

A large, white, sans-serif text overlay that reads 'FS BOX V3&V4 FAQ'. A small teal circle is positioned to the left of the 'F' in 'FS'.

I. Account & Order

1. How to get a FS BOX account?

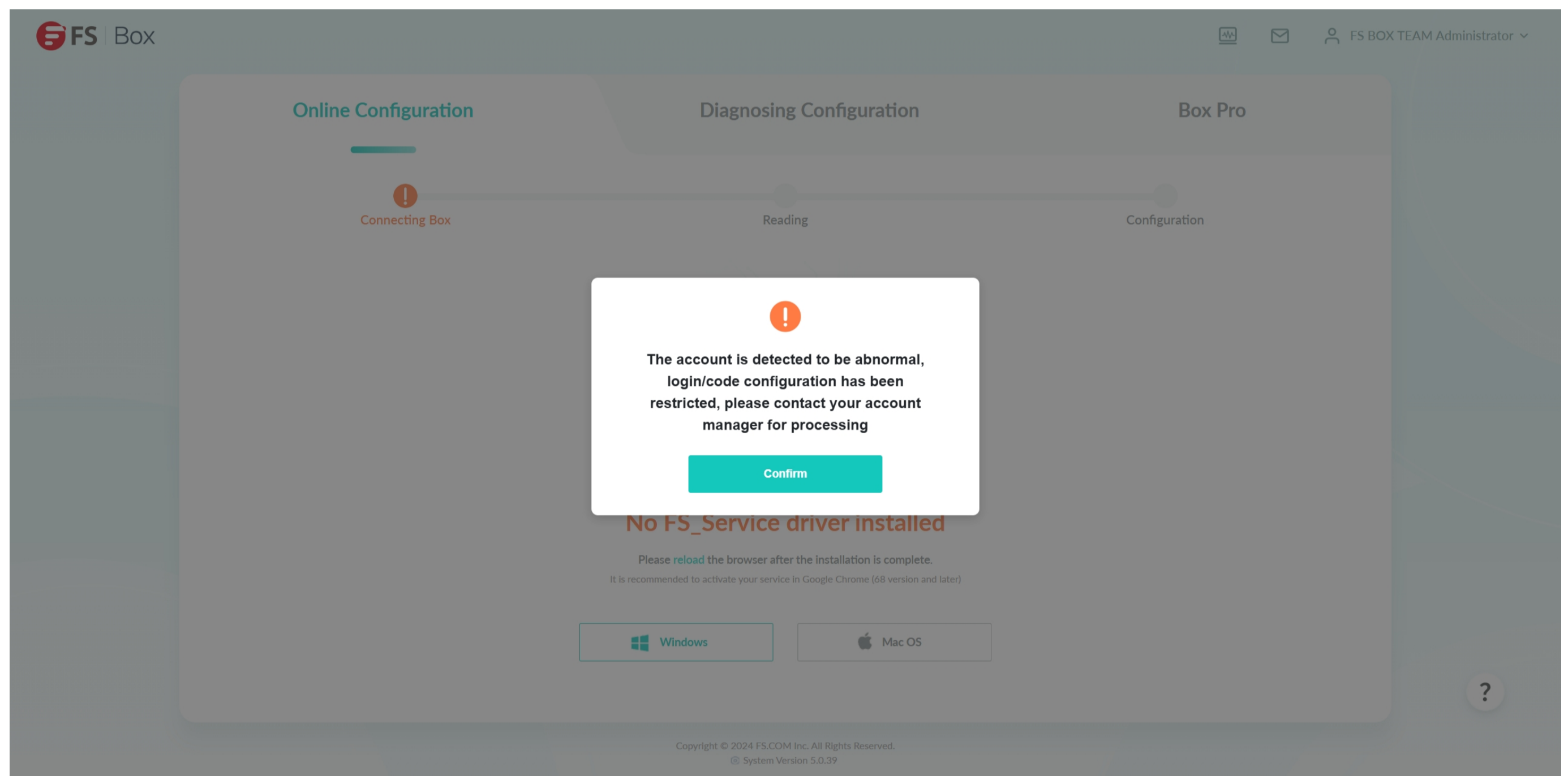
You can register an account on the fs.com or fsbox.com website. If your company has already purchased our FS BOX and optical transceivers, you will get a formal account after registration. If you have purchased only one or neither of them, you will get a trial account after registration.

2. How to upgrade your trial account to a formal account?

- If you purchase both an FS BOX and an optical transceiver during the trial period, your account will automatically be upgraded to a formal account.
- If the trial period has expired, please contact your account manager and provide your purchase history to request an account upgrade.

3. What should you do if your account is abnormal?

Please contact your account manager as soon as possible to resolve the problem.

