

604HW

User Guide

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Introduction

Before You Begin

Read "クイックスタート(Quick Start)" (Japanese), "Safety Precautions" and this guide thoroughly beforehand for proper usage.

Accessible services may be limited by contract conditions.

Guide Usage Notes

Most operation descriptions are based on default settings.
Some operations appear abbreviated.

Other Notations

This product is referred to as "wireless modem" in this guide.

Operating Environment (Compatible OSs)

Use wireless modem in any of these operating environments.
Use outside these environments may affect performance.
Operating environment (hardware, connected peripherals, installed applications, etc.) may also affect performance.

- For computer support, OS version upgrade information, etc., see corresponding manufacturer's product support documentation.
- The information for operating environment (compatible OSs) listed here is the current information as of June 2017.

Item	Description
Compatible Operating Systems	Windows 7 Home Basic (32-bit or 64-bit)
	Windows 7 Home Premium (32-bit or 64-bit)
	Windows 7 Professional (32-bit or 64-bit)
	Windows 7 Ultimate (32-bit or 64-bit)
	Windows 7 Enterprise (32-bit or 64-bit)
	Windows 8 (32-bit or 64-bit)
	Windows 8 Pro (32-bit or 64-bit)
	Windows 8 Enterprise (32-bit or 64-bit)
	Windows 8.1 (32-bit or 64-bit)
	Windows 8.1 Pro (32-bit or 64-bit)
	Windows 8.1 Enterprise (32-bit or 64-bit)
	Windows 10 Home (32-bit or 64-bit)
	Windows 10 Pro (32-bit or 64-bit)
	Windows 10 Enterprise (32-bit or 64-bit)
Memory Requirements	Mac OS X 10.6 to 10.7 (32-bit or 64-bit)
	Mac OS X 10.8 to 10.12 (64-bit)
	Windows 7 : 1 GB+ (32-bit)/2 GB+ (64-bit)
	Windows 8 : 1 GB+ (32-bit)/2 GB+ (64-bit)
	Windows 8.1 : 1 GB+ (32-bit)/2 GB+ (64-bit)
Hard Disk Capacity	Windows 10: 1 GB+ (32-bit)/2 GB+ (64-bit)
	Mac OS X : 256 MB+ (512 MB+ recommended)
Interface	200 MB+ recommended (100 MB+ free space needed) (Common to each OS)
Compatible Browser	USB2.0
	Microsoft Internet Explorer 8.0 or later
	Microsoft Edge 20 or later
	Safari 6.0 or later
	Mozilla Firefox 24.0 or later
	Google Chrome 21.0 or later
	Opera 12.0 or later

Package Contents

The following items are included in the package. Please confirm package contents before use. Contact [Customer Service](#) for missing items.

Keep accessories including Warranty in a safe place.

- ・クイックスタート (Japanese)
- ・お願いとご注意 (Japanese)
- ・保証書(本体) (Japanese)

Getting Started

- ・ Wireless modem accommodates software updates. Use the latest software.
- ・ Note that connection speeds may drop or connections may be disabled depending on line traffic or connection environments.
- ・ This model wireless modem is designed for corporate users, and allows its functionality to be regulated by administrators. Depending on how functions are regulated, settings or operations as described herein may not be available.
- ・ Wireless modem has "Normal Mode" and "Modem Mode" for Windows dial-up connection. For details on switching modes, refer to Modem setting tool user guide.

Trademarks

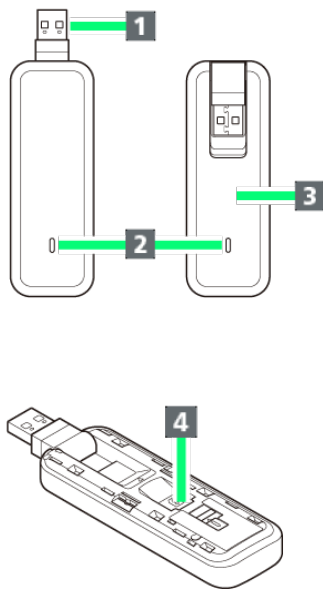
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Getting Started

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Parts & Functions

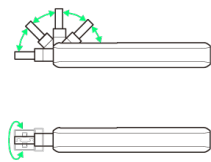
Wireless Modem



Part	Description
1 USB Connector	Connect to PC USB port
2 LED Status Lamp	Color and lighting pattern Indicate status of USB modem
3 Cover	Protects USIM Card
4 USIM Card Slot	Insert USIM Card

USB Connector

Position USB Connector vertically, horizontally, or rotate it as shown in illustration.



LED Status Lamp

LED Status Lamp indicates communication status or abnormal status.

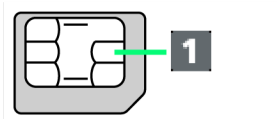
LED color and lighting pattern	Communication status/ Abnormal status
Flashes in red (flashes twice briefly, off long)	<ul style="list-style-type: none">· Searching for network· Registering network· USIM Card is completely locked· USIM Card malfunction· Communication suspended due to high temperature· Waiting for PIN entry· Waiting for PUK entry
Lights in red	Out of service area
Flashes in blue (on briefly, off long)	4G/LTE available (not communicating or sending while within service area)
Lights in blue	4G/LTE communicating
Flashes in purple (on briefly, off long)	3G available (not communicating or sending while within service area)
Lights in purple	3G communicating
Flashes in green (at even intervals)	Activating
Flashes in green (flashes quickly at even intervals)	Updating software
Flashes in green (on briefly, off long)	GSM available (not communicating or sending while within service area)
Lights in green	GSM communicating

USIM Card

USIM Card is an IC card that contains customer information including phone number.

Handling USIM Card

- Carrier is not liable for damages resulting from installing USIM Card into an IC card reader manufactured by another company.
- Keep IC chip surface clean.
- Clean USIM Card with a dry, soft cloth.
- Do not attach label on USIM Card. May cause malfunction.
- For handling, see USIM Card user guide (Japanese).
- USIM Card is the property of SoftBank Corp.
- Reissue of USIM Card due to loss or damage is at cost.
- Return USIM Card when canceling subscription.
- Returned USIM Cards are recycled for environmental conservation.
- Specifications and capabilities are subject to change without notice.
- Keep a copy of information saved to USIM Card. SoftBank Corp. is not responsible for damages due to loss of saved information.
- In case USIM Card or wireless modem (USIM Card inserted) is lost or stolen, urgently request to have usage suspended. Contact [Customer Service](#), General Information.
- Remove wireless modem from computer before removing/ installing USIM Card.
- Be careful not to touch or scratch the IC chip when installing/removing USIM Card.



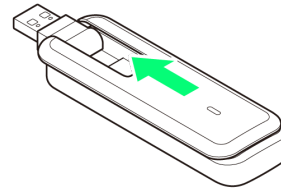
1 IC chip

Installing USIM Card

Remove wireless modem from computer in advance.

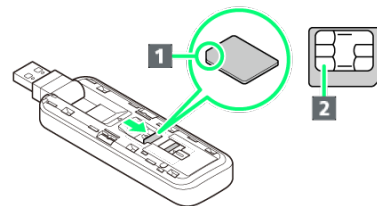
1

Slide and open Cover in the direction of the arrow



2

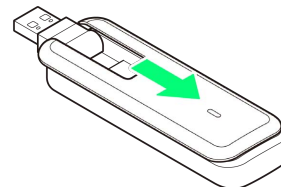
Insert USIM Card



- Confirm the orientation of corner notch (**1**) and insert USIM Card in USIM Card Slot with IC chip (**2**) facing down.
- Be careful not to touch or scratch IC chip.

3

Slide and close Cover in the direction of the arrow

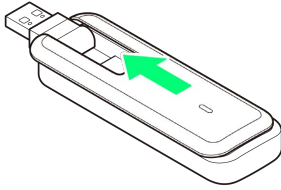


Removing USIM Card

Remove wireless modem from computer in advance.

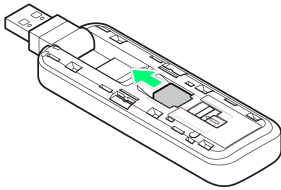
1

Slide and open Cover in the direction of the arrow



2

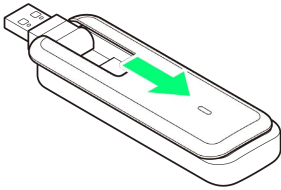
Remove USIM Card



· Be careful not to touch USIM Card when removing.

3

Slide and close Cover in the direction of the arrow



Connecting with USB Cable (Windows)

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Device Recognition/Removal on Windows PC

Device Recognition (Windows)

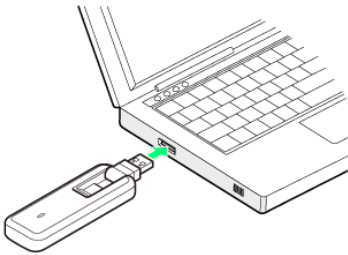
Upon connecting the first time, the device driver is installed automatically.

1

Power on PC

2

Connect wireless modem into PC USB port



PC recognizes wireless modem (it takes a while).

Device Removal (Windows)

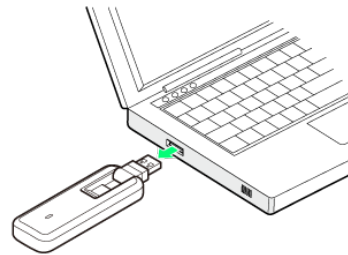
When using a PC, check that data uploading/downloading is completed before removing wireless modem.

1

Check that data uploading/downloading is completed.

2

Remove wireless modem from PC



Removal is complete.

Cautions for Removing Wireless Modem

Standby/Hibernation

Wireless modem may malfunction if PC enters sleep (standby) or hibernation with it connected. Be sure to remove wireless modem before performing these functions. Wireless modem may malfunction if connected before PC starts/restarts. Remove wireless modem before starting/restarting PC.

WEB UI

Exit WEB UI before removing wireless modem. Do not remove wireless modem during transmissions.

Installing/Uninstalling Driver (Windows PC)

! Notes on Installation/Uninstallation

Removing

Do not remove wireless modem during installation/uninstallation. May cause failure of installation/uninstallation, system shutdown or other abnormality.

Administrative Privileges

Log in as Administrator.

Manual Installation

When connecting wireless modem the first time, the device driver installs automatically.

If installation does not begin automatically or a screen is not displayed for selecting installation options, install with the following steps.

Screenshots/operations are based on Windows 10.

- Power on the PC first, and then connect wireless modem to the PC.

1

Start menu → Activate File Explorer

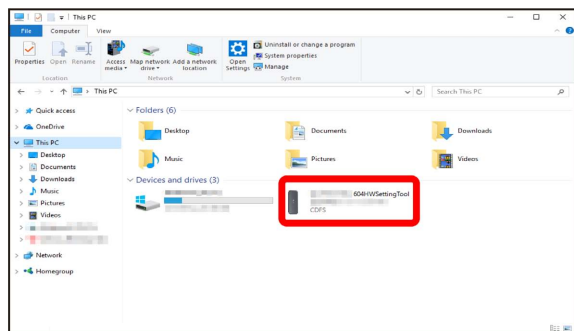
2

This PC

- Windows 8.1: Desktop → Activate File Explorer → This PC .
- Windows 7: Start menu → Computer .

3

Double-click 604HWSettingTool



User Account Control dialog box may appear.

4

Yes

Installation is complete.

+ When Driver Update is Available

When driver update is available, the driver update confirmation screen for PC is shown. Update the driver for PC with the following steps.

Driver update confirmation screen for PC → Download

→ Install the driver

Installation is complete.

Uninstalling Driver

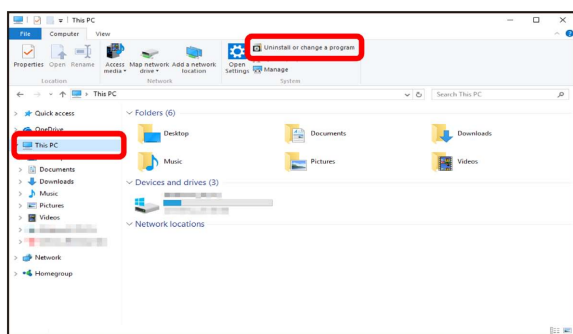
Screenshots/operations are based on Windows 10.

1

Start menu → Activate File Explorer

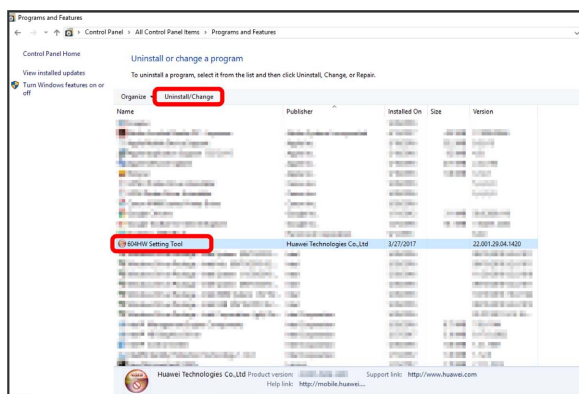
2

This PC → Uninstall or change a program



3

In list, 604HWSettingTool → Uninstall/Change



Uninstallation starts.

+ Windows 8.1/Windows 7

Windows 8.1

Operate as follows.

Activate File Explorer → Computer → Uninstall or change a program → 604HWSettingTool → Uninstall/Change → In "User Account Control," Uninstall

Uninstallation starts.

Windows 7

Operate as follows.

Start menu → Control Panel → Programs → Programs and Features → 604HWSettingTool → Uninstall/Change → In "User Account Control," Uninstall

Uninstallation starts.

Dial-Up Connection (Windows PC)

Windows Dial-Up Connection

Phone number and account information for the access point are required to set a new dial-up connection. Contact internet service provider (ISP) or network administrator in advance. Screenshots/operations are based on Windows 10. Actual screens and messages may differ depending on the OS used and environment.

- To set dial-up connection, set wireless modem to "Modem Mode." For details on switching mode, refer to Modem Setting Tool user guide.

1

Power on PC and activate operating system

2

Open Control Panel and click **Network and Internet** → **Network and Sharing Center** → **Set up a new connection or network**

3

Select "Connect to the Internet" as a connecting option, then **Next**

- If a confirmation window to use an existing connection appears, select **No, create a new connection** and click **Next**.

4

Dial-up

- A device selection window appears if other modems or terminal adapters are installed. Select wireless modem ("Modem - HUAWEI Mobile Connect - Modem (COMXX)").

5

Enter phone number and account information, then **Create** → **Close**



6

In "Network and Sharing Center," **Change adapter settings** → Open Properties of created access point icon

7

In "Options"/"Security"/"Networking"/"Sharing" tabs in Properties window, make necessary settings for connection as provided from ISP or network administrator

8

In "General" tab in Properties window, check if "Connection using" is "Modem - HUAWEI Mobile Connect - Modem (COMXX)," and if "Phone number" is correctly set as entered in step 5

9

Mark "Use dialing rules," **Dialing Rules**

10


Save/edit location information, then **OK** → **OK** in Properties window

11

Click network icon in the lower right of desktop → Click the created setting → Connect with "Dial-up Connection"

12

In connection window, **Dial**

 Dial-up is connected.

Connecting with USB Cable (Mac)

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Device Recognition/Removal on Mac

! Removal Cautions

Before Entering Sleep Mode

Wireless modem may malfunction if Mac enters Sleep mode with it connected. Be sure to remove wireless modem before leaving Mac unattended, etc. wireless modem may malfunction if connected before Mac starts/restarts. Remove wireless modem before starting/restarting Mac.

WEB UI

Exit WEB UI before removing wireless modem. Do not remove wireless modem during transmissions.

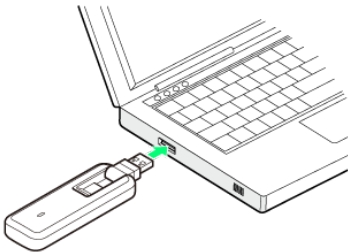
Device Recognition (Mac)

1

Power on Mac

2

Connect wireless modem into USB port of Mac



Mac recognizes wireless modem (it takes a while).

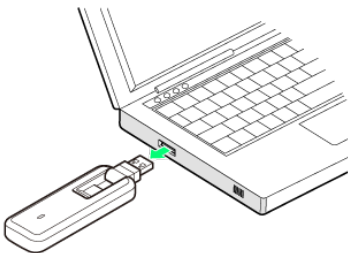
Device Removal (Mac)

1

Check that data uploading/downloading is completed

2

Remove wireless modem from Mac



Device removal is complete.

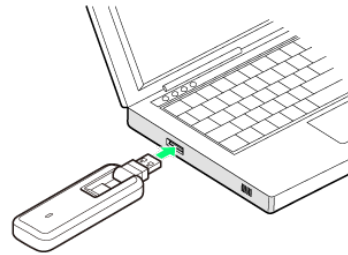
Installing/Uninstalling Driver (Mac)

Driver Installation (Mac)

Screenshots and steps described here are for Mac OS X 10.12.

1

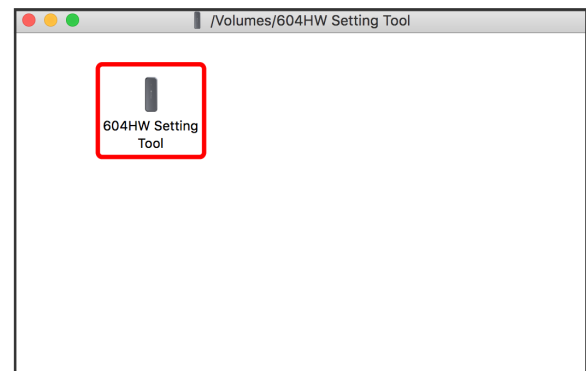
Connect wireless modem to Mac



"604HW Setting Tool" icon appears on desktop and "604HW Setting Tool" folder automatically opens.

2

Double-click 604HW Setting Tool



3

Enter user name and password → OK

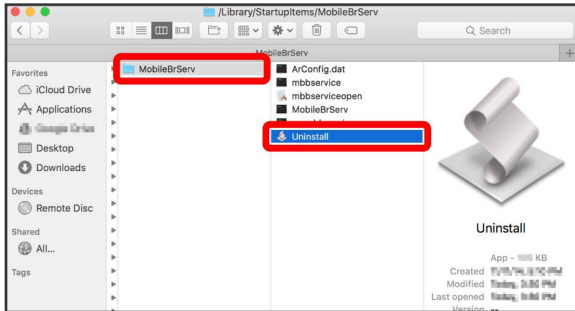


Installation is complete.

Uninstalling Driver (Mac)

1

In Macintosh HD, **Library** → **StartupItem** → **MobileBrServ** → Double-click **Uninstall**



2

Enter user name and password → **OK**



Uninstallation is complete.

Settings (Using WEB UI)

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- Updating Software..... 82

Overview of WEB UI

Connect wireless modem to a computer and use web browser to check wireless modem information or make settings.

For web browser support, see "[Operating Environment \(Compatible OSs\)](#)."

Cautions on WEB UI

Note the following on WEB UI.


- If the mode is switched from Normal Mode to Modem Mode by Modem Setting Tool, WEB UI becomes unavailable.
- Setting changes made while in Normal Mode are not reflected after the mode is switched to Modem Mode except changes in Network Mode, Network Search, International Roaming, and PIN Verification.

Activating WEB UI on Computer

Screenshots and steps described here are for PC (Windows 10) compatible with WEB UI.

1

Start computer and connect wireless modem

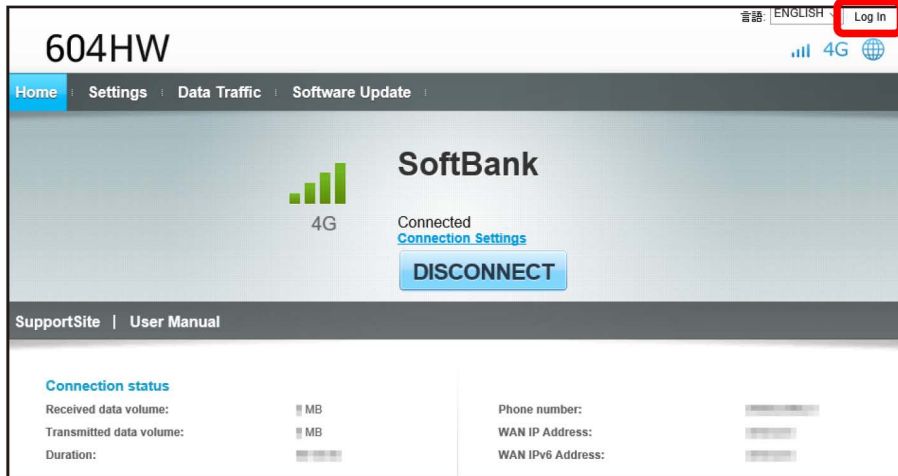
 WEB UI Home Page appears.

- For connection with computer, see "[Device Recognition \(Windows\)](#)," "[Device Recognition \(Mac\)](#)."
- Select English from Language list
- When Auto Start Browser is OFF, manually activate web browser and enter "http://web.setting" in the address bar.
- On Mac OS, Auto Start Browser is available only on Administrator account. On non-administrator account, activate web browser manually.

Logging In to WEB UI from Computer

1

In WEB UI Home Page, [Log In](#)



Login window opens.

2

Enter Login password [→](#) [Log In](#)



[Log Out](#) appears at top right, and login is complete.

· Password is "admin" by default.

Default Login Password

For enhancing security, it is recommended to change default Login password.
To change Login password, see "[Changing Login Password for WEB UI.](#)"

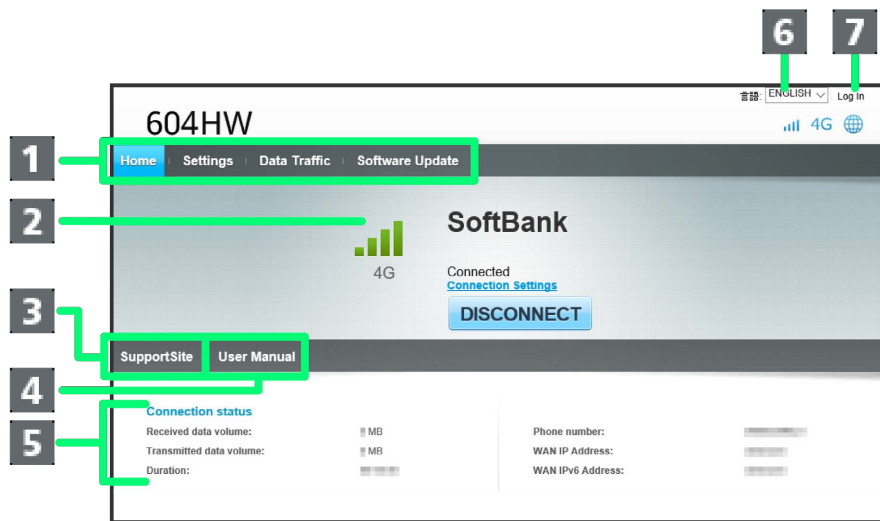
Cautions for WEB UI Login

Note the following for WEB UI login.

- When five minutes passes without operation on WEB UI, you are logged out automatically, and entered information is deleted.

WEB UI Window on PC

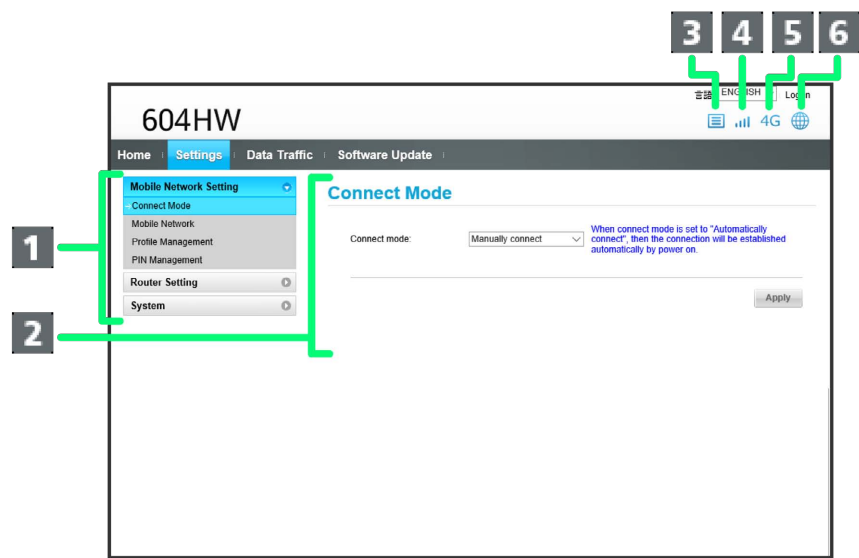
Layout









Item	Description
1 Main Menu ¹	Toggle setting menu
2 Connected network	Connected network details and signal level
3 SupportSite	Connect SoftBank website and open Support Site of 604HW
4 User Manual	Connect SoftBank website and open User Guide of 604HW
5 Connection status	Received data volume: <ul style="list-style-type: none"> · Show accumulated received data traffic at the moment from start of connection Transmitted data volume: <ul style="list-style-type: none"> · Show accumulated sent data traffic at the moment from start of connection Duration: <ul style="list-style-type: none"> · Show continuous communication time at the moment from start of connection Number: <p>Wireless modem phone number saved to USIM Card</p> WAN IP Address: <ul style="list-style-type: none"> · Wireless modem IP address; connect to the Internet with this IP address WAN IPv6 Address: <ul style="list-style-type: none"> · Wireless modem IPv6 address
6 Language	Switch language
7 Log In/Log Out	Log in/out to/from WEB UI

¹ Input Login password when having not logged in to WEB UI.

