSID
14. If the "Router" field is blank, then you most likely have connected via WEP with the incorrect password.
15. **To fix WEP connection issue:**
16. Go to Settings > Wi-Fi
17. While "connected" to MediaFlair via Wi-Fi (check mark to left of MediaFlair SSID shows connected), select the arrow on the far right of the MediaFlair SSID
18. Tap on "Forget Network"
19. Turn off your device's Wi-Fi and turn back on again.
20. Reconnect to MediaFlair with the corrected password.
21. If you cannot remember the password, follow the MediaFlair reset procedure to bring it out of WEP:
22. Some Files Play, Others Do Not (iPhone, iPad, iPod touch)
23. This topic addresses using MediaFlair with an iPhone, iPad, or iPod touch without utilizing a 3rd party application. For 3rd party AVI player apps, see [http://support.MediaFlair.com/entries/20174228](http://support.airstash.com/entries/20174228)
24. MediaFlair will serve any file on the memory card. It is up to the device being used to properly render the file's contents. This means results can vary between devices. Whether accessing files through MediaFlair's built in web app or the MediaFlair+ native app, the CPU, memory, iOS version, and the somewhat unpredictable nature of wireless has an effect on streaming and rendering files.
25. Typically, what can be viewed in Safari will be able to be viewed with either the web app or MediaFlair+ native app.
26. **Make sure you have the latest iPhone OS firmware in your device**. If not, many files will not be playable. For Apple devices, learn how to update your firmware here: <http://www.apple.com/support/>
27. **Photos:**

Most image files that are .jpg, .tiff, .png will be able to be rendered on the client device. If the file cannot be displayed, it may be necessary to manually reduce the resolution of the file.

1. **Music:**

Most AAC, MP3, MP3 VBR, Apple Lossless, AIFF, and WAV audio files should be playable. For large files, it may take several seconds to buffer before playing. Also, if the file has DRM restrictions placed upon them, see [http://www.MediaFlair.com/support/itunesdrm.html](http://www.airstash.com/support/itunesdrm.html)

1. **Video**:

Many .mp4, .m4v, and .mov video files are playable; however, many are not stream optimized. You many need to wait up to about 15 seconds for the movie to initially buffer. In addition, some files may be too high of a bandwidth to properly stream. In order to provide properly encoded video files, please follow the instructions in this topic: [http://support.MediaFlair.com/entries/178307](http://support.airstash.com/entries/178307)

1. Also, if the file has DRM restrictions placed upon them, see [http://www.MediaFlair.com/support/itunesdrm.html](http://www.airstash.com/support/itunesdrm.html)
2. Note that Apple does not allow iTunes rented movies to be streamed from MediaFlair; however, purchased movies should work with authorized Apple devices.
3. There is a KNOWN issue with playing back files that have closed-captions embedded in them for iOS versions prior to 5.0
4. **Documents:**
5. If Safari can view it, you should be ok.
6. Cannot see files over Wi-Fi ("SD card format issue") / Formatting SD, SDHC, & SDXC Cards

This topic provides troubleshooting help when no files are seen after successfully connecting via Wi-Fi or via USB.

1. **Wi-Fi:**

1. Verify you are connected to MediaFlair. Once you have connected to MediaFlair via Wi-Fi and have either ran the MediaFlair+ app or navigated to "MediaFlair.net" in the browser of your device, you should either see a list of files. If you receive a prompt stating that there is a problem with the SD card format, then please format the card to the proper FAT/FAT32 file system (see #4 below).

2. Make sure the SD/SDHC card is fully inserted. If it is not fully seated, please check if there is debris or lint lodged in the memory socket. Also note that MMC cards may fit in the MediaFlair slot but are not compatible. If you are using a MicroSD/microSDHC or miniSD/miniSDHC with adapter, make sure everything is fully seated.

3. Tap the refresh button on the MediaFlair+ app.

4. At this point if you still do not see any files or continue to receive an SD card format message, the issue most likely is an improperly formatted SD card. MediaFlair is designed to work with the SD/SDHC specification as dictated by the [SD Association](https://www.sdcard.org/home/) and with specially formatted SDXC cards (64GB to 2TB). New SD/SDHC cards should work out of the box. Cards formatted by other devices or improperly on a computer may not work in a MediaFlair unit over Wi-Fi until properly formatted.

5. There are multiple methods to format the SD/SDHC card yourself:

A. For SD cards (up to 2GB), follow the instructions here: [http://support.MediaFlair.com/entries/177857](http://support.airstash.com/entries/177857)

B. For SDHC cards (4GB to 32GB), follow the instructions here: [http://support.MediaFlair.com/entries/177857](http://support.airstash.com/entries/177857)

C. (MUST FOLLOW) For SDXC cards (64GB to 2TB), follow the instructions here: [http://support.MediaFlair.com/entries/20174151](http://support.airstash.com/entries/20174151)

D. Try another SD/SDHC/SDXC card. After inserting the new card, refresh the page. If this does not work try cycling the MediaFlair off, then on and follow steps 1 through 3 again.

1. **USB:**
	1. When MediaFlair is connected via USB cable, it acts as a USB drive/card reader.
	2. **MediaFlair will show up as a storage device on most desktops ONLY WHEN A PROPERLY FORMATTED MEMORY CARD IS PROPERLY INSERTED.**

1. Plug MediaFlair directly into the USB slot of your computer. If you are connecting via a USB hub, make sure the hub has an adequate power supply. Try unplugging other devices from the hub.

