



SoftBank Settings Instruction Manual

**SoftBank Settings  
Instruction Manual  
Table of Contents**

<b>Read Me</b>	
Read Me.....	4
<b>Using SoftBank Settings</b>	
About This Application .....	7
Preparation for Using This Application.....	8
Starting This Application.....	11
About This Application Screen.....	15
<b>Using the SoftBank Network</b>	
Connecting/Disconnecting the SoftBank Network.....	17
Confirming the SoftBank Connection Information.....	22
<b>Using Tethering</b>	
Setting the Tethering Password.....	24
Enabling Tethering.....	26
Editing the Wi-Fi Connection Information.....	28
Connecting to Slave Units by Tethering.....	31
<b>Using Other Functions</b>	
Viewing the Online Manual.....	33
Confirming the Terminal Information.....	34
Viewing the Site of SoftBank for Corporate Customers.....	37
Initializing the Settings of This Application.....	38
Confirming the Privacy Policy.....	39
Confirming the Software License.....	40
Enabling to Display Application Notifications.....	41
Confirming the Version of This Application.....	42
<b>Coping with Trouble</b>	
Troubleshooting.....	44
Support Center List.....	47



## Read Me

Read Me.....4

# Read Me

## Precautions for using this application

See the “Instruction Manual” to handle the application correctly.

The available services are limited depending on the contents of the contract.

## About the contents of this document

Basically this document describes the default operating instructions.

The descriptions of the procedures are based on the Windows 8.1 Pro Update.

## About the displays

The descriptions of the displays in this document are based on the Windows 8.1 Pro Update.

They may be different from the actual ones due to OS differences.

## About other terms

In this document, this application (SoftBank Settings) is called “this application.”

In this document, the mobile network provided by SoftBank Mobile is called the “SoftBank network.”

In this document, SoftBank Mobile is called “SoftBank.”

## System requirements

The system requirements of this application are as follows. In any other environments, this application may not operate.

Even if the following requirements are met, it may not operate normally depending on your environment, including the main unit of the target model, connected peripheral devices, and applications in use.

- For inquiries on services such as support for the target model, upgrade of the OS, etc., read the manual of each target model, etc. and follow the procedure provisioned by each manufacturer.
- The system requirements (target model and target OS) described here is the information as of September 2014.

項目	説明
Target model	ThinkPad 10 for SoftBank
OS	Windows® 8.1 Pro Update 64bit Windows® 8.1 Pro Update 32bit
Language environment	Japanese OS: Displayed in Japanese Other OS: Displayed in English
USIM card	Prescribed special USIM card provided by SoftBank

## Precautions for use

1. To use the SoftBank network in the target model, this application is required. This application is installed in the target model in advance. Without this application (including the case that this application is not installed in the target model), connection to and setting of the SoftBank network and use and setting of tethering cannot be performed in the target model in principle.
2. To use the SoftBank network in the target model, a separate communication contract with SoftBank is required.
3. This application is available for free. However, the communication charge associated with the use of this application is your responsibility.
4. To use this application, initial setting of Windows® 8.1 is required. It requires a Microsoft account to use the Windows® Store.
5. If the USIM card inserted into the target model is replaced by another USIM card, this application is initialized automatically. The contents set until that point are not saved.
6. This application sends the information prescribed in the following items, when you turn on tethering in this application (including when the tethering password, etc. is set) and on a regular basis while tethering is on.
  - a) Contract unique ID (including the contract phone number) recorded in the target model or target USIM card that you use
  - b) Prescribed contract personal identification number that you entered

Every transmission of information incurs the prescribed communication charge of the communication service used for it (Even if the SoftBank network is used for the communication, a communication charge is incurred. But the communication is subject to a fixed charge if you subscribe the prescribed fixed-price charge plan and the communication connects to the fixed-price target access point prescribed separately. However, the communication charge is added to the monthly used communication charge.)

7. If the transmission of information mentioned in the preceding paragraph passes through any other communication services than the SoftBank network provided by SoftBank or another carrier (including Internet communication via Wi-Fi, wireless/wired network, etc.) and collation with your subscription status cannot be completed, disconnect the communication service and then switch to the connection to the SoftBank network to complete collation.
8. The SoftBank network connection using this application is set to automatically enable the "Connect automatically" function, which connects to the SoftBank network automatically, by default and the "Roam automatically" function, which executes international roaming automatically, when using this application overseas. Note that the corresponding connection settings may incur a high communication charge depending on the usage situation. The corresponding connection function can be stopped by the function settings of the target model.
9. To install this application in the target model, it is necessary to insert the prescribed special USIM card provided by SoftBank to the target model and then download and install this application from Windows® Store and the prescribed download server.
10. This application needs to be updated according to the contents of the update from the Windows® Store or the prescribed download server (If update from the Windows® Store is required, the update cannot be executed with the usage restriction of the Windows® Store set).

The update of this application may include the addition of new functions or improvements in the quality including repair, so it is recommended to update this application and use the latest status constantly.

11. The installation and update of this application incur the prescribed communication charge of the communication service used for it (Even if the SoftBank network is used for the communication, a communication charge is incurred. But the communication is subject to the fixed charge if you subscribe to the prescribed fixed-price charge plan and the communication connects to the fixed-price target access point prescribed separately. However, the communication charge is added to the monthly used communication charge.)
12. This application shall be used upon agreement to the "Software End User License Agreement (Terms and Conditions of Software Usage)" of this application.

## Using SoftBank Settings

About This Application.....	7
Preparation for Using This Application....	8
Starting This Application.....	11
About This Application Screen.....	15

# About This Application

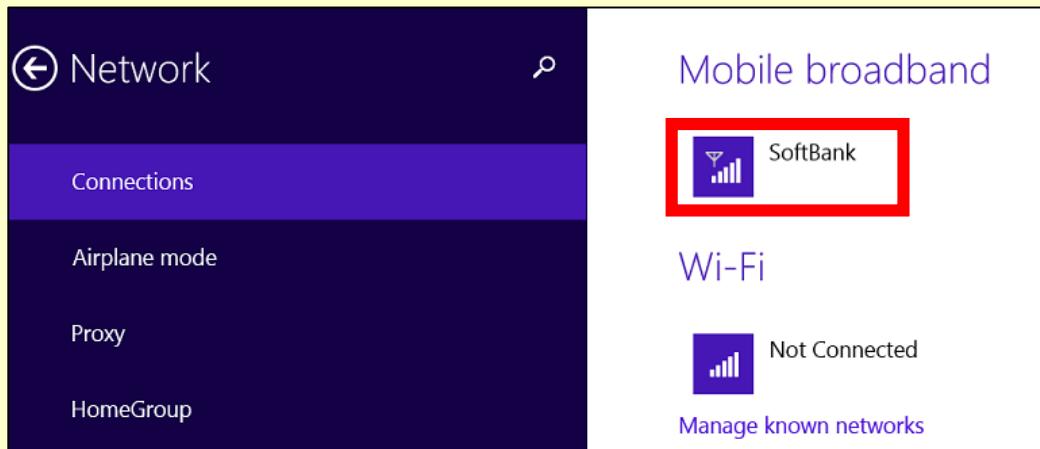
By using this application, you can set the APN (connection destination) necessary for the connection of a target model to the SoftBank network, connect to/disconnect from the SoftBank network, and set tethering.