Settings Window



Item	Description
1 Menu List	Show Submenus; click option to toggle setting page
2 Setting Page	Information/Setting for each function
3 Software Update Notification	 : Appears when update file is available
4 Signal Strength	Mobile Network  (Strong)⇌  (Weak)⇌  (Out of service area)
5 Network Type	Mobile Network 4G : SoftBank 4G connected LTE : SoftBank LTE connected 3G : SoftBank 3G connected GSM : SoftBank GSM connected
6 Internet Connection Status	 : Connected to Internet  : Not connected to Internet

Setting Mobile Network

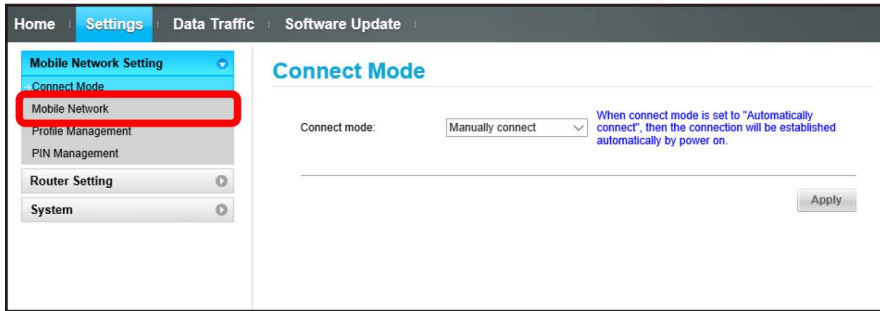
Make advanced settings when using 4G/LTE/3G/GSM network.

Setting Mobile Connection

Set whether to connect mobile network automatically.

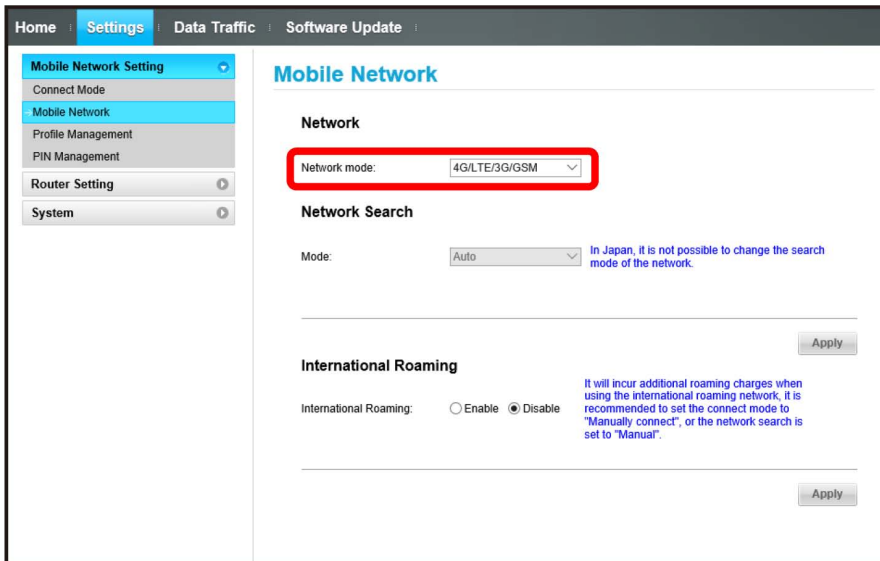
1

In Menu List, **Mobile Network Setting** → **Connect Mode**



2

In "Connect mode," **Automatically connect** → **Apply**



Connect Mode is set to Automatically connect.

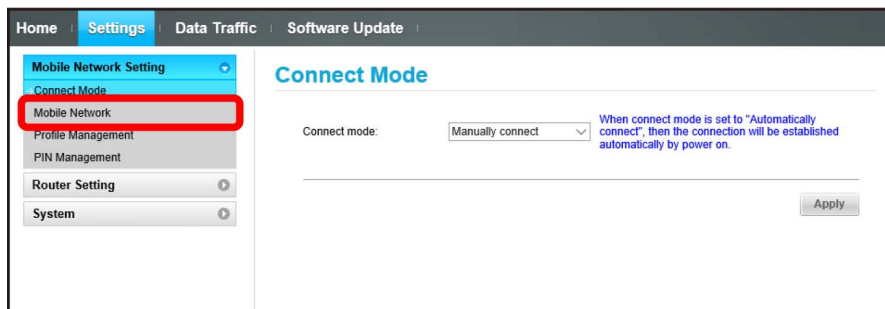
Setting Network Mode

Set whether to connect to mobile network automatically.

- "4G/LTE/3G/GSM" is set by default.

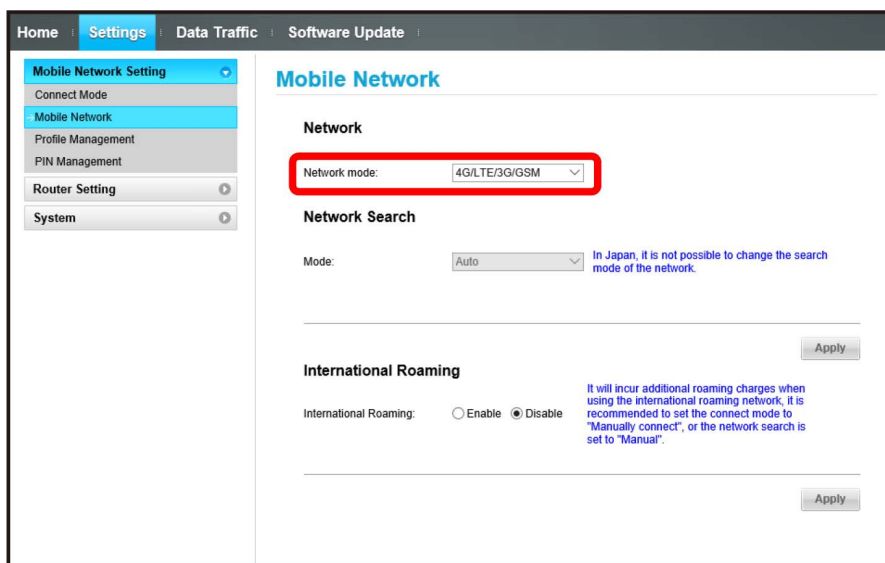
1

In Menu List, **Mobile Network Setting** → **Mobile Network**



2

In "Network mode," **4G/LTE/3G/GSM** / **4G/LTE**



Apply

Home

Settings

Data Traffic

Software Update

Mobile Network Setting

Connect Mode

Mobile Network

Profile Management

PIN Management

Router Setting

System

Mobile Network

Network

Network mode:4G/LTE

Network Search

Mode:Auto

In Japan, it is not possible to change the search mode of the network.

International Roaming

International Roaming:EnableDisable

It will incur additional roaming charges when using the international roaming network, it is recommended to set the connect mode to "Manually connect", or the network search is set to "Manual".

Apply

Apply

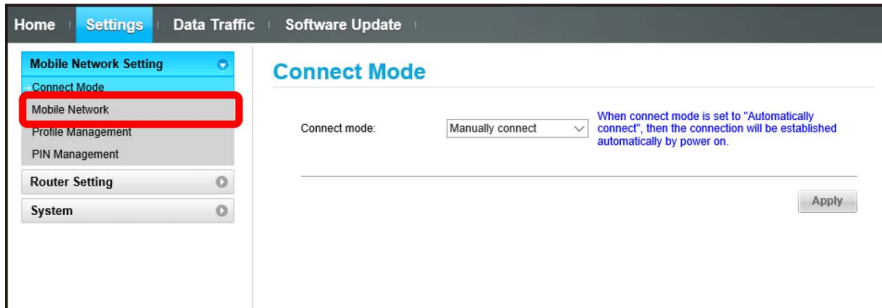
Network mode is set.

Setting Network Search

Search for and set mobile network during international roaming. In Japan, always use auto-mode. Settings are not changed.

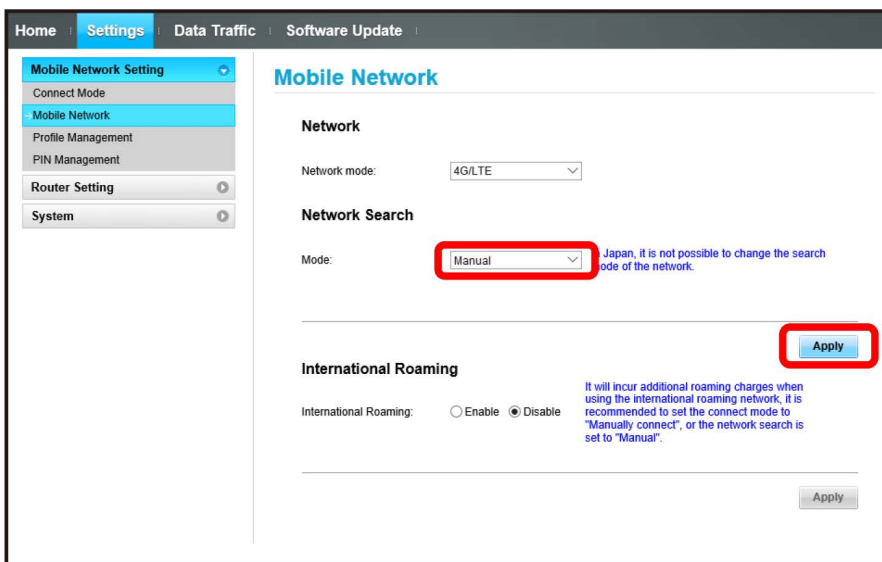
1

In Menu List, **Mobile Network Setting** → **Mobile Network**



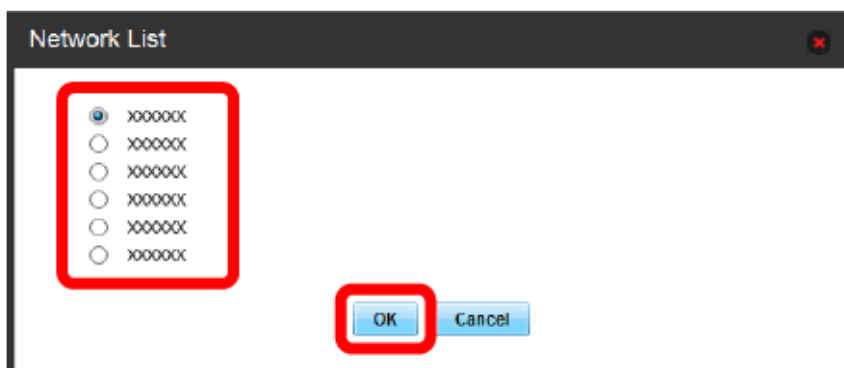
2


In network search mode, **Manual** → **Apply**



3

Select the network → **OK**

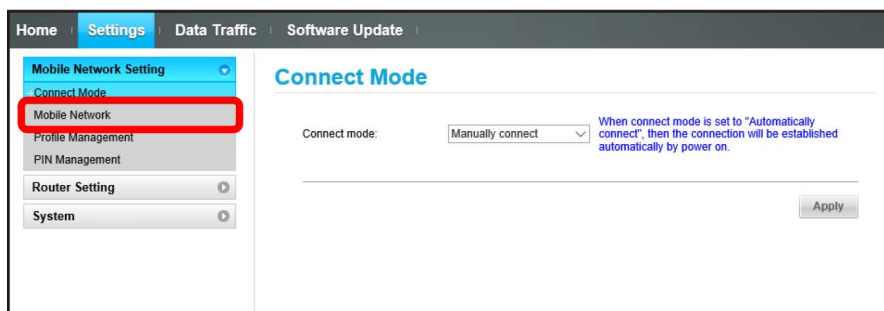


 Network search is set.

International Roaming

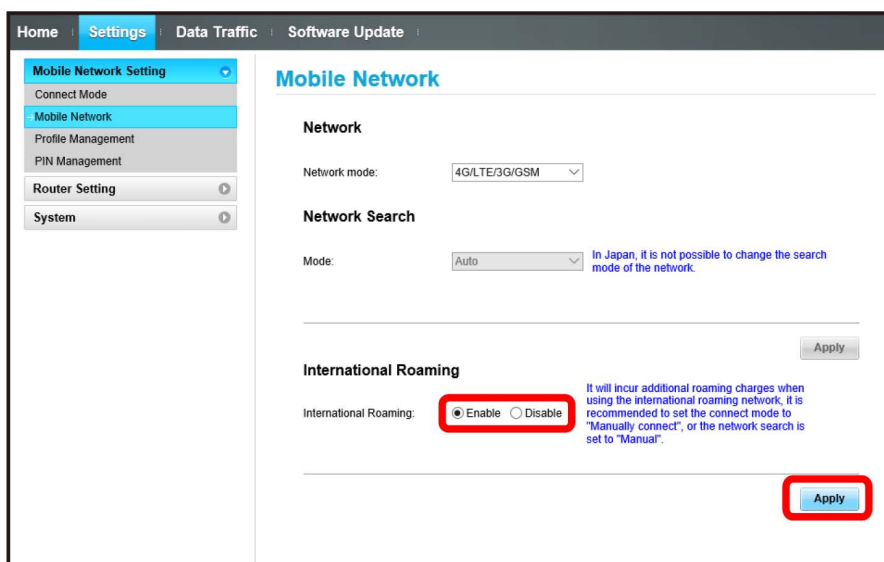
1

In Menu List, **Mobile Network Setting** → **Mobile Network**



2

Change International roaming → **Apply**



International roaming setting is changed.

· When turning **Disable** to **Enable**, information screen appears. Click **OK** to change international roaming setting.

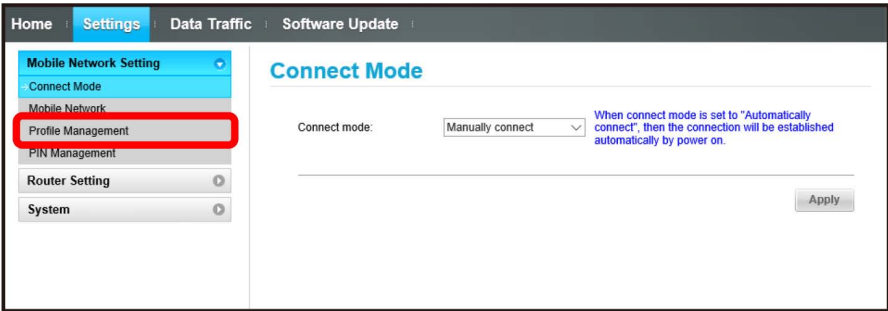
Setting Profile Type

Set Profile Type.
Set the following items and create profile.

Item	Description
Local Profile	Set profile in wireless modem
PC Profile	Set profile in PC

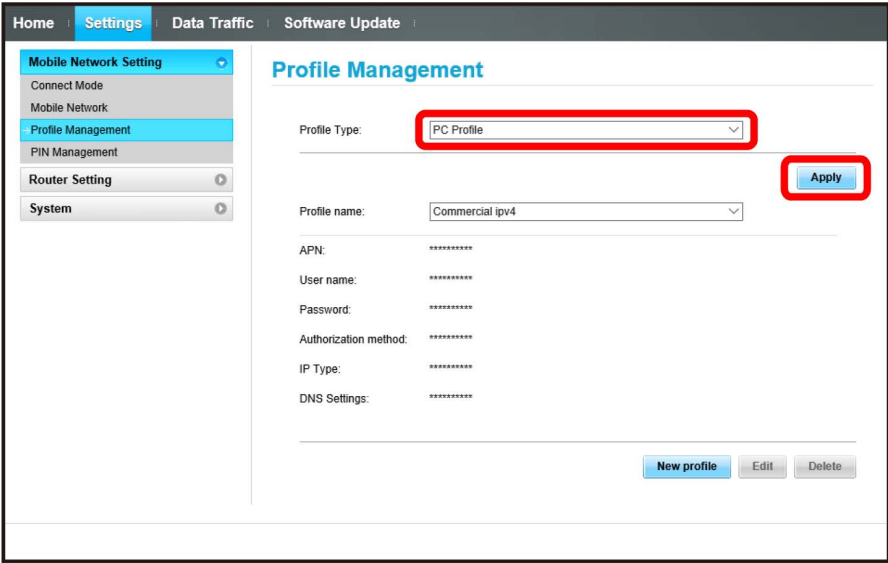
1

In Menu List, Mobile Network Setting ➔ Profile Management



2

Select profile typeA ➔ Apply



 Profile Type is set.

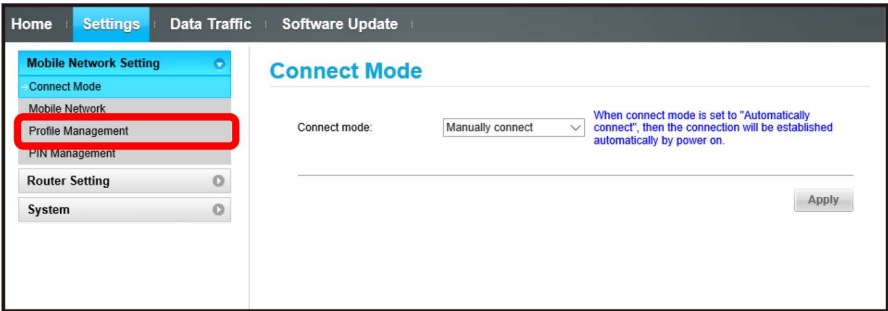
Creating Profile

Create Local Profile. PC Profile can be created by Profile Generation Tool. For details, refer to Profile Generation Tool user guide.
Set the following items and create profile.

Item	Description
Profile name	Enter profile name
APN	Enter APN
User name	Enter username
Password	Enter password
Authorization method	Select authorization method

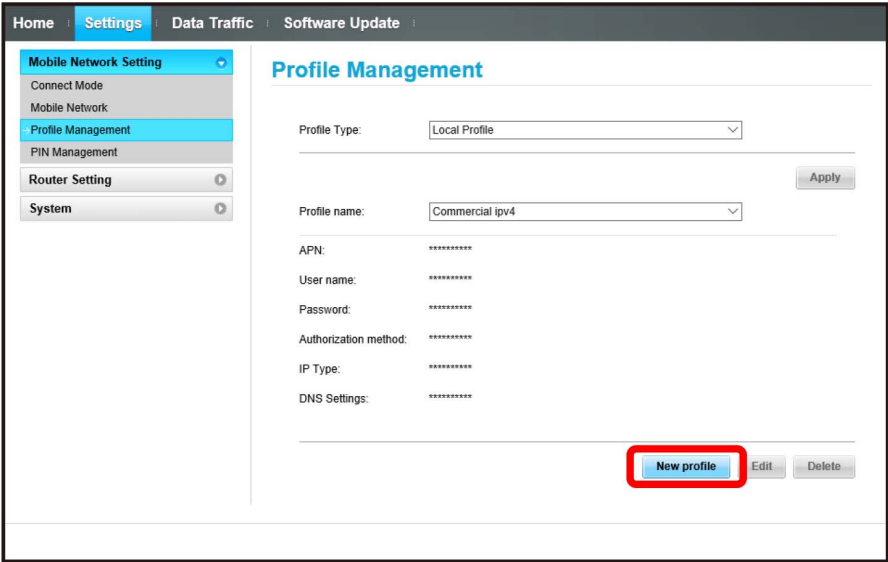
1

In Menu List, [Mobile Network Setting](#) ➔ [Profile Management](#)




2

New profile




Set each item → **Apply**


Edit 


Profile name:


APN:

User name:


Password: 

Authentication: 

IP Type: 

DNS Settings: 

Apply **Cancel**

 Created profile appears for profile name.

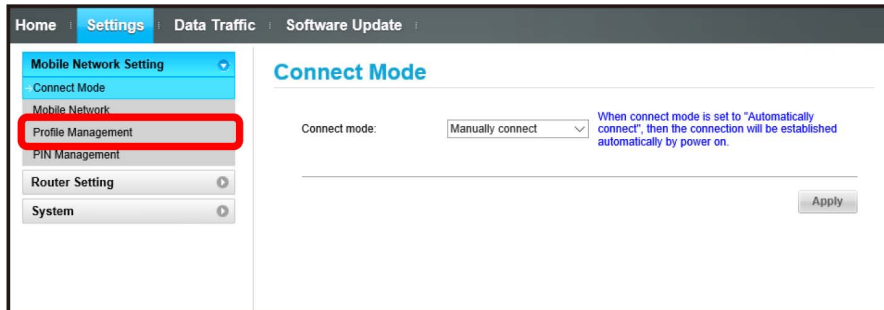
Editing Profile

Edit already saved profile.

Initial profile set by default and currently used profile cannot be edited.

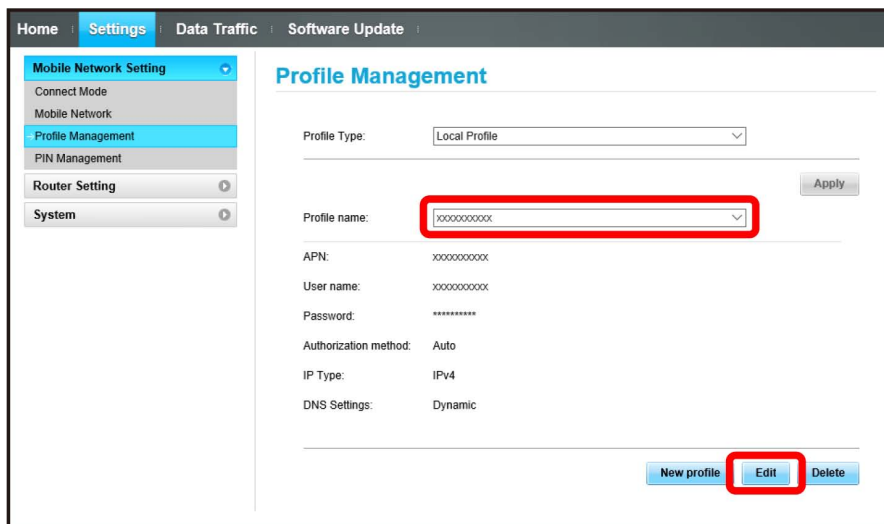
1

In Menu List, [Mobile Network Setting](#) → [Profile Management](#)

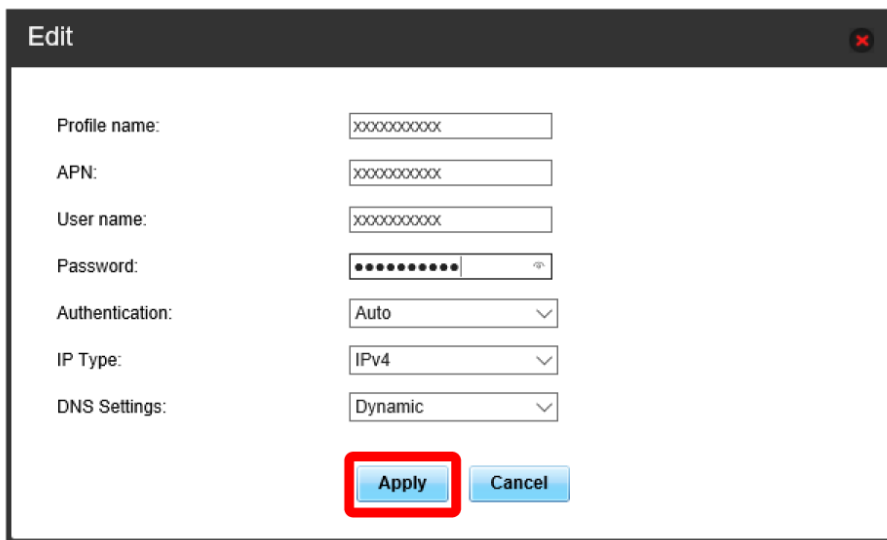


2

Select profile name → [Edit](#)



Enter each item → **Apply**



Edit

Profile name:

APN:

User name:

Password:

Authentication:

IP Type:

DNS Settings:

Apply **Cancel**



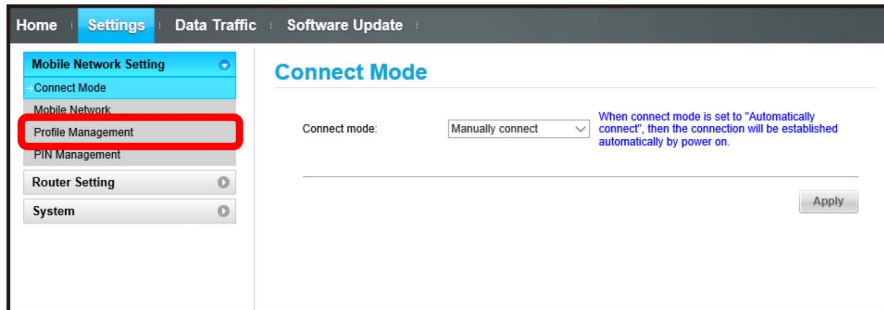
Edited information appears.

