

# Warranty

For your JioFi

Warranty period

for the Device

1 year

for accessories

6 months



# Limited Warranty

## Terms and Conditions

Reliance Retail Ltd ("Seller") warrants the Seller's branded wireless router (USB/Battery based) and its accessories contained in the original packaging ("Product"), a limited Warranty, against defect in material and workmanship ("Defect") when used normally in accordance Seller's guidelines that may include but are not limited to information contained in technical specifications, user manuals and service communications. A Product having a Defect is hereinafter referred to as "Defective" shall be repaired or replaced free of charge upon submission of valid claim by the Consumer through Seller or its authorized service partners or its service dealers subject to the following conditions.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. SELLER DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES

OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, SELLER LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT SELLER'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED AS BELOW.

## **This Warranty is subject to the following terms and conditions:**

**1** This Warranty of the Product excluding battery, charger and USB cable, extends for a period of 12 months commencing from the date of the activation / date of original retail purchase by the end customer ("Warranty Period"). The Warranty of the charger, battery and USB cable extends for a period of 6 months commencing from the date of original retail purchase by the end Consumer.

**2** During the Warranty Period, Seller or its authorized service partners or service dealers will repair or replace (only in case of dead on arrival), at Seller's option and guidelines, the Product or any relevant parts thereof in the event that the Product is found to

be Defective. The repaired Product or the Product/part provided as a replacement for a Defective Product/part shall be free from Defect. The purchaser of the Product or his/her assignee ("Consumer") shall not be charged (whether for parts, labour or otherwise) for the repair or replacement of a Defective Product during the Warranty Period provided the Consumer submits a valid claim. All the replaced Product/s or part/s shall become Consumer's property and the Defective Product/s or part/s shall become the Seller's property.

3 The Warranty in respect of a repaired or replaced Product/part shall continue and remain in force for the unexpired Warranty Period.

4 Upon request from Seller, the Consumer shall be required to provide the original purchase receipt along with a valid claim in respect of the date and place of purchase.

5 The Consumer shall have no coverage or benefits from damages arising from failure under this Warranty in any of the following conditions:

a) The Product has been subject to abnormal use or conditions, improper storage, exposure to excessive moisture or dampness, exposure to excessive temperatures, unauthorised modifications, unautho-

rised repair (including but not limited to use of unauthorised spare parts in repairs), abuse, accident, Acts of God, spills of food or liquids, cosmetic damage, improper installation and breakage or damage to antennae (otherwise than by reason of any Defect);

b) Seller has not been notified by the Consumer of the Defect in the Product during the applicable warranty period;

c) The Product seal, serial number code or the accessory date code has been removed, defaced or altered;

d) The Product has been used with or connected to an accessory

- 1 Not supplied by Seller or its affiliates,
- 2 Not fit for use with the Product or
- 3 Used otherwise than in the manner intended;

e) The seals of the Product enclosure have been broken or shows evidence of tampering or the Product has been used in equipment other than that for which it has been specified usable by Seller;

f) a damage caused by the operating the Product outside the operating guidelines;

- g) the Product has been modified to alter functionality or capability without the written permission of Seller;
- h) defects caused by normal wear and tear or otherwise due to the normal aging of the Product;
- i) any damage of plastic component like the front and back cover including the rubber components like key pads, antenna shall not be covered under warranty coverage.

**6** In order to derive the benefits of this Warranty in respect of any Defect in the Product, the Consumer shall have to walk-in with the Product or part thereof with a valid claim to the authorised service centre of Seller. The Consumer shall bring the Defective Product and collect the repaired Product after the completion of the service under this Warranty.

**7 LIMITATION OF LIABILITY: EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, SELLER IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF BUSINESS; LOSS OF ACTUAL OR ANTICIPATED PROFITS**

(INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF PRODUCT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE SELLER PRODUCT OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED ON THE PRODUCT. SELLER DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR THE PRODUCT UNDER THIS WARRANTY OR REPLACE THE PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED IN THE PRODUCT.

**8** CONSUMER SHOULD MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED ON THE PRODUCT'S STORAGE MEDIA TO PROTECT THE CONTENTS AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES. DURING WARRANTY SERVICE THE CONTENTS OF THE STORAGE MEDIA WILL BE DELETED AND REFORMATTED. SELLER AND ITS AGENTS ARE

NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE PRODUCT SERVICED.

**9** Seller reserves the right to change the method by which Seller may provide Warranty service to Consumer, and Product's eligibility to receive a particular method of Warranty service. Warranty service will be limited to the options available in the state where service is requested. Service options, parts availability and response times may vary according to state. Consumer may be responsible for shipping and handling charges if the Product cannot be serviced in that state.

**10** The Warrantry service for the Product shall be restricted to the country where Seller or its authorized distributors originally sold the Product.

**11** All disputes shall be governed under the laws of India and are subject to the jurisdiction of the Courts of Mumbai only.



