

SanDisk® Eye-Fi™ Wireless Memory Card FAQ

Revision 1.0

August 29, 2011

- [Does the SanDisk® Eye-Fi™ Wireless Memory Card wirelessly upload photos and videos?](#)

Yes! SanDisk Eye-Fi Wireless Memory Card stores and uploads JPEG photos and video files wirelessly. You can even send your photos on 1 sharing site and your videos to a different sharing site.

- [What is the wireless protocol or wireless standard?](#)

802.11 b/g/n protocol support on the 2.4GHz band. Note: 5 GHz band not supported

- [Does the SanDisk® Eye-Fi™ Wireless Memory Card wirelessly upload RAW format photos?](#)

No. The SanDisk Eye-Fi Wireless Memory Card uploads JPEG photos and videos file formats.

- [Can I upload only certain photos and videos, or do I have to upload everything?](#)

That's up to you! Every SanDisk® Eye-Fi™ Wireless Memory Card has a Selective Share Option, which, once enabled, lets you use the "lock" or "protect" key on your camera to pick which photos and videos are uploaded. Once you've made your selection, only the protected videos and JPEG photos will upload online, while everything will be backed up on your computer

- [When I share photos online, can I make them visible to only friends and family, or will all my photos and videos be public?](#)

The most popular social media and photo sharing websites let you select if your photos and videos are private, seen only by friends and family, or public when you upload them. Simply select the level of privacy when you set up your online destination to keep things visible to friends and family only.

- [How do I know if my camera can be made wireless with the SanDisk® Eye-Fi™ Wireless Memory Card?](#)

The SanDisk Eye-Fi Wireless Memory Card is compatible with SDHC™ compatible cameras. You'll need your camera make and model to check if it's compatible.

- **How do you set up SanDisk® Eye-Fi™ Wireless Memory Card?**
 - Insert the SanDisk Eye-Fi Wireless Memory Card into the USB card reader (the card will be inserted into the reader with initial purchase)
 - Insert USB card reader into your computer (PC or Mac)
 - After several moments you should see a yellow message balloon stating "Found SanDisk Eye-Fi Wireless Memory Card, Initializing SanDisk Eye-Fi Wireless Memory Card" followed by another stating "Found SanDisk Eye-Fi Wireless Memory Card, launching SanDisk Eye-Fi Center software".
 - The SanDisk Eye-Fi Center software Registration dialog will open. Complete all fields. It is important to note that the email address you enter here will become your user name for your SanDisk Eye-Fi account. Click the "**Create Account**" button.
 - If your SanDisk Eye-Fi Wireless Memory Card requires a firmware update you will need to click the SanDisk Eye-Fi Wireless Memory Card icon and follow the instructions in dialog window that appears.
 - Choose your network from the drop down menu, enter your network password and click the "**Add network to card**" button.
 - Click "**Share photos online**" if you want to set up sharing your photos on the web at this time. You may also skip this step by selecting "**I don't want to set up Online Photo Sharing now**" and clicking the "**Next**" button. NOTE: Eye-Fi Home card users will not see this step.
 - Your card is ready to upload photos, remove the card and place it in your camera when you see the following screen. Take a JPEG photo and wait a few moments, you should see the image and or progress bar start in the bottom right corner.
 - Once the wireless transfer completes, you will see the Congratulations screen with your photo. Click the "**Finish**" button and you are done. You can now manage the rest of your SanDisk Eye-Fi Wireless Memory Card and account settings via SanDisk Eye-Fi Center software Settings menu.