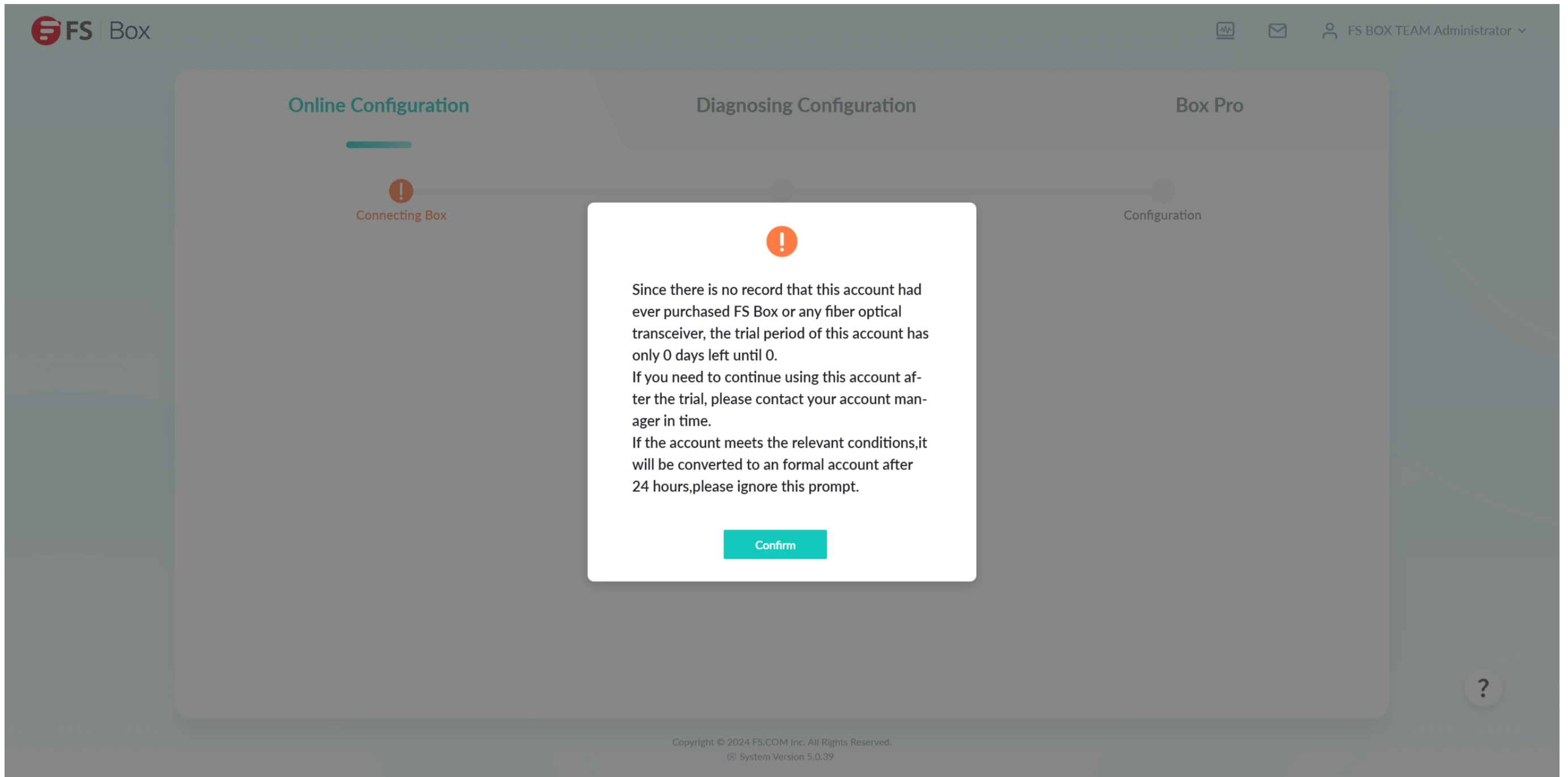


4. What is the difference between a formal account and a trial account?

There is no difference between the two in terms of permissions; trial accounts have **access** to the same services as formal accounts. However, once the seven-day trial period expires, the trial account will be frozen.