Deleting Profile

Delete created profiles.
Preset profiles are not deleted.

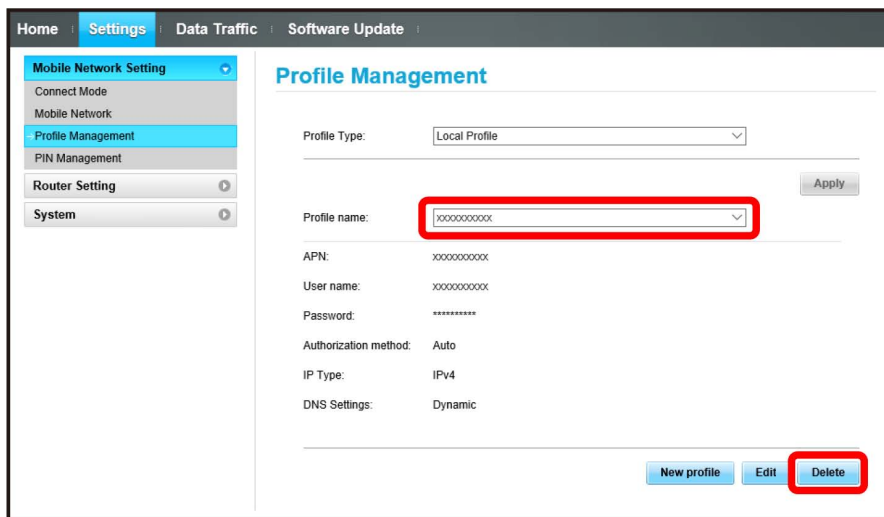
1

In Menu List, [Mobile Network Setting](#) → [Profile Management](#)



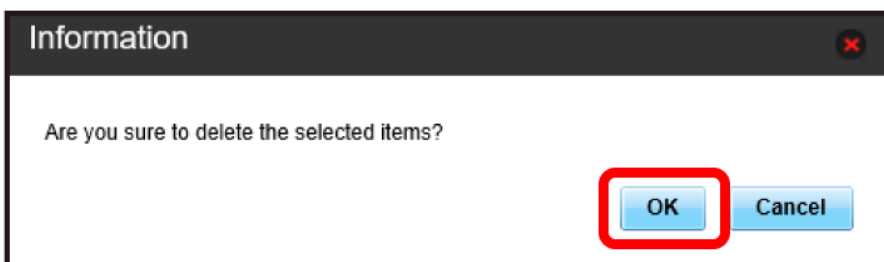
2


Select profile name → [Delete](#)



3

OK



 Profile is deleted.

PIN Verification

Set PIN Verification.

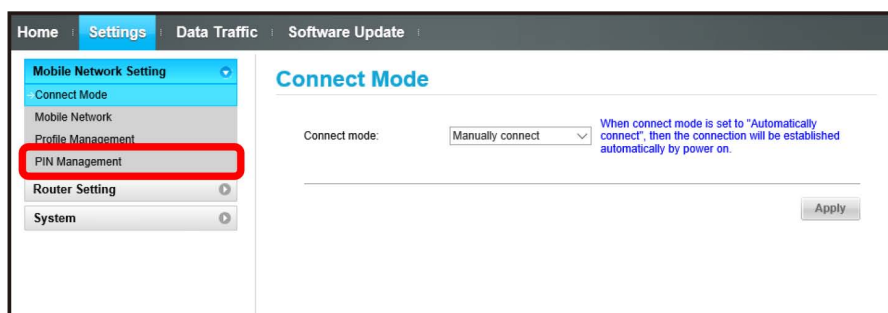
PIN (Personal Identification Number) is a code to prevent unauthorized use.

USIM PIN is "9999" by default.

- Set PIN verification to **Enable** to use wireless modem by PIN entry.
- Incorrectly entering PIN code three consecutive times activates PIN Lock. PUK Code is required to unlock it. For details about PUK, contact [Customer Service](#), General Information. Incorrectly entering PUK Code ten consecutive times locks wireless modem completely. If wireless modem is completely locked, wireless modem must be serviced. Contact [Customer Service](#), General Information.

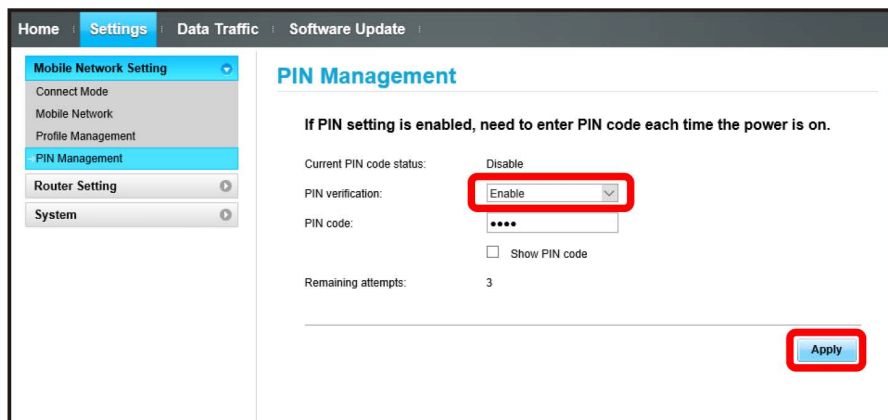
1


In Menu List, **Mobile Network Setting** → **PIN Management**



2

Set "PIN verification" to **Enable** → Enter PIN code → **Apply**



 PIN code entry from WEB UI is required.

PIN Verification (WEB UI)

1

Activate WEB UI

2

Enter four- to eight-digit PIN code

PIN Required

PIN code:

PIN code should be 4-8 digits

☐ Show PIN code

Remaining attempts: 3

Apply

3

Apply

PIN Required

PIN code:

••••

PIN code should be 4-8 digits

☐ Show PIN code

Remaining attempts: 3

Apply

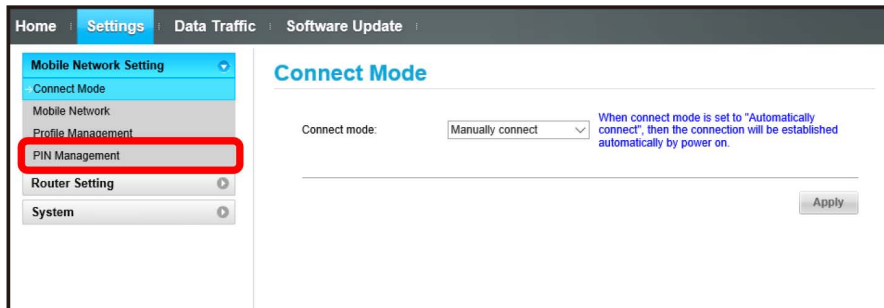
When correct PIN is entered, Home Page appears.

Changing PIN

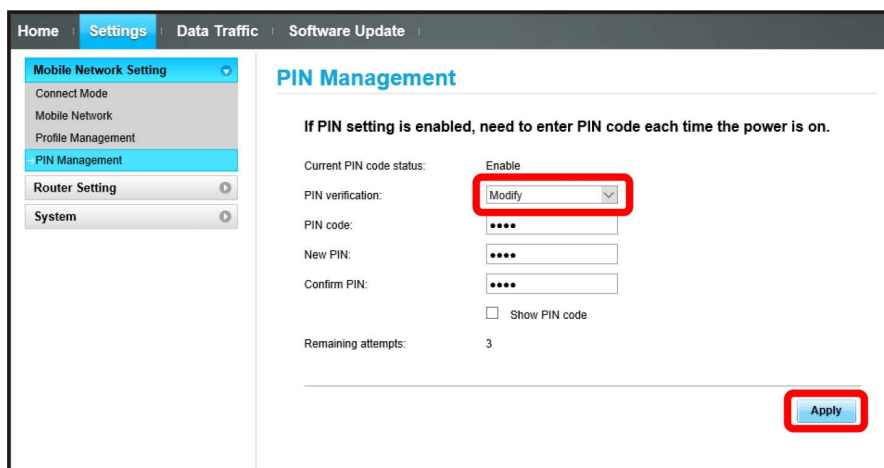
Change the PIN to any four- to eight-digit number if required.

1

In Menu List, [Mobile Network Setting](#) ➔ [PIN Management](#)

**2**

Set "PIN verification" to [Modify](#) ➔ Set required items ➔ [Apply](#)



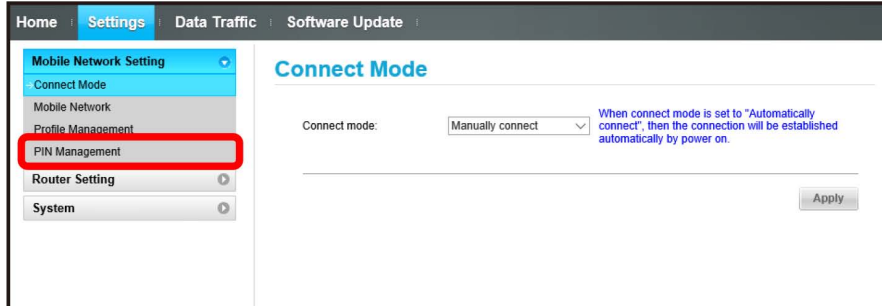
🚩 PIN is modified.

Canceling PIN Verification

Disable PIN verification.

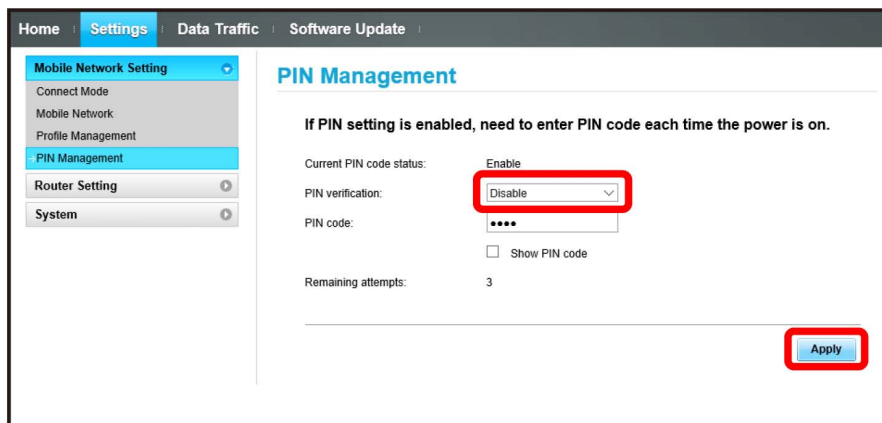
1


In Menu List, [Mobile Network Setting](#) → [PIN Management](#)



2

Set "PIN verification" to [Disable](#) → [Enter PIN code](#) → [Apply](#)



 PIN verification is canceled.

Setting Function

Set function such as Firewall and IP address filter.

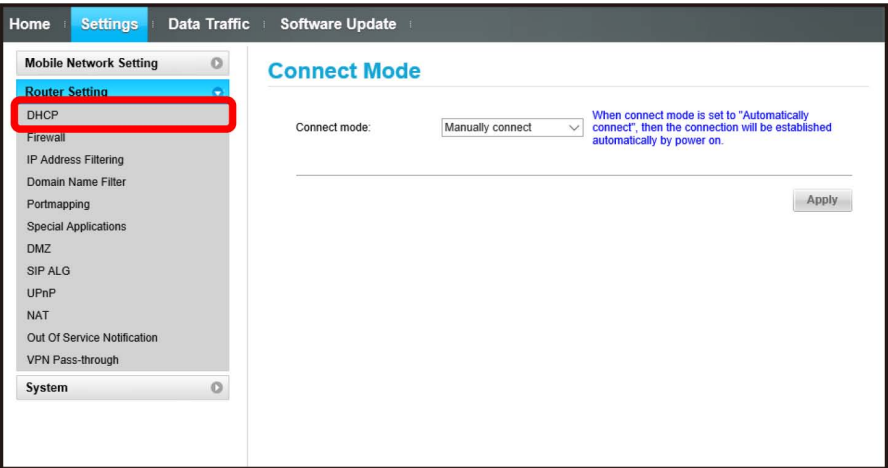
Setting DHCP

Set DHCP to assign IP address to wireless modem within LAN
Setting items are as follows:

Item	Description
IP address	Set IP address of wireless modem
Subnet mask	Set Subnet mask
DHCP server	Set whether to use DHCP
Start IP address	Set Start IP address to assign
End IP address	Set End IP address to assign
DHCP lease time	Set lease time of IP address

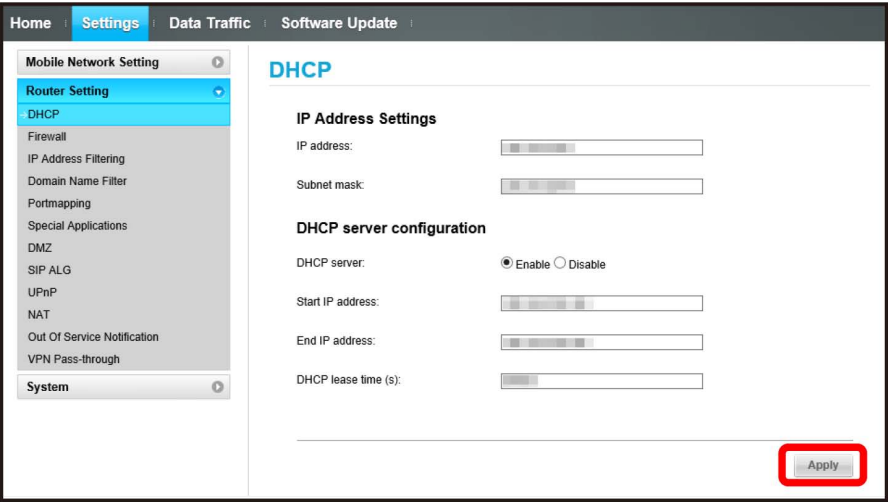
1

In Menu List, Router Setting → DHCP



2

Set each item → Apply



🚩 DHCP is set.

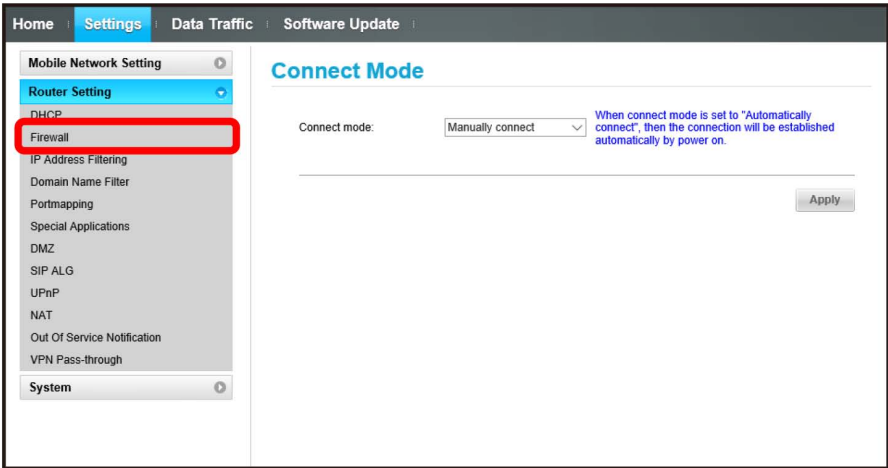
Firewall Switch

Set Firewall function.
Setting items are as follows:

Item	Description
IP address filtering	Set whether to use IP address filter function
Enable domain name filter	Set whether to enable domain name filter

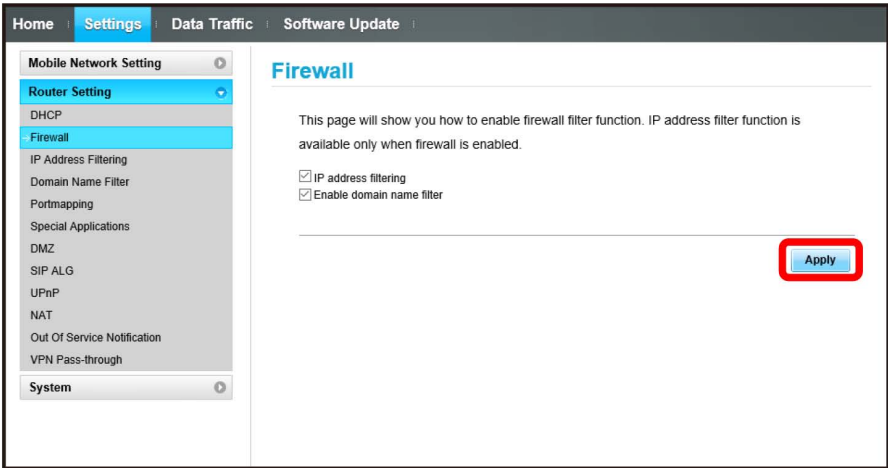
1

In Menu List, Router Setting → Firewall



2

Set each item → Apply



🚩 Firewall is set.

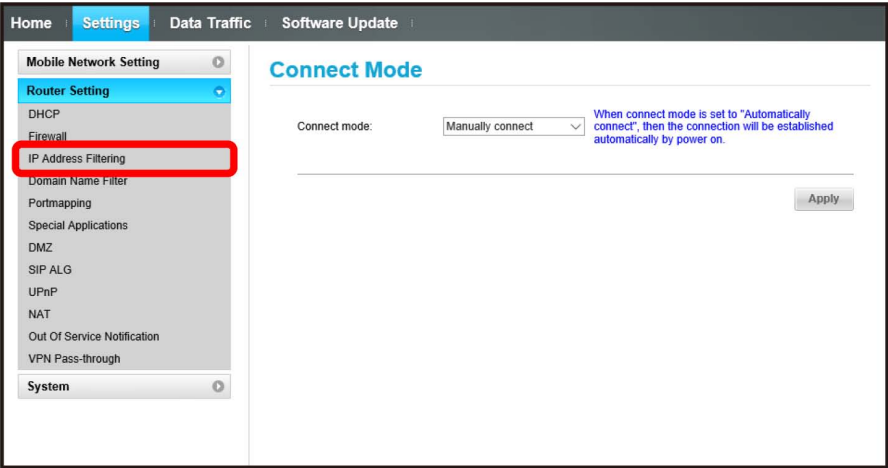
Setting IP Address and Port Filtering

Set whether to apply rules and allow transmissions from Internet through Firewall, based on sender/receiver addresses.
Setting items are as follows:

Item	Description
LAN IP Address	Set source IP address to apply rules; specify IP address from IP addresses used on LAN
LAN Port	Set source port number to apply rules
WAN IP Address	Set destination IP address to apply rules
WAN Port	Set destination port number to apply rules
Protocol	Select protocol to apply rules
IP Type	Set IP type to apply rules
Status	Set whether to apply rules
Options	Save or delete rules

1

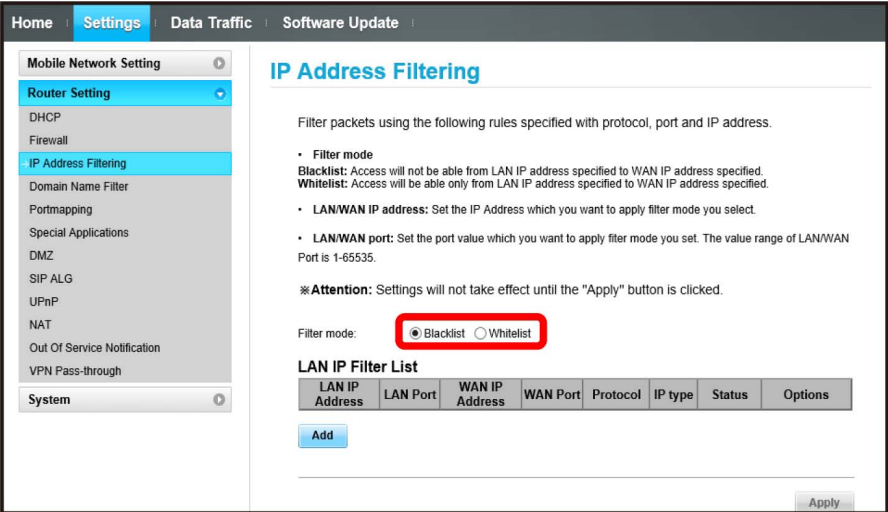
In Menu List, Router Setting → IP Address Filtering



• If a message asking to enable IP Address Filtering in Firewall setting appears, see "Firewall Switch" and checkmark "IP address filtering" from Firewall then retry.

2

In "Filter mode," Blacklist / Whitelist



3

Add

Home | Settings | Data Traffic | Software Update

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Router Setting

DHCP

Firewall

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Domain Name Filter

Portmapping

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IP Address Filtering

Filter packets using the following rules specified with protocol, port and IP address.

- Filter mode**
Blacklist: Access will not be able from LAN IP address specified to WAN IP address specified.
Whitelist: Access will be able only from LAN IP address specified to WAN IP address specified.
- LAN/WAN IP address:** Set the IP Address which you want to apply filter mode you select.
- LAN/WAN port:** Set the port value which you want to apply filter mode you set. The value range of LAN/WAN Port is 1-65535.

※Attention: Settings will not take effect until the "Apply" button is clicked.

Filter mode: ☒ Blacklist ☐ Whitelist

LAN IP Filter List

LAN IP Address	LAN Port	WAN IP Address	WAN Port	Protocol	IP type	Status	Options
<div>Add</div>							

Apply

4

Enter each item → OK

Home | Settings | Data Traffic | Software Update

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IP Address Filtering

Filter packets using the following rules specified with protocol, port and IP address.

- Filter mode**
Blacklist: Access will not be able from LAN IP address specified to WAN IP address specified.
Whitelist: Access will be able only from LAN IP address specified to WAN IP address specified.
- LAN/WAN IP address:** Set the IP Address which you want to apply filter mode you select.
- LAN/WAN port:** Set the port value which you want to apply filter mode you set. The value range of LAN/WAN Port is 1-65535.

※Attention: Settings will not take effect until the "Apply" button is clicked.

Filter mode: ☒ Blacklist ☐ Whitelist

LAN IP Filter List

LAN IP Address	LAN Port	WAN IP Address	WAN Port	Protocol	IP type	Status	Options
192.168.1.1	1	192.168.1.1	1	TCP/UDP	IPv4	OFF	OK Cancel
<div>Add</div>							

- To set IPv6 addresses, enter a prefix at the end of the IP address.
- Turn Status to **ON** to filter IP addresses according to the rules set.
- Turn Status to **OFF** not to filter IP addresses regardless of the rules. Use for temporarily deactivating filtering. The rules are not canceled.

Apply

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IP Address Filtering

Filter packets using the following rules specified with protocol, port and IP address.

- Filter mode**
Blacklist: Access will not be able from LAN IP address specified to WAN IP address specified.
Whitelist: Access will be able only from LAN IP address specified to WAN IP address specified.
- LAN/WAN IP address:** Set the IP Address which you want to apply filter mode you select.
- LAN/WAN port:** Set the port value which you want to apply filter mode you set. The value range of LAN/WAN Port is 1-65535.

※**Attention:** Settings will not take effect until the "Apply" button is clicked.

