

A503SH

Quick Start

Thank you for purchasing "A503SH."

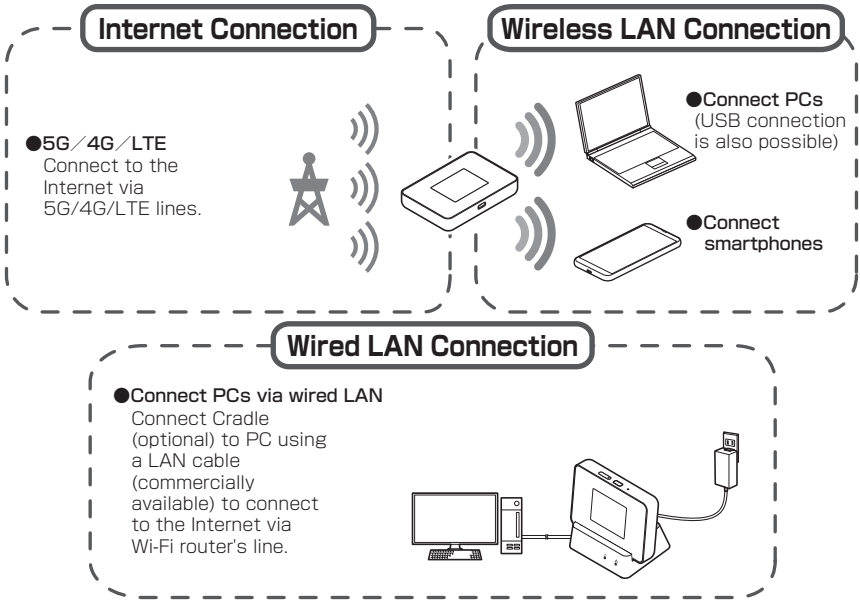
- Before using A503SH, please read "Quick Start (this document)," "お取り扱いとご注意 (Safety Precautions)" (Japanese), and "Online Manual/User Guide" to ensure proper use.
- Refer to Online Manual/User Guide on the SoftBank Website (<https://www.softbank.jp/biz/services/mobile/lineup/data/a503sh/>). It can be accessed from either a PC or a smartphone.
- When Wi-Fi router is under a corporate subscription, Wi-Fi router functionality can be regulated by administrators. Depending on how functions are regulated, settings or operations as described herein may not be available.

Notes

- ・ Reproduction of any part of this document without permission is prohibited.
- ・ The contents of this document may change without notice.
- ・ While every effort has been made to ensure the accuracy of the contents of this document, if you notice anything suspicious or omissions, please contact us.

What A503SH Can Do

This is a mobile Wi-Fi router that allows wireless connection of various wireless LAN compatible devices to enjoy the Internet.



- Wi-Fi router supports IEEE802.11a/b/g/n/ac/ax standards and can connect to wireless LAN compatible devices that support the standards IEEE802.11a/n/ac/ax (5Ghz band) and IEEE802.11b/g/n/ax (2.4Ghz band).
- IEEE802.11b/g/n wireless LAN terminals and Bluetooth devices use the same 2.4GHz band. If a wireless LAN terminal or Bluetooth device is used near Wi-Fi router, communication speed may decrease due to radio interference.
- When Multi-SSID is enabled, maximum communication speed may decrease depending on number of WLAN devices connected.

Operating Environment

- Use Wi-Fi router in any of these operating environments.
- Use outside these environments may affect performance. Usage environment may also affect performance.
- For computer support, OS version upgrade information, etc., see corresponding manufacturer's product support documentation.
 - The information for operating environment listed here is the current information as of April 2025.

Item	Description
OS	Windows 11 Home (64bit) Windows 11 Pro (64bit) Windows 11 Enterprise (64bit) Windows 11 Education (64bit) Windows 10 Home (64bit) Windows 10 Pro (64bit) macOS Sequoia 15.1 (64bit) Sonoma 14.7 (64bit) Ventura 13.7 (64bit) Android™ iOS™ Japanese and English OS editions are supported.
Interface	USB2.0 or later*
Compatible browser	Microsoft Edge® 130 or later Google Chrome™ 131 or later Safari 18.1 or later

* The maximum transmission speed is 5Gbps for USB3.0 connections and 480Mbps for USB2.0 connections.
"USB3.0," "USB3.1(Gen1)," "USB3.2(Gen1)" are labeled differently, but are the same standard.
There is no difference in communication speed or other functions.