## Legal Information

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Note:

Do not use the device in an enclosed environment or where heat dissipation is poor. Prolonged work in such spaces may cause excessive heat and raise ambient temperature, which may lead to automatic shutdown of the device for your safety. In case of such an event, cool the device in a well-ventilated place before switching it on for normal use.



This product must not be disposed of as normal household waste. In accordance with the EU directive for waste electrical and electronic equipment (WEEE-2002/96/EC). Instead, it should be disposed of by returning it to the point of sale, or to a municipal recycling collection point.

This Warranty is valid only if the registration card is duly filled in, stamped & signed by Authorised Dealer.

Customer Name \_\_\_\_\_

Address/Phone No. \_\_\_\_\_  
\_\_\_\_\_

Product Model & Type \_\_\_\_\_

IMEI \_\_\_\_\_

Serial No. \_\_\_\_\_

Invoice No. \_\_\_\_\_

Purchase Date \_\_\_\_\_

Website:

[www.jio.com](http://www.jio.com)

Customer care email id:

[care@jio.com](mailto:care@jio.com)

Customer care

1800-88-99999

(Tollfree phone number)

Authorized Dealer Signature & Stamp

## Jio4GVoice

Use your JioFi to enable HD voice and video calls on any smartphone.



# Jio4GVoice

Activate data on your Jio SIM in your JioFi by calling 1800-890-1977, and do the following:



- 1 Download & install Jio4GVoice from the app store on your phone.



- 2 Start the app and tap on “Configure with the JioFi” to initiate registration.



- 3 Enter the OTP sent to your Alternate Mobile Number and tap on proceed.



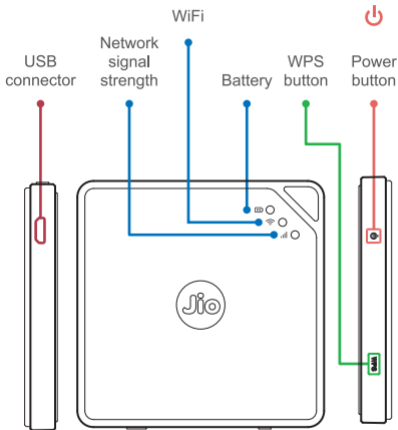
- 4 Call 1977 through Jio4GVoice to activate voice on your Jio SIM and start making calls.

# JioFi

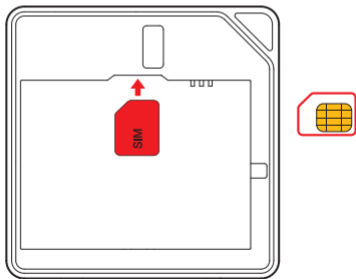
5 steps  
to be connected  
everywhere.



# 1 Know your JioFi



- 2** Open the back cover and locate the SIM card slot. To install the SIM card, insert the SIM card with the IC chip facing down and push the SIM card into the slot. To remove the SIM card push it again.



- 3** Remember or write down the **SSID (Service Set Identifier)** and **Password** mentioned in the battery compartment before inserting the battery and replacing cover.





- 4** The Setup is done. Now Turn ON your device and connect up to 31 devices on your wireless network by using the SSID and password.



Press the WPS button for 2 seconds on the device and open "Connect WPS" function by user's phone, then user can connect to the wireless router.



- 5** Welcome to your digital life. Download Jio4GVoice on your 2G/3G phone to enable HD Voice and Video calling using your JioFi.

\* JioFi will work with Jio Sim only

# About your device

## Charging your device

When charging the battery for the first time, it is recommended to charge it to 100% with the adaptor and cable provided in turned OFF position.



## Charging Time

USB	~ Approx 6 hrs
Power adaptor	~ Approx 3 hrs 30 mins

## Battery life on LTE\*

\*Depends on network conditions

Stand by time	~ 210 hrs
Running time	~ 5-6 hrs

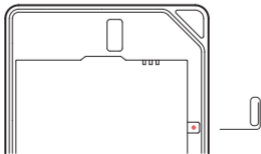
## Turning the device ON or OFF

To turn ON the device, press and hold the Power key for 2 seconds.












To turn OFF the device, press and hold the Power key for 3 seconds.

## Resetting the device

Occasionally, you may need to perform a hardware reset to factory default settings when your device works abnormally. To reset the device insert a small pin (such as a straightened paper-clip) into the Reset button for 5 seconds.



# About your device

 <b>Battery</b>		Solid	Battery high/AC adaptor connected without battery inside	
		Blinking	Charging while Battery is high	
		Solid	Battery medium	
		Blinking	Charging while Battery is medium	
	Solid	Battery low		
		Blinking	Charging while Battery is low	
	 <b>Network signal strength</b>		Solid	Good signal coverage
			Solid	Fair signal coverage
		Solid	Poor signal coverage	
		Blinking	No sim card / sim card error / No service	
 <b>WiFi</b>		Solid	WiFi on but no devices connected	
		Blinking	Sleep mode	
		Solid	1 or more devices connected	
		Blinking	WPS active	
		Off	WiFi off	

**In case the device goes into sleep mode, short press the power button to bring it back to active state.**

# Manage your Device

## Use the Web Conguration utility

Change the network name (SSID), the Security Mode and Key, configure the sleep mode, etc.

