



# How to connect to the LiFi network for internet access

## Step 1: Connect the USB Key

- Connect the USB Key to your Windows laptop or Macbook using the USB cable.
- Locate the nearest LiFi Transceiver in the ceiling. Make sure your USB key has an unobstructed view to the Transceiver.



Figure 1 USB Access key



Figure 2 LiFi transceiver

## Step 2: Check the LED

- Yellow LED blinking:  
Connecting to the LiFi network.
- Green LED blinking:  
Connecting to Internet.
- Green LED on:  
Connected!

## What if it does not work?

**Q: The Yellow LED keeps blinking.**

**A:** Make sure the USB key is facing up on a solid surface and there is nothing blocking the view between the USB key and the nearest LiFi Transceiver. Try moving closer to the area under the LiFi Transceiver.

**Q: The Green LED keeps blinking.**

**A:** You are connected to the LiFi network but not to the Internet. Switch to the WiFi network or LAN port to check if the same issue is present there. Please contact Signify to have this fixed.

**Q: The Yellow LED is on and does not switch to green.**

**A:** The password in the USB Key is incorrect for the LiFi network. This may be because the USB Key is registered to an alternate location. If this is the case, please contact the local FM Host to arrange a temporary USB key.

**Q: Can I connect my tablet or smartphone to the LiFi network?**

**A:** No. Mobile devices are not yet supported.

**Q: I lost my USB Key.**

**A:** Please contact Signify.

**Q: Where can I find more documentation about Trulifi products?**

**A:** Here: <https://www.signify.com/global/innovation/trulifi/downloads>

**Q: I'm not able to print.**

**A:** Please set up a VPN connection. If the problem continues, please contact [customer-care.trulifi@signify.com](mailto:customer-care.trulifi@signify.com)

**Q: How can I contact Signify?**

**A:** Please contact [customer-care.trulifi@signify.com](mailto:customer-care.trulifi@signify.com)