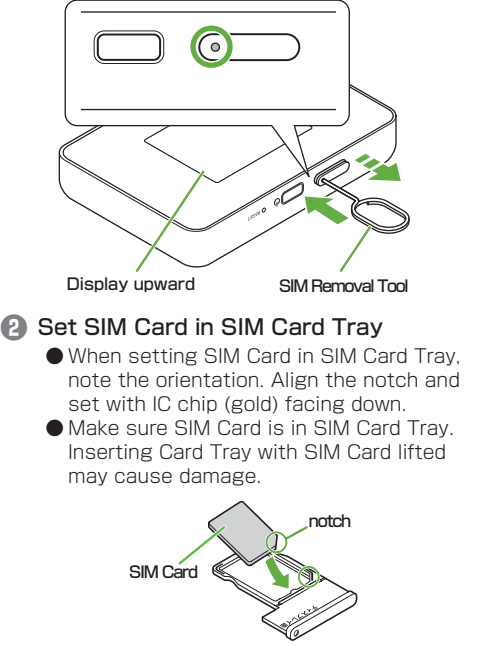
Parts & Functions

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- 1 Display
 - 2 Reset Button
Long Press with a pointed object to reset Wi-Fi router to factory defaults.
・ Can also be reset using Web UI. See Online Manual/User Guide for details.
 - 3 Power Key
Turn Display on/off.
Long Press to turn power on/off.
 - 4 SIM Card Tray

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- 1 Display
 - 2 Reset Button
 - 3 Power Key
 - 4 SIM Card Tray
 - 5 USB Type-C™ Port
Connect USB Cable (sold separately) and Cradle (optional).

Inserting SIM Card

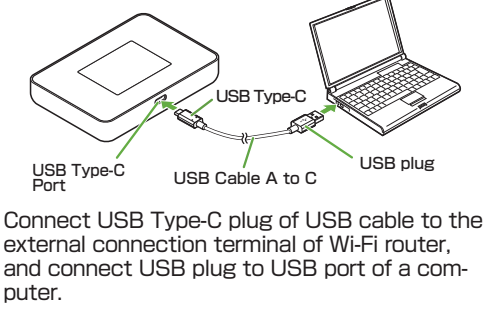
- SIM Card is an IC card provided by SoftBank that contains phone number and other customer information. Insert SIM Card to use Wi-Fi router. For SIM Card handling, see SoftBank Website: <https://www.softbank.jp/mobile/support/protect/usim/>
- Always power off beforehand.
- 1 With Display upward, insert SIM Removal Tool in removal hole in SIM Card Tray
 - Press firmly and straight until SIM Card Tray ejects.
 - With Display upward, pull out SIM Card Tray. Pulling out SIM Card Tray with Display downward or Wi-Fi router held upright can allow SIM Card to fall from SIM Card Tray and become misplaced.
 - When pulling out SIM Card Tray, pulling SIM Card Tray forcefully or at an angle may cause damage. Gently pull SIM Card Tray out horizontally.



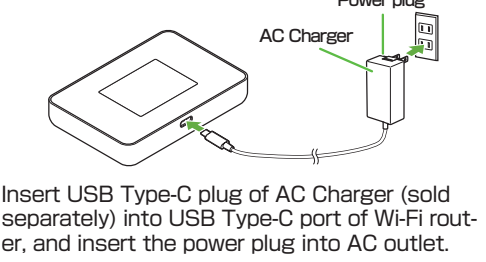
- 3 With Display upward, insert Card Tray in SIM Card Slot
 - Do not insert SIM Card Tray upside down.
 - Insert gently all the way horizontally in direction shown by arrow.
 - Push SIM Card Tray firmly where circled (○) so that there is no gap between Wi-Fi router and SIM Card Tray.
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Charging Battery

- Wi-Fi router is not fully charged by default. Charge Wi-Fi router before use.
- If battery level is low, Wi-Fi router may not turn on.
 - If the Wi-Fi router is charged for an extended period of time, the battery protection function will be activated and stop charging. In this case, disconnect the USB cable and reconnect it to resume charging.
- Charging with computer using USB cable
- USB cable is sold separately. Use USB cable that is compatible with Wi-Fi router. This section describes charging method using a cable with USB (Type-A) and Type-C terminals.