- 1 Connect your Computer/Smartphone to your JioFi device over USB/WiFi interface.
- 2 Type <http://jiofi.local.html> in the address bar of the browser and press enter.
- 3 Click the login button on the top right corner and use "administrator" as username and password to access the homepage of Web Configuration utility.
- 4 Customize network, wifi and other parameters using the web configuration utility.
- 5 If the web configuration utility is not available download the MyJio app or visit [www.jio.com](http://www.jio.com) and access the "Managed devices" section to manage your device.
- 6 Certain end user applications, for instance, Online Console Gaming and Online streaming (e.g: DVR) need certain ports to be opened. Kindly check for Gaming and Apps Management Tab in Web Configuration Utility. For more information and further help, please contact Jio Care.

# For fast support

## **Can not power on(all LEDs blink in Red)**

When device goes into pre-charging stage, all LED blinks in RED. Device can not be turned on while pre-charging stage. Please charge until the battery LED only blinks in Red. Then, please turn on the device.

## **A user cannot access the Internet**

Please check if the user is connected to JioFi SSID. Make sure your SIM card is properly inserted. Check if your JioFi is connected to the network. Ensure your SIM card is activated and has adequate data balance available.

## **Not able to change my device settings**

Please connect to your JioFi device. Enter <http://jiofi.local.html> in the browser's URL input field. Click on the 'Login' button on the top right corner of your webpage screen. The default username and password is 'administrator'. You can also visit the Managed device section through your MyJio app or web portal.

## **Cannot establish a WiFi connection**

Please make sure the WiFi function is active on your JioFi. Refresh the network list and select the correct SSID. Type the correct network key (WiFi password) when you connect to the device.

# Safety

## To the Owner

Always keep the device at a distance of 20 cm from medical devices like hearing aids, pacemakers as it may interfere when the device is turned on.

It is advisable to consult your physician or the manufacturer of the medical device before using your device.

Avoid using device in areas with high electromagnetic radiations.

Be aware of the usage limitation when using your device at places such as aircrafts, petrol stations, hospitals, oil warehouses or chemical factories, where there are explosives gases or explosive products being processed. Turn off your device if required.

Do not open and touch the inner area of your device, as it may affect your device performance.

Keep the device out of children's reach. Your device may cause injury if used as a toy.

Do not touch metallic parts of your device, as they may become hot when the device is working.

Avoid overnight charging of the device.

## **Using your Device**

Use only original and authorised accessories.

Unauthorised accessories may affect your device performance.

Do not expose your device to moisture or water.

Handle carefully, Do not drop!

## **Battery Usage precautions**

**DO NOT** - short circuit or try to disassemble the battery as it may cause fire.

Always store battery in cool dry place.

Always use genuine and authorised charger to charge the battery.

Replace worn out battery with authorised and genuine battery.

Dispose worn out battery in an appropriate way.

Battery to be used for intended purpose only.



# Information

## Technical specifications

### General

Supported OS

### General

USB plug and play (RNDIS) supported on Windows Vista/Win7/Win8/Win10/MAC OSX 10.6 above/Linux(Redhat Enterprise 5.0 above, Ubuntu desktop 10.04 above, openSUSE 11 above, Fedora 13 above)/Window XP(SP3) with a specific driver on Web GUI

Input voltage

5V(USB)

Output voltage

4.35V Maximum(Battery)

Maximum power consumption

2.7W

Memory

MCP: 2Gbits Nand Flash and 1Gbits DDR SDRAM

External interfaces

Micro-USB port

Nano-SIM card

Operating Temp. charge

Charging: 0°C~+45°C

Discharge: -20°C~+60°C

Dimensions (LxWxH)

76.9x76.9x11.3mm

No. of device supported

31 (WIFI) + 1 (USB tethering)

### Bands

Standards compliance

WAN: (2300/1800/850MHz)

WLAN: IEEE 802.11b/g/n

### Battery

Rated capacity

2300 mAh

Maximum battery voltage

4.35V

### Power adaptor

Input power supply AC

100~240V

Output power supply DC

5V

### Environmental

Ambient temperature

Operating: 0°C~+40°C

Storage: -20°C~+70°C

Humidity

5% to 95% (non-condensing)

# With love, from Jio

## Reach us

If you have further questions or require personal assistance, please contact JioCare by calling or sending an email.



198 from your Jio number  
or 1800-88-99999 from any  
network (24 Hrs.)



[care@jio.com](mailto:care@jio.com)



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We wish you a beautiful experience  
with Jio.