- **How do I save photos onto my Mac or PC?**
 - Launch SanDisk® Eye-Fi™ Center software
 - Click the Settings gear icon to open the Settings panel
 - Click the "Photos" tab
 - Click the "Computer" sub-tab
 - Select the "Upload to this computer" checkbox
 - Under "Manage" select a desired folder destination for saving photos. NOTE: Apple users may use the drop-down menu to select "iPhoto" as their photo destination

- **What are the requirements to setup a SanDisk® Eye-Fi™ Wireless Memory Card?**
 - SanDisk Eye-Fi Wireless Memory Card work with 802.11b, 802.11g and backwards-compatible 802.11n wireless networks **Note:** Only networks that use the 2.4 GHz band are supported, the 5 GHz band is not supported

- SanDisk Eye-Fi Center software works with Windows[®] XP (Service Pack 3 and above), Windows Vista[®], Windows[®] 7, Mac OS X (10.5 and above with Intel processors only)
 - SanDisk Eye-Fi Center software works with Internet Explorer (Windows), Firefox (Windows and Mac OS X) and Safari 3 (Mac OS X 10.5 and above)
 - SanDisk Eye-Fi Center software is designed for displays with 1024×768 or greater resolution
 - SanDisk Eye-Fi Wireless Memory Cards require a broadband internet connection for setup and a wireless router with DHCP enabled for wireless transfers
 - The SanDisk Eye-Fi Wireless Memory Cards works with over 700 camera models that use SD[™] or SDHC[™] memory cards.
- What is the SanDisk[®] Eye-Fi[™] Wireless memory Card Warranty?
 - The SanDisk Eye-Fi Wireless Memory Card is backed by a 2 year warranty. For more information, please see www.sandisk.com/wug.
 - Are there any file size upload limitations with SanDisk[®] Eye-Fi[™] Wireless Memory Card?
 - A SanDisk Eye-Fi Wireless Memory Card can upload photos of any size to your computer and online sharing site. Video files are limited to less than 2GB for both your computer and online sharing site. Photos and videos are always stored on the card in their original size and resolution. Depending on the online sharing site you use, photos may be resized by the SanDisk Eye-Fi Center software in order to meet the requirements of the site. Additionally, photo and video uploads may be limited by size, length as well as bandwidth limits depending on what type of account you have with a particular sharing site. Please refer to your online sharing sites information page for specific limits regarding your particular account.
 - What are the technical specifications of the SanDisk[®] Eye-Fi[™] Wireless Memory Card?
 - Wi-Fi Security: Static WEP 64/128, WPA-PSK, WPA2-PSK
Note: Shared WEP and Apple's version of WEP TSN are not supported.
 - 802.11 b/g/n protocol support on the 2.4GHz band. Note: 5 GHz band not supported
 - Typical Range: 90 feet (27 m) outdoors and 45 (13 m) feet indoors
 - Storage Capacity: 2.0GB, 4.0GB and 8.0GB (1GB is defined as 10⁹ Bytes)
 - Power: advanced power management optimizes use of camera battery
 - Card Dimensions: SDHC standard 32mm x 24mm x 2.1mm
 - Card Weight: 0.1oz.

- **Is the SanDisk® Eye-Fi™ Wireless Memory Card compatible with my camera?**
 - SanDisk Eye-Fi Wireless Memory Cards have been tested and are compatible with many cameras. Check the product compatibility tool located on the SanDisk® Eye-Fi™ Wireless Memory Card product web page for specific camera compatibility.

- **Does the SanDisk® Eye-Fi™ Wireless Memory Card drain my camera's battery life?**
 - When using the SanDisk Eye-Fi Wireless Memory Card to take photos, a camera's battery life will not be noticeably shorter than when using a standard SDHC™ memory card. While uploading photos, battery usage will vary depending on the number and size of your photos, as well as the speed of your network connection. The SanDisk Eye-Fi Wireless Memory Card uses advanced power management to optimize the life of your camera's battery.

