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Troubleshooting

Troubleshooting List

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Troubleshooting List

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How to Respond

Unable to connect to WLAN

- Make sure Mobile Router is properly connected to PC.
- If you are unable to connect with WPS function, see WLAN device manual. If problem persists, set up WLAN manually. See Chapter 2 "Using Wi-Fi (WLAN)".
- When connecting a WLAN device with a designated PIN for WPS use, verify PIN was set up correctly. See manual for more details. (P.5-5)
- Check whether correct encryption key is set via security settings of a connected WLAN. If you have forgotten the encryption key, see "Resetting to factory defaults" (P.7-5), to reset Mobile Router to factory settings, then once again set encryption key. See WLAN default setting sticker for factory default encryption key.
- Confirm if encryption mode is properly set. Some Wi-Fi devices do not support WPA/WPA2. See WLAN user guide.

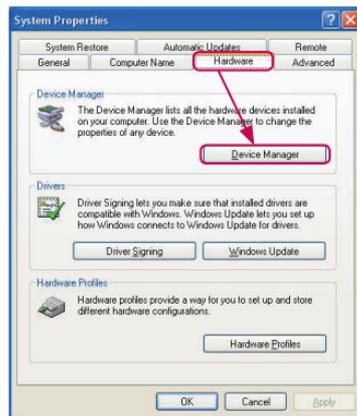
PC does not recognize Mobile Router

- Confirm that Mobile Router is properly installed.
- Remove Mobile Router from PC, restart PC, then reconnect Mobile Router.
- Check whether device driver is correctly installed in PC. If it is not correctly installed, see Chapter 3 and reinstall Utility Software.

1 Properties appears

For Windows 7 or Windows Vista, right click **Computer**, and select **Properties**. Click **Advanced system settings**, and after **User Account Control** dialog appears. Click **Yes (Continue)** for Windows Vista). For Windows XP, right click **My Computer**, and select **Properties**.

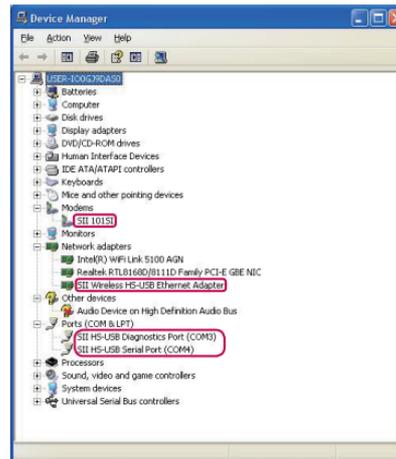
2 After Properties dialog appears. Select Hardware, and click Device Manager



3 Check that the following devices appear

(COM port numbers differ according to the environment of PC used.)

- Network adapters
SII Wireless HS-USB Ethernet Adapter
- Port (COM & LPT)
SII HS-USB Diagnostics Port
SII HS-USB Serial Port
- Modems
SII 1015I



Troubleshooting

Installer does not run automatically

Once the system recognizes new hardware it may take some time for the installer to run. However, if the installer does not run automatically after some time, disconnect and reconnect Mobile Router from PC. See P.3-6 to P.3-7 when installer does not run automatically after connecting again.

Internet connection fails

Make sure you are within the service area.

- ▶ If signal reception is poor, move to where signal is strong, then reconnect.
- ▶ The access point might be busy depending on the time of day. Wait a while then reconnect.
- ▶ Activate Web UI and confirm that 4G/3G setting and network setting are correct. See "Web UI Guide" (P.5-1).
- ▶ Activate Utility Software and confirm that 4G/3G setting and network setting are correct. See "Utility Software Guide" (P.6-1).

Transmission fails

- Make sure Mobile Router is properly connected to PC.
- Signal may be weak. Move to where signal is stronger.
- Remove Mobile Router from PC and then reconnect it.
- If above steps do not re-establish a connection, remove Mobile Router, restart PC, and try again.

Transmission is slow

Signal may be weak. Move to where signal is stronger. Connection may be poor. Try again after a while.

Forgot PIN/Unknown PIN unlock number (PUK Code)/USIM Card is locked

Contact SoftBank Customer Support, General Information (P.8-3).

USIM is not recognized

- Check to see if USIM Card is installed properly. See "Installing USIM Card" on P.1-7 for more details.
- Check to see if USIM Card is damaged.
- Check to see if USIM Card's metal contacts are damaged or corroded.
- USIM Cards might not be recognized if they (metal contacts in particular) become dirty. In this case, gently clean with a soft cloth.
- Contact SoftBank Customer Support (P.8-3).

Troubleshooting

Confirming Administrator logon

- For Windows 7 and Windows Vista
 - 1 **Start** menu → click **Control Panel** to show "Control Panel" window
 - 2 Click on "User Account and Family-Friendly Security Settings" and in next window click **User Account**
 - 3 User name and account type of the person currently logged in appear on the right side of the screen.
If logged in account type is "Administrator", that user has the authority to set up Mobile Router
- For Windows XP
 - 1 Click on **Start** menu
 - 2 The name of the user currently logged in shows at the top of the **Start** menu
 - User name does not show for **Start** menus set to classic. Right-click on **Start** menu, select Properties and then select **Start** menu.
 - 3 **Start** menu → click on **Control Panel** to show "Control Panel" window
 - 4 Click **User Account**
 - 5 Verify that the user name is the one checked as 2 in displayed window. If "Administrator" appears under user name, that user has the authority to set up Mobile Router

"NO SERVICE" outside Japan

Mobile Router is not for use overseas.

Resetting to factory defaults

- Only reset Mobile Router
 - 1 Remove Battery Cover, and press Reset Key for about 10 seconds or more
- Reset using Web UI
 - 1 With Web UI, **System** → **System Setting** → **Factory Setting**
 - 2 Click **Initialization**
 - 3 Mobile Router reboots automatically

Old phone number appears in Utility Software

The phone number might appear on Utility screen even after closing an account according to the stipulations of the user's contract and account closing methods.

Suddenly cannot use

Power Off and On.