5. Why does your account still show a trial period prompt after purchasing an FS BOX and optical transceivers?

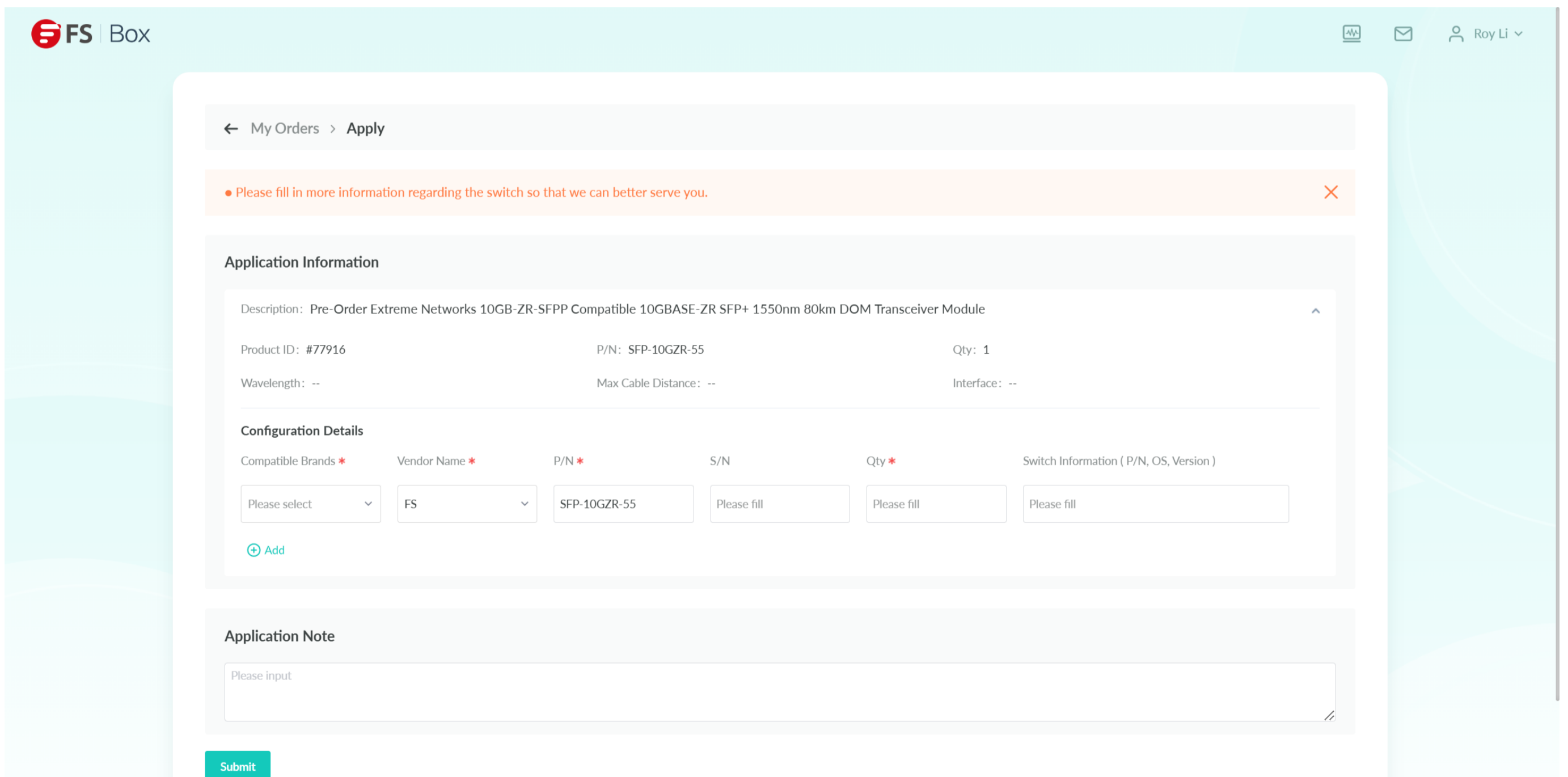
We will have a 24-hour buffer time after you purchase and sign for these two types of goods. Your account will be automatically converted to a formal account after 24 hours. You just ignore this prompt.



II. Optical Module & Configuration

1. What's the difference between Online Configuration and BOX Pro's service?

Online Configuration only allows you to modify compatible brands and SN. BOX Pro provides customized services that can modify Compatible Brands, Vendor names, P/N, S/N, as shown below:



But we need to review your customized information, which usually takes 1-2 working days, please wait patiently. If you need it urgently, you can contact your account manager.

2. Which tunable transceivers does FS BOX support?

DWDM-SFP10G-C、DWDM-XFP10G-C、DW-SFP10G-40-C、DW-10GSFP-40-C-I、DW-SFP10G-80-C、DW-10GSFP-80-C-I、QSFP-ZR-100G、QSFP-ZR-100G-S.

3. What if you can't find the compatible brand you need in the Online Configuration section?

You can customize the compatible brand code you need in the BOX Pro section. After the engineering team reviews and approves it, you can upload it to your account. The uploaded codes will be displayed below. Click "Configuration" to start the configuration process.

The screenshot displays the FS BOX Online Configuration interface. At the top, there are tabs for 'Online Configuration', 'Diagnosing Configuration', and 'Box Pro'. The 'Box Pro' tab is selected. Below the tabs, there is a 'Transceiver Information' section with three input fields: 'Brand' (FS), 'S/N' (A2206100076), and 'P/N' (SFP-10G-T). Below this, there are two tabs: 'Box Pro Config' (selected) and 'After-sales Config'. The 'Box Pro Config' tab shows a list of application numbers on the left and a table of configurations on the right. The table has columns for Product ID, State, P/N, Brand, Vendor Name, Attribute, New S/N, Note, and Action. One configuration is visible with Product ID #77916, State Unused, P/N SFP-10GZR-55, Brand Arista, Vendor Name FS, Attribute Arista-auto, and New S/N Arista-auto. The Action column for this row contains a 'Configuration' link.

4. Why does "Sorry, no files available" appear when using the Online Configuration service?

This issue may be caused by one of the following reasons:

- The network connection is unstable, preventing files from being loaded properly. Please ensure your network is stable.
- The required attributes (such as transmission distance or cable length) have not been selected before choosing a compatible brand.
- The selected transceiver does not currently support the chosen compatible brand. This is normal in some cases.

5. Can FS BOX be used to configure optical transceivers from third-party manufacturers?

No. FS BOX only works with FS optical transceivers and DAC/AOC cables.