- **Why are my uploads slow or intermittent?**
 - You may experience intermittent uploads if:
 - **Out of range of your wireless network.** The wireless range of your SanDisk® Eye-Fi™ Wireless Memory Card for photo and video uploads is listed as 45 feet indoors and 90 feet outdoors. These values are under ideal conditions, camera bodies, walls, building materials and other electronic devices can contribute to reducing your card's wireless range. When encountering wireless upload failures from within your camera, move your camera closer to your wireless router. Generally if you are within 15-20 feet in line of sight of the router you should be fine. Take several pics and wait for a minute or two to see if the card uploads. If it still fails, remove the card from the camera and insert it into your computer via the supplied card reader. This will allow for maximum range since the card's antenna will not be constrained by a camera body.
 - **Your camera's power settings have not been adjusted.** If you are having difficulty having the card transfer the files while it's in your camera, make sure that the power-management settings of your camera are adjusted so that it does not power-down immediately. Most cameras have the ability to adjust the amount of time before the camera cuts power to the card slot. Make sure to extend the amount of time the camera keeps power on to as long as possible via your camera's "Auto Power Off" setting. This will insure that the card has power when it needs to upload files.

- **How do you set up Direct Mode with an Apple iOS device?**
 - Setting up Direct Mode involves updating the SanDisk® Eye-Fi™ Center software and your SanDisk Eye-Fi Wireless Memory Card firmware if necessary, pairing your card to your iOS device and deploying your Direct Mode network. Thereafter, whenever your card has media to transfer it will either make use of an

existing Wi-Fi® network or deploy its direct mode network that your iOS device can use to receive media from your SanDisk Eye-Fi Wireless Memory Card via the Eye-Fi™ App for iOS.

- **Step I: Download and set up the Eye-Fi™ App for Apple iOS**
 - On your iOS device, access the App Store and search for " Eye-Fi™"
 - Download and install the Eye-Fi App for iOS
 - Launch the Eye-Fi app for iOS on your device
 - Login to your Eye-Fi account using the same credentials you use to login to SanDisk Eye-Fi Center software
 - On the “Card Paring” screen select the SanDisk® Eye-Fi™ Wireless Memory Card by turning it on
 - Tap the “Copy Password” button to add the password to the clipboard
 - Tap the “Next” button
 - Tap the “Done” button to go to the “Home Screen”
 - Your SanDisk Eye-Fi Wireless Memory Card and iOS device have been paired. The next step is to enable Direct Mode on the card you selected in #5 above. Go to Step II below to enable Direct Mode.
- **Step II: Enable Direct Mode on your SanDisk® Eye-Fi™ Wireless Memory Card**
 - Update SanDisk Eye-Fi Center software if necessary
 - Update your SanDisk Eye-Fi Wireless Memory Card Firmware if necessary
 - Launch SanDisk Eye-Fi Center software if not already running and insert your SanDisk Eye-Fi Wireless Memory Card into the card reader and into your computer
 - Select your card from the Device list and click the Settings gear icon
 - Select the ‘Direct Mode’ sub-tab from the Network tab
 - Check the ‘When no known Wi-Fi networks are in range, start the Direct Mode network.’ check box
 - Choose different settings for the "Wait" sliders if desired, we recommend setting both sliders to 2 minutes for initial setup
 - Click the "Save" button
 - Click the "Start Direct Mode Network" button to view and add the SanDisk Eye-Fi Wireless Memory Card network to your iOS device
 - The Direct Mode network will now be deployed by your SanDisk Eye-Fi Wireless Memory Card while it is in the card reader. Go to Step III to add the Direct Mode network to your iOS device.
- **Step III: Adding the Direct Mode network to your iOS device**
 - Do not remove the SanDisk Eye-Fi Wireless Memory Card from your computer