## **!** Precautions for using this application

If you connect to the SoftBank network from this application, you cannot confirm the following setting of **[SoftBank]**.

Confirm it after disconnecting the SoftBank network connection or connecting to the SoftBank network from the charm.

- [PC settings] → [Network] → [Mobile broadband] → [SoftBank]



If any USIM cards other than the one already set up are installed, the following screen is displayed and the application settings are initialized when this application starts. The contents set until that point are not saved.

### Detection of the New USIM card

Detected the USIM card different from the card already set up. The application will be initialized.

**Close**

# Preparation for Using This Application

## About USIM cards

This application operates only in the target models. It is also necessary to insert the prescribed USIM card to which the price plan specified by SoftBank is registered to each target model. We do not provide any support for the operations of this application associated with use in any other models than the compatible ones.

For the method how to insert/remove the USIM card, see the manual of each target model, etc.

### **!** Precautions for handling of the USIM card

- Note that if the USIM card is broken due to insertion into an IC card reader of other companies, etc., it is not our responsibility, but your responsibility.
- Keep the IC portion clean while using the card.
- Wipe it with a dry soft cloth, etc. for maintenance.
- Do not attach any labels, etc. to the USIM card. It may cause a failure.
- For the handling of the USIM card, see the instruction manual attached to the USIM card.
- The ownership of the USIM card attributes to us.
- Re-issuance of the USIM card due to loss or damage is charged.
- Return the USIM card to us when canceling the contract.
- The USIM card returned from you is recycled for environmental preservation.
- The specifications and performance of the USIM card may be changed without notice, so please note this.
- It is recommended to take note of the contents of the information which you register to the USIM card by yourself.

## Download and installation of this application

This application is installed in the target model in advance.

Confirm whether this application is installed in the application list of Windows.



If this application is not installed, or to reinstall it, download and install this application according to the following procedure.

- !** Use the Windows® Store for the download and installation of this application.

Perform this procedure with a Microsoft account set for the target model.

Since an Internet connection is required, connect to the SoftBank network or Wi-Fi while performing this procedure.

1

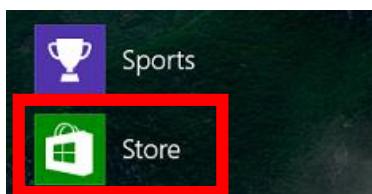
Swipe upward on the start screen.



**Swipe upward**

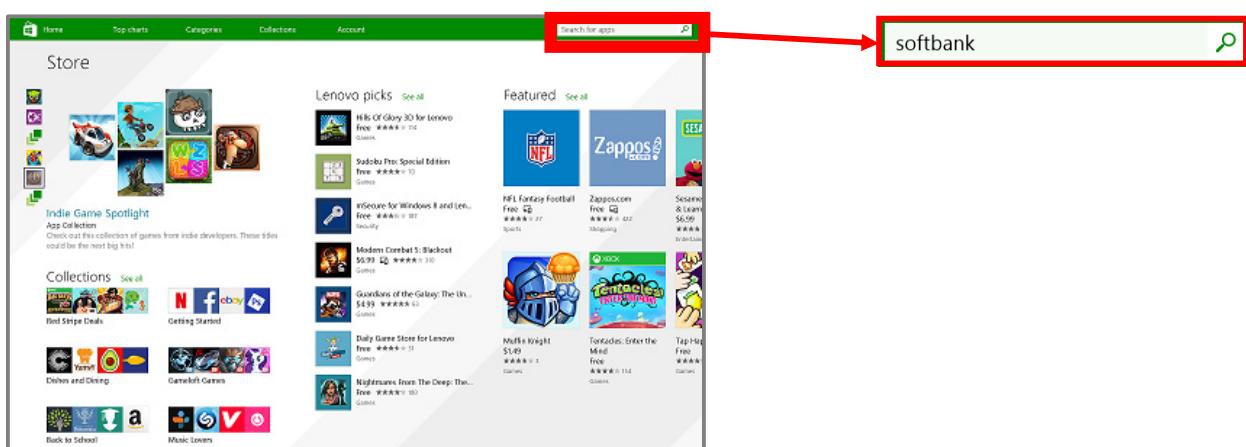
2

Tap [Store] in the list of applications.



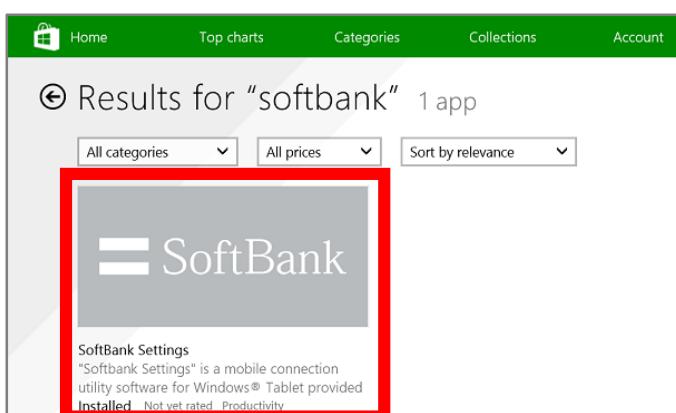
3

Enter “softbank” in the application search column in the store and do a search.

