iOS USER GUIDE

YOUR BEACON OF HOPE
HAS ARRIVED
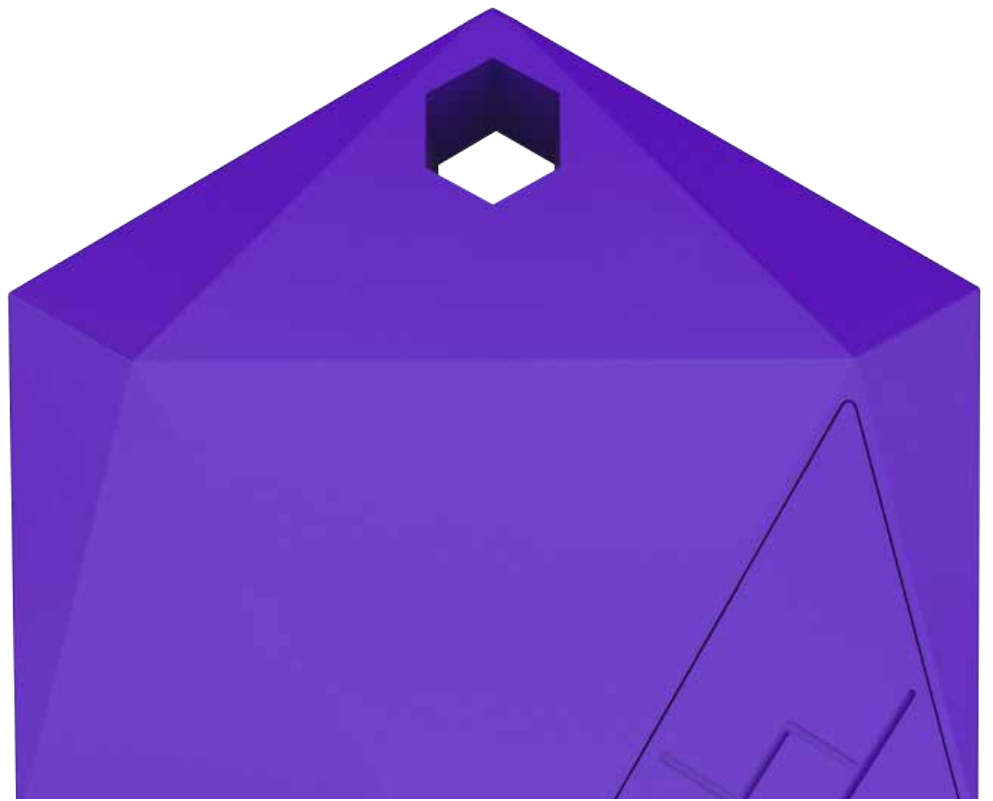
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AN INTRODUCTION

XY - The Persistent Company began in 2012, and since that time, every branch of our business has been dedicated to the same goal - making people, places, and things easier to the locate.

XY Finders are the market's most powerful Bluetooth item finders. They're a type of a device known as a Bluetooth beacon, which pulse a radio signal that can communicate with a mobile device, such as a smart-phone or tablet computer. The XY Find It app is what connects your phone or tablet to your XY Finder.

Your mobile device can estimate the proximity of an XY Finder based on how strong its signal is, and it can signal the finder to beep so you can find it even if it's not in view. Most models of XY Finder also have a button, which allow you to signal back to your device, ringing your phone if the XY Find It app is running.

Additionally, using your device's location services, XY Find It can remember where it detects your XY Finder, and save that information for later so you can retrieve objects you misplace. If you lose an object, you can flag it as lost, so that anyone else using XY Find It can let you know where it was found - anonymously and automatically.

You can even put your items on a digital leash using KeepNear, which notifies your device when your XY Finder leaves its range.

XY Finders are the helper you've always wanted when you misplace something. Everyone leaves their keys behind, accidentally drops some-thing, or forgets where they parked their car. XY designs solutions for these frustrating problems.

THE ADVANTAGE OF BLUETOOTH

Why are XY Finders a Bluetooth beacon rather than some other kind of technology, like cellular or satellite-based devices? Lots of reasons, really. For many consumers, Bluetooth technology is the most viable solution to their needs.

