

Product FAQs- JioFi

Service Offerings

1) What is JioFi?

JioFi is a portable broadband device. JioFi is a device that helps to create personal hotspots allowing multiple users and mobile devices to access Jio's 4G high-speed internet connectivity.

2) What speed does JioFi device support?

You can enjoy blazing fast internet download and upload speed up to 150 Mbps and 50 Mbps respectively.

3) Does JioFi support HD video/ audio conferencing?

Yes, you can enable Audio (5+1) and Video (3+1) participation conferencing through JioCall app.

4) What is the battery backup for JioFi?

JioFi has inbuilt best-in-class 2300 mAh battery to support 5-6 hours of surf time.

5) How many devices can be connected by JioFi device?

JioFi can connect up to 10 devices + 1 USB connection, with some models even supporting up to 32 devices.

6) What are the specifications of JioFi?

- Powerful 2300 mAh battery to go on for 5-6 hours, at full charge
- Enhanced security & control
- Sleek and lightweight
- Portable Wi-Fi hotspot
- Can connect up to 10 Wi-Fi enabled devices and one on USB

7) What are the various indicator on the JioFi device for?

There are three main indicators for notifying Battery, Network signal strength and Wi-Fi connection status.

8) What are the different battery indicator notifications?

- Solid green battery indication- AC charging adaptor connected without battery inside the device
- Blinking green once indicates: AC charging adaptor connected and the battery is fully charged
- Slow blinking blue battery indicator: AC charging adaptor connected and the battery is medium charged
- Slow blinking red battery indicator: The battery is Low

9) What are the different network indicator notifications?

- Solid green towers indicate good signal strength
- Blue towers indicate a fair signal
- Solid full red tower indicates low signal coverage or no sim or sim error

10) What are the different status indicator notifications?

- Solid blue curve lines indicate- Wi-Fi is on but no devices connected
- Blinking once indicates Wi-Fi is in sleep mode
- Solid green curve lines indicate- one or more devices connected
- Blinking green once indicates WPS active
- No curved lines indicate Wi-Fi is offline

11) How to connect JioFi to your laptop or desktop?

Please follow the procedure mentioned in the link <http://tiny.cc/kyi8oy> .

12) How to connect JioFi to your smart TV?

Please follow the procedure mentioned in the link: <https://tinyurl.com/yb79w3zg> .

13) How to connect JioFi to your smartphone or tablet?

Please follow the procedure mentioned in the link: <https://tinyurl.com/yajwpyoh>.

14) How to connect your smartphones or tablets using WPS option?

Get the process by clicking on the following link <https://tinyurl.com/ybptcfbp>.

15) How to Setup your JioFi Device?

To set up your JioFi device click on the following link: <https://tinyurl.com/ycse8a9f> and follow the instructions mentioned.

16) How to use Jio Apps on smartphones or tablets using your JioFi?

Please click here to know how to use Jio Apps on smartphone and tablet using JioFi: <https://tinyurl.com/y95ncspq>.

17) What speed will be I get post 100% data consumption of the 4G data quota?

Post the 100% data consumption from, data services will continue at speeds up to 64 kbps.

Buying

18) How Can I purchase a JioFi Device?

- You can place an order through your Jio representative. Jio representative will take you through the process and documentation required to place an order.
- Or
- You can purchase JioFi online through www.jio.com or from your nearest Jio Store, Jio Retailer, select modern trade outlets. You can also purchase it from e-commerce websites like Amazon and Flipkart.

19) What if an individual wants to buy JioFi?

For non- enterprise customers kindly visit jio.com consumer site.

Onboarding & Activation

20) Which documents can I submit as Proof of Address of the organisation?

Please click [here](#) to view the documents that can be accepted as proof of address for the organisation.

21) What documents are required as proof of identity of the organisation?

Please click [here](#) to view the documents that can be accepted as proof of identity for the organisation.

22) What documents are accepted as proof of authorization for authorized signatory of the organisation?