Filter mode: ☒ Blacklist ☐ Whitelist

LAN IP Filter List

LAN IP Address	LAN Port	WAN IP Address	WAN Port	Protocol	IP type	Status	Options
				TCP/UDP	IPv4	OFF	Edit Delete

Add

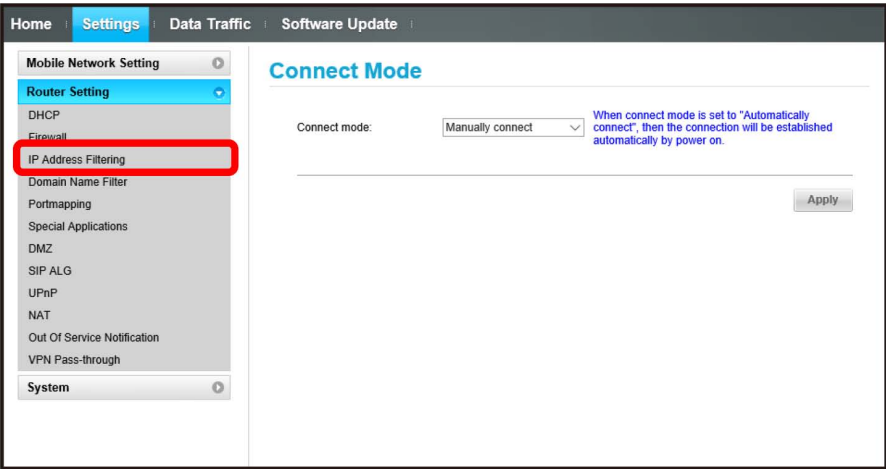
Apply

IP address filtering is set.

Canceling IP Address and Port Filtering

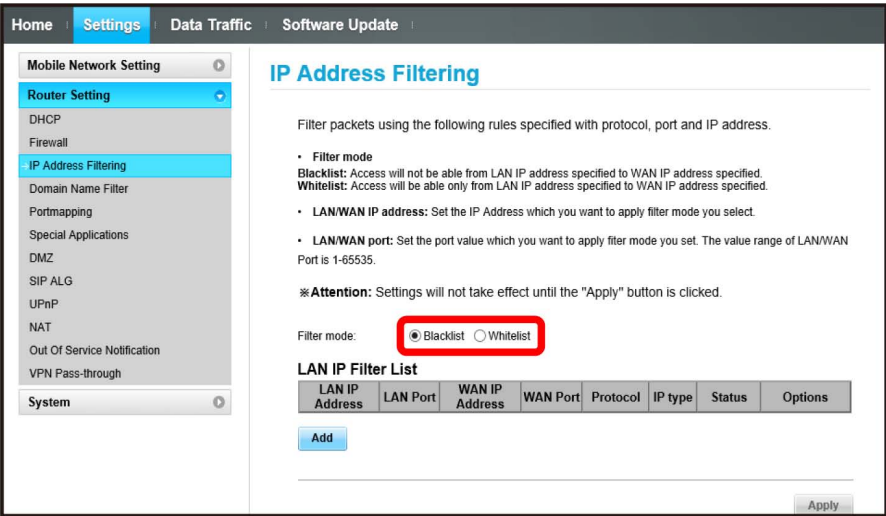
1

In Menu List, Router Setting → IP Address Filtering



2

In "Filter mode," Blacklist / Whitelist



Delete

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IP Address Filtering

Filter packets using the following rules specified with protocol, port and IP address.

• Filter mode

Blacklist: Access will not be able from LAN IP address specified to WAN IP address specified.

Whitelist: Access will be able only from LAN IP address specified to WAN IP address specified.

• LAN/WAN IP address: Set the IP Address which you want to apply filter mode you select.

• LAN/WAN port: Set the port value which you want to apply filter mode you set. The value range of LAN/WAN Port is 1-65535.

※Attention: Settings will not take effect until the "Apply" button is clicked.

Filter mode:

☒ Blacklist

☐ Whitelist

LAN IP Filter List

LAN IP Address	LAN Port	WAN IP Address	WAN Port	Protocol	IP type	Status	Options
				TCP/UDP	IPv4	OFF	<div>EditDelete</div>

Add

Apply

OK

Delete

Are you sure to delete the current list item?

OK

Cancel

Apply

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IP Address Filtering

Filter packets using the following rules specified with protocol, port and IP address.

• Filter mode

Blacklist: Access will not be able from LAN IP address specified to WAN IP address specified.

Whitelist: Access will be able only from LAN IP address specified to WAN IP address specified.

• LAN/WAN IP address: Set the IP Address which you want to apply filter mode you select.

• LAN/WAN port: Set the port value which you want to apply filter mode you set. The value range of LAN/WAN Port is 1-65535.

※Attention: Settings will not take effect until the "Apply" button is clicked.

Filter mode:

☒ Blacklist

☐ Whitelist

LAN IP Filter List

LAN IP Address	LAN Port	WAN IP Address	WAN Port	Protocol	IP type	Status	Options
----------------	----------	----------------	----------	----------	---------	--------	---------

Add

Apply

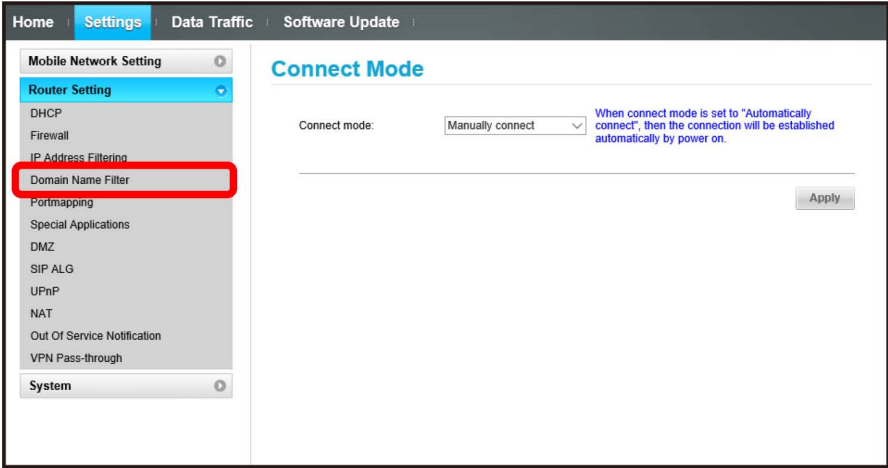
IP address filtering settings are canceled.

Setting Domain Name Filter

Set Domain Name Filters to restrict computers in the local area network from accessing certain websites.

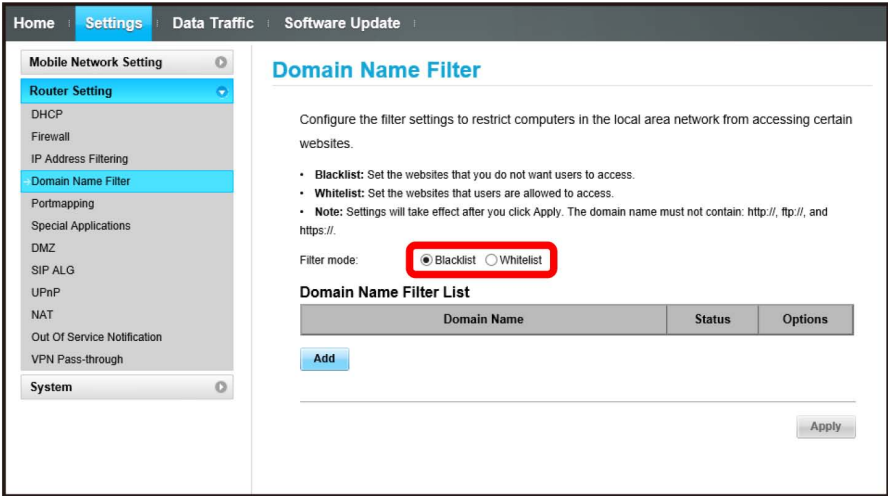
1

In Menu List, Router Setting → Domain Name Filter

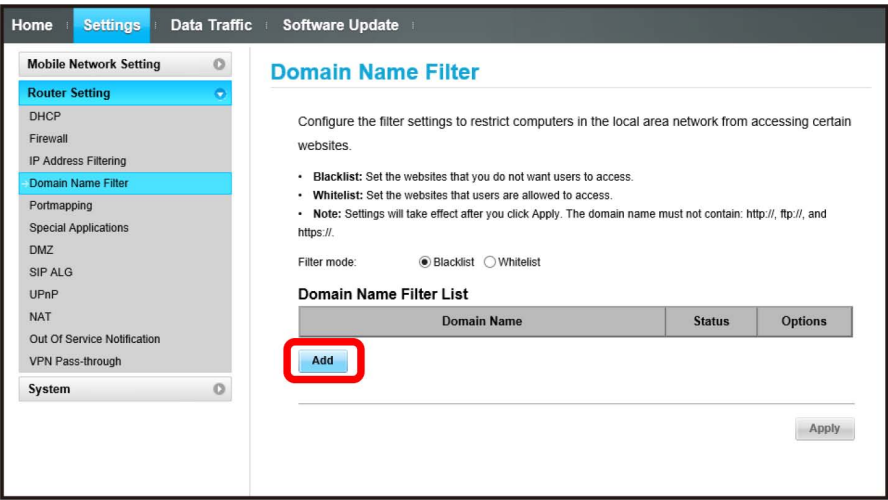


2

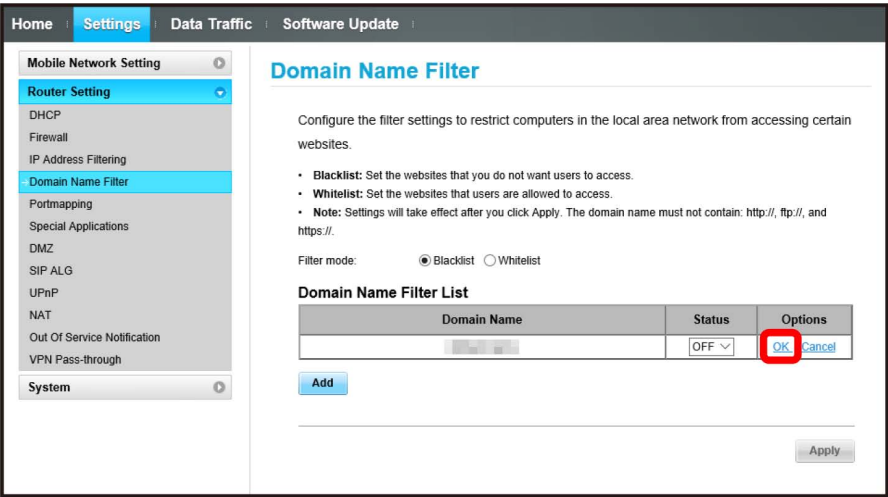
In "Filter mode," Blacklist / Whitelist



Add



Enter each item → OK



- Turn Status to **ON** to filter set domain names.
- Turn Status to **OFF** not to filter set domain names. Use for temporarily deactivating filtering. Filtering is not canceled.

Apply

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Domain Name Filter

Configure the filter settings to restrict computers in the local area network from accessing certain websites.

- **Blacklist:** Set the websites that you do not want users to access.
- **Whitelist:** Set the websites that users are allowed to access.
- **Note:** Settings will take effect after you click Apply. The domain name must not contain: http://, ftp://, and https://.

Filter mode: ☒ Blacklist ☐ Whitelist

Domain Name Filter List

Domain Name	Status	Options
	OFF	Edit Delete

Add

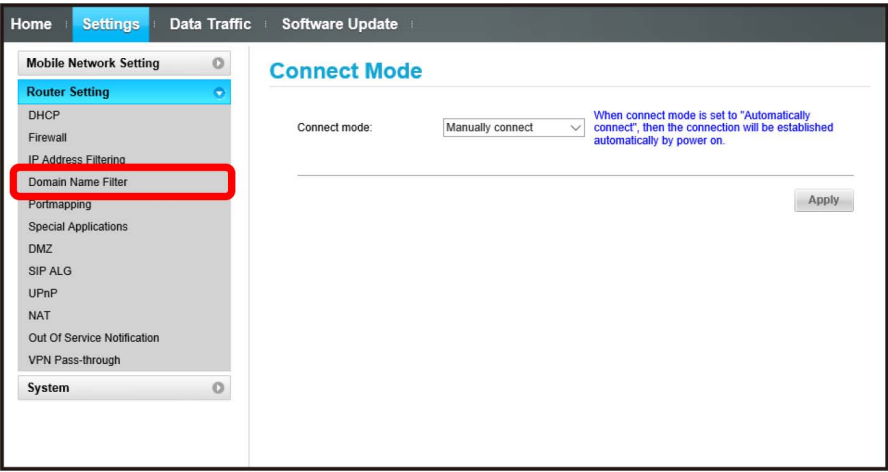
Apply

🚩 Domain Name Filter is set.

Canceling Domain Name Filter

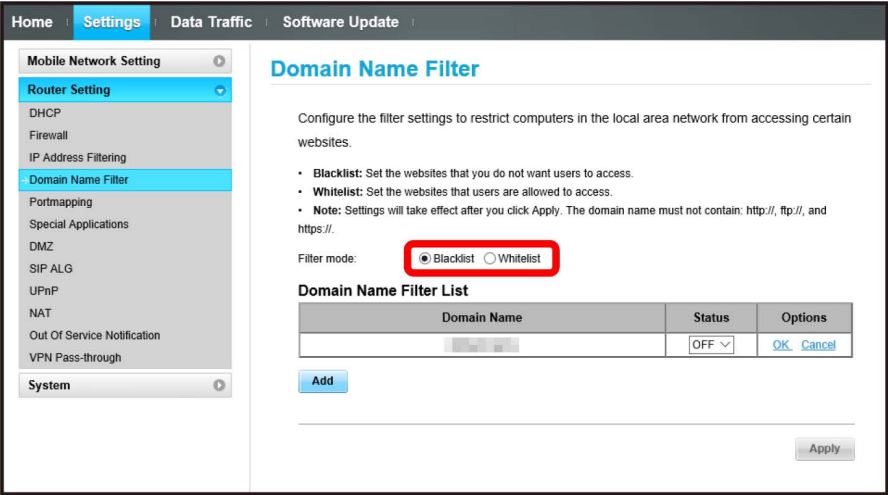
1

In Menu List, Router Setting → Domain Name Filter



2

In "Filter mode," Blacklist / Whitelist



3

Delete

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Domain Name Filter

Configure the filter settings to restrict computers in the local area network from accessing certain websites.

Blacklist: Set the websites that you do not want users to access.

Whitelist: Set the websites that users are allowed to access.

Note: Settings will take effect after you click Apply. The domain name must not contain: http://, ftp://, and https://.

Filter mode: ☒ Blacklist ☐ Whitelist

Domain Name Filter List

Domain Name	Status	Options
	OFF	OK Cancel

Add

Apply

4

OK

Delete

Are you sure to delete the current list item?

OK

Cancel

5

Apply

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Domain Name Filter

Configure the filter settings to restrict computers in the local area network from accessing certain websites.

Blacklist: Set the websites that you do not want users to access.

Whitelist: Set the websites that users are allowed to access.

Note: Settings will take effect after you click Apply. The domain name must not contain: http://, ftp://, and https://.

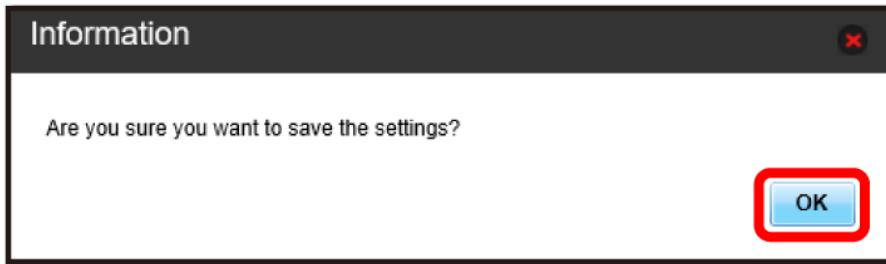
Filter mode: ☒ Blacklist ☐ Whitelist

Domain Name Filter List

Domain Name	Status	Options
-------------	--------	---------

Add

Apply



🚩 Domain name filtering settings are canceled.

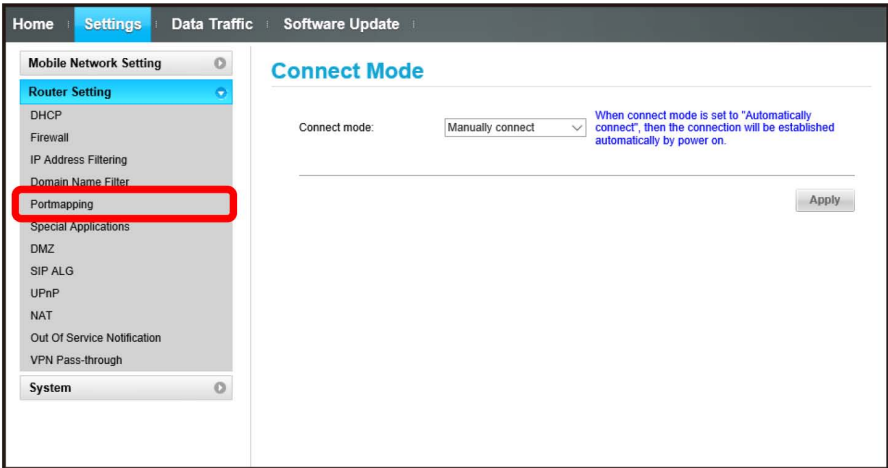
Setting Portmapping

Set a virtual server for accessing a specified device inside LAN via the Internet.
Setting items are as follows:

Item	Description
Name	Name of virtual server
WAN Port	Set source port number
LAN IP Address	Set IP address for device inside LAN to make available as a server; specify IP address from IP addresses used on LAN
LAN Port	Set destination port number for device inside LAN to make available as a server when transmitting packets
Protocol	Select protocol to apply rules
Status	Set whether to apply rules
Options	Save or delete rules

1

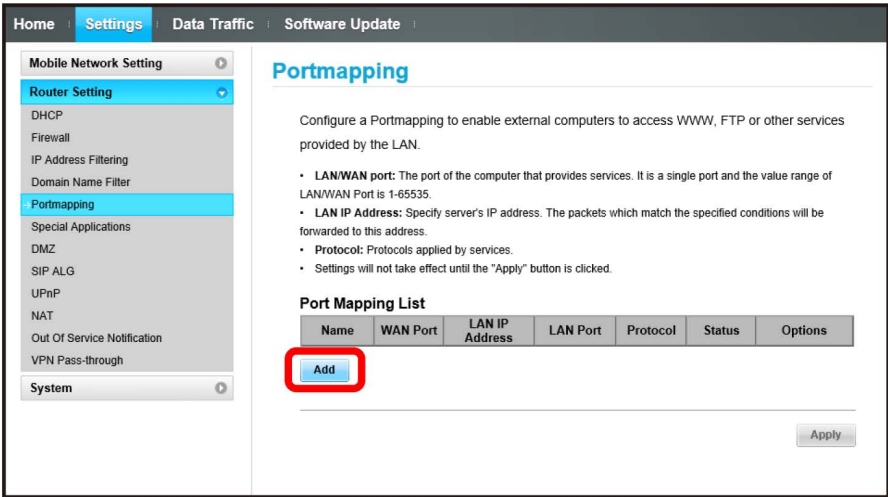
In Menu List, Router Setting → Portmapping



Settings (Using WEB UI)

2

Add



3

Enter each item → OK

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Portmapping

Configure a Portmapping to enable external computers to access WWW, FTP or other services provided by the LAN.

• LAN/WAN port: The port of the computer that provides services. It is a single port and the value range of LAN/WAN Port is 1-65535.

• LAN IP Address: Specify server's IP address. The packets which match the specified conditions will be forwarded to this address.

• Protocol: Protocols applied by services.

• Settings will not take effect until the "Apply" button is clicked.

Port Mapping List

Name	WAN Port	LAN IP Address	LAN Port	Protocol	Status	Options
				TCP/UDP	OFF	OK Cancel

Add

Apply

- Turn Status to ON to activate portmapping.
- Turn Status to OFF to deactivate portmapping. Use for temporarily deactivating mapping. Mapping is not canceled.

4

Apply

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Portmapping

Configure a Portmapping to enable external computers to access WWW, FTP or other services provided by the LAN.

• LAN/WAN port: The port of the computer that provides services. It is a single port and the value range of LAN/WAN Port is 1-65535.

• LAN IP Address: Specify server's IP address. The packets which match the specified conditions will be forwarded to this address.

• Protocol: Protocols applied by services.

• Settings will not take effect until the "Apply" button is clicked.

Port Mapping List

Name	WAN Port	LAN IP Address	LAN Port	Protocol	Status	Options
		192.168.128.2		TCP/UDP	OFF	Edit Delete

Add

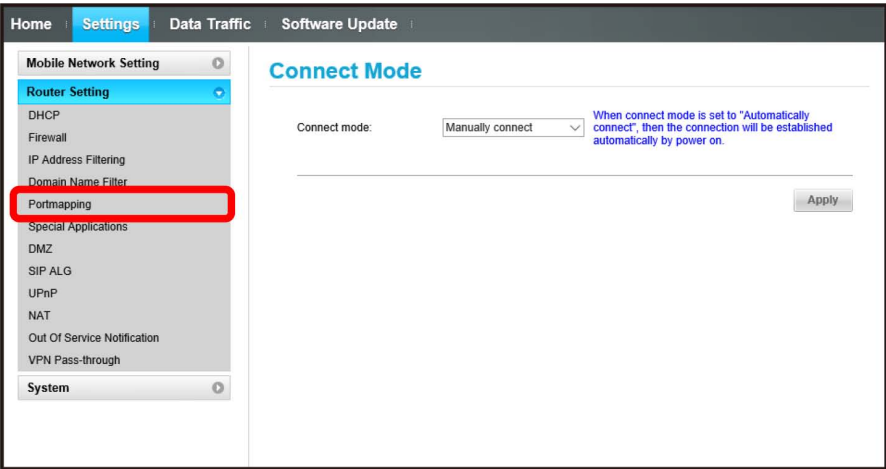
Apply

Portmapping is set.

Canceling Portmapping

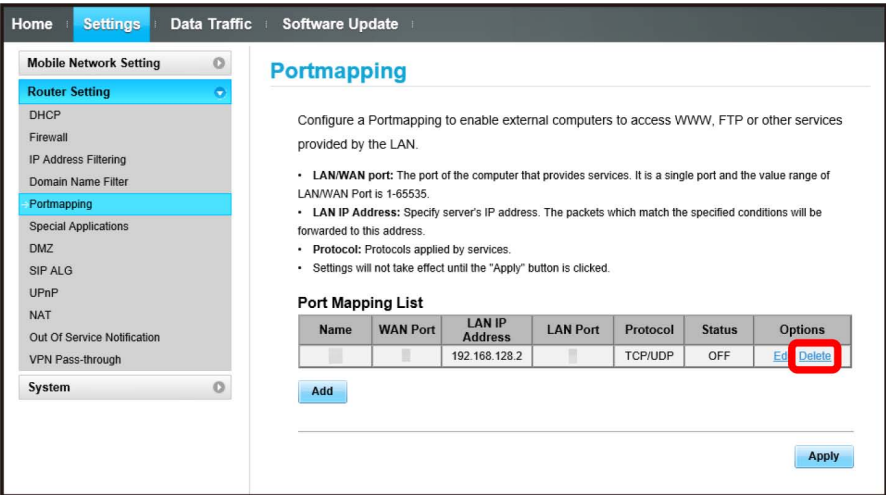
1

In Menu List, Router Setting ➔ Portmapping



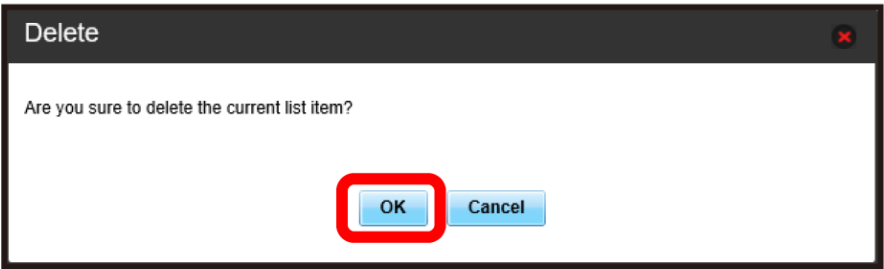
2

Delete



3

OK



Apply

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Portmapping

Configure a Portmapping to enable external computers to access WWW, FTP or other services provided by the LAN.

- **LAN/WAN port:** The port of the computer that provides services. It is a single port and the value range of LAN/WAN Port is 1-65535.
- **LAN IP Address:** Specify server's IP address. The packets which match the specified conditions will be forwarded to this address.
- **Protocol:** Protocols applied by services.
- Settings will not take effect until the "Apply" button is clicked.