Bluetooth devices connect directly to your phone or tablet, so they're a one-time purchase. No extra service is required, and since we make our app available for free, the only thing you'll ever pay for it is your XY Finder. Cellular and satellite devices must connect to a network, and will virtually always require a service fee.

Additionally, Bluetooth beacons can be much, much smaller than their bigger cousins. A Bluetooth beacon doesn't have to be much larger than its battery, which means we can make a device small enough to fit on almost any item.

Perhaps most importantly, XY Finders use a technology called BLE (Bluetooth Low Energy), which means their power consumption is miniscule compared to big cellular devices. They don't require recharging, and our industry-leading XY4+ has a battery life of up to 5 years. That kind of long-term reliability can't be underestimated for a device that functions as a memory aid.

XY4+

XY4+ has a button that's a separate piece inset into the body of the finder. On the back, there are four tiny pinholes in the center and a number 4 set into a circle. It's 18% larger than earlier models.

Range	Maximum 300 feet (100 meters)
Battery Life	3 to 5 years
Battery Size	CR3032
Dimensions	1.5 x 1.75 x 0.39 in (3.81 x 4.45 x 0.99 cm)
Weight	0.5 oz (14.18 g)

This guide will exclusively cover our most recent model, XY4+. Guides are available for our older models on our website, xyfindit.com.

Please note that the XY1 model is no longer supported and documentation will not be made available. Please contact our customer service team at support@xyfindit.com if you have any questions.

OLDER VERSIONS

XY2

XY3

XYGPS

XY FIND IT SYSTEM REQUIREMENTS & SETTINGS

iOS

The XY Find It app for iOS requires iOS 9 or later.

Bluetooth service must be enabled. Turning Bluetooth service off will immediately cease all tracking of your XY Finders. Restarting Bluetooth or restarting your device from time to time may help some iOS devices maintain connectivity.

Location service must be enabled. This is critical for the function of the map feature in XY Find It. We recommend that your location services be set to "Always" mode, which can be found under system settings under XY Find It once the app is installed.

Internet service must be enabled, either via WiFi or mobile data. XY Find It works by storing data on our servers so that your information is safe and easy to transfer from one device to another. An internet connection is required to communicate with our servers.

For best results, ensure "Background App Refresh" is enabled, which can be found under system settings under XY Find It once the app is installed. This ensures that XY Find It can maintain connectivity even when pushed to the background (open but not visible on your screen).

Important: XY Find It is compatible only with the Android and iOS platforms. It is not compatible with Windows Phone, Blackberry, or any desktop/laptop operating systems, such as MacOS or Windows. Compatibility may be an issue for proprietary versions of Android, such as FireOS (Amazon), Oxygen-OS (OnePlus), or MIUI (Xiaomi).
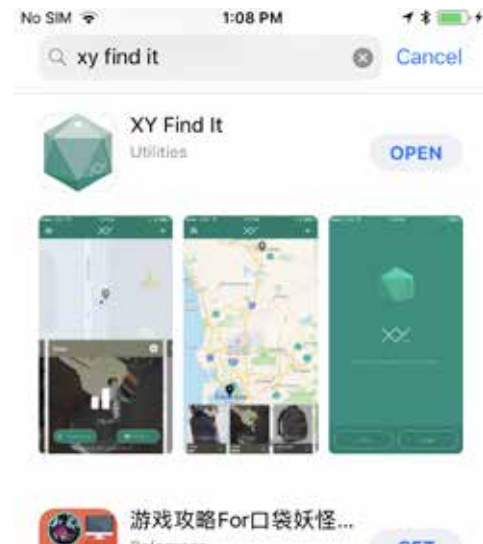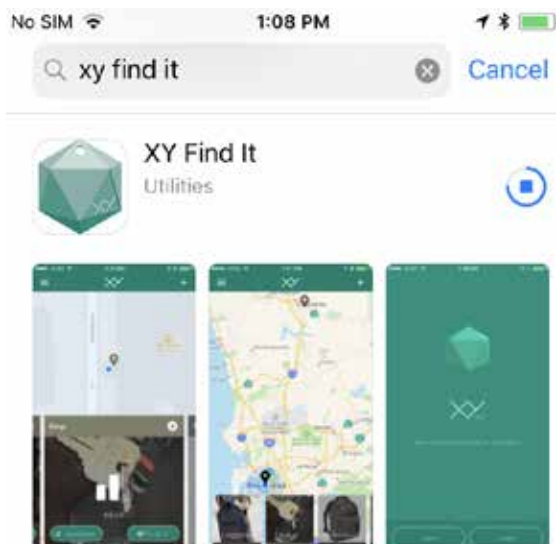
QUICK SETUP INSTRUCTIONS