6. Which optical transceivers are not supported by FS BOX?

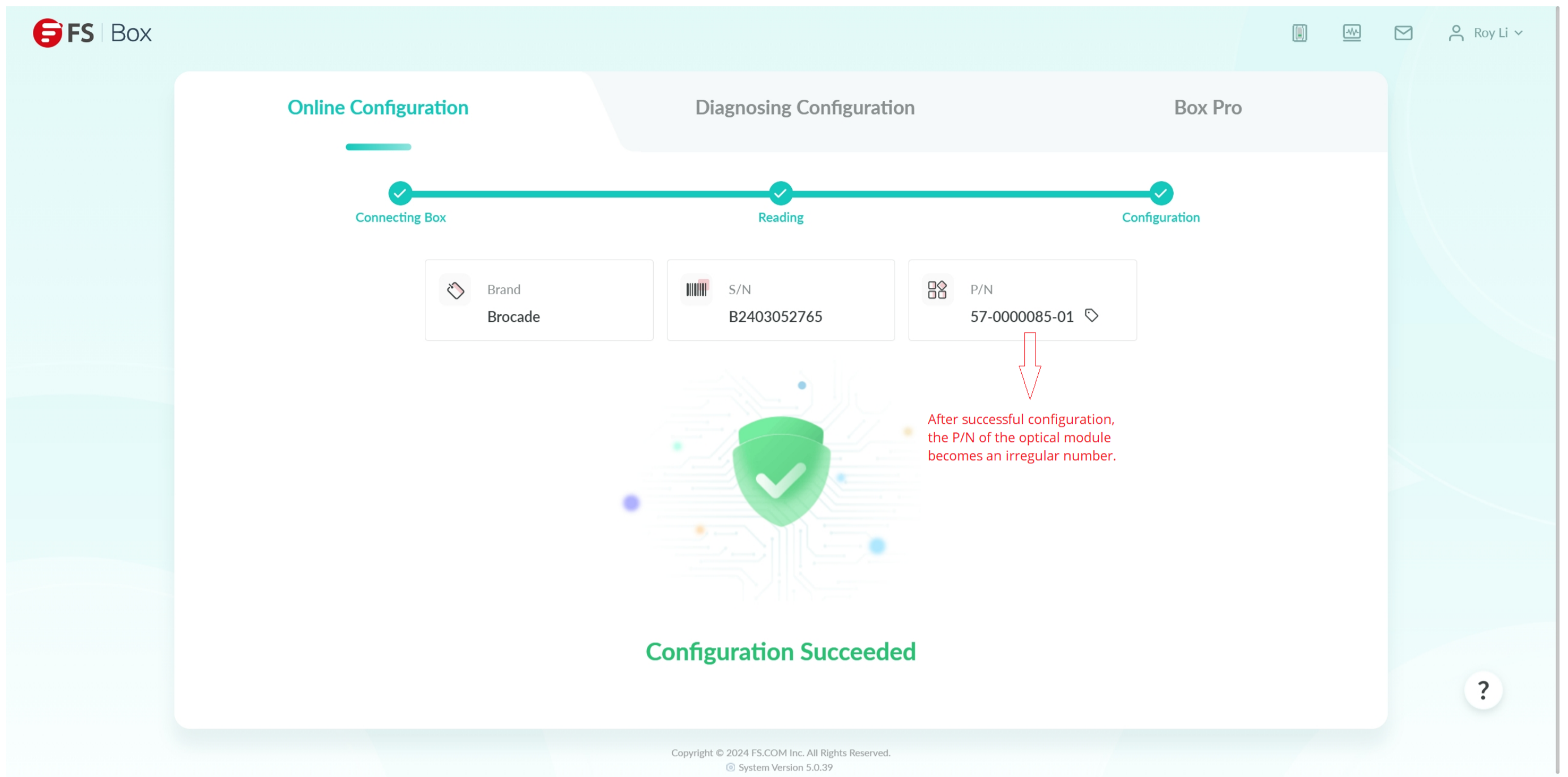
Due to hardware limitations, the following products are not supported for reconfiguration with FS BOX: HPE-compatible SFP+/SFP28/XFP/QSFP+/QSFP28 transceivers, all 40G BiDi transceivers, GPON transceivers, and 25G SFP28 Loopback Modules. Attempting to configure these products may cause irreversible damage to the transceivers.

7. Why are you unable to use BOX Pro?

BOX Pro is available only to users who have purchased FS optical transceivers. If your company has not placed any relevant orders, your order list will appear blank, and BOX Pro will not be accessible. For instructions on how to use BOX Pro, please refer to the related documentation or instructional video.

8. Why do the S/N or P/N values change after configuration?

This depends on the compatible brand you select. To ensure compatibility with certain switch vendors (such as Cisco), the transceiver's part number (P/N) and serial number (S/N) must meet specific requirements. If they do not, the system will automatically modify the P/N and S/N according to the corresponding compatibility rules.