Port Mapping List

Name	WAN Port	LAN IP Address	LAN Port	Protocol	Status	Options
------	----------	----------------	----------	----------	--------	---------

Add

Apply

Portmapping settings are canceled.

Setting Special Applications

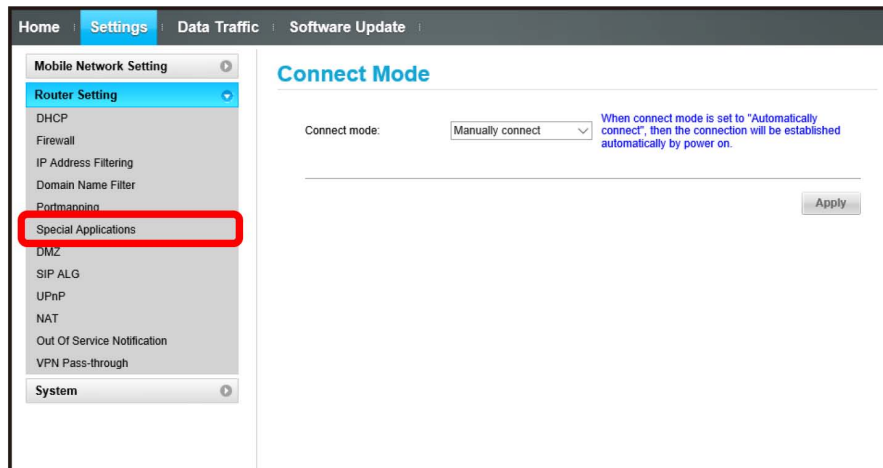
Enable to use special applications such as online games and video phone system.
Setting items are as follows:

Item	Description
Name	Name applications
Status	Set whether to apply rules
Trigger Port	Set port number for data control
Trigger Protocol	Select protocol for data control
Open protocol	Select protocol for data transfer
Open port	Set port number for data transfer
Options	Save or delete rules

· Refer to application user guide.

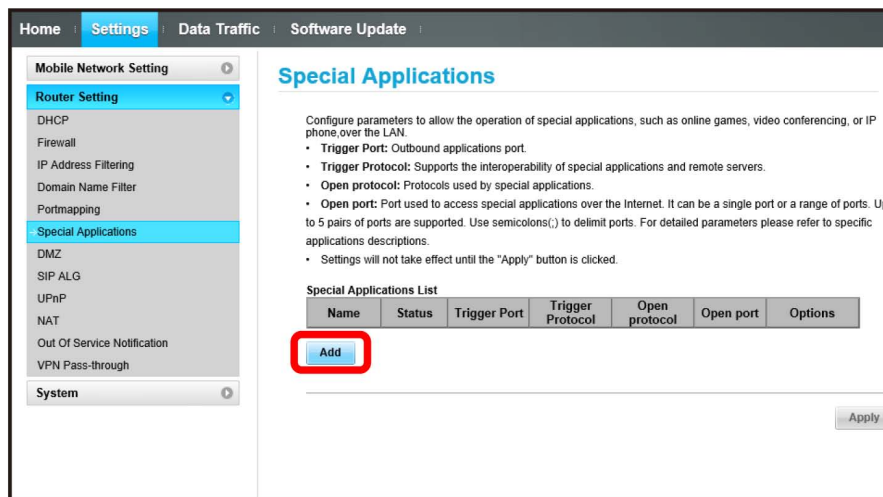
1

In Menu List, **Router Setting** → **Special Applications**



2

Add



3

Enter each item → OK

Home

Settings

Data Traffic

Software Update

Mobile Network Setting

Router Setting

DHCP

Firewall

IP Address Filtering

Domain Name Filter

Portmapping

Special Applications

DMZ

SIP ALG

UPnP

NAT

Out Of Service Notification

VPN Pass-through

System

Special Applications

Configure parameters to allow the operation of special applications, such as online games, video conferencing, or IP phone, over the LAN.

- **Trigger Port:** Outbound applications port.
- **Trigger Protocol:** Supports the interoperability of special applications and remote servers.
- **Open protocol:** Protocols used by special applications.
- **Open port:** Port used to access special applications over the Internet. It can be a single port or a range of ports. Up to 5 pairs of ports are supported. Use semicolons(;) to delimit ports. For detailed parameters please refer to specific applications descriptions.
- Settings will not take effect until the "Apply" button is clicked.

Name	Status	Trigger Port	Trigger Protocol	Open protocol	Open port	Options
	OFF		TCP/UDP	TCP/UDP		OK cancel

Add

Apply

4

Apply

Home

Settings

Data Traffic

Software Update

Mobile Network Setting

Router Setting

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- Settings will not take effect until the "Apply" button is clicked.

Name	Status	Trigger Port	Trigger Protocol	Open protocol	Open port	Options
	OFF		TCP/UDP	TCP/UDP		Edit Delete

Add

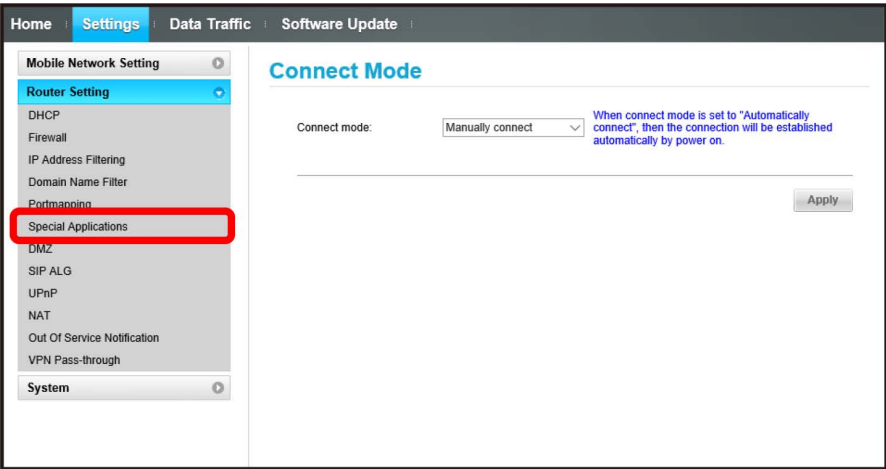
Apply

Special application settings are added.

Canceling Special Applications

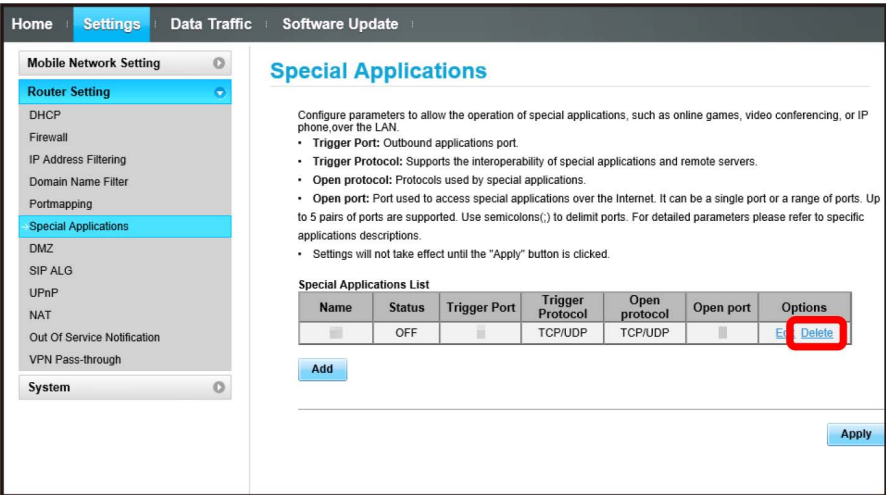
1

In Menu List, Router Setting ➔ Special Applications



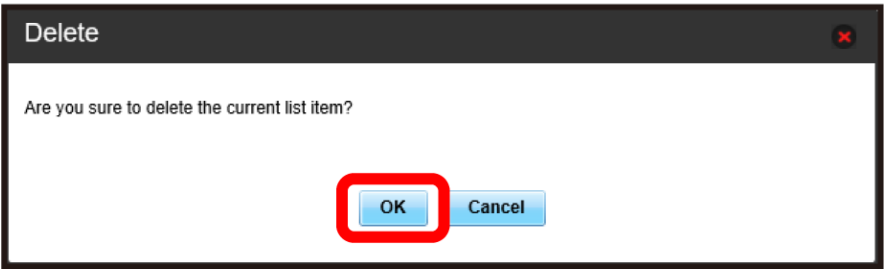
2

Delete



3

OK



Apply

Home

Settings

Data Traffic

Software Update

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- **Open port:** Port used to access special applications over the Internet. It can be a single port or a range of ports. Up to 5 pairs of ports are supported. Use semicolons(;) to delimit ports. For detailed parameters please refer to specific applications descriptions.
- Settings will not take effect until the "Apply" button is clicked.

Special Applications List

Name	Status	Trigger Port	Trigger Protocol	Open protocol	Open port	Options
<div>Add</div>						

Apply

Special application settings are canceled.

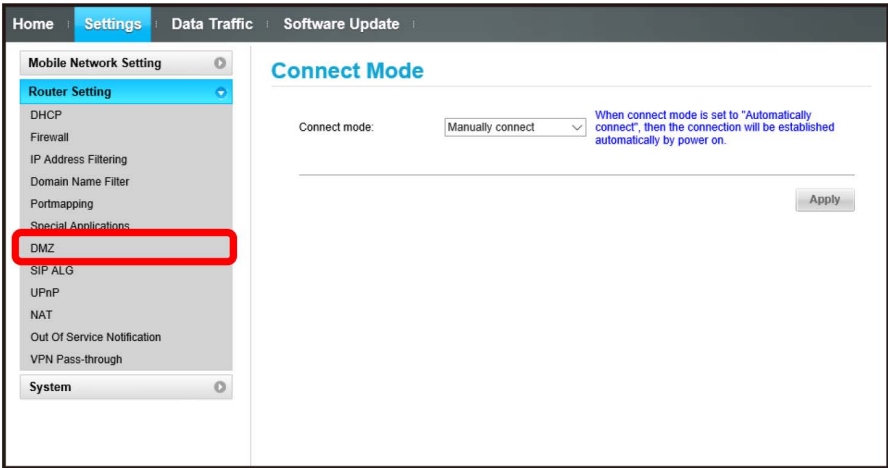
DMZ

Set specified device inside LAN as DMZ host isolated from other devices.
Setting items are as follows:

Item	Description
DMZ	Select whether to set DMZ host
DMZ IP address	Set IP address for DMZ host

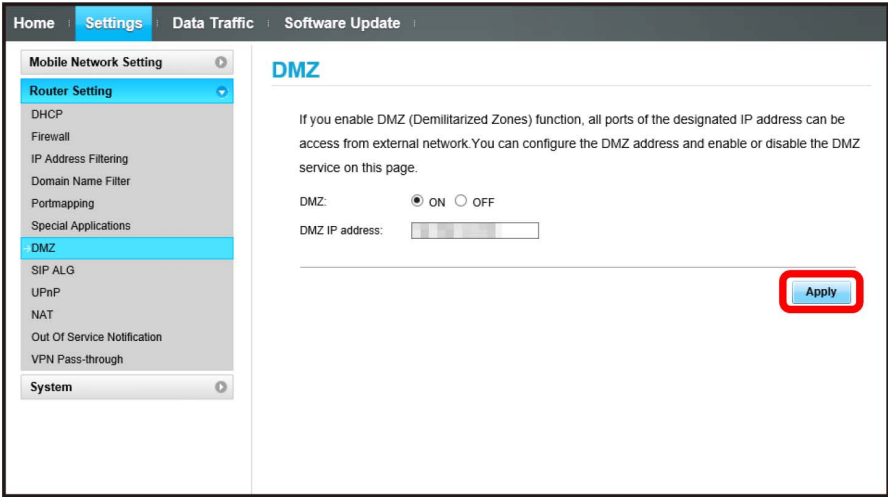
1

In Menu List, Router Setting → DMZ



2

Set each item → Apply



🚩 DMZ host settings are applied.

SIP ALG

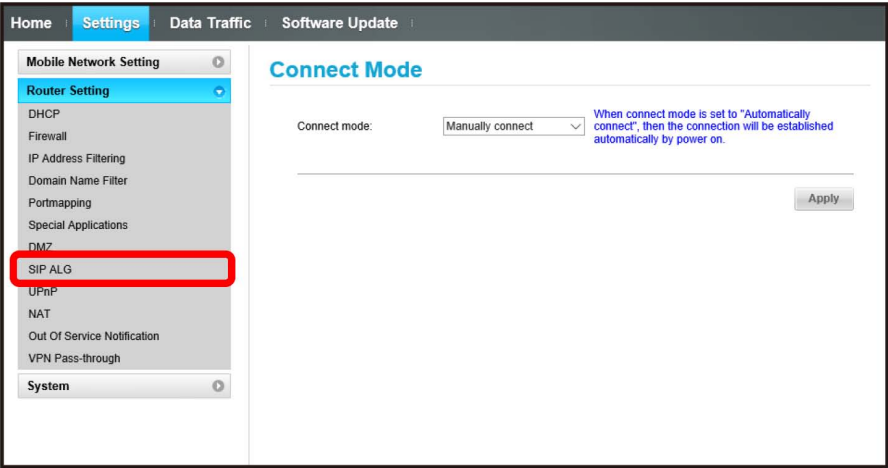
Set when using an SIP application to use Internet telephone, etc.
Setting items are as follows:

Item	Description
SIP ALG ¹	Select whether to enable SIP ALG function
SIP port	Enter port number provided by SIP service provider

- 1 SIP ALG is to be enabled when using SIP applications (e.g. X-Lite, Yate, Sipsdroid, etc.) on a WLAN device connected to wireless modem.
If normal calling is not available with the SIP application, uncheck "SIP ALG" → Apply → Checkmark "SIP ALG" → Apply then reboot the SIP application.
- Refer to application user guide.

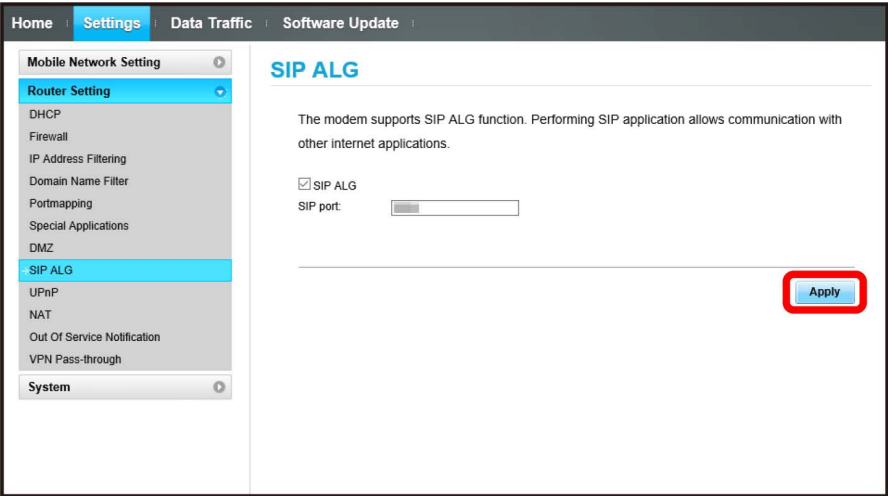
1


In Menu List, Router Setting → SIP ALG



2

Set each item → Apply



 SIP ALG settings are applied.

UPnP

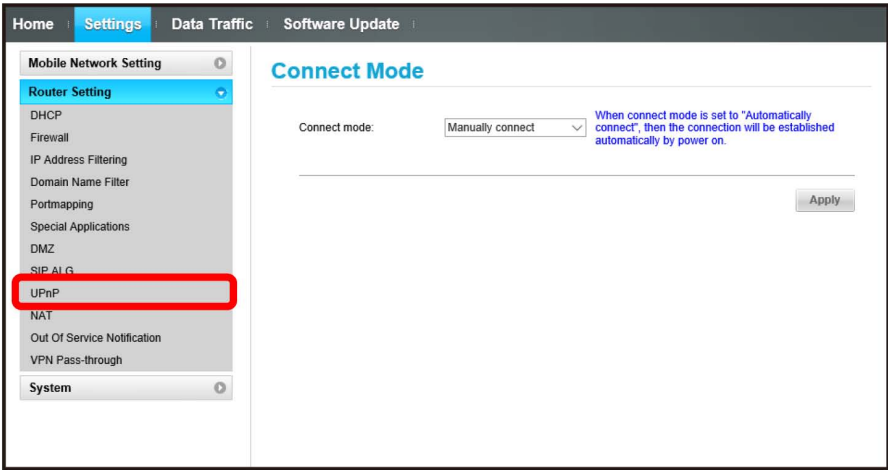
Set UPnP for using UPnP-compatible peripheral devices, audio visual devices, appliances and UPnP-compatible applications such as messenger software.

Setting items are as follows:

Item	Description
UPnP	Set whether to use UPnP

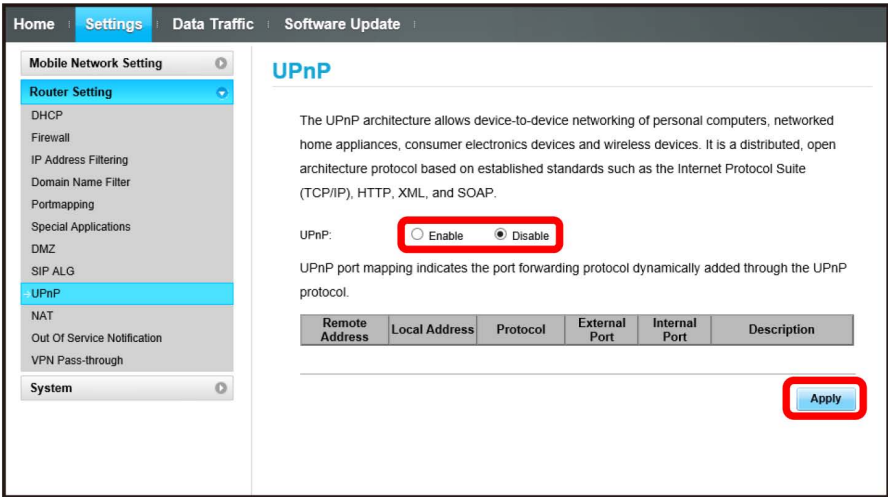
1


In Menu List, Router Setting ➡ UPnP



2

Enable / Disable ➡ Apply



 UPnP settings are applied.

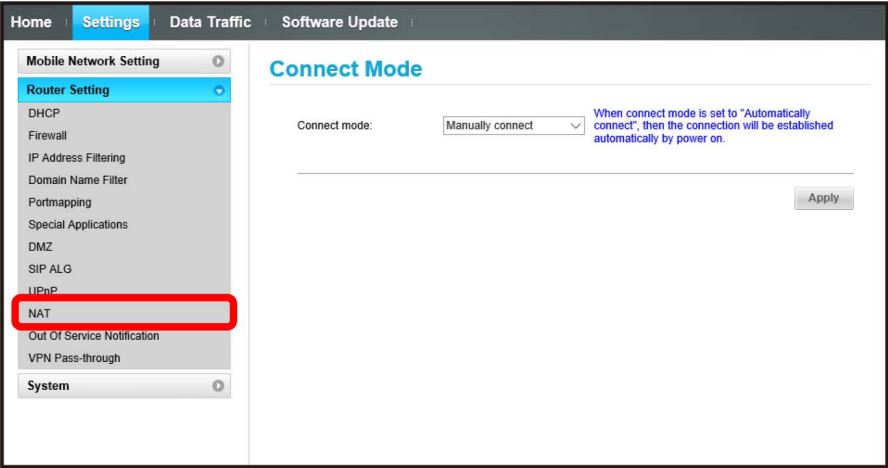
NAT

Convert private IP address used inside LAN to global IP address for connecting to the Internet.
Setting items are as follows:

Item	Description
Cone	Low security but normal operation of application; high compatibility with applications, gaming device etc.
Symmetric	Used for higher security gateway
Tcp Nat Time(s)	Set how long to maintain a session when there is no transmission after a TCP session is established; enter a value from 300 to 43200
Udp Nat Time(s)	Set how long to maintain management of the UDP state when there is not transmission; enter a value from 120 to 3600

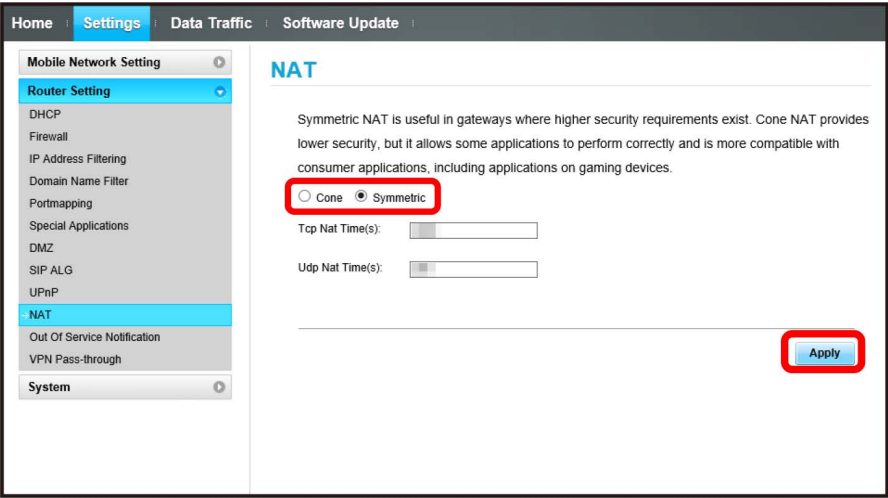
1


In Menu List, Router Setting → NAT



2

Cone / Symmetric → Enter each item → Apply



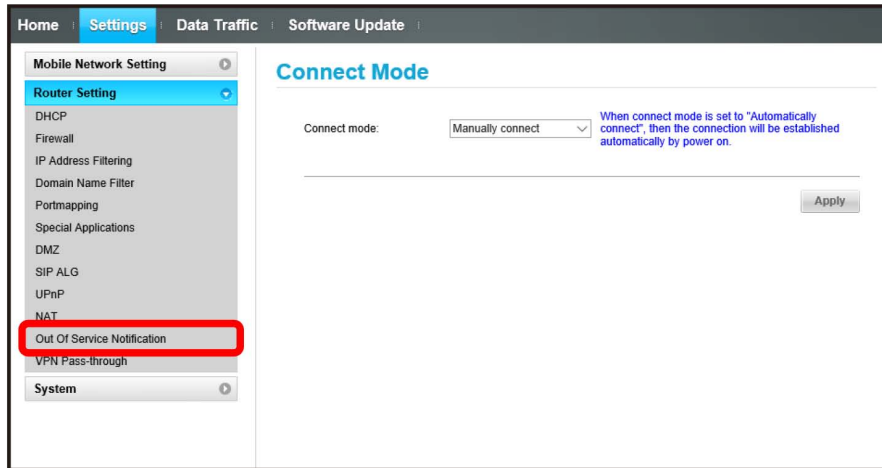
 NAT settings are applied.

Out of Service Notification

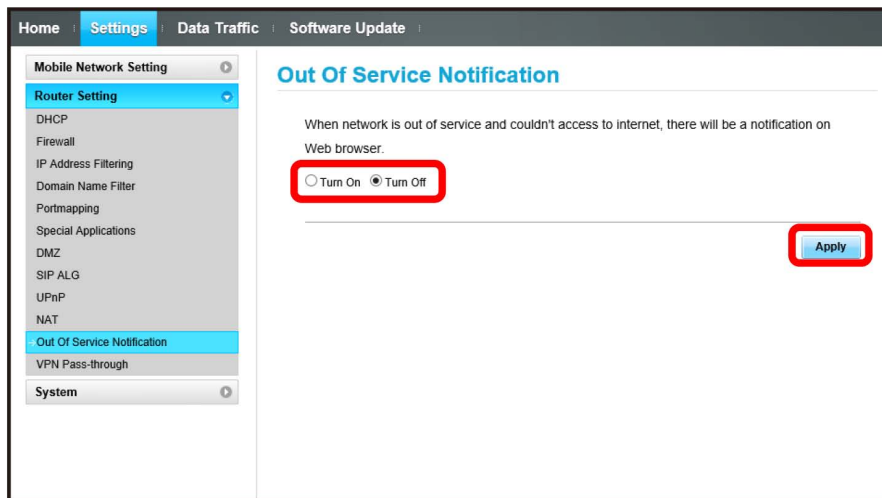
Set whether to show notification when wireless modem is out of network service area on the browser of a terminal accessing the Internet via wireless modem.