If you've never used XY Find It before, open the App Store on your iPhone or iPad.

Search for "XY Find It" using the search bar. XY Find It will be the first result. Tap the cloud button to install XY Find It on your device.
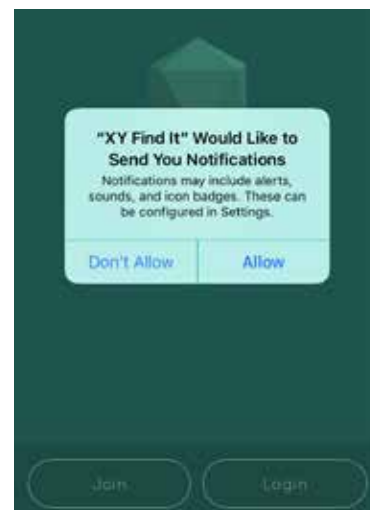
Tap on Open when the installation is complete.

While XY Find It is downloading and installing, make sure you have Bluetooth and location services turned on from your device's Settings menu.

When the app asks you for access to anything, tap on Allow to make sure XY Find It can do everything it needs to do.

To create a new XY Find It account, tap on Join..

QUICK SETUP INSTRUCTIONS

CREATING AN ACCOUNT

Enter your first and last name.

Next, enter your email address and verify it. Make sure to use a valid email address because we'll use it to send you a new password if you ever lose your password.
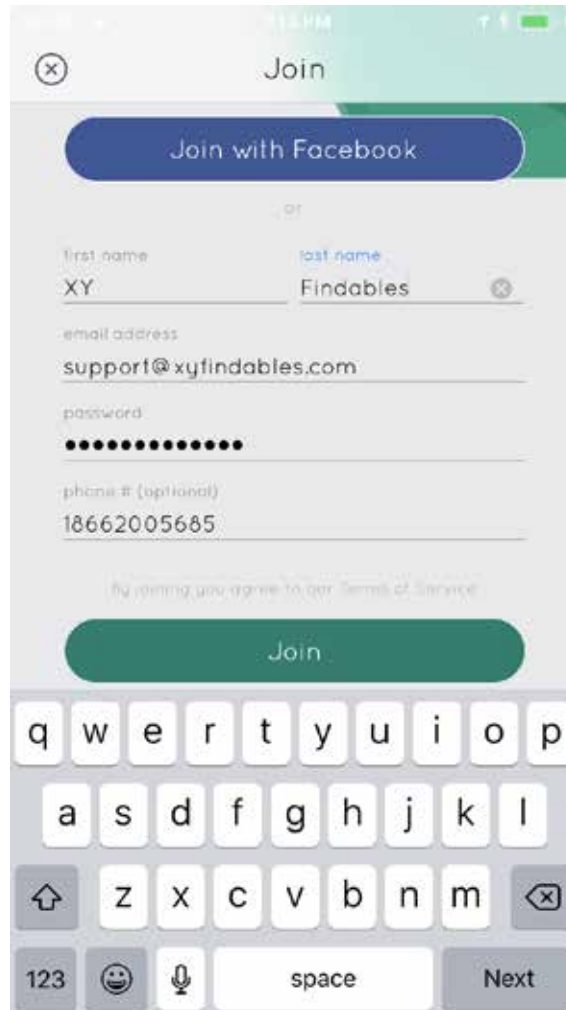
You may enter your phone number if you wish.