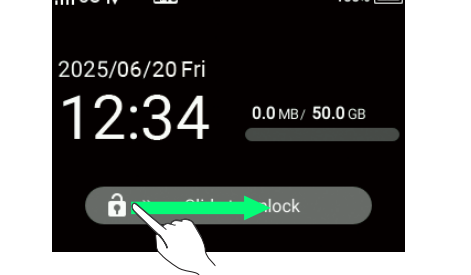
- Charging with AC Charger
- AC Charger is sold separately. Use AC Charger that is compatible with Wi-Fi router. This section describes charging method using AC Charger (USB PD-PPS compatible USB Type-C™ quick charge AC Charger [ZSDBAV] (SB-AC22-TCPD)).



- Do not use anything other than a USB cable (sold separately) or AC adapter (sold separately) compatible with Wi-Fi router for charging.
- Check the SoftBank website (<https://www.softbank.jp/mobile/products/>) for USB cables (sold separately) and AC chargers (sold separately) that are compatible with Wi-Fi router.
- See also AC Charger (sold separately) and USB cable (sold separately) user guides.

Power On/Off

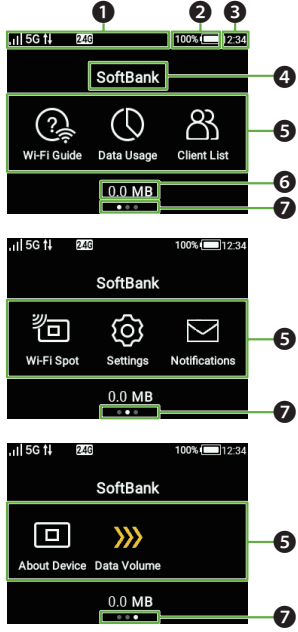
- Powering On
- 1 Long Press Power Key
- If a warning screen appears, check the contents and Tap "OK." Home Screen appears.
- ・ When powered on, Wi-Fi router searches for a network and connects to the Internet.
- Lock Screen
- When Lock Screen is displayed, Slide to the right to unlock screen and show Home Screen.



- Power Off
- 1 Long Press Power Key
 - 2 "Power Off"

Home Screen

Layout



- 1 Status Indicators
Main Status Indicators are as follows:
 - to : Mobile network connected (4 levels)
 - : Mobile network not connected
 - *1 R mark appears during international roaming.
 - : Searching for mobile network
 - : Out of service
 - : Network name
 - : Wi-Fi spot connected
 - : Receiving data
 - : Sending data
 - : Sending and receiving data
 - : No data being sent or received
 - : Communication speed limit (displayed when Wi-Fi router is hot)
 - : Limited functions (displayed when Wi-Fi router is hot)
 - : Number of connected devices
 - : USB connection
 - : Ethernet port connection
 - : Software update available
 - : Downloading software
 - : Unread notifications
 - : Wi-Fi mode
 - : Check radio interference to the weather radar, etc.
 - : Notice of slow-speed communication (when under an individual subscription)
 - : Start of slow-speed communication (when under an individual subscription)

- : End of slow-speed communication (when under an individual subscription)
- 2 Battery
 - to : Battery level (5 levels)
 - *2 When the battery is hot, it is indicated by the battery icon (in red).
 - : Charging
 - : In Battery Care Mode (Weak) (indicated in green)
 - : In Battery Care Mode (Strong) (indicated in yellow)
 - *3 While charging function is limited, the line of battery level is displayed diagonally.
 - : Charging function is limited due to high battery temperature
 - : Charging error
 - 3 Time
 - 4 Network operator name
 - 5 Touch Menu Icons
Tap to use each function.
 - 6 Data Usage
Displays the amount of data usage from the start of use or reset.
 - 7 Page Indicator
Home Screen has three pages of icons. Indicates the page position. Flick Touch Panel to display next page.

Touch Menu Icons

Tap icons for settings and notifications.