9. Does the requested code expire?

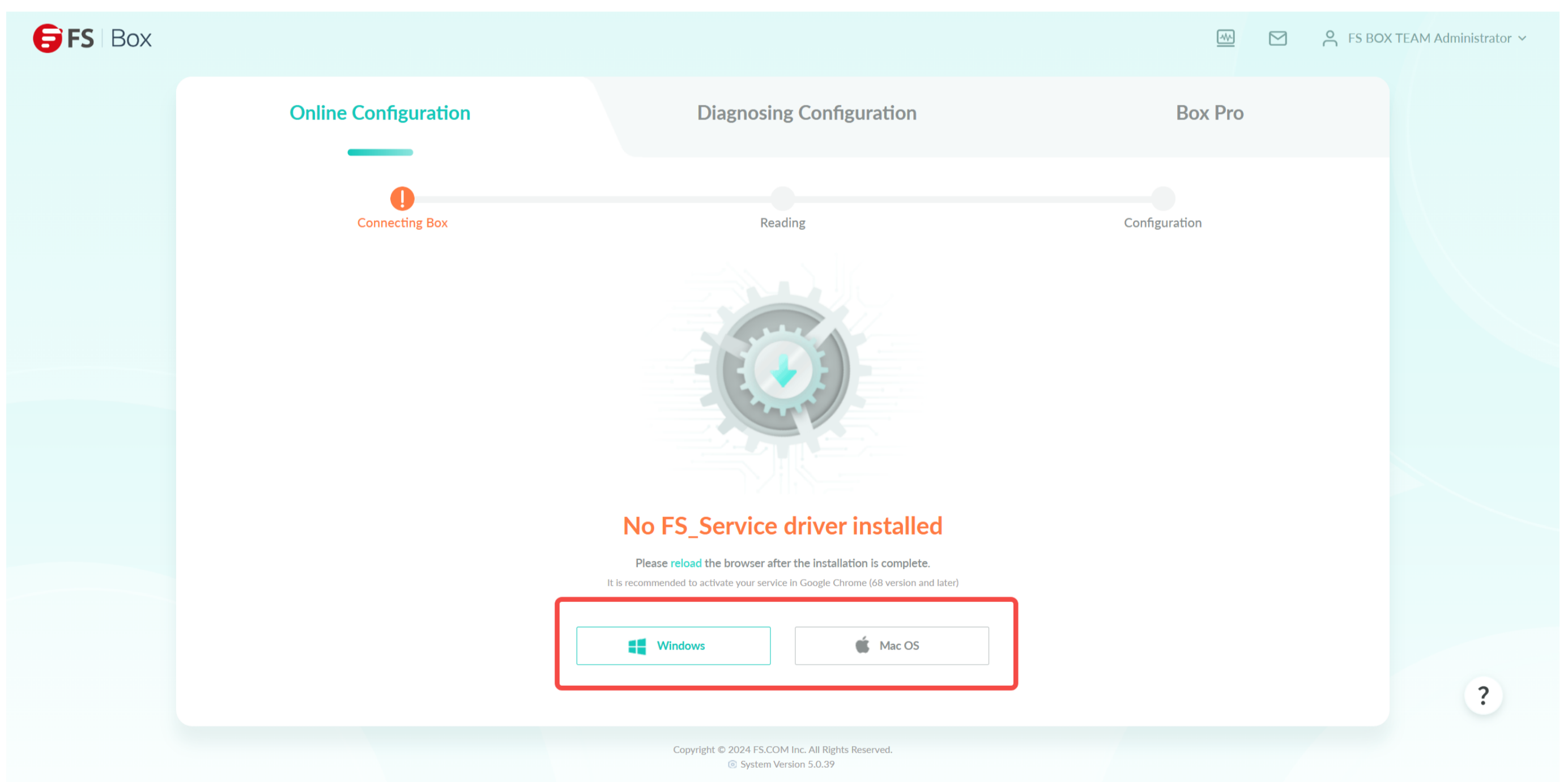
No, it will not expire, you can always use it

III. Driver

1. Download & install

1.1 Web (Windows & Mac)

Download the driver FS_Service on the fsbox.com website



For Windows

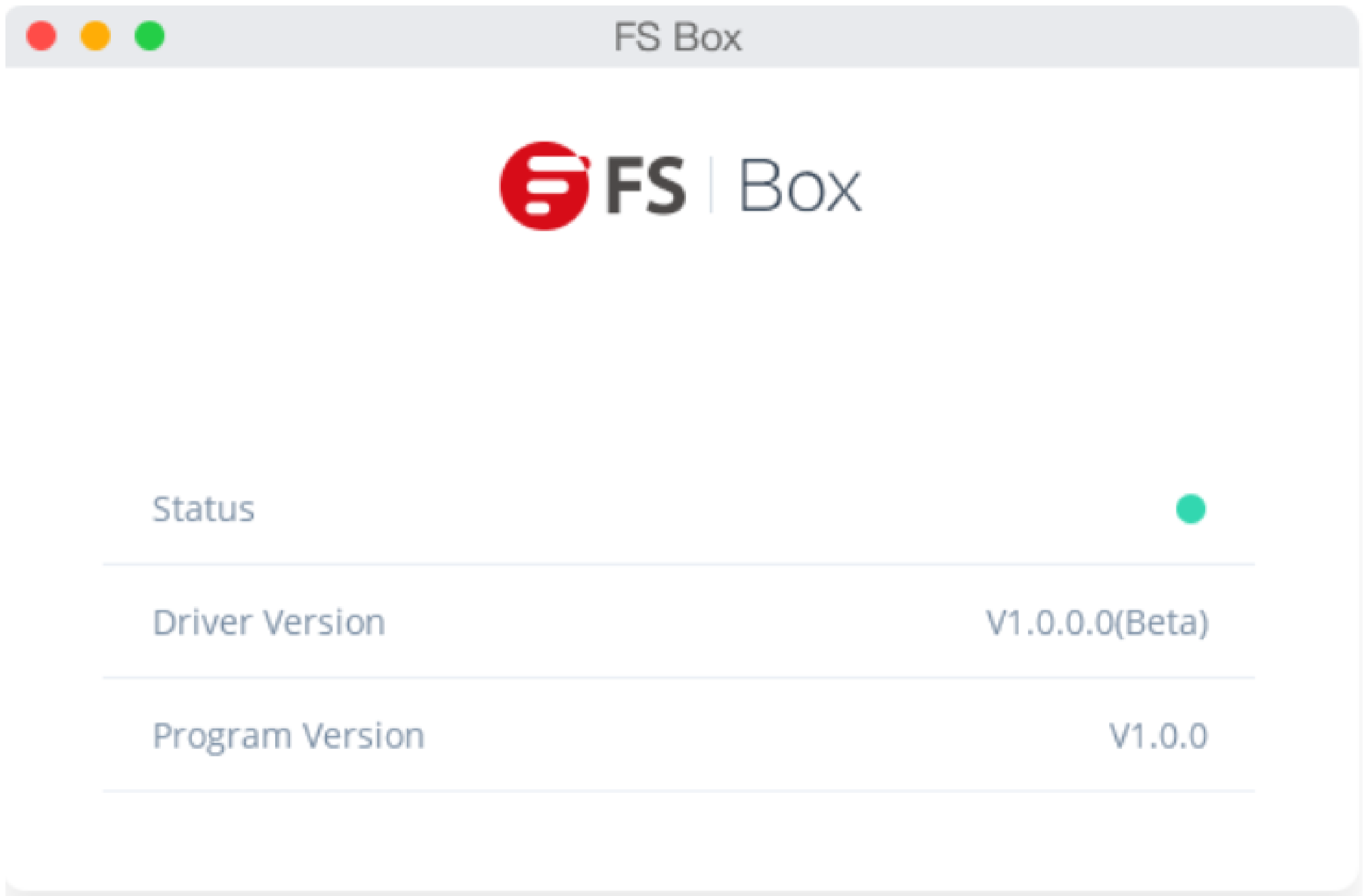
- ① Double-click the driver file FSInstaller.zip
- ② FS_Service will be automatically activated when the driver is installed, and you can check the FS logo in the notification bar. If FS service is not automatically activated, just reload the browser.