Finally, enter a password and be sure it's the one you wish to use.
You may check the box next to "show password" to verify that it's accurate.

When your information is correct, tap on "join."

Be sure to double check and confirm your email address!

You're now logged into your XY Find It account! You'll see a map and some controls.

QUICK SETUP INSTRUCTIONS

ADDING YOUR FIRST FINDER

To add your first XY Finder, tap on the plus sign in the top right corner.

Choose the model of XY Finder you're using from the list of models. Most likely, if you've purchased your XY Finder recently, you have an XY4+.

Double check your XY Finder against the descriptions to make sure!

You can also register your iPhone or iPad from this page later on.

Press the button on your XY Finder twice. One press will wake it up, and the next press will signal your phone or tablet.

When your phone detects the finder, tap on "Next."

Label your XY Finder where the app says, "What will you attach XY to?" So for example, if you're putting your XY Finder on your keys, type "keys." Or if you're putting your XY Finder on your cat, type "Fluffy."

QUICK SETUP INSTRUCTIONS

ADDING YOUR FIRST FINDER (CONTINUED)

Let's add a photo to represent your XY Finder or the item it's attached to. You can always change these details later if you like.

Tap on the camera icon in front of the XY Finder. Select "Open Camera" if you want to take a new photo, or select "Open Photo Library" if you want to select a picture you already have.

Select a photo, or take a photo and select "OK" to add a photo to your XY Finder.

Tap on "save" when you're ready to use your XY Finder.

Your XY Finder will now appear along the bottom of your screen below the map.

The map will zoom in on its last detected location, which will be where you are right now.

Your XY Finder is now ready for use! Please proceed to the next section to learn how to use your XY Finder.
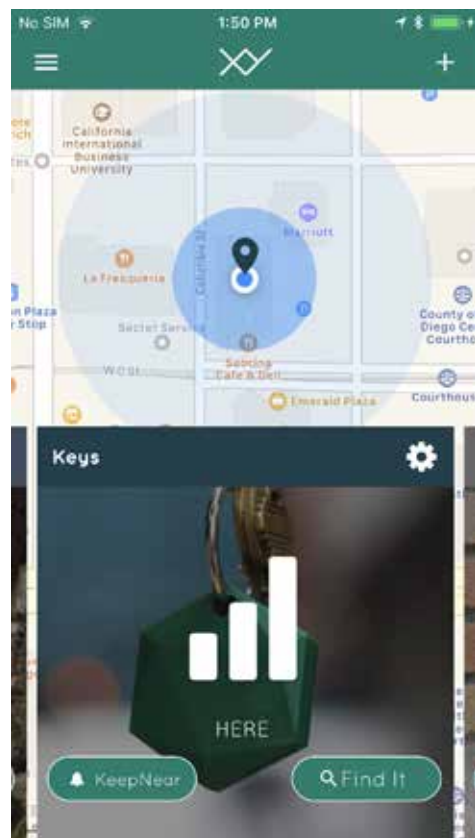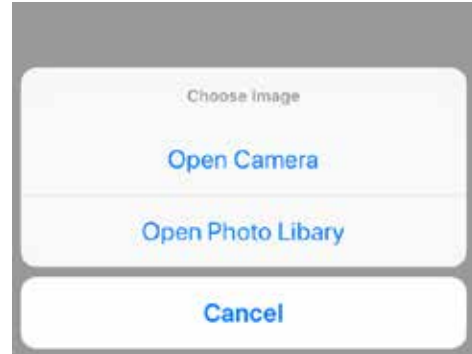
USING YOUR XY4+

ap on the image of your XY Finder to make it pop up. The app will also zoom in on the map location where your XY Finder was last detected. It will be represented by a drop-shaped pin.

You can manipulate the map by zooming or swiping. The pulsing blue dot represents the device you're currently using.

Your phone can detect how close your XY Finder is, and will display a proximity such as "Here" or "Very near." When you walk away from your XY Finder, your phone will display different distances, like "Very Far."

Your phone is detecting how strong your XY Finder's Bluetooth signal is. The clearer the path between your phone and your XY Finder, the farther away your phone will be able to detect it.