Item	Description
Wi-Fi Guide	Connect using QR Code, connect manually, and make WPS connection.
Data Usage	Show mobile network data usage, etc.
Client List	Show information of connected devices.
Wi-Fi Spot	Connect to or make settings for Wi-Fi Spot and SoftBank Wi-Fi Spot.
Settings	Make settings for Wi-Fi router.
Notifications	Check and delete received notifications.
About Device	Show Wi-Fi router's information.
Data Volume*	End speed slowdown or reserve end of speed slowdown.

* Appears when speed slowdown is approaching or is started (individual subscription only).

- Tap on the settings window or notification window to go back to the previous window and Tap to go back to Home Screen.
- See Online Manual/User Guide for details on Touch Menu icons.

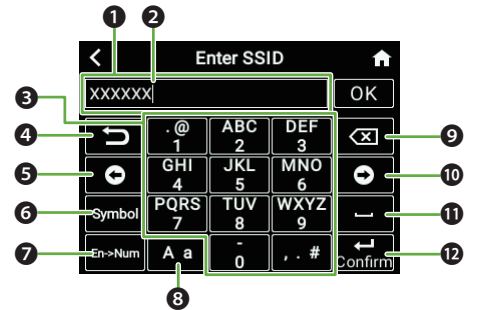
SSID and Password (Security Key)

Check SSID and password (Security Key: WPA key or WEP key) for Wi-Fi router on Home Screen.

- 1 On Home Screen, "Wi-Fi Guide" → "Manual Connection"
- SSID and password (Security Key) are displayed.
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- Factory default SSID and password (Security Key) can also be found on the included wireless LAN initial settings sticker.
 - By default, Multi SSID function (SSID B) is set to OFF.

Text Entry

Use onscreen keyboards for text entry. To enter characters consecutively, Tap any key, then Tap 10 Cursor (Right).



- 1 Entry box
- 2 Cursor
- 3 Keyboard
- 4 Return to previous character
- 5 Cursor (left)
- 6 Entry mode (Symbol)

- 7 Entry mode (Alphabet, Numbers)
- 8 Uppercase/lowercase
- 9 Delete
- 10 Cursor (right)
- 11 Space
- 12 Enter

Using Web UI

Use Web UI to make settings for Wi-Fi router's functions from computer or mobile device such as smartphone connected to Wi-Fi router via wireless LAN.

- 1 Start computer or wireless LAN device and connect to Wi-Fi router via wireless LAN
- 2 Start Web browser → Enter "http://web.setting" in address bar
- 3 Click "Login" in top right of Web UI Home Page → Enter password → Click "Login"

By default, password is set to the last 6 digits of IMEI number (International Mobile Equipment Identifier). For the IMEI number, check the included "Wireless LAN initial settings sticker" or "About Device" in Touch Menu.

- 4 Make settings in Web UI main menu

- See Online Manual/User Guide for details on settings in Web UI.
- Web UI can also be used by connecting computer and Wi-Fi router using USB cable (sold separately). Begin from Step 2.
- While operating Wi-Fi router, login to Web UI is not available.

Main Functions

Item		Description
Home		Check connection status, Wi-Fi status, data usage, etc.
Connected Clients		Displays a list of wireless LAN devices connected to Wi-Fi router (SSID A/SSID B). Device names and MAC addresses are displayed, and connection permissions can be specified with MAC address filtering.
Settings	Mobile Network Settings	Make settings for network connection and APN profile settings.
	Wi-Fi Spot Settings	Make settings for Wi-Fi spot and access point connection priority settings.
	PIN Management	Make and change settings for PIN Lock.

Item		Description
Settings (continued)	Connection History	Check profile name, start/end time, IP address, etc. from Connection History.
	LAN Settings	Make settings for DHCP server, firewall, and port mapping.
	Wi-Fi Settings	Make settings for Wi-Fi and WPS connection.
	Device Settings	Change Web UI password, check/delete notifications, set data usage, set software updates, etc.
About Device		Check detailed information of Wi-Fi router such as phone number and IMEI.

