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# Appendix

# Specifications

Model Name	SoftBank 101SI
Dimensions	100.0 mm (D) × 64.0 mm (W) × 16.1 mm (H)
Weight	110 g
Interface	USB 2.0
Power Consumption	3.0 W * Power consumption varies according to usage conditions.
Operating Environment	Operating temperature range: 0° to +35° C Operating humidity: 30% to 85%
Frequency	3G: 1.5 GHz 4G: 2.5 GHz
Compatible Networks	WAN : 3G (W-CDMA/HSUPA/HSDPA/DC-HSPA+) 4G (AXGP) WLAN: IEEE802.11b/g/n

## Warranty & Customer Service

Mobile Router purchase includes Warranty.

- Confirm shop name and purchase date.
- Read contents of Warranty and keep it in a safe place.
- The warranty period can be found in the Warranty.
- Before Submitting Mobile Router for repairs, contact SoftBank Customer Support, General Information (P.8-3) or SoftBank shop; be prepared to describe problem in detail.
- During the warranty period, repairs will be made under the terms and conditions described in the Warranty.
- After the warranty period, if said repairs can be made, you will be charged for them.
  - SOFTBANK MOBILE Corp. is not liable for any damages resulting from use of Mobile Router.
  - Files and settings may be lost or altered due to accidents or repairs. Keep a copy of important files, etc. SOFTBANK MOBILE Corp. is not liable for damages resulting from accidental loss or alteration of files or settings.
  - Disassembling or modifying Mobile Router may be a violation of the Radio Law. Note that SOFTBANK MOBILE Corp. does not accept repair requests for disassembled or modified products.
  - For more information, contact SoftBank Shop or SoftBank Customer Support, General Information (P.8-3)

## Appendix

## **Customer Service**

For information about SoftBank Mobile devices or services, call General Information. For repairs, call Customer Assistance.

### SoftBank Customer Support

#### **General Information**

From a SoftBank handset, dial toll free at 157 From a landline/IP Phone, dial toll free at 0800-919-0517

#### **Customer Assistance**

From a SoftBank handset, dial toll free at 113 From a landline/IP Phone, dial toll free at 0800-919-0113

If you cannot reach a toll free number, use the number (charges apply) below for your service area.

<ul> <li>Hokkaido Area, Tohoku Area, Hokuriku Area, Kanto, Koshinetsu Area</li> </ul>	022-380-4380
Tokai Area	052-388-2002
Kansai Area	06-7669-0180
Chugoku Area, Shikoku Area, Kyushu Area, Okinawa Area	092-687-0010

## SoftBank Technical Support Center

Service Hours 9:00-20:00 From a SoftBank handset, dial toll free at 5525 From a landline/IP Phone, dial toll free at 0088-21-5525 \* These numbers cannot be dialed from outside Japan.

### SoftBank Mobile Global Call Center

From outside Japan, dial +81-3-5351-3491 (toll free from SoftBank handsets) If 101SI is lost or stolen, call this number immediately (international charges apply)

### Seiko Instruments Inc. Customer Support Website

http://www.sii.co.jp/101si/