1

In Menu List, **Router Setting** → **Out Of Service Notification**

**2**

Turn On / **Turn Off** → **Apply**



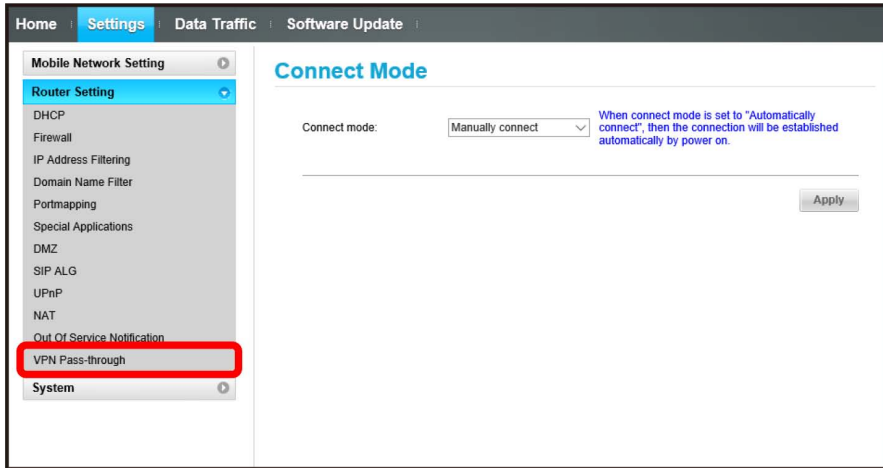
 Out of service notification setting is applied.

Setting VPN Pass-through

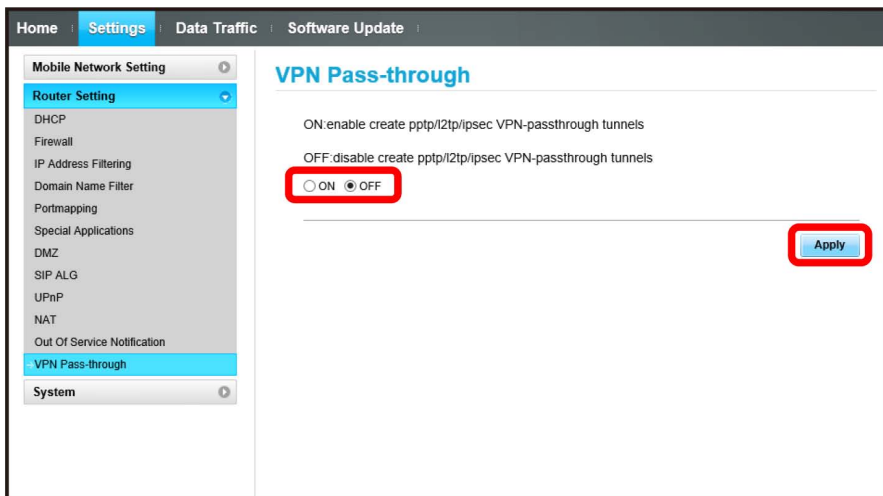
Enable VPN pass-through tunnels between devices inside LAN and external VPN clients.

1

In Menu List, **Router Setting** → **VPN Pass-through**

**2**

ON / OFF → Apply



🏁 VPN pass-through setting is applied.

System

Check wireless modem device information and change login password for WEB UI.
Also reset and reboot wireless modem.

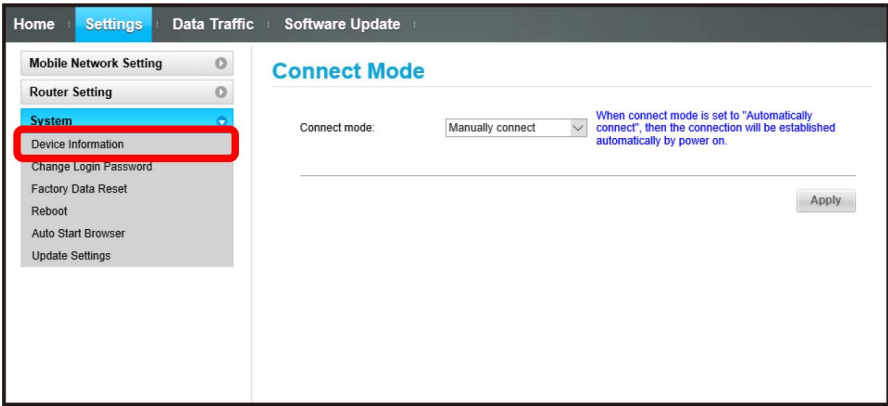
Checking Wireless Modem Information


Check device information such as software version.

Item	Description
Device name	Product name (604HW)
IMEI	Serial number
Number	Phone number saved to USIM Card
Hardware version	Hardware version
Software version	Current software version
Firmware version	Current firmware version
WEB UI version	Current WEB UI version
WAN IP Address	wireless modem IP address; connect to the Internet with this IP address
WAN IPv6 Address	wireless modem IPv6 address
Authentication	Authentication of wireless modem

1

In Menu List, System ➔ Device Information



 Check information.

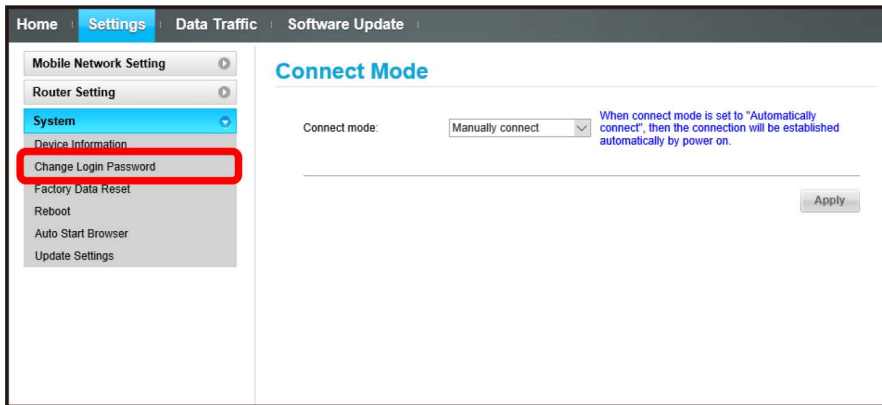
Changing Login Password for WEB UI

Change Login password.

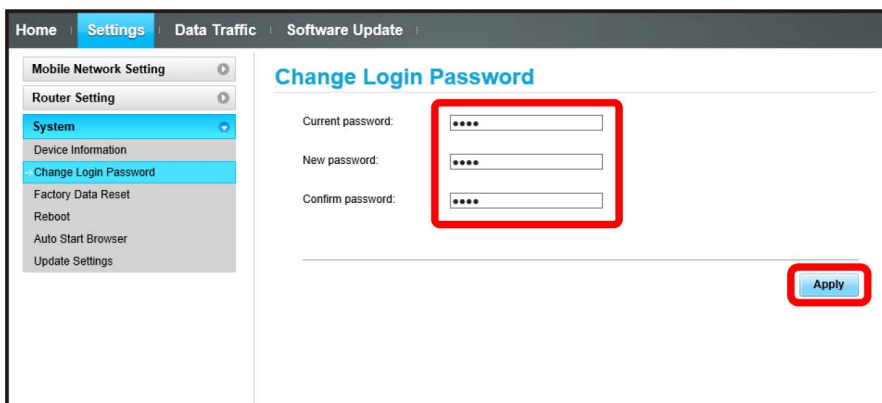
- For enhancing security, it is recommended to change Login password regularly.
- Set safer Login password when setting a new one.

1

In Menu List, **System** → **Change Login Password**

**2**

Enter current password → Enter a new password → Re-enter the new password → **Apply**



🚩 New password is set and WEB UI Home Page appears.

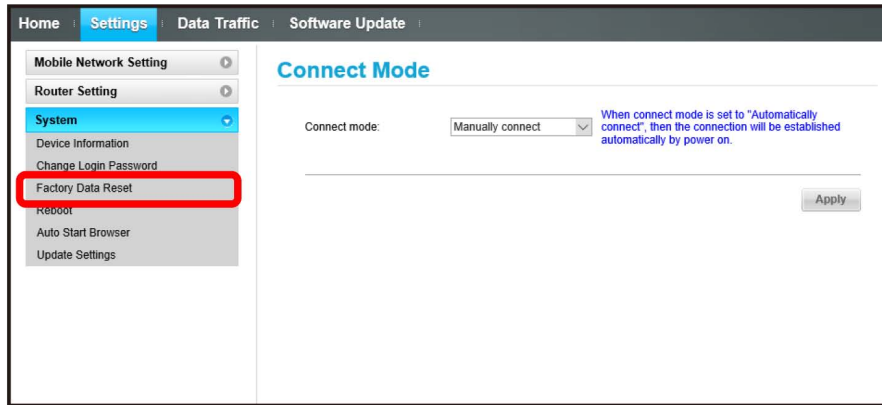
Resetting Wireless Modem

Restore wireless modem settings to their factory defaults.

- All settings are restored except contents in USIM Card.

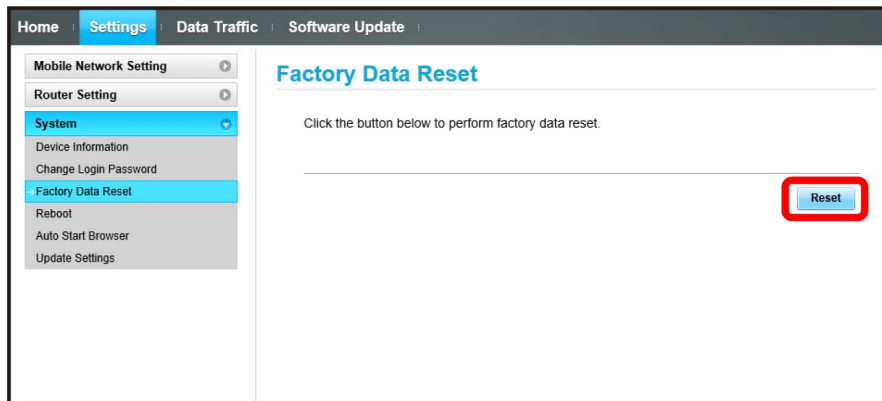
1

In Menu List, **System** → **Factory Data Reset**



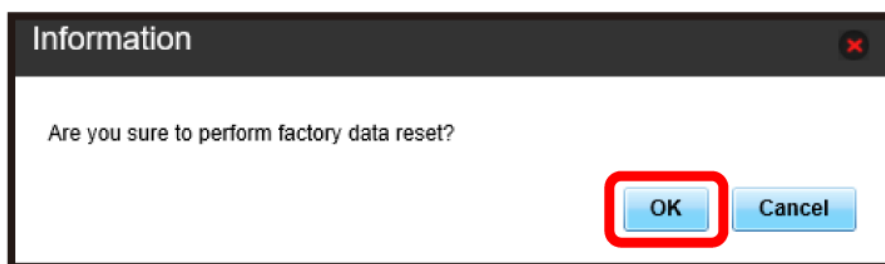
2

Reset



3

OK

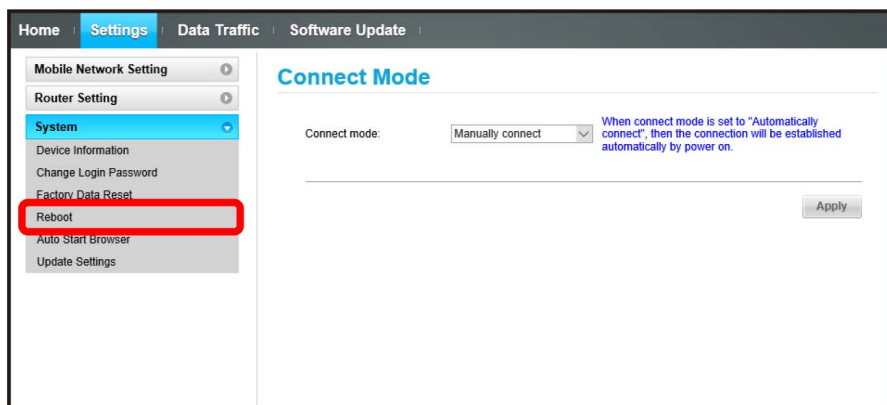


Wireless modem reboots to its default settings.

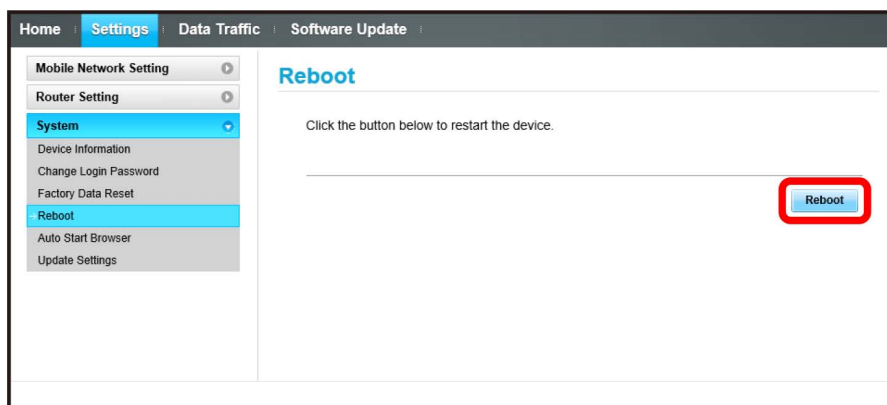
Rebooting Wireless Modem

1

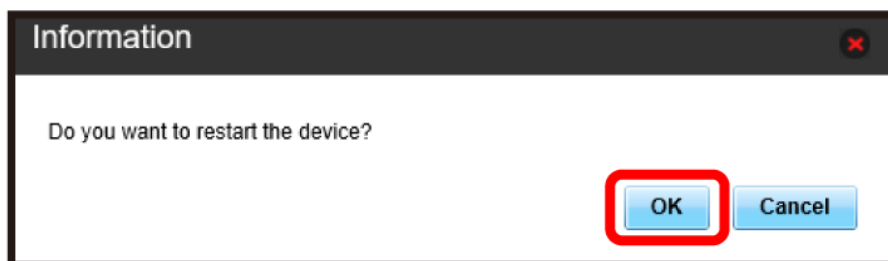
In Menu List, **System** ➔ **Reboot**

**2**

Reboot

**3**

OK



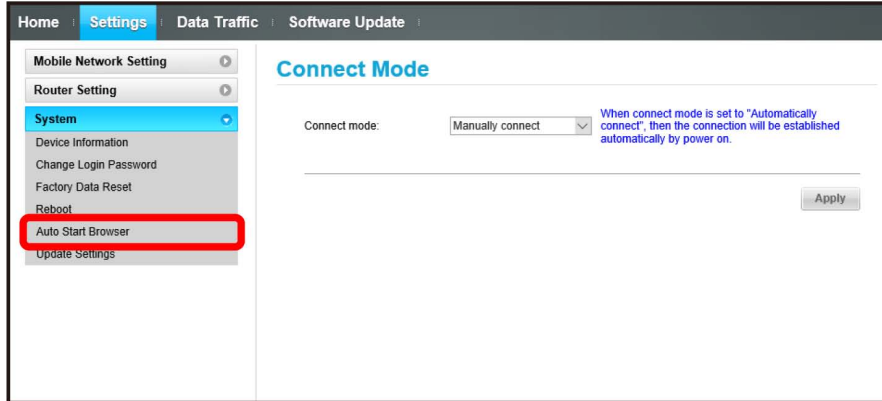
Wireless modem is rebooted.

Setting Auto Start Browser

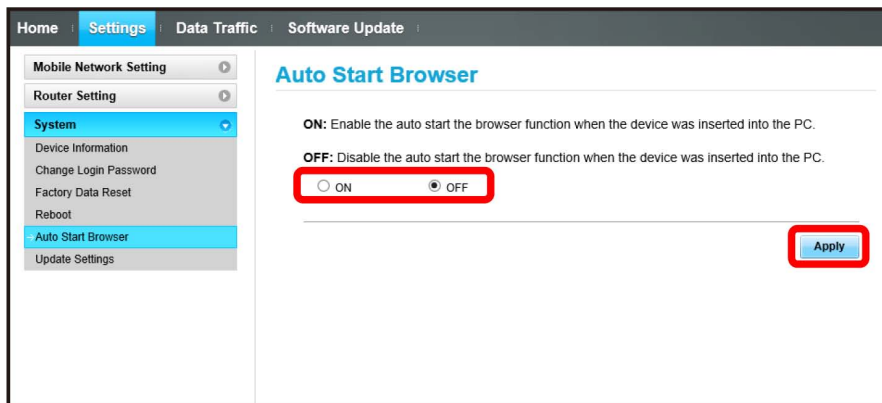
Set whether to activate web browser automatically when wireless modem is connected to PC.

1

In Menu List, **System** → **Auto Start Browser**

**2**

ON / **OFF** → **Apply**



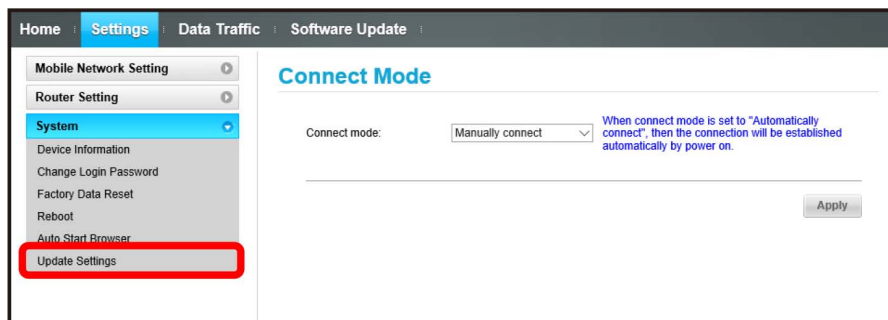
🚩 Auto Start Browser setting is applied.

Setting Software Auto Update

Set intervals for automatically checking new software and auto update content.

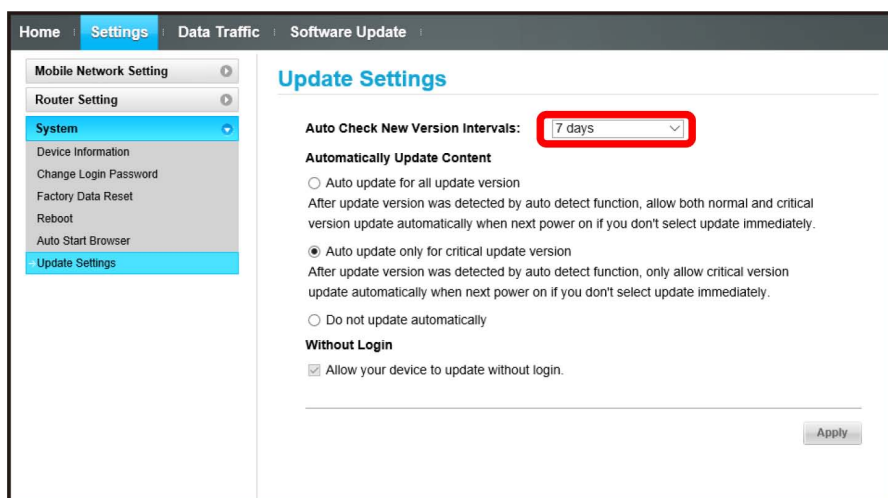
1

In Menu List, **System** → **Update Settings**



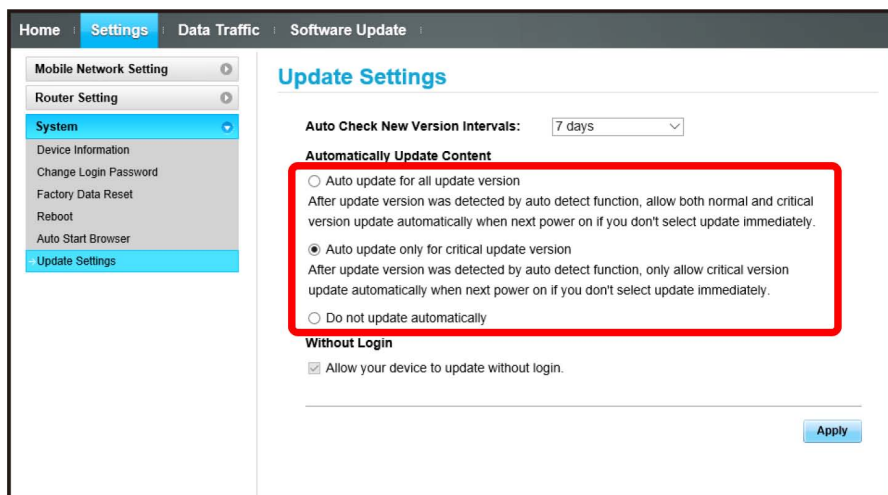
2

Set Auto Check New Version Intervals



3

Set Automatically Update Content



Apply

Home

Settings

Data Traffic

Software Update

Mobile Network Setting

Router Setting

System

Device Information

Change Login Password

Factory Data Reset

Reboot

Auto Start Browser

Update Settings

Update Settings

Auto Check New Version Intervals:

7 days

Automatically Update Content

☐ Auto update for all update version

After update version was detected by auto detect function, allow both normal and critical version update automatically when next power on if you don't select update immediately.

☒ Auto update only for critical update version

After update version was detected by auto detect function, only allow critical version update automatically when next power on if you don't select update immediately.

☐ Do not update automatically

Without Login

☒ Allow your device to update without login.

Apply

🚩 Software auto update setting is applied.

- Check Without Login to allow the device to update without login.

Showing/Setting Data Usage

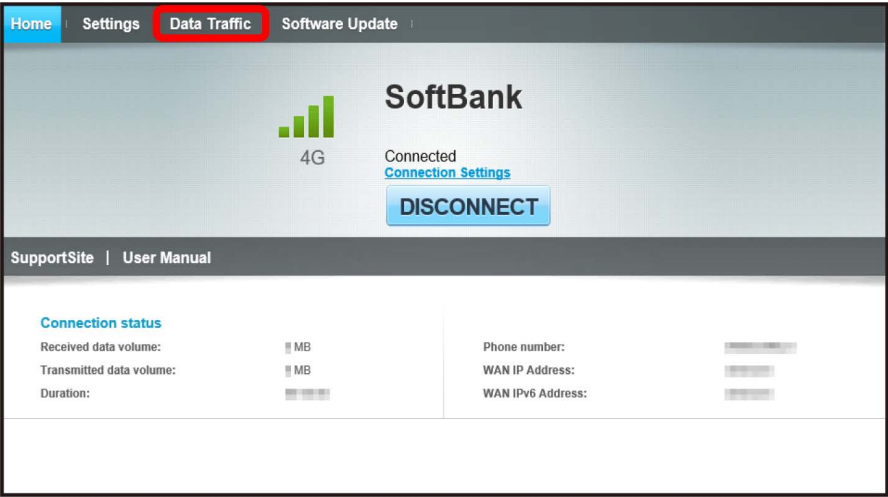
Check data traffic volume. Also, set maximum traffic or reset date for data traffic.
Data traffic is an estimation. May differ from actual traffic volume. For actual traffic volume, contact SoftBank Customer Support.

Checking Data Traffic Volume

Accumulated data traffic volume at the moment from start of use or reset is shown. Moreover, the data traffic for a maximum of three days is also shown.

1

In Menu List, **Data Traffic**



 Data traffic is shown.

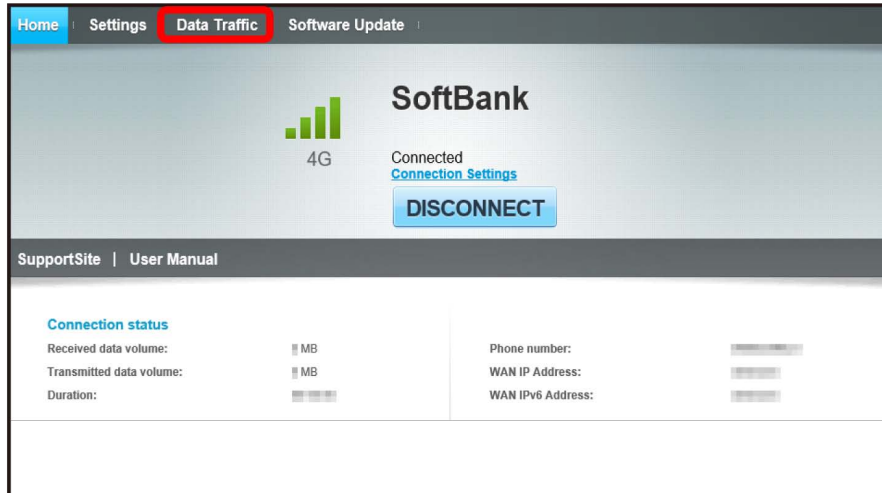
· Data traffic volume to present for Maximum Traffic set in **Data traffic settings** is shown. For setting maximum traffic, see "[Setting Maximum Traffic](#)."