Enabling Wireless LAN

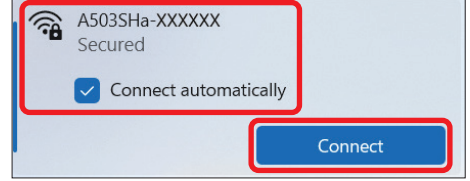
When powered on, Wi-Fi router connects to the Internet automatically and wireless LAN function is enabled. Check to see 24G/5G/6G is on Display.

- Sleep Mode
- When the number of connected wireless LAN devices has been zero for a certain period of time, Wi-Fi router enters Sleep mode (5 minutes by default).
- Time before sleep can be set as 5, 10, or 15 minutes.
- In Sleep mode, wireless LAN function and mobile network are turned off.
- To cancel Sleep mode, turn on wireless LAN function, and reconnect the wireless LAN device, Press Power Key.
- Wi-Fi router will not enter Sleep mode while charging.

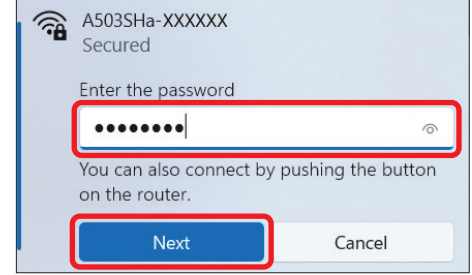
Connecting Windows PC (Windows 11)

This section describes setup operations with screenshots and steps for "SSID A" using "WPA2" encryption method.

- 1 Activate PC wireless LAN function
- 2 Select network icon () at the bottom right of the screen → Select next to "Wi-Fi"
- 3 Turn on Wi-Fi
- 4 Select Wi-Fi router's "SSID" (A503SHa-XXXXXX) → Select "Connect"



- 5 Enter Wi-Fi router's password (Security Key) → Select "Next"

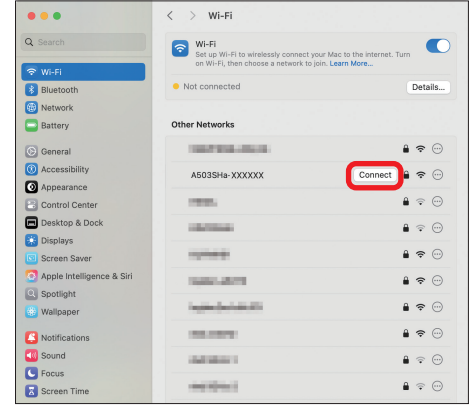


If connection is successful, WLAN connection counter number on Touch Menu increases by one.

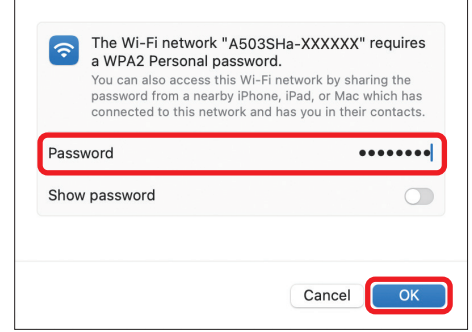
Connecting Mac (macOS Sequoia 15.1)

This section describes setup operations with screenshots and steps for "SSID A" using "WPA2" encryption method.

- 1 In Apple menu, "System Preferences" → Select "Wi-Fi"
- 2 Turn Wi-Fi On
- 3 In Network Name list, select "Connect" next to Wi-Fi router's SSID (A503SHa-XXXXXX)



- 4 Enter Wi-Fi router's password (Security Key) → Select "OK"

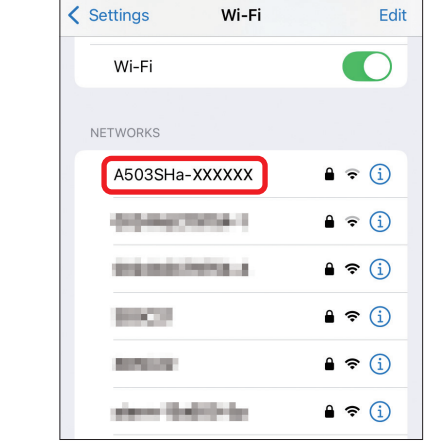


If connection is successful, WLAN connection counter number on Touch Menu increases by one.

