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Troubleshooting

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Operating Environment

Use Wi-Fi router in any of these operating environments:

 Compatible Operating Systems: Windows® XP Windows Vista® Windows® 7 Mac OS X or later Compatible Browser: Windows Internet Explorer 6.0 or later Mac OS X Safari 1.0 or later Chrome Firefox

Compatible OS includes both English and Japanese versions.

Use outside these environments may affect performance. Operating environment (hardware, connected peripherals, installed applications, etc.) may also affect performance.

• For PC support, OS version upgrade information, etc., see corresponding manufacturer's product support documentation.

General Use

- Even within service areas, transmissions may be disrupted inside buildings, aboard trains, inside tunnels, underground, behind buildings, in valleys, etc. Signal may be weak in some areas. Signals may not travel well in some areas in certain regions.
- Extremely strong or weak signals may disrupt transmissions. Transmissions may be disrupted even when signals are fine.
- Router transmissions are highly secure, however, eavesdropping can occur. Please use accordingly.
- Wi-Fi router is a radio as stipulated by the Radio Law. Under the Radio Law, it
 must be submitted for inspection upon request.
- Use Wi-Fi router without disturbing others.
- USIM Card must be inserted to use 3G or SoftBank Wi-Fi Spots, or to perform software update.
- SoftBank Mobile is not liable for any damages/recovery costs associated with the use of Wi-Fi router.
- Wi-Fi router is designed for use in Japan only. Keep Wi-Fi router off in any other countries.
- Wi-Fi router is not licensed for use outside Japan.
- Powering on Wi-Fi router outside Japan may be in breach of laws and subject to a penalty.
- Wi-Fi router software can be updated. Use Wi-Fi router with the latest software.

Safety Precautions

- Read Safety Precautions before using Wi-Fi router. Be sure to keep this guide handy for future reference.
- Observe precautions to avoid injury to self or others, or damage to property.
- SoftBank Mobile is not liable for any damages resulting from use of Wi-Fi router.

Labels

These labels show degree of risk from improper use; learn them before reading on:

DANGER Great risk of death or serious injury ¹	
	Risk of death or serious injury ¹
CAUTION Risk of minor injury ² or damage to property ³	

¹ Includes blindness, wounds, low/high heat burns, electric shock, bone fractures, poisoning or other physical harm with aftereffects, or requiring hospitalization or ongoing hospital visits.

² Includes wounds, burns, electric shock or other physical harm not requiring hospitalization or ongoing hospital visits.

³ Includes damage to home, furniture, livestock, pets, etc.

Symbols

These symbols signify prohibited/compulsory actions; learn them before reading on:

Prohibited	Prohibited actions	
Do not Disassemble	Disassembly prohibited	
Avoid Liquids Or Moisture	xposure to liquids prohibited	
Do Not Use Wet Hands	Use with wet hands prohibited	
Compulsory	Compulsory actions	
Disconnect Power Source	Unplug from outlet	

Wi-Fi Router, Battery, USIM Card, AC Charger, Micro USB Cable, Cradle

🕂 DANGER



Use specified Battery, AC Charger, Micro USB Cable only.

Non-specified equipment use may cause Battery to leak, overheat, burst or ignite, and may cause AC Charger to overheat, ignite, malfunction, etc.



Do not disassemble, modify or solder Wi-Fi router or related hardware.

Disassemble May cause fire, injury, electric shock or malfunction. Battery may leak, overheat, burst or ignite. Modifying Wi-Fi router is prohibited by the Radio Law and subject to a penalty.



Do not expose to liquids.

Avoid Liquids Or Moisture Or Moisture Or Moisture



Do not charge Battery in or expose Wi-Fi router or related hardware to extreme heat (fire, heat sources, direct sunlight, inside vehicles, etc.).

May cause warping/malfunction; Battery may leak, overheat, ignite or burst. Wi-Fi router or related hardware may become hot to the touch, leading to burn injuries, etc.



Do not force Battery/AC Charger/Micro USB Cable into Wi-Fi router. Confirm terminal/connector orientation; retry.

Battery may leak, overheat, burst, ignite, etc.

🕂 WARNING



Do not place Wi-Fi router, Battery, AC Charger, Micro USB Cable in/on ovens, microwave ovens, pressure cookers, induction stoves or other cooking appliances.