Setting Auto Reset Date

Set date of month for automatically resetting accumulated data traffic.

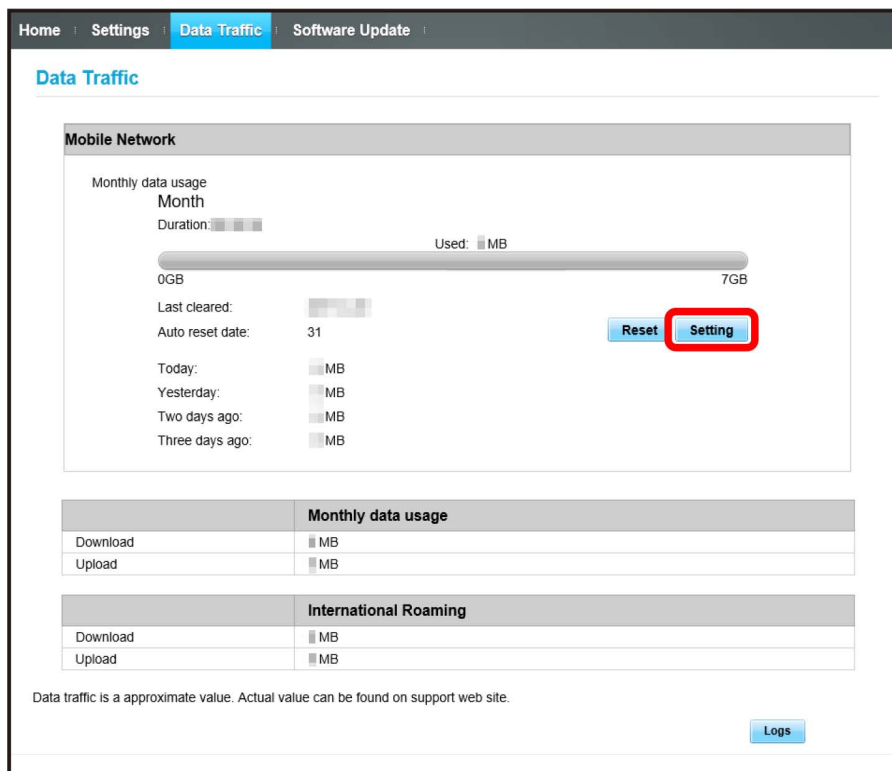
1

In Main Menu, **Data Traffic**

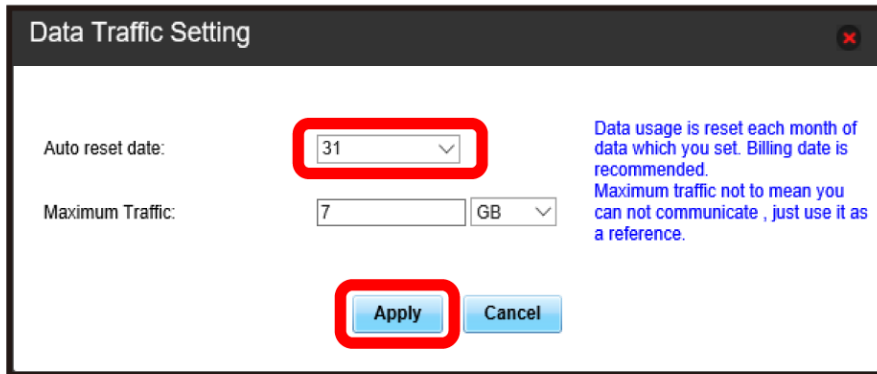


2

Setting



Select date for resetting → Apply



The image shows a 'Data Traffic Setting' dialog box with a dark header and a light body. It contains two main settings: 'Auto reset date' and 'Maximum Traffic'. The 'Auto reset date' is a dropdown menu with '31' selected, highlighted by a red rectangle. The 'Maximum Traffic' is a text input with '7' and a unit dropdown with 'GB' selected. Below these are 'Apply' and 'Cancel' buttons, with the 'Apply' button also highlighted by a red rectangle. To the right of the settings, there is a blue text note: 'Data usage is reset each month of data which you set. Billing date is recommended. Maximum traffic not to mean you can not communicate, just use it as a reference.'

Data Traffic Setting

Auto reset date: 31

Maximum Traffic: 7 GB

Apply Cancel

Data usage is reset each month of data which you set. Billing date is recommended.
Maximum traffic not to mean you can not communicate, just use it as a reference.

🚩 Auto reset date is set.

- Value number is selected between 1 and 31.
- If 31 is set, data traffic is reset at the end of the month.

💡 "Reset" and "Auto Reset"

The reset items differ in "Reset" and "Auto Reset."

With "Reset," reset this month, current day, a day ago, two days ago, three days ago immediately.

With "Auto Reset," data traffic for this month resets as the date changes to the day after the auto reset date. Data traffic after the reset date continues to accumulate.

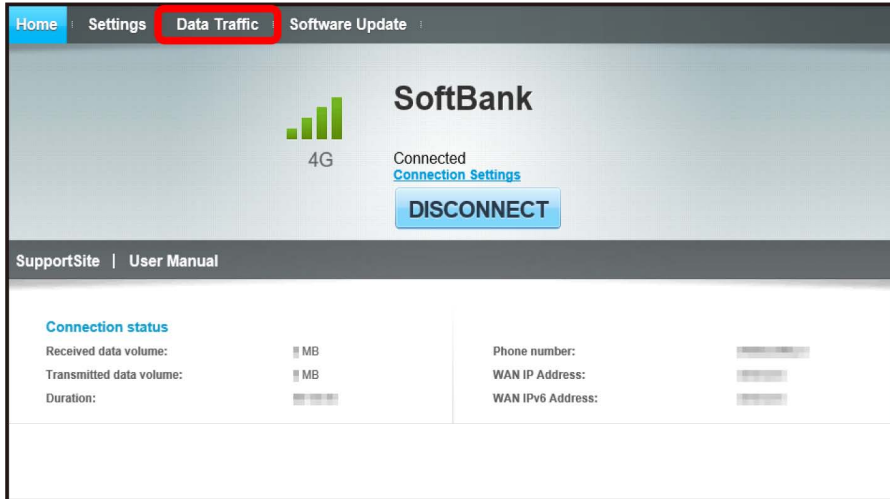
Setting Maximum Traffic

Set monthly data traffic volume.

- Maximum traffic does not mean a limit on data communication. Use this volume as measure of usage.

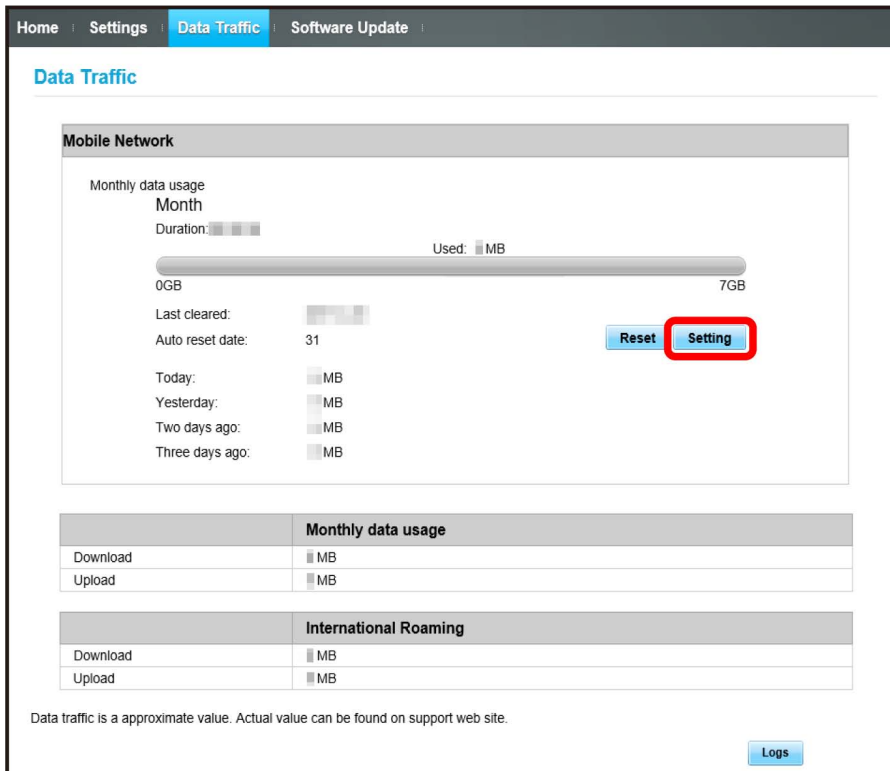
1

In Main Menu, **Data Traffic**

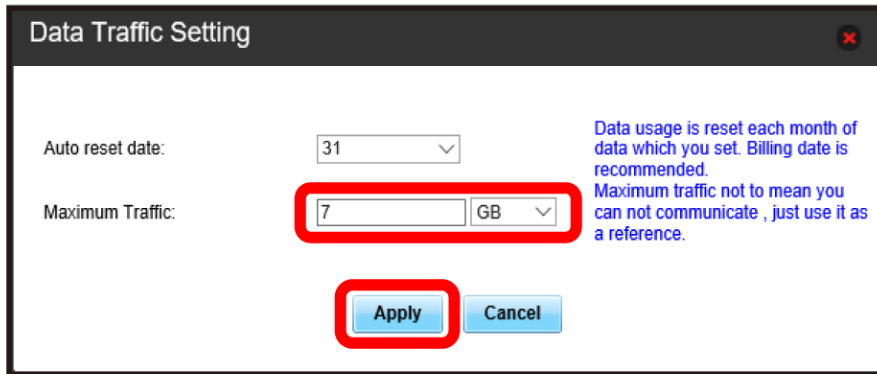


2

Setting



Enter number for data traffic → Select units → Apply



The image shows a 'Data Traffic Setting' dialog box with a dark header bar containing the title and a close button. The main area is white and contains two settings. The first is 'Auto reset date:' with a dropdown menu showing '31'. The second is 'Maximum Traffic:' with a text input field containing '7' and a unit dropdown menu showing 'GB'. Both the 'Maximum Traffic' input field and the 'Apply' button are highlighted with red rectangular boxes. To the right of the settings, there is a blue informational text block. At the bottom, there are two buttons: 'Apply' and 'Cancel'.

Data Traffic Setting

Auto reset date: 31

Maximum Traffic: 7 GB

Apply Cancel

Data usage is reset each month of data which you set. Billing date is recommended.
Maximum traffic not to mean you can not communicate , just use it as a reference.

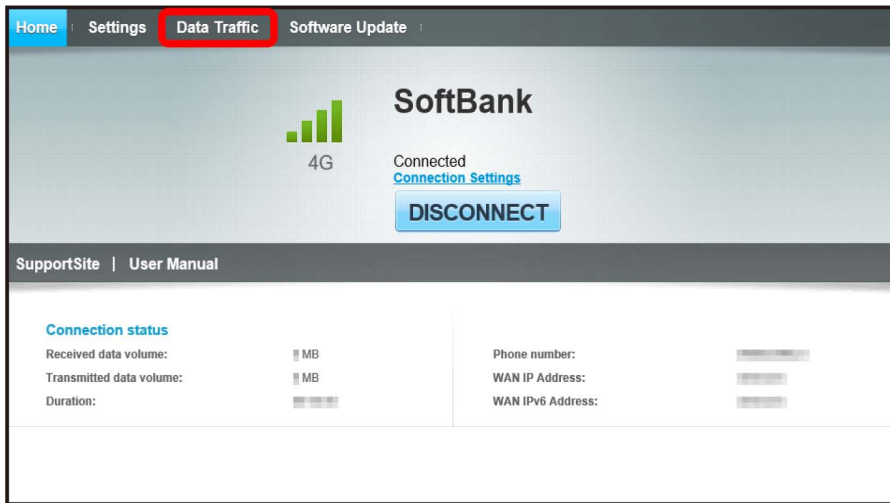
Maximum traffic is set.

- Enter value between 1 and 999.
- Set data volume in GB/MB.

Resetting Data Traffic

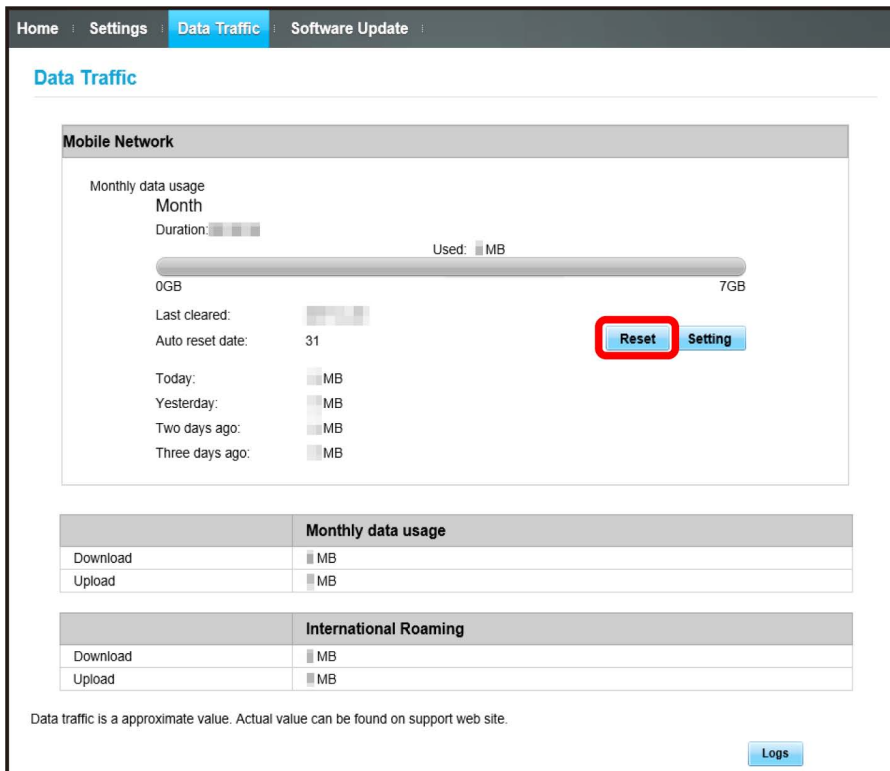
1

In Main Menu, **Data Traffic**



2

Reset



Yes

Information

✕

Data traffic values will be reset.
Are you sure to reset?

Yes

No

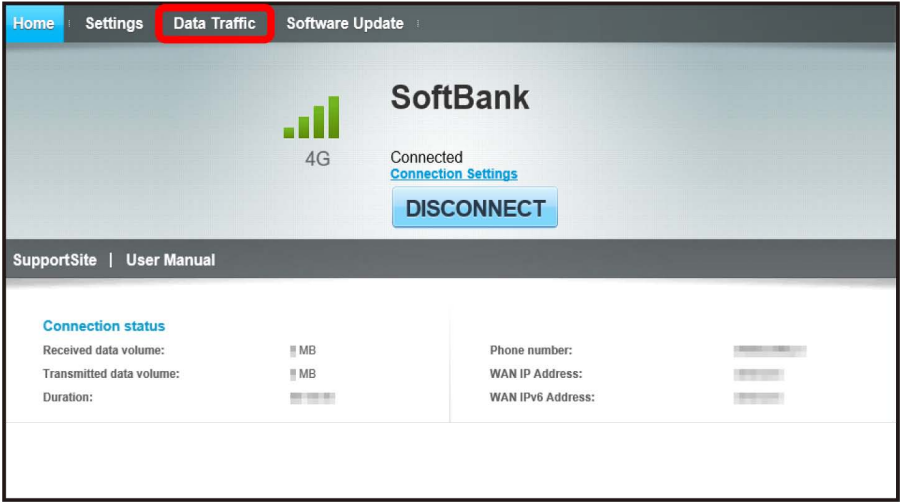
 Data traffic volume is reset.

Checking Data Traffic Usage

Check data traffic usage, logs, and information records etc.

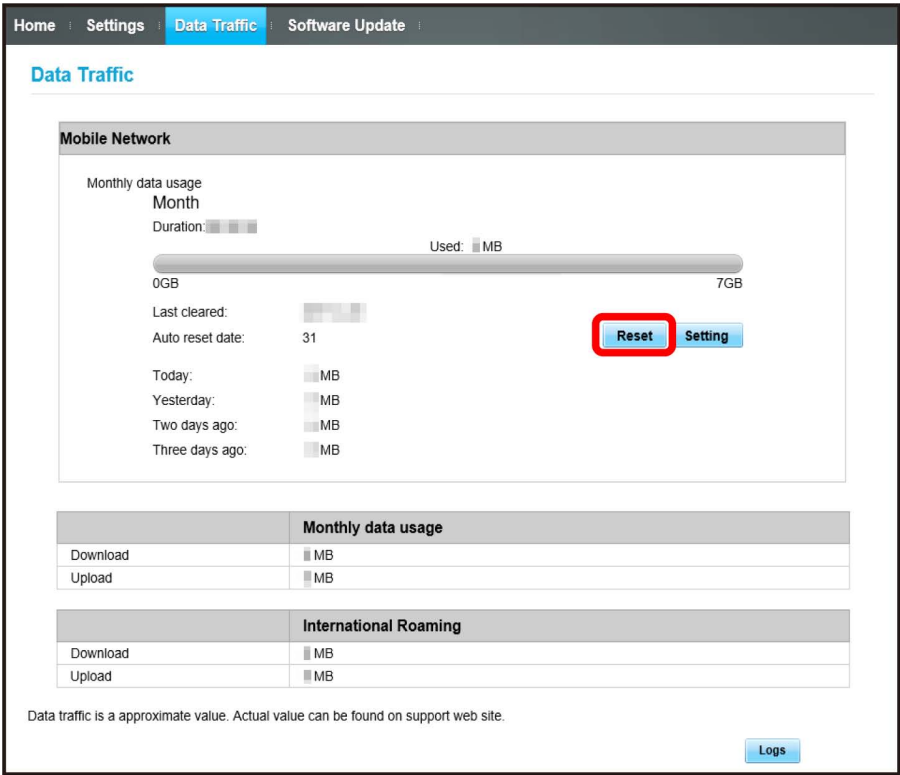
1


In Main Menu, **Data Traffic**



2

Logs



 Data traffic usage is shown.

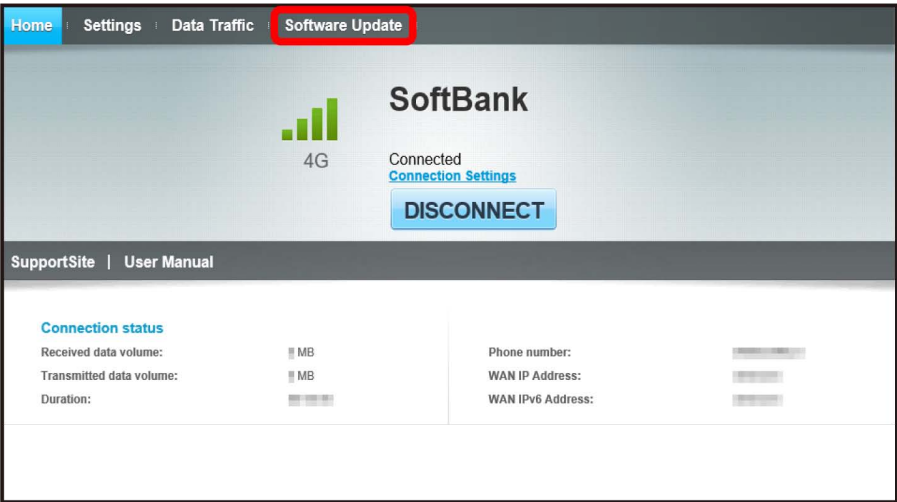
Updating Software

Update software.

Updating Software

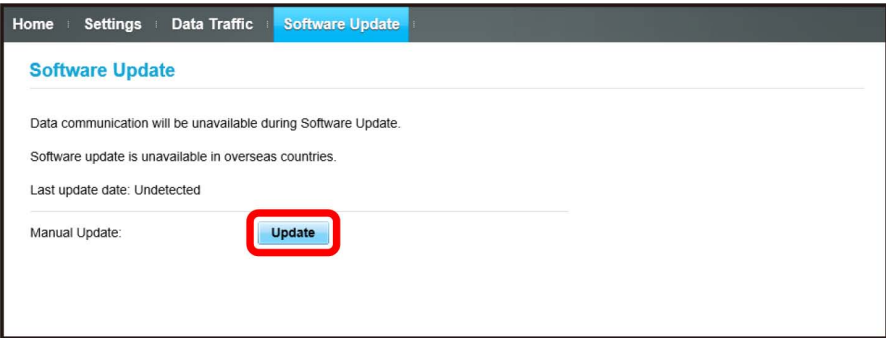
1

In Main Menu, **Software Update**



2

Update



Wireless modem checks the latest software.

· When software is the latest, "The latest version" appears. If not the latest, software is updated.

Software Update

Packet communication charges are not applied for software update.
While software is updated, other functions are disabled.
Software update is not available during International roaming.

Appendix

Troubleshooting.....	84
Specifications.....	86
Warranty & Service.....	88
Customer Service.....	88

Troubleshooting

Check Here First

If symptoms continue even after checking, contact a nearby SoftBank Shop or [Customer Service](#).

? Hints

Q. PC does not recognize wireless modem (Windows 10)

- A. Confirm that wireless modem is properly connected to PC.
- A. Remove wireless modem from PC, restart PC, then reconnect wireless modem.
- A. Follow these steps to confirm proper wireless modem installation.

Right-click the Start menu → **Device Manager** →

Confirm that the following are shown

- Before driver installation: "HUAWEI Mass Storage USB Device" in "DVD/CD-ROM drives," "USB Mass Storage Device" in "Universal Serial Bus Controllers"
- After driver installation: "Remote NDIS based Internet Sharing Device" in "Network adapters"

Q. PC does not recognize wireless modem (Windows 8.1)

- A. Confirm that wireless modem is properly connected to PC.
- A. Remove wireless modem from PC, restart PC, then reconnect wireless modem.
- A. Follow these steps to confirm proper wireless modem installation.

Open Desktop window → Explorer → Right-click

PC → **Properties** → **System Properties** → **Hardware** → **Device Manager** → Confirm that the following is shown

- Before driver installation: "HUAWEI Mass Storage USB Device" in "DVD/CD-ROM drives," "USB Mass Storage Device" in "Universal Serial Bus Controllers"
- After driver installation: "Remote NDIS based Internet Sharing Device" in "Network adapters"

Q. PC does not recognize wireless modem (Windows 8)

- A. Confirm that wireless modem is properly connected to PC.
- A. Remove wireless modem from PC, restart PC, then reconnect wireless modem.
- A. Follow these steps to confirm proper wireless modem installation.

Open Desktop window → Explorer → Right-click

Computer → **Properties** → **System Properties** → **Hardware** → **Device Manager** → Confirm that the following is shown

- Before driver installation: "HUAWEI Mass Storage USB Device" in "DVD/CD-ROM drives," "USB Mass Storage Device" in "Universal Serial Bass Controllers"
- After driver installation: "Remote NDIS based Internet Sharing Device" in "Network adapters"

Q. PC does not recognize wireless modem (Windows 7)

- A. Confirm that wireless modem is properly connected to PC.
- A. Remove wireless modem from PC, restart PC, then reconnect wireless modem.
- A. Follow these steps to confirm proper wireless modem installation.

Start Explorer → Right-click **Computer** →

Properties → **System Properties** → **Hardware** → **Device Manager** → Confirm that the following is shown

- Before driver installation: "HUAWEI Mass Storage USB Device" in "DVD/CD-ROM drives," "USB Mass Storage Device" in "Universal Serial Bus Controllers"
- After driver installation: "Remote NDIS based Internet Sharing Device" in "Network adapters"

Q. Installer does not automatically activate (Windows PC)

- A. It takes time to recognize new hardware. Wait for approximately ten seconds. If installer does not automatically activate, manually install the driver. For details, see "[Manual Installation](#)."
- A. When some security software is installed in your PC, stop security software before installing. For stopping security software, see security software user guide.