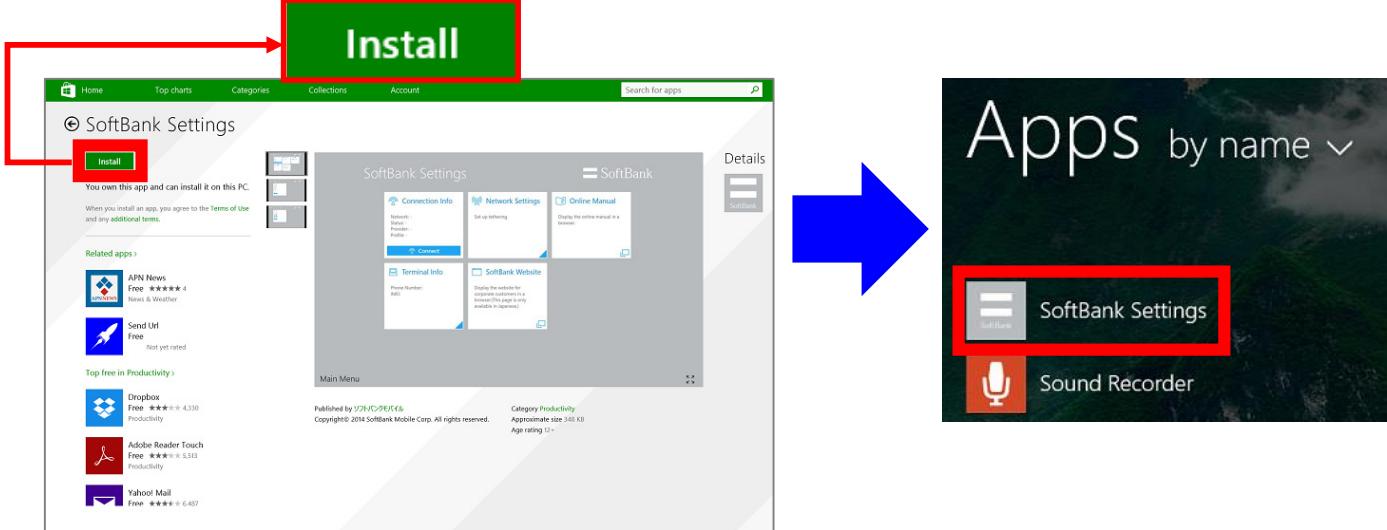


4

Tap [SoftBank Settings] on the search result screen.



Tap [Install].



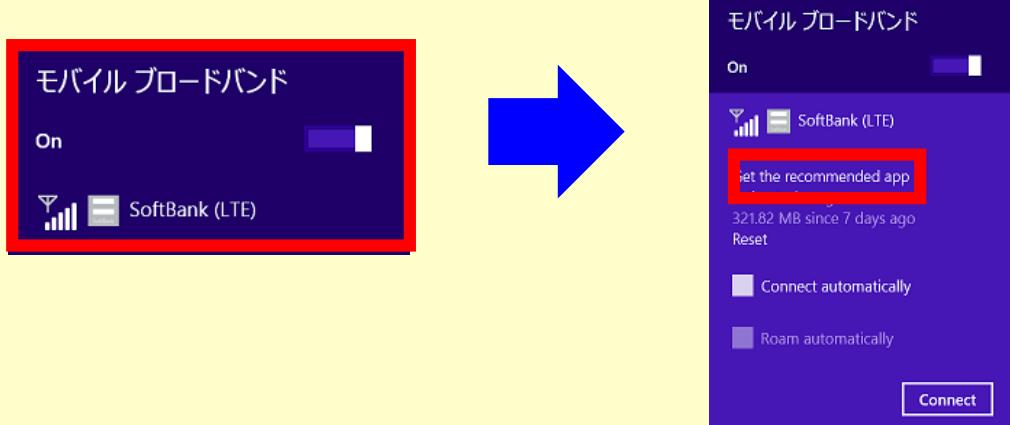
This application will be installed in the target model and displayed in the list of applications.

#### If this application is not installed

If this application is not installed in the target model, [Get Recommended Applications] is displayed in [SoftBank] of mobile broadband.

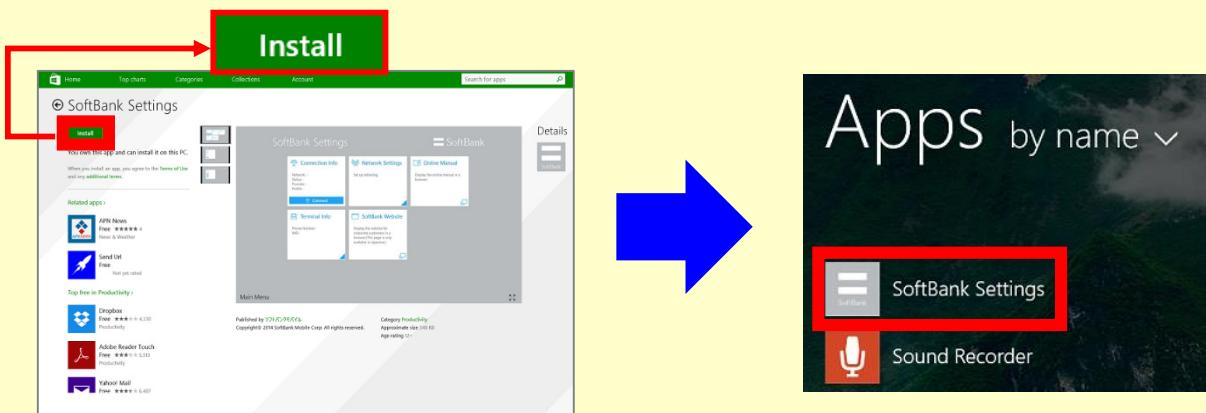
In this case, you can download and install this application according to the following procedure.

- (1) Open the charm and tap [**Settings**] -> [**Network icon**].
  - (2) Tap [**SoftBank**] -> [**Get the recommended app**] of broadband.
- \*If [**SoftBank**] is not displayed in mobile broadband, confirm troubleshooting.



- (3) This application will be displayed in the Store. Then, tap [**Install**].

This application will be installed in the target model and displayed in the list of applications.



# Starting This Application

If this application is started, the APN (connection destination) necessary to connect to the SoftBank network is set as the default in the target model.

## ! Precautions for the first startup

When this application is started for the first time, the Software End User License Agreement is displayed. Confirm the contents and perform the following procedure.

- If you agree

(1) Tap the checkbox to the left of [Confirmed the

**license]** to check it.

(2) Tap [**Agree**].

\*Within the SoftBank network area, the connection may be established on tapping [**Agree**].

=> **This application will start.**



- If you disagree

(1) Tap [**Disagree**].