2. Make sure the SD/SDHC card is fully inserted. If it is not fully seated, please check if there is debris or lint lodged in the memory socket. Also note that MMC cards may fit in the MediaFlair slot but are not compatible. If you are using a MicroSD/microSDHC or miniSD/miniSDHC with adapter, make sure everything is fully seated.

* 1. 3. If you do not have a properly formatted SD card, please see #4 above.
1. AVI Video File Will Not Play

This topic is for Apple devices: iPad, iPhone, iPod touch.

MediaFlair will serve any file type. It is up to the client device to be able to decode and display the video.

An AVI file is a container that holds video using a variety of codecs, from XViD, Divx, etc. Currently, Apple iPads, iPhones, and iPod touch units cannot natively play AVI files.

There have been an increasing number of 3rd party apps that can play certain AVI files:

1. CineXPlayer can stream Xvid AVI files.
2. MXPlayer (Android) can stream several AVI file types.
3. AcePlayer, OPlayer, OPlayer Lite (free, ad supported), and Yxplayer can stream and display several AVI files types. **We do not support these apps as they may be in violation of an open source license.**
4. What if I don’t remember my Wi-Fi Security Password
5. If you forgot your Wi-Fi security password, you will need to reset your MediaFlair to factory settings.
6. Please click here for more information on this topic.
7. Updating MediaFlair firmware Issue
8. Issue: When updating the firmware, the green and red lights only flash once and the firmware update file is deleted.
9. Resolution: This means that the firmware file matches the firmware on the device. All firmware files are deleted automatically after a successful update.
10. Wi-Fi Performance Issues (e.g. video stuttering)

This topic covers intermittent Wi-Fi connection or very slow performance issues.

If you cannot connect **at all** via Wi-Fi, please see: [http://support.MediaFlair.com/entries/175696](http://support.airstash.com/entries/175696)

 The main reason for intermittent connection or slow performance via Wi-Fi is typically due to too many devices communicating on or near the same Wi-Fi channel or wireless interference from other devices such as a microwave, cordless phone, wireless video camera, etc.

1. Make sure there are no 2.4GHz devices on that would interfere with Wi-Fi, such as a cordless phone, microwave, wireless video camera, etc.
2. If you have access to a Wi-Fi Scanner/Analyzer, look to see what channels are crowded with other Wi-Fi access points.
	* A02 default is Channel 9
	* A01 default is Channel 3
3. If your MediaFlair supports it, change the Wi-Fi channel to the most open channel furthest away from the bulk of activity. See: [http://support.MediaFlair.com/entries/20836208](http://support.airstash.com/entries/20836208)
4. If you cannot change the MediaFlair channel, change or turn off other access points that are utilizing the same channel as MediaFlair.
5. If your card needs proper formatting, please see below:

MediaFlair is designed to work with the SD/SDHC specification as dictated by the [SD Association](https://www.sdcard.org/home/) and with specially formatted SDXC cards (64GB to 2TB). New SD/SDHC cards should work out of the box. Cards formatted by other devices or improperly on a computer may not work in a MediaFlair unit until properly formatted.

There are multiple methods to format the SD/SDHC card yourself:

A. For SD cards (up to 2GB), follow the instructions here: [http://support.MediaFlair.com/entries/177857](http://support.airstash.com/entries/177857)

B. For SDHC cards (4GB to 32GB), follow the instructions here: [http://support.MediaFlair.com/entries/177857](http://support.airstash.com/entries/177857)

C. (MUST FOLLOW) For SDXC cards (64GB to 2TB), follow the instructions here: [http://support.MediaFlair.com/entries/20174151](http://support.airstash.com/entries/20174151)

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1. video Encoding for Optimal Streaming
	1. Please see our How To topic to optimally encode video for playback via MediaFlair:
	2. [http://support.MediaFlair.com/entries/178307](http://support.airstash.com/entries/178307)
2. Does not show up on desktop when plugged into computer

Please make sure the following is true for MediaFlair to properly work via USB with your computer:

1. MediaFlair has a memory card plugged in (only 2mm of the memory card should stick out the back).
2. You are not running a virtual machine on your computer.
3. You are plugging MediaFlair into a connected hub (needs to be a powered hub to simultaneously charge--hub must be capable of supplying 500mA per USB 2.0 specification).

Please wait several seconds for MediaFlair to appear on your desktop.

If you see continuous simultaneous blinking of both visual indicators, there is an error. If trying another SD card does not fix the issue, please contact technical support.

1. Some video files play without sound using 3rd party apps

This article is an FYI for many of the 3rd party apps MediaFlair customers use to play video files such as OPlayer, GoodPlayer, etc.

Issue:

Most of the video player apps do not contain Dolby AC-3 audio decoding due to patent issues. If there is an AC-3 audio track in your video file sound may not play at all.

Solution:

1. The solution is to remove the AC-3 audio track. This can be done by following the steps here: [http://support.MediaFlair.com/entries/178307](http://support.airstash.com/entries/178307)
2. Or one can remove the AC-3 audio track using third party "AC3 killer" software.