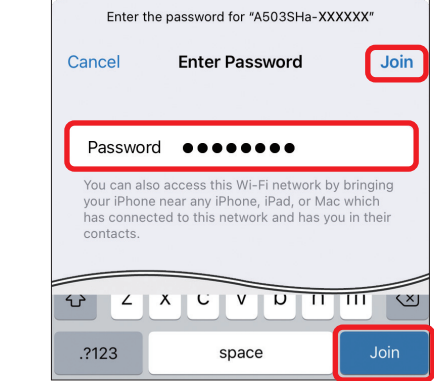
Connecting iPhone/iPad (iOS 18)

This section describes setup operations with screenshots and steps for "SSID A" using "WPA2" encryption method.

- 1 Start iPhone/iPad → In Home Screen, select "Settings" → "Wi-Fi"
- 2 Turn Wi-Fi On
- 3 Select Wi-Fi router's SSID (A503SHa-XXXXXX)



- 4 Enter Wi-Fi router's password (Security Key) → Select "Join"



If connection is successful, WLAN connection counter number on Touch Menu increases by one.

Customer Service

For application or service information, call SoftBank Technical Support Center.

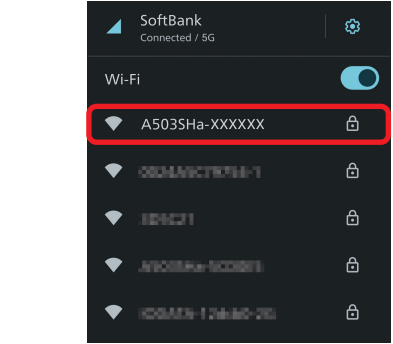
- SoftBank Customer Support
- From a SoftBank handset, dial toll free at 157
- From a landline, dial toll free at 0800-919-0157
- Business hours : Call 10:00am - 7:00pm / Chat 9:00am - 8:00pm
- SoftBank Technical Support Center
- From a SoftBank handset, dial toll free at *5525
- From a landline, dial toll free at 0088-21-5525
- Business hours : Weekdays 9:00am - 7:00pm / Sat., Sun. and holidays 9:00am - 5:00pm
- *Not available from outside Japan. If calling from outside Japan: +81-92-687-0042 (charges apply)



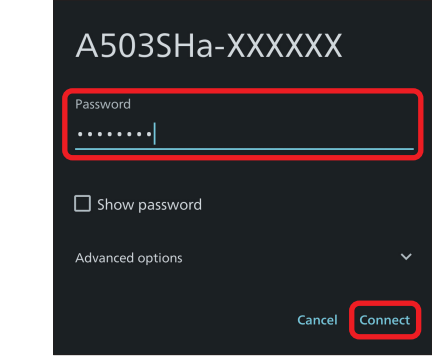
Connecting Android™ Devices (Android 15)

Connect a general Android device to connect to the Internet. This section describes setup operations with screenshots and steps for "SSID A" using "WPA2" encryption method. Some operations and screenshots vary by security method.

- 1 Activate Android device → In menu, select "Settings"
- 2 Turn Wi-Fi On
- 3 Select Wi-Fi router's SSID (A503SHa-XXXXXX)



- 4 Enter Wi-Fi router's password (Security Key) → Select "Connect"



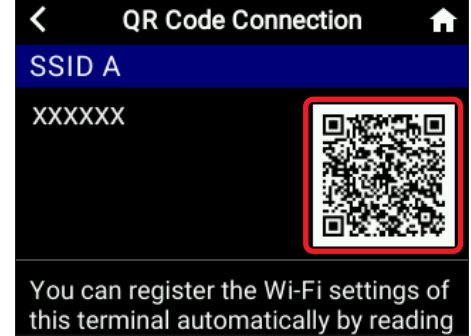
If connection is successful, WLAN connection counter number on Touch Menu increases by one.

- Connection steps vary by Android device. For details, see Android device user guide.

Connecting Device Using QR Code

Scan QR code on Wi-Fi router's Display to connect automatically.

- 1 On Home Screen, Tap "Wi-Fi Guide" → "QR Code Connection"
 - 2 Use smartphone or iPhone's QR code reader to scan QR code on Wi-Fi router's Display
- Follow the on-screen instructions to connect using the scanned information.



- 3 Check to see Wi-Fi signal icon is displayed on smartphone screen