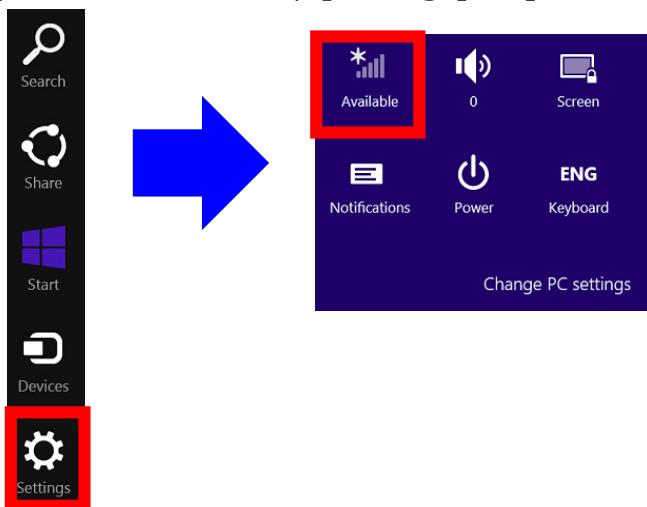
=> **Move to the start screen.**



## Starting this application from the charm

1

Open the charm and tap [**Settings**] -> [**Network icon**]



2

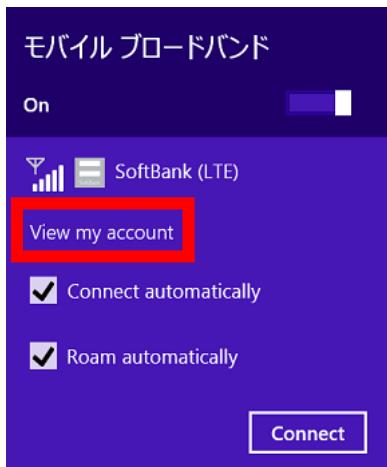
Tap [**SoftBank**] of mobile broadband.



! If [**SoftBank**] is not displayed in mobile broadband, confirm troubleshooting.

3

Tap [View my account]



🏁 This application will start.

## Starting this application from the application list

1

Swipe upward on the start screen.



2

Tap [SoftBank Settings] in the list of applications.



🏁 This application will start.

## Starting this application from the pin on the start screen

1

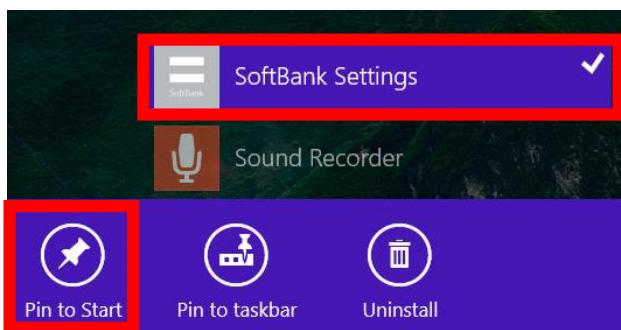
Swipe upward on the start screen



**Swipe upward**

2

Long-tap [SoftBank Settings] in the application list and tap [Pin to Start] in the application bar displayed at the bottom of the screen.



3

Tap the tile of this application added to the start screen.



Flag icon: This application will start.

Yellow exclamation mark icon: The size of the tile can be changed from [Resize] of the application bar displayed when long-tapping the tile.

[Wide]



[Medium]



[Small]



## Starting this application from the pin on the taskbar

1

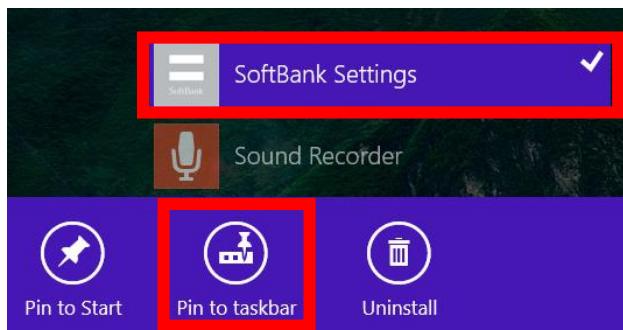
Swipe upward on the start screen.



**Swipe upward**

2

Long-tap [SoftBank Settings] in the application list and tap [Pin to taskbar] in the application bar displayed at the bottom of the screen.



3

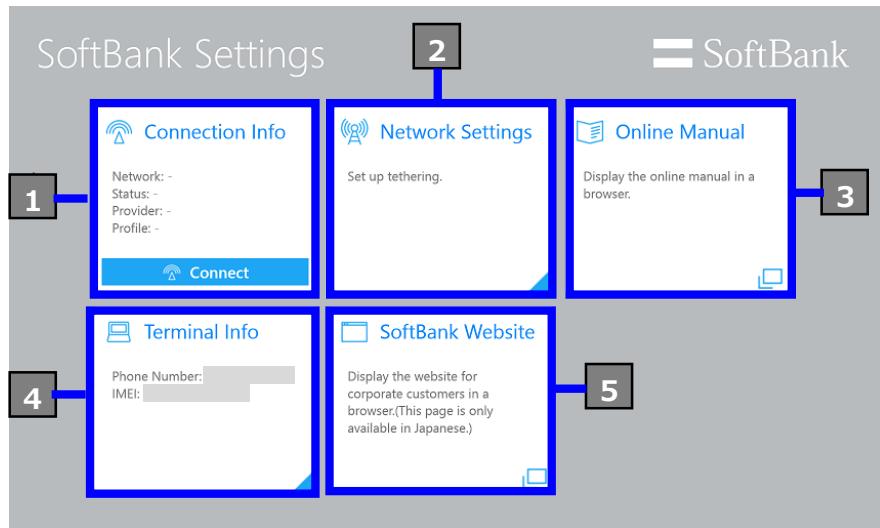
Tap the icon of this application added to the taskbar.



This application will start.

# About This Application Screen

## How to see this application home screen



Item	Description
<b>1</b> Connection Info	You can connect to/disconnect from the SoftBank network. The information of the connected network is also displayed.
<b>2</b> Network Settings	You can set tethering.
<b>3</b> Online Manual	Displays the online manual on the browser. <small>*Network connection is required.</small>
<b>4</b> Terminal Info	Displays the terminal information.
<b>5</b> SoftBank Website	Displays the site of SoftBank Mobile for corporate customers on the browser. <small>*Network connection is required.</small>