When you're near your XY Finder, you can tap on "Find It" to make your XY Finder beep.

KeepNear allows your phone to notify you when your XY Finder goes out of Bluetooth range, or comes back into range.

You can turn it on by tapping KeepNear.

Tap on the gear icon to the right of the name of your XY Finder to change its settings.
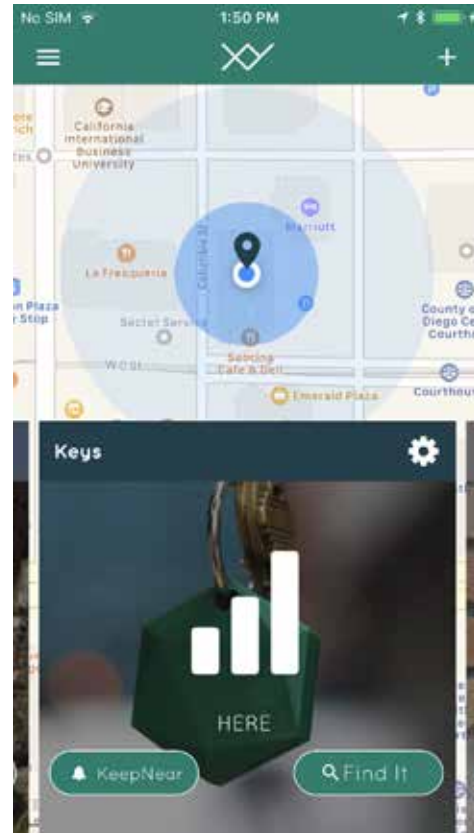
USING YOUR XY4+

CHANGING YOUR FINDER SETTINGS

You can change the name of your XY Finder, or change the photo associated with it here. This is handy when you want to switch your finder from one item to another, for example moving it from your keys to your T.V. remote.

Use the "Find My Phone" switch to enable or disable this XY Finder's ability to signal your phone to ring in case you misplace it.

The app must be running on your phone in order for this feature to work. You may wish to limit it to one or two XY Finders - too many open Bluetooth connections at any given time will reduce your phone's Bluetooth connectivity!

If you wish to remove this XY Finder from your account so it can be registered to a different account, tap on the big red button.

If you make any changes other than removing the finder from your account, be sure to save them by tapping on the check mark icon in the top right corner.

XY FIND IT APP MENU

SETTINGS

When you're back at the page with a map - the My Items page - you can also access the app menu.

Tap on the three lines that look like a hamburger in the top left corner.

If you tap on your name and email address, you'll be taken to your account information.

Begin by tapping the pencil icon in the top right corner to enable editing.

Tap on the white silhouette inside a dark circle to add a photo to represent you or your account if you like.

You can also change your name, phone number, email address, or password. Be sure to make a note of the email address and password you use so you can log in!

Tap on the big red button to sign out, or tap on the check mark in the top right corner to save any changes you make.
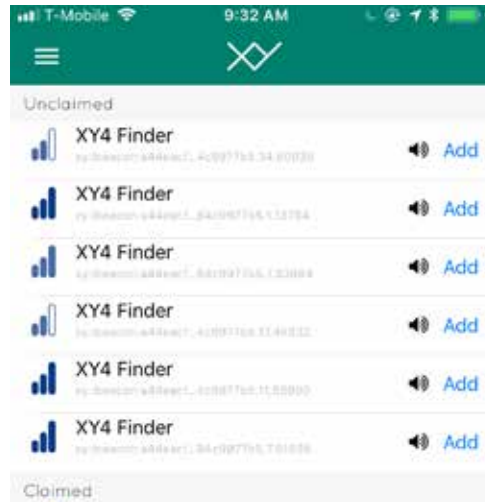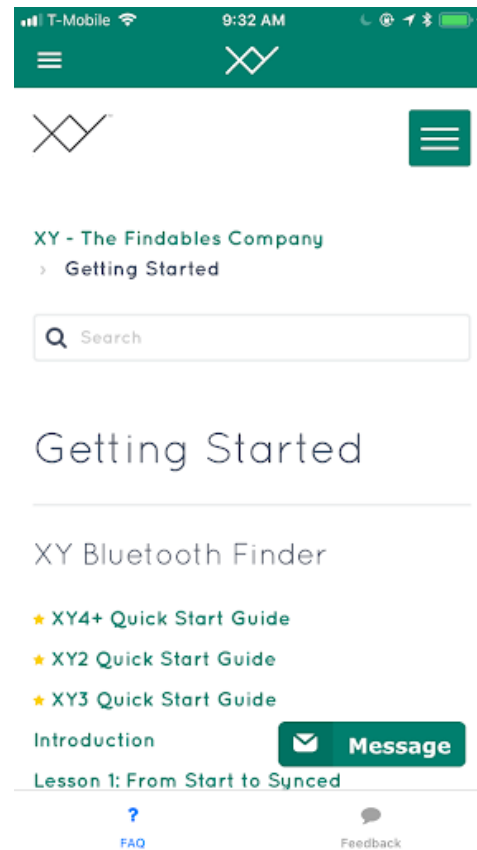
XY FIND IT APP MENU