- Start the Eye-Fi™ app if it is not already running on your iOS device
 - Open the "Settings" screen on your iOS device
 - Tap "Wi-Fi"
 - Tap the name of the Direct Mode network (you may need to wait for a few moments before it appears)
 - Tap and hold the password field to paste the password
 - Tap the "Join" button to join the network. Your iOS device is now connected to SanDisk Eye-Fi Wireless Memory Card's network
 - Double Click the "Home" button and select the Eye-Fi™ app
- **Step IV: Transferring photos to your iOS device via Direct Mode**
- When your card has photos ready to be transferred and **there are no other known networks for your card to join**, your SanDisk® Eye-Fi™ Wireless Memory Card will create a Direct Mode network. All you need to do is connect your iOS device to the SanDisk Eye-Fi Wireless Memory Card Direct Mode Network (described below) to start receiving photos on your iOS device. If you are within range of a wireless network your card will be able to use that network instead of deploying its Direct Mode network.
 - Insert your SanDisk Eye-Fi Wireless Memory Card into your camera and shoot several pictures
 - Start the Eye-Fi™ app if it is not already running on the device
 - New photos will appear as they are received on the Home screen
- It is important to understand that if other Wi-Fi networks are available, your iOS device will most likely connect to these even if your SanDisk Eye-Fi Wireless Memory Card deploys its network. If this is the case, you will need to manually connect to the SanDisk Eye-Fi Wireless Memory Card Direct Mode network before transfers via Direct Mode can be received by your iOS device.
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- [My photos/videos aren't uploading, how do I correct this?](#)
 - There are several factors to consider when a SanDisk® Eye-Fi™ Wireless Memory Card fails to wirelessly upload photos and videos. First off it is important to note that the only way files are automatically uploaded off a SanDisk Eye-Fi Wireless Memory Card is wirelessly. It does not matter what kind of device the card is plugged into. If the card is getting power it will attempt to upload files. This is helpful information since it can be used to help diagnose upload failures.
 - **Can the card make use of an available network?** When a SanDisk Eye-Fi Wireless Memory Card has power it will attempt to upload files via a known and configured wireless network. So it is important to be sure the card can make use of an available wireless network. Re-adding a known network will help you confirm that the card is wirelessly able to access and communicate with your network, therefore confirming that the card's wireless functionality is fine. If you are unable to add the network, then it is unlikely photos will upload.
 - **Make sure the card has power** If you're having difficulty having the card transfer the files while it's in your camera, make sure that the power-management

settings of your camera are adjusted so that it does not power-down immediately. Most cameras have the ability to adjust the amount of time before the camera cuts power to the card slot. Make sure to extend the amount of time the camera keeps power on to as long as possible via your camera's "Auto Power Off" setting. This will insure that the card has power when it needs to upload files.

- **Range variability** The wireless range of your SanDisk Eye-Fi Wireless Memory Card for photo and video uploads is listed as 45 feet indoors and 90 feet outdoors. These values are under ideal conditions, camera bodies, walls, building materials and other electronic devices can contribute to reducing your card's wireless range. When encountering wireless upload failures from within your camera, move your camera closer to your wireless router. Generally if you are within 15-20 feet in line of sight of the router you should be fine. Take several pics and wait for a minute or two to see if the card uploads. If it still fails, remove the card from the camera and insert it into your computer via the supplied card reader. This will allow for maximum range since the card's antenna will not be constrained by a camera body.
 - **Network and router firewalls** Sometimes a router firewall can create an environment that is difficult for the SanDisk Eye-Fi Wireless Memory Card to work in. If you are comfortable editing the settings of your router, you may want to try to disable any firewall that your router may be using to see if this is affecting your card's wireless ability.
- [How do I set up Direct Mode with an Android phone or tablet](#)
 - **Step I: Enable Direct Mode on your SanDisk[®] Eye-Fi[™] Wireless Memory Card**
 - Update SanDisk Eye-Fi Center software
 - Update your SanDisk Eye-Fi Wireless Memory Card Firmware
 - Launch SanDisk Eye-Fi Center software if not already running and insert your SanDisk Eye-Fi Wireless Memory Card
 - Select your card from the Device list and click the Settings gear icon
 - From the Network Tab, select the 'Direct Mode' sub-tab
 - Check the 'Enable Direct Mode' check box*
 - Choose different settings for the "Wait" sliders if desired
 - Choose different settings for the "Wait" sliders if desired
 - **Step II: Download and set up the Eye-Fi[™] App for Android**
 - Go to the Eye-Fi app for Android page on your Android device
 - Download Eye-Fi app for Android
 - Be sure that Wi-Fi is enabled under the "Wireless & network settings"
 - Install Eye-Fi app for Android
 - Sign into your Eye-Fi account
 - Under the "SanDisk[®] Eye-Fi[™] Wireless Memory Card Pairing" screen, select the SanDisk Eye-Fi Wireless Memory Card you used in Step I above
 - Select the media types you want delivered to your Android device, Photos, Videos and RAW