## Using the SoftBank Network

Connecting/Disconnecting the SoftBank Network..17

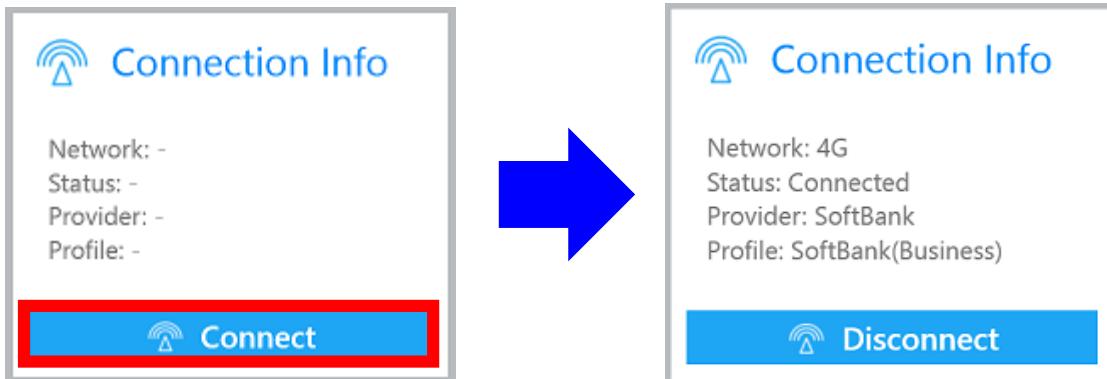
Confirming the SoftBank Connection Information..22

# Connecting/Disconnecting the SoftBank Network

## Connecting from this application

1

Tap [Connect] in [Connect Info] on the SoftBank settings home screen.



🏁 A connection to the SoftBank network will be established.

### ! If [Connect] cannot be selected

Open the charm and confirm the status of the following setting.

#### - Mobile broadband

- => If this is off, change it to on.
- => If "No service" is displayed, confirm troubleshooting.

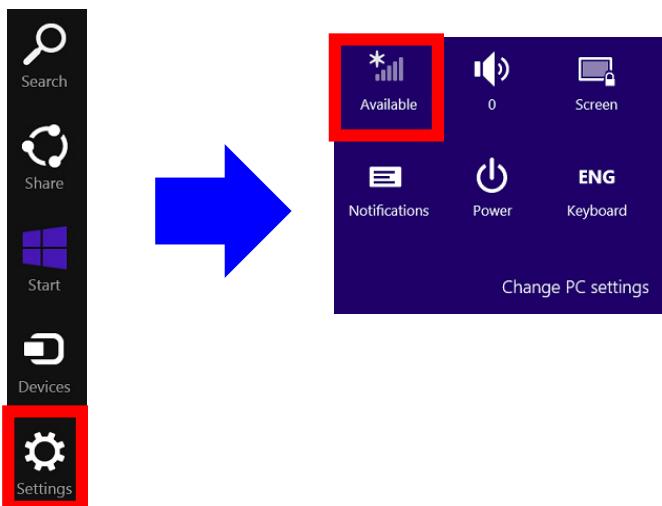
#### - Airplane mode

- => If this is on, change it to off.

## Connecting from the charm

1

Open the charm and tap [Settings] -> [Network icon].



2

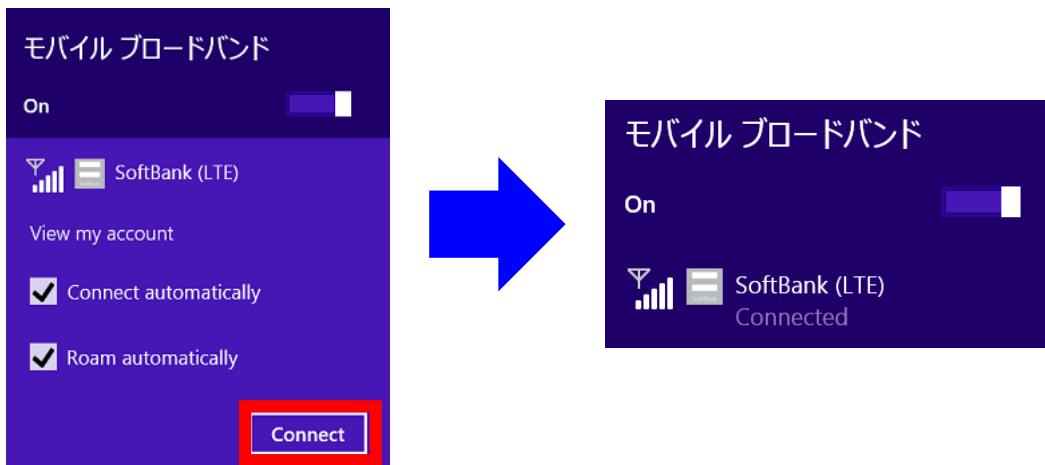
Tap [**SoftBank**] in mobile broadband.



! If [**SoftBank**] is not displayed in mobile broadband, confirm troubleshooting.

3

Tap [**Connect**].



! A connection to the SoftBank network will be established.

#### **Precautions for connection to the SoftBank network using this application (1)**

The SoftBank network connection using this application is set to automatically enable the “Connect automatically” function, which connects to the SoftBank network automatically, by default, and the “Roam automatically” function, which executes international roaming automatically, when using this application overseas.

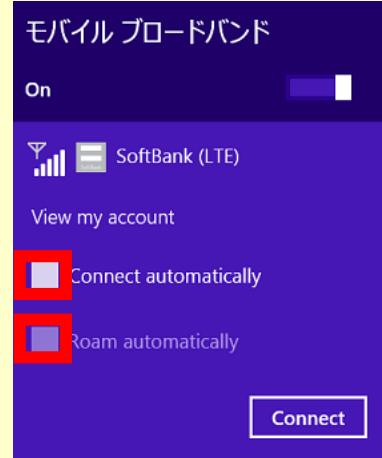
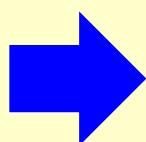
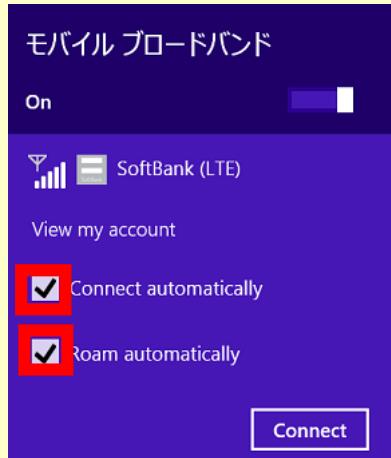
Note that the corresponding connection settings may incur a high communication charge depending on the usage situation.

To stop the “Connect automatically” function and “Roam automatically” function, perform the following procedure.

##### [Procedure]

Tap the checkbox to the left of [**Connect automatically**] and [**Connect automatically**] in mobile broadband [**SoftBank**] in the charm to uncheck it.

##### Default status



## ! Precautions for connection to the SoftBank network using this application (2)

The SoftBank network connection using this application is set to automatically enable the "Set as a metered connection" function by default. Note that the download of the application may be restricted due to this connection setting.