For Mac

- ① Double-click the driver file FsinstalMac_Beta.dmg.
- ② Long click the FS Box and drag to the Application folder.



- ③ Find the FS Box application on Launchpad, then double-click it and a system pop-up prompt will appear, click Open.
- ④ Status displays in green means the driver is successfully installed and activated normally.



1.2 APP (Android & iOS)

You can search for FS in Google or Apple app store to download or scan the QR code below to download.



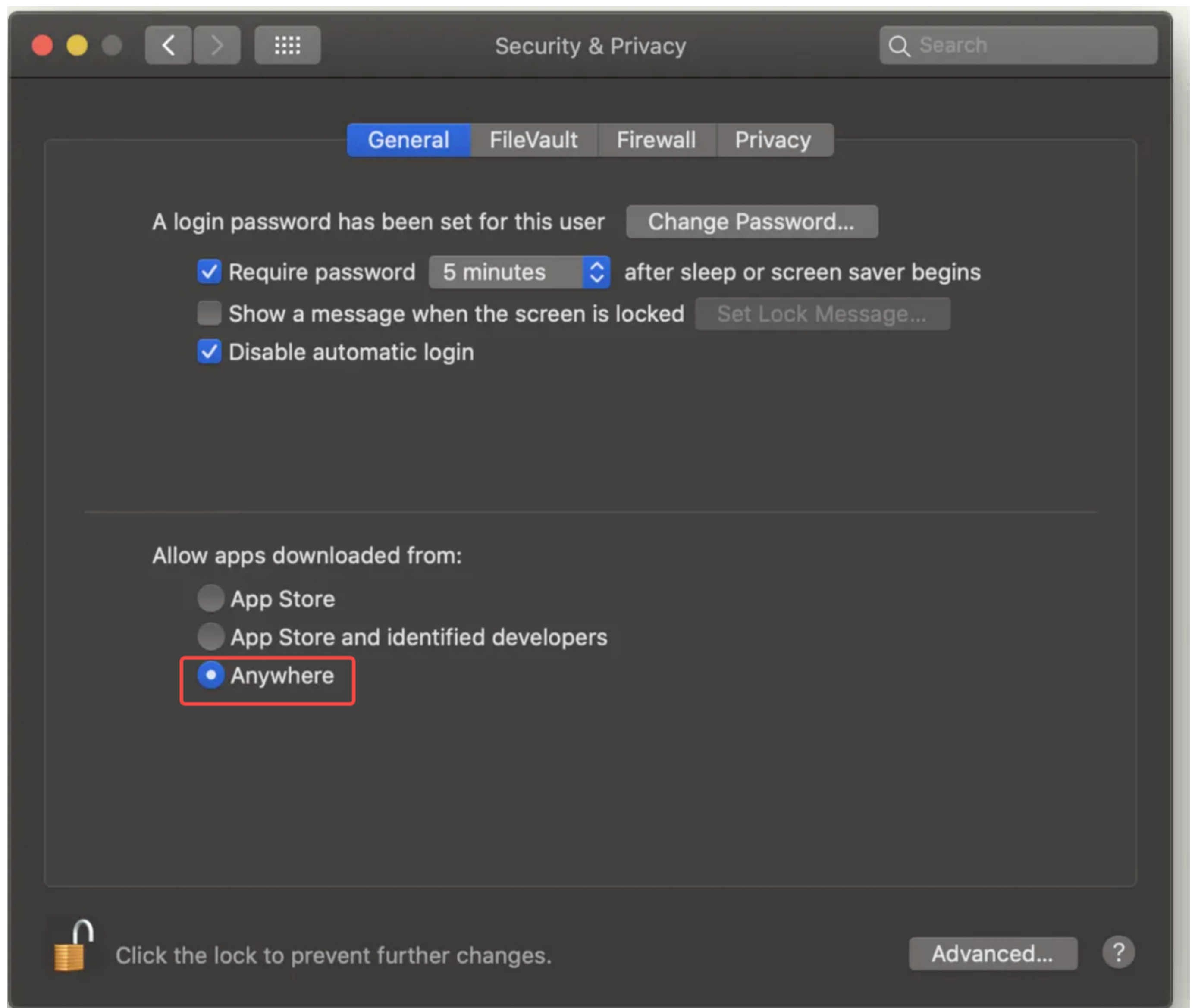
2. Mac OS prohibits installing the driver FS_Service

When you encounter the same problem as in the following picture, follow the method below to solve it.