Battery may leak, overheat, burst or ignite. Wi-Fi router/AC Charger/ Micro USB Cable may overheat, emit smoke, ignite, malfunction, etc.



Keep Wi-Fi router off and AC Charger disconnected near gas stations or places with fire/explosion risk.

Wi-Fi router use near petrochemicals or other flammables may cause fire/ explosion.



Do not drop/throw or apply strong impacts.

Battery may leak, overheat, burst or ignite, resulting in fire, electric shock, malfunction, etc.



For unusual sound/odor, smoke or other abnormality:

Compulsory Compulsory Compulsory Continued use may cause fire, electric shock, etc.; grasp plug to disconnect AC Charger, power off, then remove Battery, being careful not to burn or injure yourself.



Keep liquid (water, pet urine, etc.) or conductive material (pencil lead, metal strip/jewelry, etc.) away from External Device Port.

May cause short circuit, resulting in fire, malfunction, etc.





Do not place Wi-Fi router or related hardware on unstable surfaces.

Wi-Fi router or related hardware may fall, resulting in injury, malfunction, etc.



Keep Wi-Fi router and related hardware out of infants' reach.

y Infants may choke from swallowing Wi-Fi router or related hardware or be injured, etc.



For use of Wi-Fi router/related hardware by child, explain instructions and supervise use.

Misuse may cause injury, etc.

Battery

Read Battery label to confirm battery type; use/dispose of Battery accordingly.

Symbol on Label	Battery Type
Li-ion 00	Lithium-ion

1 DANGER



Do not dispose of Battery in fire.

Battery may leak, burst, ignite, etc.



Do not damage (nail, hammer, stomp, etc.) Battery or subject it to strong impacts.

Battery may leak, overheat, burst, ignite, etc.



Keep wire or other metal objects away from Battery terminals. Do not carry/store Battery with conductive material (pencil lead, metal strip/jewelry, etc.).

Battery may leak, overheat, burst, ignite, etc.



If battery fluid gets in eyes, do not rub; rinse with water and consult a doctor immediately.

Eyes may be severely damaged.



If battery fluid contacts skin or clothes, discontinue Wi-Fi router use and rinse with clean water immediately. May cause skin damage.



If Battery does not charge properly, stop trying. Battery may leak, overheat, burst, ignite, etc.



For abnormal odor, excessive heat, discoloration or distortion, remove Battery, being careful not to burn or injure yourself. Avoid fire sources.

Continued use may cause Battery to leak, overheat, burst, ignite, etc.



Keep Battery away from pets.

Pet bites may cause Battery to leak, burst, overheat, ignite, resulting in fire, malfunction, etc.



Do not dispose of an exhausted Battery with ordinary refuse.

Tape over Battery terminals before disposal. Take Battery to a SoftBank Shop or follow the local disposal regulations.

Wi-Fi Router



Do not sit on Wi-Fi router in back pants pocket.

Excessive pressure may damage Wi-Fi router or Battery, resulting in overheating, fire or injury.



Power off near electronic devices that employ high precision control systems or weak signals.

May cause electronic malfunctions, etc. Take added care near these devices: Hearing aids, implanted pacemakers/defibrillators and other electronic medical equipment; fire alarms, automatic doors and other automatic control devices.



Power off before boarding aircraft.

May cause radio wave interference with aircraft operations. The use of portable electronic devices such as cellular phones aboard aircraft is prohibited by law and subject to a penalty.



If thunder is audible while outdoors, power off; find cover. There is a risk of lightning strike or electric shock.



Do not use Wi-Fi router when it may affect a vehicle's electronic equipment.

Wi-Fi router use inside vehicles may cause electronic equipment to malfunction, resulting in accidents.



For any skin irritation associated with use, discontinue use and consult a doctor.

Metal and other materials may cause skin irritation, rashes, or itchiness depending on your physical condition.