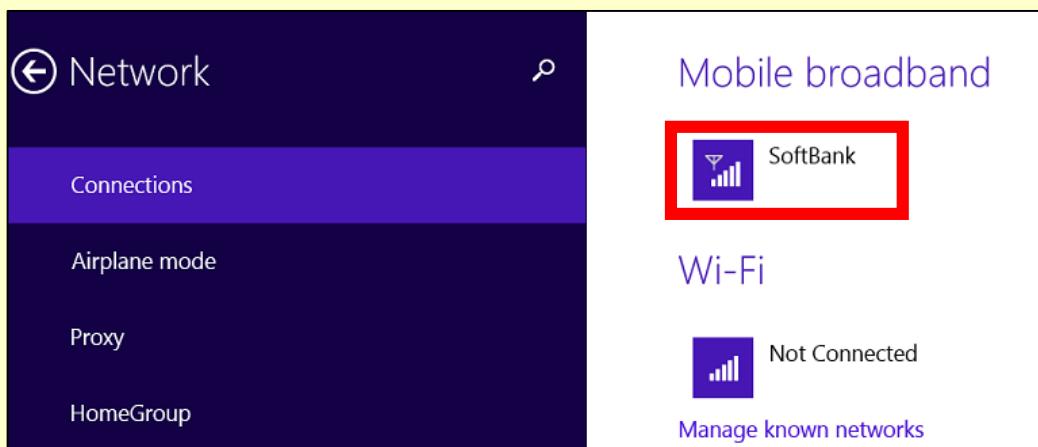
To stop the "Set as a metered connection" function, perform the following procedure.

[Procedure]

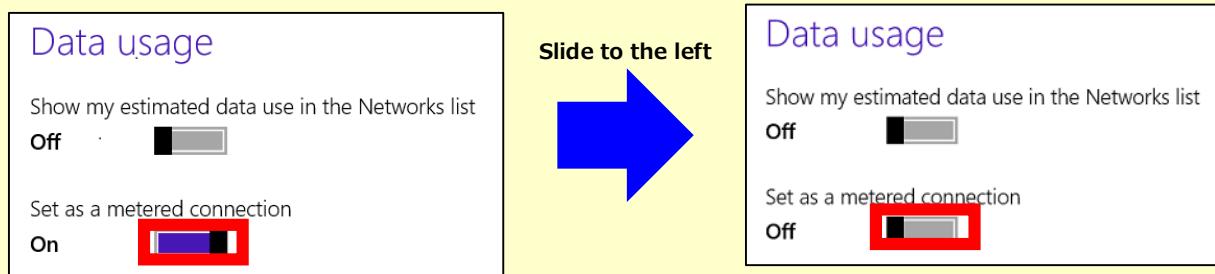
(1) [PC settings] -> [Network] -> [Mobile broadband] -> [SoftBank]

\*If you connect to the SoftBank network from this application, you cannot transition to the above-mentioned setting of [SoftBank].

Perform this after disconnecting the SoftBank network connection or connecting to the SoftBank network from the charm.



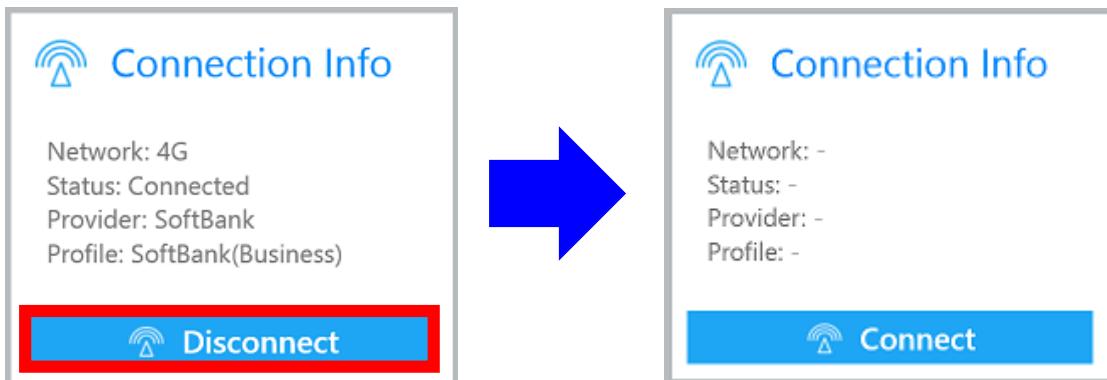
(2) Turn off [Data usage] -> [Set as a metered connection].



## Disconnecting from this application

1

Tap [Disconnect] in [Connection Info] on the SoftBank settings home screen.



A connection to the SoftBank network will be disconnected.

### ! If you cannot disconnect from this application

If you connect to the SoftBank network from the charm, the following error screen will be displayed and this application cannot disconnect from the network.

Disconnect from the charm. (For the procedure to disconnect from the charm, see the next section.)

#### Connection / Disconnection Error

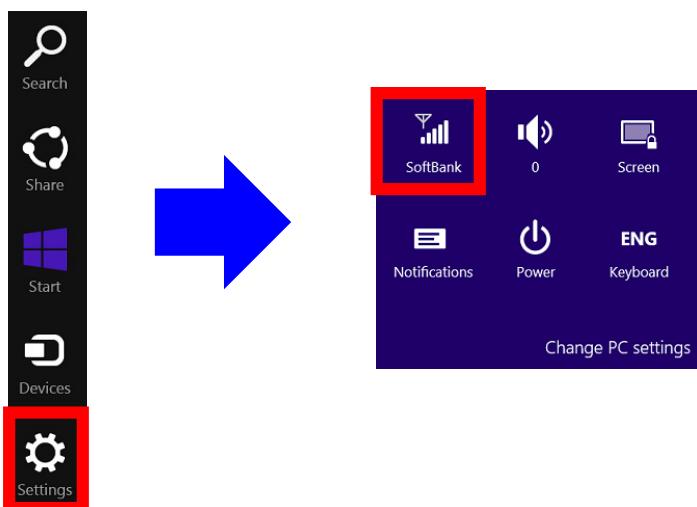
Unable to disconnect the current connection from the application. Display charms of the connection list.

**Close**

## Disconnecting from the charm

1

Open the charm and tap [**Settings**] -> [**Network icon**].