SETTINGS

If you tap on "Nearby" from the menu, the app will list all of the XY Finders it can detect near your phone.

If no one owns an XY Finder, you'll see it near the top. You can tap on the speaker icon on the right to beep it, or "Add" to proceed with claiming it to your account.

All other finders will appear at the end of the list. If another account owns an XY Finder, you won't be able to see any identifying information about it.

From the menu, if you tap on "Help," our help center will open in your default browser. From here, you can access all of our online articles and get answers to your most pressing questions right away.

XY FIND IT APP MENU

SETTINGS

The last option on the menu is Settings. If you tap Settings, you'll be taken to the XY Find It Settings page, which you can also access from your system Settings app.

Make sure location is set to Always and Background App Refresh is on to ensure accurate tracking.

If you would like to be able to ring your phone by pressing the buttons on enabled XY Finders, make sure "Alert When XY Find It Button Pressed" is turned on.

If you tap on "Notifications," you'll see some changes you can make to how the XY Find It app sends your phone notifications. This is especially important for the KeepNear function.

Make sure to have Allow Notifications on if you ever wish to use KeepNear or Find My Phone.


If you tap "KeepNear Sensitivity," you'll be able to change how easily you receive a KeepNear alert from your XY Finder.

High sensitivity will trigger faster, while Normal sensitivity will double check for a signal from your XY Finder before triggering.

When you're done using XY Find It, please be sure to simply push the app to the background by pressing the Home button on your iOS device. (Swipe up from the bottom of your screen if you're using iPhone X.)

If you choose to close the XY Find It app, you may do so as you would with any other app, but tracking of your XY Finders will cease immediately. Please choose the option that best meets your needs.

That's all the important stuff. Now you're ready to use XY Find It!
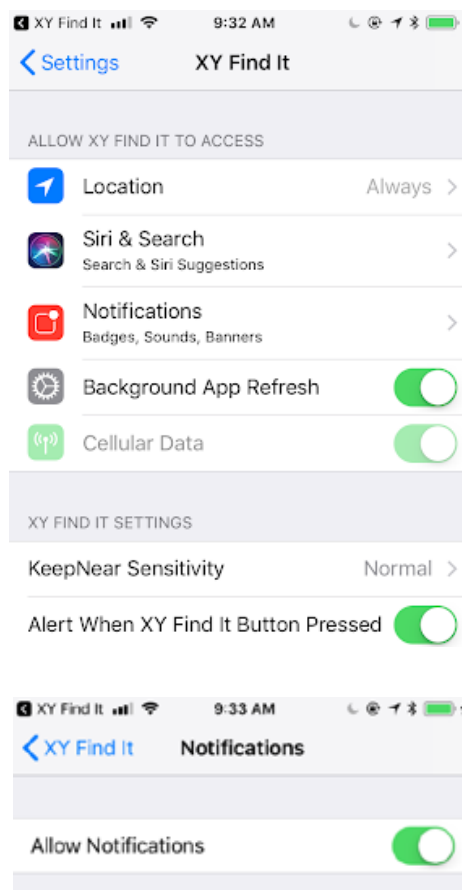
SETUP & USE TROUBLESHOOTING

If you have difficulty with any of the following steps or require further assistance, please contact XY technical support at support@xyfindit.com.