	Parts	Materials/Finishing
101SB	Wi-Fi router (including Battery Cover)	ABS+PC, paint finishing
	Display cover (lens)	Glass + PET
	Label	PP
	Frame	ABS+PC, NCVM
	Power Button/WPS Button	PC, VM
	External Device Port	Stainless
	USIM/SD Card connector	Stainless
	Battery	PC
	Battery sponge cover	Sponge
	Screws	Carbon steel, nickel plating + nylon
Cradle	Body	ABS+PC
	Bottom	Rubber
	Micro USB Port	Stainless
	LAN Port	PBT
	Power Lamp	PC
	Screws	Carbon steel, nickel plating
Micro USB	Exterior coating material	TPE
Cable	Plug	Iron + nickel plating
	Micro USB plug	Stainless
AC Charger	Body	ABS+PC
	Plug	Copper + nickel plating



Keep Wi-Fi router away from magnetic cards, etc.

Data on bank cards, credit cards, telephone cards, floppy disks, etc. may be lost.



Wi-Fi router may become hot while in use, especially at high temperature.

Prolonged contact with skin may cause burn injuries.

USIM Card

<u>A</u> CAUTION



Do not apply excessive force when inserting/removing USIM Card.

May cause malfunction. Be careful not to injure your hands when removing USIM Card.



Do not use USIM Card other than specified one. May cause data loss or malfunction.

AC Charger, Micro USB Cable, Cradle



Do not cover/wrap AC Charger/Cradle while charging.

AC Charger/Cradle may overheat, resulting in fire, malfunction, etc.



Use only the specified voltage.

Non-specified voltages may cause fire, malfunction, etc. AC Charger: AC 100V-240V Input Do not use power adapters. Transformer use may cause fire, electric shock or malfunction.



Unplug AC Charger for periods of disuse; grasp plug to disconnect.

Power Source May cause electric shock, fire or malfunction.



If liquid (water, pet urine, etc.) gets inside, grasp plug to disconnect it immediately.

Power Source May cause electric shock, fire or malfunction.



To remove debris, grasp plug to disconnect AC Charger, then clean with dry cloth.

Fire may result.



Plug AC Charger firmly into the outlet, keeping plug and AC Charger/Cradle/Micro USB Cable charging terminals away from conductive material (pencil lead, metal strip/jewelry, etc.).

May cause electric shock, short circuit, fire, etc.



Do not touch plug with wet hands.

May cause electric shock, malfunction, etc.



Prohibited

Do not touch AC Charger if thunder is audible.

May cause electric shock, etc.

G M

Grasp plug to disconnect AC Charger before cleaning.

Disconnect May cause electric shock, etc.



Always grasp plug (not cord) to disconnect AC Charger.

Pulling plug by cord may damage cord; cause electric shock, fire, etc.



Do not subject AC Charger to strong impacts while it is plugged in.

May cause malfunction or injury.



Do not touch Wi-Fi router with sweaty hands or place it into a sweaty clothes pocket.

Sweat and humidity may corrode internal components of Wi-Fi router and cause overheating or malfunction.



Do not pull, bend with excessive force or twist Micro USB Cable.

Do not damage or modify Micro USB Cable. Do not place objects on Micro USB Cable.

Do not expose Micro USB Cable to excessive heat.

Damage to Micro USB Cable may cause electric shock, overheating or fire.

Wi-Fi Router Use & Electronic Medical Equipment

🕂 WARNING

This section is based on "Guidelines on the Use of Radio Communications Equipment such as Cellular Telephones and Safeguards for Electronic Medical Equipment" (Electromagnetic Compatibility Conference) and "Report of Investigation of the Effects of Radio Waves on Medical equipment, etc." (Association of Radio Industries and Businesses, March 2001).



Persons with implanted pacemaker/defibrillator should keep Wi-Fi router more than 22cm away.

Radio waves may interfere with implanted pacemakers or defibrillators.



If you intend to use electronic medical equipment other than implanted pacemaker/defibrillator outside medical facilities, consult the vendor on radio wave effects.

Radio waves may interfere with electronic medical equipment.



Observe these rules inside medical facilities to avoid effects of radio waves on electronic medical equipment:

- Do not enter an operating room or an Intensive or Coronary Care Unit while carrying a Wi-Fi router.
- Keep Wi-Fi router off in hospitals.
- Even in lobbies or other places where Wi-Fi router use is permitted, keep Wi-Fi router off near electronic medical equipment.
- Obey medical facility rules on Wi-Fi router use.



Power off in crowds or trains where persons with implanted pacemaker/defibrillator may be near.

Radio waves may interfere with implanted pacemakers or defibrillators causing such devices to malfunction.