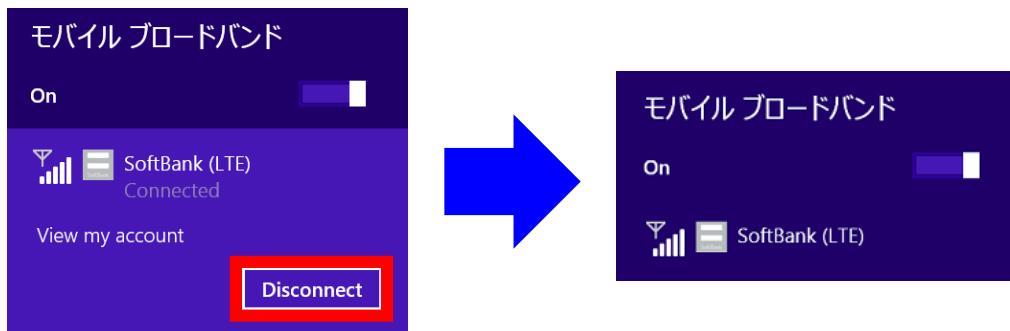


**2**

Tap [SoftBank] of mobile broadband.

**3**

Tap [Disconnect].



A connection to the SoftBank network will be disconnected.

## Confirming the SoftBank Connection Information

### Confirming the SoftBank network connection information from this application

1

Confirm [Connection Info] on this application home screen while connecting to the SoftBank network.



The SoftBank network connection information will be displayed.

The connection information will not be displayed while no connection to the SoftBank network is established.

### Confirming the SoftBank network connection information in the live tile

1

Pin this application on the start screen.

For how to pin this application on the start screen, see "Starting this application from the pin on the start screen."

2

Long-tap the tile of this application and then tap [Turn live tile on] in the application bar displayed at the bottom of the screen.



The SoftBank network connection information will be displayed on the tile.

The connection information is displayed only when the size of the tile is set to wide.

If it is not set to wide, change it by [Resize] in the application bar.

The connection information will not be displayed while no connection to the SoftBank network is established.

The connection information display of the live tile is retained for up to 1 hour if the connection information is not updated. The display is cleared after that.

In the event of an OS restart, etc. while the connection is established, the display of the live tile after restart may be different from the actual connection status.

In this case, the display is cleared in up to 1 hour.

## Using Tethering

Setting the Tethering Password.....	24
Enabling Tethering.....	26
Editing the Wi-Fi Connection Information.....	28
Connecting to Slave Units by Tethering.....	31

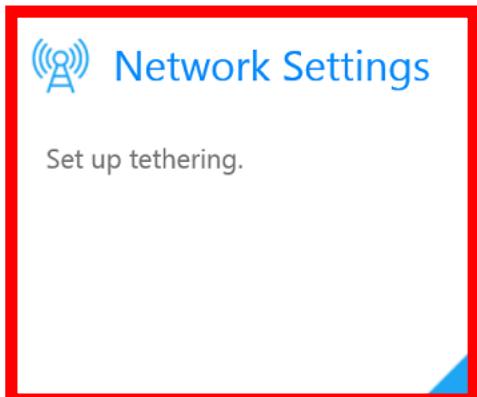
## Setting the Tethering Password

"Tethering" is the function to realize an Internet connection with information equipment connected by Wi-Fi, etc. (slave unit) using the SoftBank network of the target model.

- !** To use tethering, it is necessary to apply for the tethering service and set the tethering password for this application.  
The tethering password is a 4-digit personal identification number registered at the time of application.
- !** To set the tethering password, an Internet connection is required for password authentication.  
Set the tethering password setting while connection to the SoftBank network or Wi-Fi is established.

**1**

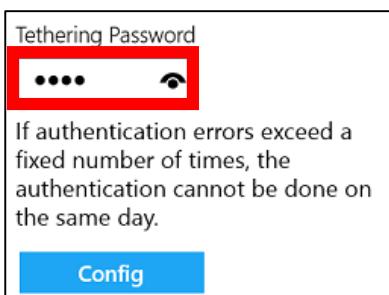
Tap **[Network Settings]** on the SoftBank settings home screen.

**2**

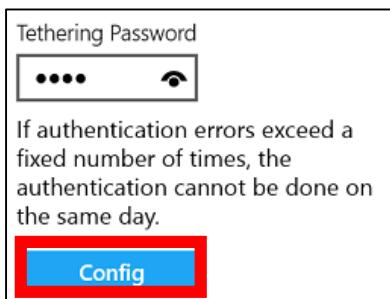
Tap **[Tethering]** -> **[Tethering Password]** -> **[Config]**.

**3**

Enter the tethering password in the entry field.



Tap [Connect].



-  The tethering password will be set.
-  If an error screen is displayed and the tethering password cannot be set, confirm troubleshooting.

# Enabling Tethering

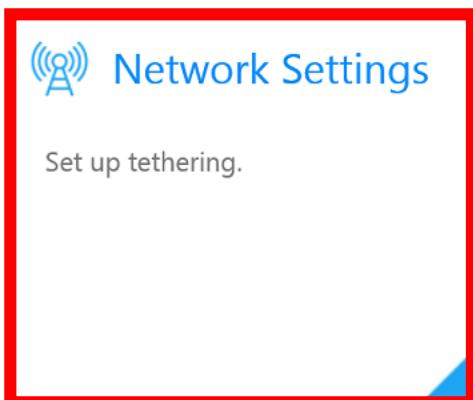
! To use tethering, it is necessary to perform the following procedure in advance.

- Set the tethering password.
- Connect to the SoftBank network.
- Turn on the Wi-Fi setting of the target model.

## Enabling tethering from this application

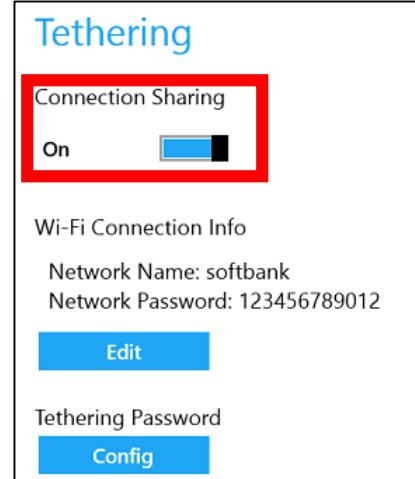
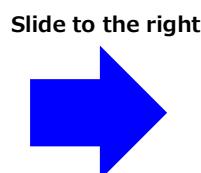
1

Tap [Network Settings] on this application home screen.



2

Turn on [Tethering] -> [Connection Sharing].