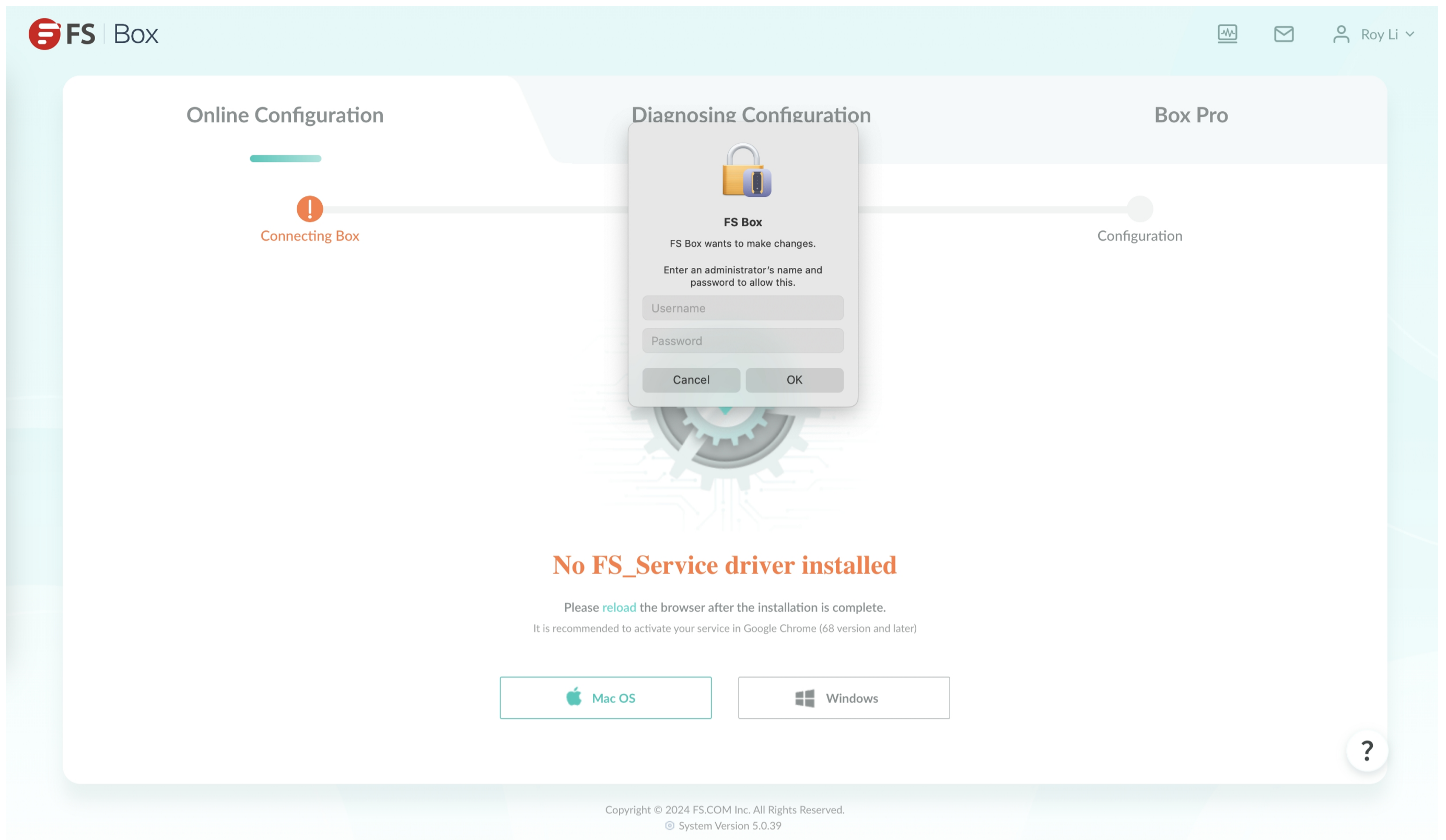
For security reasons, macOS prohibits installing anything from outside the Apple App Store by default. To still install certified software, you'll need to change this setting:

- ① Open your System Preferences and go to Security
- ② In the General tab you will find the setting 'Allow apps download from'
- ③ Change it to 'Anywhere'. You may have to activate this setting option by clicking on the lock symbol at the bottom left and entering your password.