XY FINDER WONT' BEEP

Ensure your XY Finder is within range of your phone. Your phone should detect it and display its proximity. The closer the finder is, the more easily it will beep.

Ensure you have Bluetooth services turned on in your device's settings. Settings > Bluetooth (✳)

Ensure your XY Finder has a functional battery by pressing the button on the front of the finder to make it beep. If it does not beep, please replace the battery. Each XY4+ takes a single CR3032 battery.

To replace the battery in your XY Finder, open it by inserting a flat, metal tool (such as a flat head screwdriver or a small coin) in the notch along the side below the button. Gently twist the tool until the finder pops open, then remove the battery. Insert a fresh battery with the engraved writing facing up.

XY FINDER BEEPS RANDOMLY

This usually means that the battery in your XY Finder has been knocked loose.

Open your XY Finder by inserting a flat, metal tool (such as a flat head screwdriver or a small coin) in the notch along the side below the button. Gently twist the tool until the finder pops open.

Remove the battery, then firmly place it back inside the finder with the engraved writing facing up.

If this does not hold the battery firmly in place, make sure the metal contacts inside the case are tight and hold the battery firmly without allowing it to slip around.

A short, faulty weld at one of the electrical contacts, water damage, or another physical problem can also cause your XY Finder to beep at random. Please contact our customer service team (support@xyfindit.com) for further assistance.

SETUP & USE TROUBLESHOOTING

RED BANNER ACROSS THE SCREEN

A red banner across the screen when you're attempting to use XY Find It means that a critical feature of your system is turned off or inaccessible to the app. The banner will let you know which feature is turned off or cannot be accessed - for example, it will say "Bluetooth Disabled" or "Location Disabled."

Ensure that the service being requested by the app is turned on in your system settings. You may need to restart the XY Find It app to see the change reflected.

Check the permissions that have been given to the XY Find It app.

If you're using an Apple device:
Settings > XY Find It > Location > Always
Settings > XY Find It > Background App Refresh on

UNABLE TO RING PHONE

Your phone will only ring when it's turned on, when XY Find It is running, and when Bluetooth services are enabled.

XY Find It does not run automatically on iOS devices. Please open XY Find It each time you restart your device To maintain connectivity, don't close the app. Swiping the app away will close XY Find It and cease all functionality.

If you're an iOS user, ensure Find My Phone is enabled for the XY Finder you're using to signal your phone.
XY Find It > XY Finder > Settings (⚙) > Find My Phone enabled

Ensure that no other Bluetooth devices are monopolizing your phone's Bluetooth resources.

SETUP & USE TROUBLESHOOTING

XY FINDER IS OUT OF RANGE

Please note that XY4+ model finders have a detectable range of up to about 300 feet (100 meters). As with any other radio device, they are subject to interference. Some materials, such as metal and concrete, will block its signal. Devices which emit high-powered radio signals like wireless routers and microwave ovens may also cause a reduction in functionality.

If your XY Finder is within range of your phone but is not being detected, please ensure your phone's Bluetooth service is turned on:
Settings > Bluetooth (On)

Ensure you have not exceeded the device's Bluetooth capacity. If several devices are paired with your device, it may not be able to open any further connections.

Restart Bluetooth service on your device, or restart your device.

KEEPNEAR DOES NOT TRIGGER

Your phone will only ring when it's turned on, when XY Find It is running, and when Bluetooth services are enabled.

XY Find It does not run automatically on iOS devices. Please open XY Find It each time you restart your device To maintain connectivity, don't close the app. Swiping the app away will close XY Find It and cease all functionality.

Ensure KeepNear is turned on:
XY Find It > XY Finder > KeepNear on (🔔)

Ensure that notifications are enabled for the XY Find It app.

iOS users:
Settings > XY Find It > Notifications > Allow Notifications, Sounds enabled

CONTACT US

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