General Use

- Wi-Fi router transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places.
- Use Wi-Fi router without disturbing others. Theaters and public transportation systems may or may not allow use of Wi-Fi router.
- Wi-Fi routers are radios as stipulated by the Radio Law. Under the Radio Law, Wi-Fi routers must be submitted for inspection upon request.
- Files may be lost or damaged in the following situations. SoftBank Mobile is not liable for damages incurred due to lost or altered information. To minimize damages, back up data and store separately.
 - · When using Wi-Fi router incorrectly.
 - · When affected by static electricity or electrical noise.
 - · Powering Wi-Fi router off while in use.
 - When Wi-Fi router breaks down or is submitted for repair.
- The Ordinance of the Ministry Specifying Goods and Technologies Pursuant to Provisions of the Appended Table 1 of the Export Trade Control Order and the Appended Table of the Foreign Exchange Order documents might be needed depending on what kinds of devices are taken overseas, but no such license is required when you take Wi-Fi router abroad for personal use on a vacation or business trip and then bring it back. However, an export license may be required to carry Wi-Fi router into other countries if it is to be used by or transferred to another person. Export control regulations in the United States provide that an export license granted by the US government is required to carry Wi-Fi router into Cuba, Iran, North Korea, Sudan or Syria. For details on the particulars of regulations for export laws and ordinances and procedures visit the Ministry of Economy, Trade and Industry's Security Export Control Division's website.
- Do not use Wi-Fi router in the proximity of areas where explosive materials are handled. An explosion may be induced. In addition, explosive devices might be affected.
- Wi-Fi router USIM Card cannot be used with some mobile devices (including SoftBank models).
- If Wi-Fi router is used for a long time or while charging, Wi-Fi router may become hot.
- Prolonged contact with skin may cause burn injuries.
- AC Charger may become hot while charging.

Aboard Aircraft

 Power off before boarding aircraft. May cause radio wave interference with aircraft operations. The use of portable electronic devices such as cellular phones aboard aircraft is prohibited by law and subject to a penalty.

Handling

- Do not expose Wi-Fi router to rain, snow, or high humidity. Wi-Fi router is not waterproof.
- Avoid extreme temperatures/direct sunlight/dusty areas.
- Do not drop or apply strong impacts.
- Clean Wi-Fi router with soft dry cloth. Alcohol/solvent use may fade color/label.

Wi-Fi (Wireless LAN)

Precautions

- Do not use Wi-Fi (WLAN) near magnetic devices such as electrical appliances, audiovisual equipment, office automation equipment, or where there are electromagnetic waves.
 - Magnetism or electrical noise may increase noise or disable communications (especially when using a microwave oven).
 - Wi-Fi router use near TV, radio, etc. may cause interference.
 - The target access point may not be detected correctly if there are multiple access points nearby.
- Wireless Frequencies & Modulations Wi-Fi frequency information: Inside Wi-Fi router Battery Cover.



- 2.4: 2400 MHz range
- DS/OF: DSSS or OFDM modulation
- Maximum interference range of 40 m
- Utilizes 2400 2483.5 MHz band, and it is possible to avoid using the frequency band of the mobile unit identification apparatus.
- · Available channels vary depending on the country.
- · For use aboard aircraft, contact the airline beforehand.

2.4 GHz Device Cautions

Wi-Fi router operates in the same frequency band used by industrial, scientific, consumer and medical equipment including microwave ovens, premises radio stations for identifying mobile units used in the manufacturing lines of plants (radio stations requiring a license), specified low power radio stations (radio stations requiring no license) and amateur radio stations (radio stations requiring a license).

- Before using Wi-Fi router, confirm that no premises radio stations for identifying mobile units, specified low power radio stations and amateur radio stations are not being operated nearby.
- If Wi-Fi router causes disruptive radio interference to premises radio stations for identifying mobile units, immediately change frequency band, stop use, move to another location to avoid crosstalk (e.g. wall partitions, etc.).

WLAN Usage Security Precautions

Using Wi-Fi router without setting security increases risk of data interception. Wi-Fi router security is set by default. SoftBank recommends changing default security settings to enhance data safety. For more information on security settings, see this guide or Wi-Fi device guide.

- For assistance with security settings, contact SoftBank Customer Support.
- · SoftBank cannot be held liable for WLAN security issues.

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