3. Why are you prompted to enter your User Name and password?

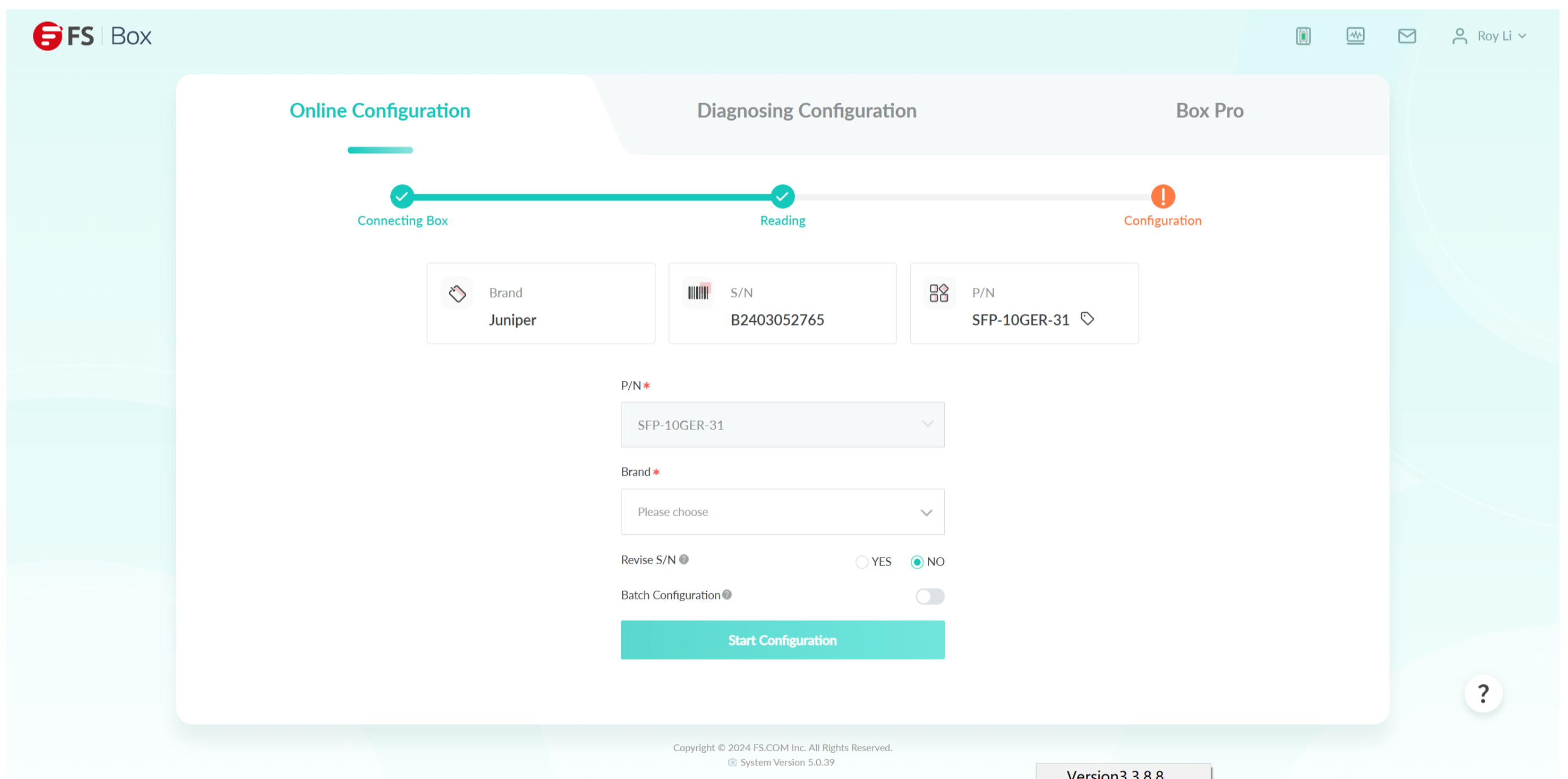
Please ask your system administrator if you do not have administrator rights, the driver does not run without permission.



IV. Use Environment

1. What browsers does FS BOX support?

Google Chrom(68 or newer) and Firefox.



2. Does FS BOX work in an offline environment?

No, FS BOX requires a stable internet connection to operate.

3. System environment supported by FS BOX

FS BOX supports Windows 10 or later, macOS 10.13 or later, Android 5.0 or later, and iOS 11.0 or later.

V. Free FS BOX

1. Why are we offering you a free FS BOX? What's the catch?

To qualify for the free FS BOX, you simply need to purchase at least one transceiver. We are confident that once you experience the efficiency of the FS BOX for transceiver deployments, it will become an essential part of your workflow.

2. What is required to open your free FS BOX account?

- **Feedback Requirement:** You must provide feedback within one month of receiving your free FS BOX to activate your one-year account.
- **Consent:** By accepting this offer, you explicitly consent to FS publishing your feedback on our website.
- **Non-Compliance:** If we do not receive feedback within the specified timeframe, or if you revoke permission for its publication, FS reserves the right to reclaim the BOX or invoice you for the device at its current retail price.

3. How to activate FS BOX account permanently?

Your FS BOX account will be upgraded to a permanent status free of charge if your cumulative spending on transceivers reaches US\$10,000 within one year of account opening.

If your purchase volume is under US\$10,000, the following service fees apply for permanent activation:

- **Spending between US\$5,000 – US\$10,000:**
 - FS-BOX-V3: US\$99
 - FS-BOX-V4: US\$199
- **Spending under US\$5,000:**
 - FS-BOX-V3: US\$199
 - FS-BOX-V4: US\$299

4. Are there any special terms should be considered?

- FS reserves the right to approve or decline free FS BOX requests at our discretion.
- Limit of one free FS BOX per company or organization.
- By participating in the Free FS BOX campaign, you agree to be bound by the FS [Privacy Policy and Notice at Collection](#) and [Terms of Use](#).

5. Others

- **Content Rights:** By providing your feedback text and photographs (hereinafter "Data"), you grant FS a worldwide, perpetual right to use them, including but not limited to online publications. You warrant that this Data is free of third-party rights and that you possess exclusive ownership or appropriate permissions (such as written consent) to allow FS to publish and use the content.
- **Indemnification:** You agree to indemnify FS against all third-party claims regarding infringement of rights (trademarks, copyrights, personal rights, etc.) arising from the use of the Data provided. Both parties shall notify each other immediately if any such claims are raised.



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