Listed below are the documents accepted as proof of authorization for authorized signatory of the organization:

Sr. No	Type of Document (Proof of Authorization for Authorized Signatory of the Organization)
1	Memorandum of Association
2	Power of Attorney (along with linkage proof)
3	Board Resolution with letter of authority on organization's letter head Signed by Company Secretary
4	Board Resolution with letter of authority on organization's letter head (along with linkage proof if signed by any person other than CS)
5	Certificate from Bank certifying the person as Authorized Signatory
6	Proprietorship Deed
7	Partnership Deed
8	GST certificate having name/ designation of the Authorized Signatory

9	Any document issued by Government authorities establishing the authorization of AS e.g. Shop & Establishment Certificate, Labour Certificate, EXIM Certificate
10	Self-Authorisation on Govt letterhead

23) What documents are accepted as proof of identity of authorized signatory for the organisation?

Please click [here](#) to view the documents that can be accepted as proof of personal identity for authorized signatory for the organisation.

24) Do the Proof of Identity documents also need to carry the address?

Yes, address of the location where the Bills need to be dispatched is required.

25) Why is the billing address proof required?

It is required to dispatch paper bills (in case opted for).

Customer Service

26) I have received a defective/ broken JioFi device, what should I do?

Please submit the faulty device along with all accessories, packing box & invoice to the nearest Jio centre within two working days from the invoice date. Basis verification procedure for the damages or faults, it will be either replaced or repaired as per the policy.

27) My JioFi device got damaged after few days of usage, what should I do?

Please submit the damaged device at nearest Jio centre where it will be treated as per warranty & device repair or replacement policy.

28) I forgot my JioFi number. What should I do?

You can know your JioFi number in the following two ways:

Option 1: Using MyJio App

Open MyJio App and login with your Jio ID & Password. View your Jio Number at the top of the screen

Option2: By sending SMS

SMS Jio<IMEI>to 199 from any Jio number

Note: If you wish to send SMS from any Non-Jio number, send the SMS to 7021799999 you will receive an SMS with the Jio number associated with the specified IMEI.

Example:

SMS Jio 123456789123456 to 199 or 7021799999

Note: To see your JioFi IMEI number, open the battery compartment and remove the battery Or, you can also find the same on the original JioFi box.

29) I have lost/ misplaced my device, what should I do?

Please contact your Jio Partner or write to us at businesscare@jio.com or call us on 1800 8899 999. Jio will provide a quick resolution to your problem.

30) My Jio SIM is not working. What should I do?

Please contact your Jio Partner or write to us at businesscare@jio.com or call us on 1800 8899 999. Jio will provide a quick resolution to your problem.

31) My employee has left the organization & wants to take the JioFi device with him. What should I do?

The organization can handover the device to the employee after paying exit charges to RJIL as per the terms and conditions of the Master Service Agreement. Ownership migration from organisation owned to individual owned connection is not allowed as part of this offer.

Bill & Pay

32) Is there any exit charges for the JioFi services?

For the postpaid, exit charges of Rs.2000 are applicable, if you discontinue the services before the end of contract period. For prepaid no such charges exist.

33) How can COCP postpaid users opt for the data booster/ 4G data voucher?

Authorized signatory can pay and opt for these data boosters on COCP numbers for their organization from self-care portal alternatively end COCP user can also pay and opt for these data boosters/ pack through MyJio/Jio.com.

34) How can COCP prepaid users opt for the data booster/ 4G data voucher?

Authorized signatory can pay and opt for these data boosters on COCP numbers for their organization from self-care portal alternatively end COCP user can also pay and opt for these data boosters/ pack through MyJio/Jio.com.

35) How can IOIP prepaid users opt for the data booster plans?

End users can pay and opt for these data boosters/ pack through MyJio/ Jio.com

36) How can IOIP postpaid user opt for the data booster plans?

End users can pay and opt for these data boosters/ pack through MyJio/ Jio.com

37) I do not want to continue with JioFi Offer anymore, what should I do?

You may choose to discontinue from JioFi Offer any time after paying exit charges as defined in Master Service Agreement.

38) Can I place a multi-location order?

Yes, we offer delivery of JioFi Devices and Jio SIMs at all customer locations across India. For device delivery you need to place an order of minimum 10 devices per location.