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Troubleshooting

Troubleshooting

1. Unable to connect Wi-Fi devices

1 Make sure Wi-Fi router is powered on
Power Lamp blinks in System standby/System deep standby mode. Press Power Button to cancel.

2 Confirm *WiFi* appears for Connected Wi-Fi devices on Display

3 If WPS connection fails, see Wi-Fi modem user guide or set Wi-Fi function manually (See "Using LAN" (P.3-1))

4 To connect to WPS PIN specified Wi-Fi, confirm PIN (See "WPS" (P.4-15))

5 Confirm security key
If forgotten, reset Wi-Fi router (See "7. Resetting factory defaults (Reset)" (P.5-4)) or reset security key (See "LAN WiFi" under "LAN setting" (P.4-14)) → Reconnect Wi-Fi.
Some Wi-Fi devices do not support WPA/WPA2. See Wi-Fi user guide.

2. Unable to connect to Internet

1 Make sure Wi-Fi router is powered on
Power Lamp blinks in System standby/System deep standby mode. Press Power Button to cancel.

2 Confirm *3G*, *WiFi* or *INTERNET* appears for Connection Status on Display
• If none of them appears for Connection Status, there is no connection available.

● **INTERNET**
Check Cradle indication on Display.
• If dotted line appears, Wi-Fi router is unable to connect to Internet. Make sure LAN cable is properly inserted.
• Start SoftBank 101SB WebUI and confirm *Internet Wired* is properly set. See "Internet Wired" (P.4-11).

● **WiFi**
Start SoftBank 101SB WebUI and confirm *Internet WiFi* is properly set.
• Make sure *Internet WiFi connection* is set to *On*.
• Check *Signal Level* in *Setting*/*change of profile*. Move to where signal is stronger, and then reconnect. See "Internet WiFi" (P.4-8).

● **3G**
Make sure USIM Card is inserted.
Make sure you are within the service area.
• If signal reception is weak, move to where signal is strong, then reconnect.
• The access point might be busy depending on the time of day, wait a little while then reconnect.
Make sure *PIN Code Setting* is not set to *Enable*.
• Start SoftBank 101SB WebUI → Unlock PIN in *USIM setting*. See "USIM setting" (P.4-22).
Check error indicator on Display.
• If *NO USIM* appears, make sure USIM Card is properly inserted.
• If *3G OFF* appears, start SoftBank 101SB WebUI → Set *3G connection* to *On*.
• If *DATA MAIN* or *DATA SUB* does not appear, make sure you are within the service area. If APN is modified, select default profile, and then reconnect.

3. Transmission fails

1 Make sure Wi-Fi router is powered on
Power Lamp blinks in System standby/System deep standby mode. Press Power Button to cancel.

2 Make sure Wi-Fi router is properly connected to Wi-Fi device

3 Signal may be weak. Move to where signal is stronger
- If profile access point set to *Internet WiFi* cannot access to Internet, profile connection is disconnected, and then Black list icon appears.
- Wi-Fi router automatically recognizes stronger network. Wi-Fi is chosen over 3G if Wi-Fi network is stronger, and vice versa. Communication may be interrupted during switching.
- When Wi-Fi profile set to Bridge mode is connected in Internet WiFi on SoftBank 101SB WebUI, communication may be interrupted.
- If Internet WiFi channel and LAN WiFi channel are close, LAN side channel may be changed for faster communication speed. Then, LAN side Wi-Fi connection is interrupted.

4. Transmissions are slow
Signal may be weak. Move to where signal is stronger.
Connection may be weak. Try again later.

5. Forgot PIN/Unknown PUK Code/USIM Card is locked
Contact SoftBank Customer Support (P.6-3).

6. USIM Card is not recognized

1 Confirm that USIM Card is properly installed
See "USIM Card Installation" (P.1-11).

2 Check USIM Card for damage

3 Check USIM Card IC chip for scuffs/corrosion

4 Debris on USIM Card IC chip may prevent recognition. Clean it with a soft cloth

5 Contact SoftBank Customer Support (P.6-3)

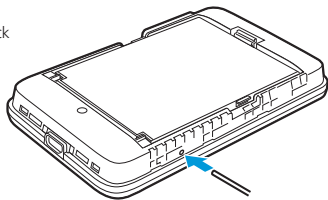## 7. Resetting factory defaults (Reset)

Restore Wi-Fi router's settings to factory defaults.
- USIM Card data is not deleted.
- All settings are reset to factory defaults. If you had changed some settings, set up the items again.

●Using RESET Key

① Remove Cover
② Press RESET Key with thin stick

Wi-Fi router reboots.

●Using SoftBank 101SB WebUI

① In SoftBank 101SB WebUI, *Setting(Detail)* → *Control setting* → *Initialization/Software Update*
② Click *Config initialization*