Q. Internet connection fails

- A. Make sure you are within the service area.
- A. If signal reception is poor, move to where signal is strong, then reconnect.
- A. The access point might be busy depending on the time of day, wait a little while then reconnect.
- A. Activate WEB UI and confirm that mobile network settings are correct.
- A. If temperature of wireless modem remains high for a long time, communication speed may be reduced or communication may be stopped. Try to connect after temperature of wireless modem falls.

Q. Transmission fails

- A. Signal may be weak. Move to where signal is stronger.
- A. Confirm that wireless modem and PC are properly connected.
- A. If temperature of wireless modem increases, communication may be stopped. Wait until temperature of wireless modem falls, or remove and reconnect wireless modem.
- A. If problem persists, restart PC, then reconnect to wireless modem.

Q. Transmissions are slow

- A. Signal may be weak. Move to where signal is stronger.
- A. Connection may be poor. Try again later.
- A. Using TV, radio or microwave oven may cause interference signal reception of wireless modem. Use them apart from wireless modem or turn them off to check if they interfere wireless modem signal reception.
- A. If temperature of wireless modem remains high for a long time, communication may be restricted or WEB UI is activated. Try to connect after a while.

Q. Forgot PIN/Unknown PUK Code/USIM Card is locked

- A. Contact [Customer Service](#), General Information.

Q. USIM Card is not recognized/recognized as an invalid USIM Card

- A. Make sure USIM Card is inserted correctly. For details, see "[Installing USIM Card](#)."
- A. Check USIM Card for warping.
- A. Check USIM Card IC chip for scratches/corrosion.
- A. Debris on USIM Card (particularly on IC chip) may prevent recognition. Clean it with a soft cloth.
- A. Check above all. If problem persists, contact [Customer Service](#).

Q. Confirming Administrator logon

- A. For Windows 10, follow these steps to check.

Right-click the Start menu → [Control Panel](#) →

[User Accounts](#) → Make sure that the account type you are logging in as is "Administrator."

- A. For Windows 8.1, follow these steps to check.

Move the pointer into the upper-right or lower-right corner → [Settings](#) charm → [Control Panel](#) → [Change your account type](#) in "User Accounts and Family Safety" → Make sure that the account type you are logging in as is "Administrator."

- A. For Windows 8, follow these steps to check.

Move the pointer into the upper-right or lower-right corner → [Settings](#) charm → [Control Panel](#) → [Change your account type](#) in "User Accounts and Family Safety" → Make sure that the account type you are logging in as is "Administrator."

- A. For Windows 7, follow these steps to check.

Start menu → [Control Panel](#) → [User Accounts and Family Safety](#) → [User Accounts](#) → Confirm that account type is "Administrator."

- A. For Mac OS X (10.12), follow these steps to check.

In the Apple menu, [System Preferences](#) → [Users & Groups](#) → Confirm that account type is "Administrator."

Q. Communication is not available with out of service indicated when moving from Japan to abroad

- A. Make sure that International Roaming for International Roaming is enabled. For details, see "[International Roaming](#)."

Q. Resetting factory defaults (Reset)

- A. Use Reset Button or WEB UI to reset. For details, see "[Wireless Modem](#)" or "[Resetting Wireless Modem](#)".

Q. Canceled phone number appears on WEB UI

- A. Phone number may appear on WEB UI screen depending on terms of contract or cancellation method.

Q. wireless modem operations are unstable

- A. Confirm that wireless modem is not used in extreme temperatures/high humidity/direct sunlight/dusty areas. Read "Safety Precautions" beforehand for using under proper environment.

Q. Connection for voice chat or video chat fails

- A. Make sure wireless modem is within the service area.
- A. Signal may be weak. Move to where signal is stronger.
- A. For UPnP compatible applications, enable UPnP. Start WEB UI, [Settings](#) → [Router Setting](#) → Select [Enable](#) for "UPnP" and Click [Apply](#) .

- Q.

Wireless modem cannot be set or used
- A.

Make sure you are within the service area.
- A.

If signal reception is poor, move to where signal is strong, then reconnect.
- A.

If problem persists, contact the administrator.

Specifications

Wireless Modem

Item	Description
Product Name	604HW
Dimensions	Approx. 96.1 mm (H) ×34.0 mm (W) ×15.2 mm (D)
Weight	Approx. 41 g
Interface	USB 2.0
Power Consumption	On standby: 0.015 W In communication: 1.3 W *Power consumption varies by usage
Operation Environment	Operating Temperature: -10°C to 40°C Humidity: 5% to 95%
Compatible Networks	Domestic use 4G: B41 TDD-LTE: B42 FDD-LTE: B1, B3, B8, B11 3G: B1, B8
	Overseas use 4G: B41 FDD-LTE: B1, B2, B3, B4, B12, B17, B25, B26 3G: B1, B2, B4, B5, B8 GSM: 850MHz, 900MHz, 1800MHz, 1900MHz

Frequency

4G:

Upstream: 2496 MHz to 2690 MHz
Downstream: 2496 MHz to 2690 MHz
TDD-LTE:

Upstream: 3480 MHz to 3600 MHz
Downstream: 3480 MHz to 3600 MHz
FDD-LTE:

Upstream: B1 (1920 MHz to 1980 MHz),
B2 (1850 MHz to 1910 MHz), B3 (1710 MHz to 1785 MHz), B4 (1710 MHz to 1755 MHz), B8 (880 MHz to 915 MHz),
B11 (1427.9 MHz to 1447.9 MHz), B12 (699 MHz to 716 MHz), B17 (704 MHz to 716 MHz), B25 (1850 MHz to 1915 MHz),
B26 (814 MHz to 849 MHz)
Downstream: B1 (2110 MHz to 2170 MHz), B2 (1930 MHz to 1990 MHz), B3 (1805 MHz to 1880 MHz), B4 (2110 MHz to 2155 MHz), B8 (925 MHz to 946 MHz),
B11 (1475.9MHz to 1495.9 MHz), B12 (729 MHz to 746 MHz), B17 (734 MHz to 746 MHz), B25 (1930 MHz to 1995 MHz),
B26 (859 MHz to 894 MHz)

3G:

Upstream: B1 (1920 MHz to 1980 MHz),
B2 (1850 MHz to 1910 MHz), B4 (1710 MHz to 1755 MHz), B5 (824 MHz to 849 MHz), B8 (880 MHz to 915 MHz)

Downstream: B1 (2110 MHz to 2170 MHz), B2 (1930 MHz to 1990 MHz), B4 (2110 MHz to 2155 MHz), B8 (925 MHz to 946 MHz)

GSM:

850MHz, 900MHz, 1800MHz, 1900MHz

USB Extension Cable

Item	Description
Product Name	USB Extension Cable (HWDCQ1)
Cable Length	1 m
Plug Type	USB Plug

Material List

· wireless modem

Parts	Materials/Finishing
Outer Case (Front)	PC/coating
Outer Case (Side)	PC/coating
USB Front Cover	PC/coating
USB Top Cover	PC/coating
USB Bottom Cover	PC/coating
LED Lamp	PC
USIM Card Slot (Resin Part)	LCP
USIM Card Slot (Metal Part)	Phosphor bronze/gold plating, nickel plating
USB Plug (Resin Part)	PC
USB Plug (Metal Part)	Stainless steel, brass, half gold tin/nickel plating
Label	PET
Nameplate	PET
Liquid Contact Indicator	PP + water-soluble paper

· USB Extension Cable

Parts	Materials/Finishing
Outer Case	PE + TPE
USB Plug (Resin Part)	PBT
USB Plug (Metal Part)	Tinplate, brass/gold plating, nickel plating
USB Connector (Resin Part)	PBT
USB Connector (Metal Part)	Tinplate, brass/gold plating, nickel plating

GPL Written Offer

This product contains free software complying with GNU General Public License (Version 2). For details, refer to the following web page

http://consumer.huawei.com/minisite/copyright_notice/
or contact mobile@huawei.com.

Warranty & Service

Warranty

Wireless modem purchase includes Warranty.

- Confirm shop name and purchase date.
- Read contents of Warranty and keep it in a safe place.
- The warranty period is found in the Warranty.

! Precautions

Damages

SoftBank Corp. is not liable for any damages resulting from use of wireless modem.

Accidents/Repair

Files and settings may be lost or altered due to accidents or repairs. Keep a copy of important files, etc. SoftBank Corp. is not liable for damages resulting from loss or alteration of files or settings due to accident or repair.

Disassembling/Modifying Wireless Modem

Disassembling or modifying this wireless modem may be a violation of the Radio Law. Note that SoftBank Corp. does not accept repair requests for modified products.

Service

Before submitting wireless modem for repairs, contact a SoftBank Shop or [Customer Service](#), General Information; be prepared to describe problem in detail.

- During the warranty period, repairs are made under the terms and conditions described in the Warranty.
- After the warranty period, repairs are upon request; if said repairs are made, you are charged for them.

💡 Further Inquiry

For more information, contact a SoftBank Shop or [Customer Service](#).

Customer Service

For wireless modem or service information, 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 0800-919-0157

💡 For 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:
Hokkaido Area, Tohoku Area, Hokuriku Area, Kanto & Koshinetsu Area: 022-380-4380 (Charges apply)
Kansai Area: 06-7669-0180 (Charges apply)
Chugoku Area & Shikoku Area, Kyushu & Okinawa Area: 092-687-0010 (Charges apply)

SoftBank Technical Support Center

Setup, Operations & Technical Issues: Service hours
Weekdays 9:00 am – 7:00 pm
Saturdays, Sundays, and holidays 9:00 am – 5:00 pm
From a SoftBank handset, dial toll free at ✕ 5525
From a landline/IP phone, dial toll free at 0088-21-5525
*Not available from outside Japan.

SoftBank Global Call Center

From outside Japan, dial +81-92-687-0025 (toll free from SoftBank handsets)
If handset is lost/stolen, call this number immediately (international charges apply)

Safety Precautions




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Safety Precautions

Read safety precautions before using wireless modem.
Observe precautions to avoid injury to self or others, or damage to property.

Labels & Symbols






These labels indicate the degree of risk from improper use.
Make sure you thoroughly understand their meanings before reading on.

Mark	Description
 DANGER	Great risk of death or serious injury*1 from improper use
 WARNING	Risk of death or serious injury*1 from improper use
 CAUTION	Risk of minor injury*2 or damage to property*3 from improper use

*1 Serious injury: Refers to loss of sight, injury, burns (high- and low temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.


*2 Minor injury: Refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

*3 Damage to property: Refers to extended damage to buildings, furniture, livestock, pets, etc.

Mark	Descriptions
 Prohibited	Prohibited actions
 Do Not Disassemble	Disassembly prohibited
 Avoid Liquids Or Moisture	Exposure to liquids prohibited
 Do Not Use Wet Hands	Use with wet hands prohibited
 Compulsory	Compulsory actions


Wireless Modem, USIM Card, USB Extension Cable (HWDCQ1)

DANGER

 Prohibited


Do not use, store, or leave wireless modem/related hardware in a place that reaches high temperatures or where heat collects (e.g. near fire or source of heat, under a kotatsu (blanketed warming table) or bedding, in direct sunlight, inside vehicles on a hot day, etc.).

May cause fire, burns, injury, electric shock, etc.

 Prohibited


Do not put wireless modem/related hardware in or close to a cooking appliance such as a microwave or IH cooking heater, or a high-pressure container such as a pressure cooker.

May cause fire, burns, injury, electric shock, etc.

 Prohibited


Do not cover wireless modem/related hardware with sand, soil, or mud. Do not place directly on sand, soil, or mud. Do not touch wireless modem/related hardware with hand covered with sand.

May cause fire, burns, injury, electric shock, etc.

 Do Not Disassemble


Do not disassemble or modify.

May cause fire, burns, injury, electric shock, etc.

 Avoid Liquids Or Moisture


Keep away from water and other liquids (beverage, sweat, sea water, pet urine, etc.).

May cause fire, burns, injury, electric shock, etc.

 Avoid Liquids Or Moisture

Do not put water or other liquids in terminals (beverage, sweat, sea water, pet urine, etc.).

May cause fire, burns, injury, electric shock, etc.

 Compulsory

Use specified optional accessories only.

May cause fire, burns, injury, electric shock, etc.

⚠ WARNING



Prohibited

Do not drop, step on, throw or otherwise subject to strong force, impact or vibration.

May cause fire, burns, injury, electric shock, etc.



Prohibited

Keep terminals away from conductive materials and do not let dust enter wireless modem/related hardware.

May cause fire, burns, injury, electric shock, etc.



Prohibited

Do not cover/wrap with bedding, etc. during use.

May cause fire, burns, etc.



Compulsory

Do not use wireless modem near gas station or places with fire/explosion risk (flammable gases or fine particulates).

wireless modem use near petrochemicals, etc. may cause fire/explosion.



Compulsory

Take these actions in case of odd sound, odor, smoke, overheating, discoloring or deformation during use or storage:

- Power off PC to which wireless modem is connected
- Failure to do so may cause fire, burns, injury, electric shock, etc.

⚠ CAUTION



Prohibited

Do not use wireless modem/related hardware when damaged.

May cause fire, burns, injury, etc.



Prohibited

Do not place wireless modem/related hardware on unstable/uneven surfaces.

Wireless modem or related hardware may fall, resulting in injury.



Prohibited

Do not use or store in a place that is subject to high humidity, excessive dust, or high temperatures.

May cause fire, burns, electric shock, etc.



Prohibited

A guardian should give children proper instructions and do not allow them to use wireless modem in a wrong way.

May cause injury.



Prohibited

Do not leave wireless modem and related hardware within the reach of infants.

Infants may swallow wireless modem or related hardware, resulting in injury.



Compulsory

Be careful while in use for a long period. Do not touch wireless modem and related hardware for long periods unintentionally while sleeping, etc.

Wireless modem may become hot while in use for a long period, and cause redness, itchiness, rash, low-temperature burns, etc. depending on your physical condition.

Wireless Modem

DANGER



Prohibited

Do not heat or dispose of wireless modem in fire.

Wireless modem may ignite, burst, overheat, or leak, and may result in fire, burns, injury, etc.



Prohibited

Do not damage wireless modem by nailing, hammering, stomping on it, or otherwise subjecting it to excessive force.

Wireless modem may ignite, burst, overheat, or leak, and may result in fire, burns, injury, etc.

WARNING



Prohibited

Do not put liquid such as water (beverage, sweat, sea water, pet urine, etc.) or foreign objects such as anything metal or flammable into USIM Card slot.

Insert USIM Card in correct position and orientation.

May cause fire, burns, injury, electric shock, etc.



Compulsory

Power off PC to which wireless modem is connected or remove wireless modem from PC when boarding aircraft.

Follow the regulations of the airline for use aboard aircraft. Otherwise, use may affect an aircraft's electronic equipment. Prohibited usage of wireless modem in aircraft is punishable by law.



Compulsory

Follow medical facility rules regarding use of wireless modem in facilities.

Power off PC to which wireless modem is connected or remove wireless modem from PC in a prohibited area. May affect electronic equipment or electric medical equipment.



Compulsory

If wearing electric medical equipment, check with the equipment manufacturer or dealer for information about the effects of radio waves.

May affect electric medical equipment.



Compulsory

Remove wireless modem from PC etc. near electronic devices or equipment operating on high precision control or weak signals.

May cause electronic malfunction, etc.

Take added care near these devices: Hearing aids, implanted cardiac pacemakers, implanted cardioverter defibrillators, other electric medical equipment, and other automatically controlled devices or equipment. When using implanted cardiac pacemakers, implanted cardioverter defibrillators, or other electric medical equipment, check with the equipment manufacturer or dealer for information about the effects of radio waves.



Compulsory

Avoid pets etc. from biting wireless modem.

Wireless modem may overheat and result in fire, burns, injury, etc.

CAUTION



Prohibited

Do not apply excessive force when removing cover.

Cover may be damaged, resulting in injury.



Prohibited

Be careful not to pinch your finger when attaching Cover.

Failure to do so may result in injury.



Prohibited

Do not use wireless modem/related hardware with its Cover off.

May cause burns, injury, electric shock, etc.



Compulsory

If using in vehicles, check with the automobile manufacturer or dealer for information about the effects of radio waves.

Wireless modem use may affect electronic equipment. In such case, discontinue wireless modem use immediately.



Compulsory

If you experience any skin irritation associated with wireless modem use, discontinue wireless modem use and consult a doctor.

May cause itchiness, skin irritation, or rashes depending on your physical condition. (See "[Material List](#)")

USB Extension Cable (HWDCQ1)

WARNING



Prohibited

Do not use USB Extension Cable if it is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

Do not use USB Extension Cable in humid places such as bathrooms.

May cause fire, burns, electric shock, etc.



Prohibited

Do not touch USB Extension Cable if thunder is audible.

May cause electric shock etc.



Prohibited

Do not short circuit terminals of USB Extension Cable with it connected to wireless modem. Also, avoid touching terminals with your body parts such as hands or fingers.

May cause fire, burns, electric shock, etc.



Prohibited

Do not place heavy objects on USB Extension Cable or apply excessive force such as pulling.

May cause fire, burns, electric shock, etc.



Prohibited

Do not allow metal objects such as a metal strap to come in contact with USB Extension Cable when plugging in/unplugging it to wireless modem.

May cause fire, burns, electric shock, etc.



Prohibited

Do not apply excessive force to the connection part with USB Extension Cable connected to wireless modem.

May cause fire, burns, injury, electric shock, etc.



Do not touch USB Extension Cable or terminals with wet hands.

May cause fire, burns, electric shock, etc.



If USB plug is dusty, clean it.

Using USB Extension Cable with dust on it may cause fire, burns, electric shock, etc.



When plugging USB Extension Cable into wireless modem, plug it firmly.

Failure to do so may cause fire, burns, electric shock, etc.



Do not pull or apply excessive force to USB Extension Cable when disconnecting it from wireless modem. Grasp the connector to disconnect USB Extension Cable.

Pulling the cord of USB Extension Cable may damage the cord, resulting in fire, burns, electric shock, etc.



Do not pull or apply excessive force to USB Extension Cable when connecting/disconnecting it to/from wireless modem. Plug/unplug it straight to/from the connector.

Improper plugging/unplugging may cause fire, burns, injury, electric shock, etc.



Disconnect USB Extension Cable from wireless modem when not in use.

Leaving USB Extension Cable connected may cause fire, burns, injury, electric shock, etc.



If water or other liquids (beverage, sweat, sea water, pet urine, etc.) seep inside USB Extension Cable, immediately unplug USB Extension Cable from wireless modem.

Failure to do so may cause fire, burns, electric shock, etc.



Disconnect USB Extension Cable before cleaning it.

Cleaning USB Extension Cable with it connected may cause fire, burns, electric shock, etc.

USIM Card

CAUTION



Be careful not to injure your finger, etc. with USIM Card notch.

Failure to do so may result in injury.

Wireless Modem Use & Electronic Medical Equipment

WARNING



Compulsory

Persons with an electric medical device such as an implanted pacemaker or implanted cardioverter defibrillator should keep wireless modem at least 15 cm away from the device.

Wireless modem radio waves may affect the electric medical device.



Compulsory

When using electric medical equipment (other than implanted cardiac pacemakers/defibrillators) outside medical facilities, check with the equipment manufacturer for information about the effects of radio waves.

Wireless modem radio waves may affect electric medical equipment.



Compulsory

Change wireless modem setting so as not to emit radio waves when it is difficult to keep distance of at least 15 cm from others such as in a crowd.

There may be someone who has an electric medical device such as implanted pacemaker or implanted cardioverter defibrillator around you. wireless modem radio waves may affect the electric medical device.



Compulsory

Follow medical facility rules regarding use of wireless modem in facilities.

Using wireless modem may affect electric medical equipment.

General Notes

For Safety

- Do not disassemble, modify or solder.

Do Not Disturb Others

- Do not use wireless modem near courtesy seats in train or bus. Medical devices such as pacemaker etc. might be affected.
- Do not use wireless modem if thunder is heard while outdoors (golf course, etc.).

General Use

- Access point compatible with Packet Flat Rate is set on wireless modem by default. The frequency band of the access point is controlled by the SoftBank Mobile network.
- Wireless modem supports Software Update. Use wireless modem with the latest software updated.
- Wireless modem transmissions may be disrupted inside buildings, tunnels or underground, or in vehicles, or when moving into/out of such places.
- Use wireless modem without disturbing others. Theaters and public transportation systems may or may not allow use of wireless modem.
- Wireless modems are radios as stipulated by the Radio Law. Under the Radio Law, wireless modems must be submitted for inspection upon request.
- Files may be lost or damaged in the following situations. SoftBank Corp. is not liable for damages incurred due to lost or altered information. To minimize damages, back up data and store separately.
 - When using wireless modem incorrectly
 - When affected by static electricity or electrical noise
 - Powering wireless modem off while in use
 - When wireless modem breaks down or is submitted for repair
- Communication may slow down or may become unavailable due to heavy traffic or under certain circumstances.
- Do not use wireless modem in the proximity of areas where explosive materials are handled. An explosion may be induced. In addition, explosive devices might be affected.
- Wireless modem USIM Card cannot be used with mobile devices other than specified by SoftBank.
- Wireless modem may become hot while in use for a long time.
- Prolonged contact with skin may cause low-temperature burn injuries.

Handling

- Do not expose wireless modem to rain, snow, or high humidity.
Wireless modem is not waterproof.
- Avoid extreme temperatures/high humidity/direct sunlight/dusty areas.
- Do not drop or subject to strong impact.
- Clean wireless modem with a soft dry cloth. Alcohol/solvent use may fade color/label.

Specific Absorption Rate (SAR) Information for this Product

Specific Absorption Rate (SAR) Information for this Product (for Japan)

This product [604HW] meets Japanese technical regulations* and international guidelines for exposure to radio waves. The Japanese technical regulations for exposure to radio frequency energy established permitted levels of radio frequency energy, based on standards developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The regulations employ a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit is 2 watts/kilogram (W/kg) averaged over ten grams of tissue. The limit includes a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The value of the limit is equal to the value given in international guidelines recommended by ICNIRP**, which is in collaboration with the World Health Organization (WHO). The highest SAR value for this product is 0.794 W/kg*** when used close to the body in the below manner****. While there may be differences between the SAR levels of various products and at various positions, all products meet the Japanese technical regulations. Although the SAR is determined at the highest certified power level, the actual SAR of the product during operation can be well below the maximum value.

· Use close to the body****

To use this product close to the body, maintain a separation of 1.5 cm with no metal (parts) between it and the body. This will ensure this product meets the Japanese technical regulations for exposure and international guidelines for radio wave protection.

* The technical regulations are provided in Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.

** International Commission on Non-Ionizing Radiation Protection

*** The value is under simultaneous transmission use conditions.

The World Health Organization has announced that "A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use."

For more information about SAR, see the following websites:

-Ministry of Internal Affairs and Communications (MIC)

<http://www.tele.soumu.go.jp/e/sys/ele/body/index.htm>

-Association of Radio Industries and Businesses (ARIB)

<http://www.arib-emf.org/01denpa/denpa02-02.html>
(Japanese)

This product [604HW] is confirmed to comply with guidelines relating to effects of radio wave exposure as set forth by the Council of Europe (CE) and the Federal Communications Commission (FCC). Refer to the following.

European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg. As mobile devices offer a range of functions, they can be used in other positions, such as on the body. In this case, the highest tested SAR value is 1.36 W/kg* at the separation distance of 0.5 cm from the body. For electronic safety, maintain the separation distance with accessories containing no metal, that position handset a minimum of the above distance. Use of other accessories may not ensure compliance with RF exposure guidelines.

* The tests are carried out in accordance with international guidelines for testing.

FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. worn on the body) as required by the FCC for each model.

The highest SAR value for this model handset as reported to the FCC when tested for use worn on the body in a holder or carry case, is 1.17 W/kg.

Body-worn Operation; This device was tested for typical body-worn operations with the back of the handset kept 0.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 0.5 cm separation distance between the user's body and the back of the handset. The use of beltclips, holsters and similar accessories should not contain metallic components in its assembly.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/> after searching on FCC ID QIS604HW.

Additional information on Specific Absorption Rates (SAR) can be found on FCC Radio Frequency Safety website at <https://www.fcc.gov/general/radio-frequency-safety-0>.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a hands-free device to keep the mobile phone away from the head and body.

-World Health Organization

<http://www.who.int/emf>

-List of Specific Absorption Rates (SAR) for radio waves by smartphone/3G model

<http://www.softbank.jp/mobile/support/sar/> (Japanese)

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604HW User Guide

October 2017, First Edition
SoftBank Corp.

Visit [SoftBank Shop](#) for assistance

Model : 604HW
Manufacturer : HUAWEI TECHNOLOGIES CO., LTD.