- Tap the 'Ok' button
 - You will see a small pop-up at the bottom of the screen stating that you have successfully paired your SanDisk Eye-Fi Wireless Memory Card with your Android device
 - Tap "Continue" to display the FAQ
 - Tap "Continue" to proceed to the Home screen
 - Your SanDisk Eye-Fi Wireless Memory Card and Android device have been paired. When your card has photos ready to be transferred, your SanDisk Eye-Fi Wireless Memory Card will start a Direct Mode network. About 30 seconds later, your device will prompt you to disconnect from the internet and connect to your Direct Mode network. Press the "Connect" button to start to receiving files.
- **Step III: Sending photos to your Android device**
 - Insert your SanDisk[®] Eye-Fi[™] Wireless Memory Card into your camera and shoot several pictures
 - Start the Eye-Fi[™] app if it is not already running on the device
 - Click "Connect" when prompted on your device to connect to Direct Mode network
 - Photos will start to be received in a few moments
- **My app is not receiving photos – what's wrong?**
 - Check that the camera is on and has new pictures to transfer
 - Make sure that your mobile device is connected to the SanDisk[®] Eye-Fi[™] Wireless Memory Card network
 - Turn your camera off and then on to see if this helps
 - Be sure that your mobile device set as the destination for your SanDisk Eye-Fi Wireless Memory Card (Android instructions, iOS instructions)
- **How long does it take for the app to notice the SanDisk[®] Eye-Fi[™] Wireless Memory Card network?**
 - When the Eye-Fi[™] App on your mobile device is running it should see your SanDisk Eye-Fi Wireless Memory Card network in 10-20 seconds after you take a photo/video.
- **How do I get photos to my computer?**
 - Go to Settings ->Upload Preferences and select "Upload to computer". This will enable the Eye-Fi[™] app to automatically upload
 - Please make sure you first go to our SanDisk[®] Eye-Fi[™] Center software desktop application, click on the newly added mobile device name on the left bar, click on the Settings gear and set that computer as the destination for items from your mobile device.
- **How many cards can connect to a computer with Direct Mode?**
 - One – The soft AP created by a SanDisk[®] Eye-Fi[™] Wireless Memory Card with Direct Mode enabled will only allow a connection to a single device at a time.
- **What is the priority of connections to consider when using a SanDisk[®] Eye-Fi[™] Wireless Memory Card with Direct Mode enabled?**

- Direct mode has the lowest priority for connectivity. If one wants to use primarily Direct Mode and is going to be in an environment where there are other networks known to the card, it would be best to remove all other networks and disable hotspot from the card so that the direct mode network is always available.
 1. Ad-Hoc connections
 2. Infrastructure WLAN
 3. Hotspot
 4. Direct Mode

- Will a SanDisk® Eye-Fi™ Wireless Memory Card in Direct Mode transfer on demand?
 - No, the card uploads photos automatically when photos are detected and connected to a paired device.

- Can the Eye-Fi™ app on my device communicate with a paired SanDisk® Eye-Fi™ Wireless Memory Card when they are on the same WLAN?
 - Yes, the App will communicate with the card over the WLAN if both devices are on the same network. If the devices are not on the same network, the card will create a Direct Mode network that a device can use to communicate directly with the card.

- What are the minimum operating system requirements for my Android Smartphone or Tablet?
 - Android 2.1 and above

- What are the minimum operating requirements for my iOS device (iPhone or iPad)?
 - iOS 4.0 and above

- Can I upload my pictures to both my mobile device and to a computer on the network?
 - Yes, you are able to upload pictures to both your iOS device and your computer; however you are not able to simultaneously upload to both.
 - With Direct Mode, your mobile device can be set to receive pictures from your card. Upon receiving the images, the mobile device can automatically transfer along to your computer.