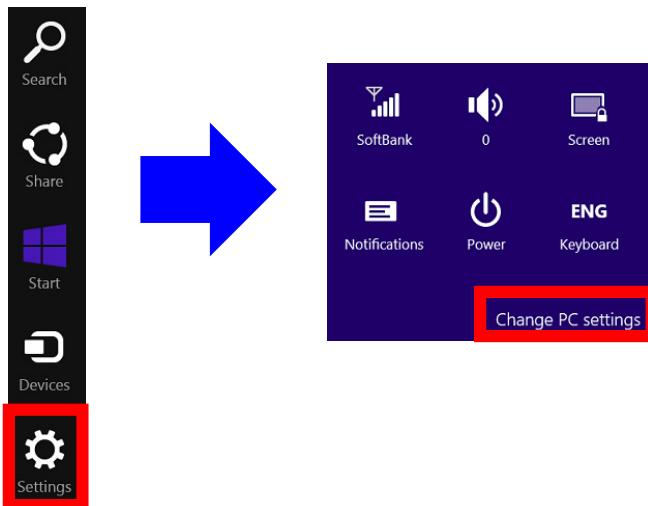
Tethering is enabled.

## Enabling tethering from the PC settings

**!** If you connect to the SoftBank network from this application, you cannot perform this procedure.  
Disconnect from the SoftBank network connection and connect from the charm, and then perform this procedure.

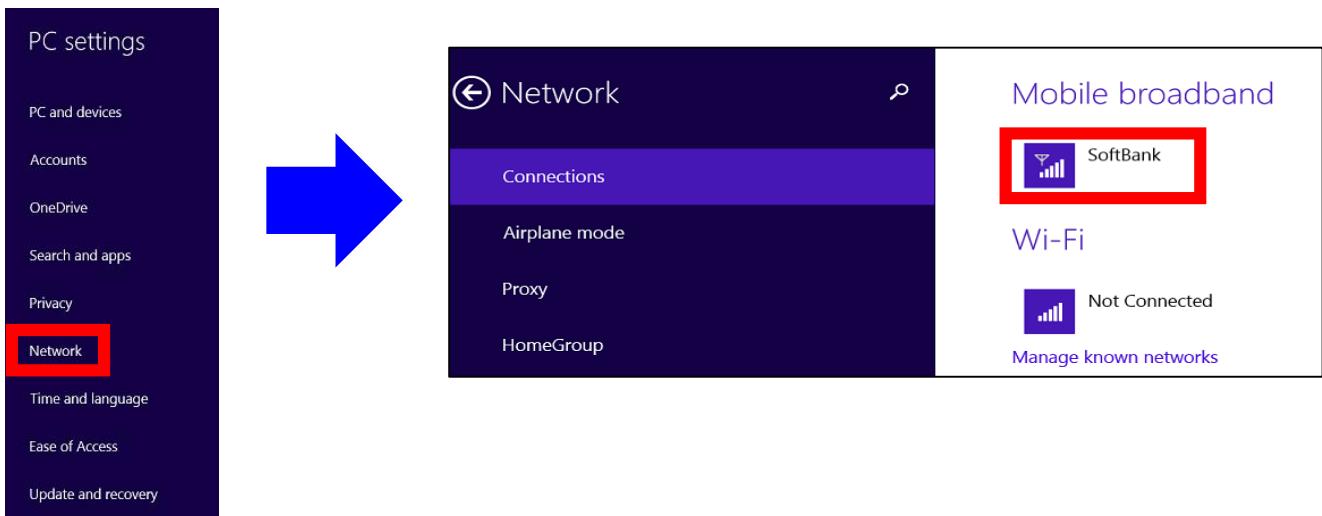
1

Open the charm and tap [Settings] -> [Change PC settings].



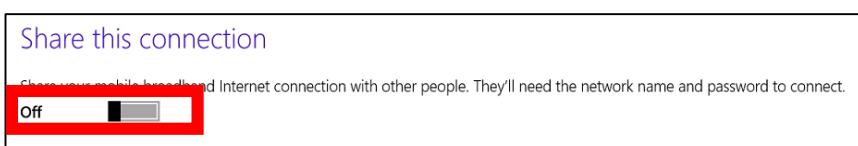
2

Tap [Network] -> [Connections] -> [Mobile broadband] -> [SoftBank].

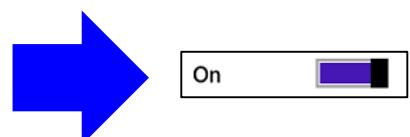


3

Turn on [Share this connection].



Slide to the right



Flag icon Tethering is enabled.

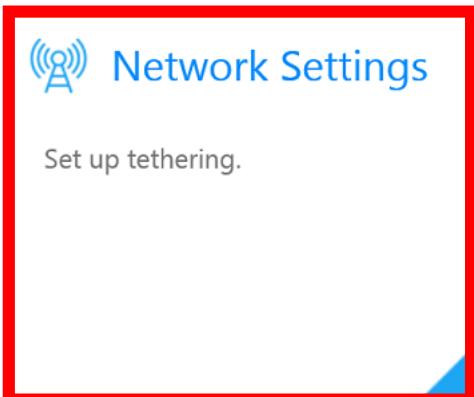
## Editing the Wi-Fi Connection Information

**!** The Wi-Fi connection information is required for tethering connection with a slave unit.

### Editing the Wi-Fi connection information from this application

1

Tap [**Network Settings**] on this application home screen.



2

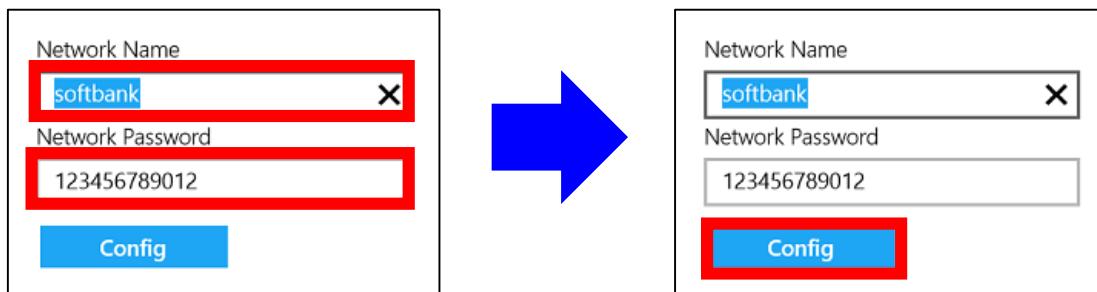
Tap [**Tethering**] -> [**Wi-Fi Connection Info**] -> [**Edit**].



3

Enter any value in [**Network Name**] and [**Network Password**] and tap [**Config**].

**!** The network password shall be set within 8 to 63 characters.



The Wi-Fi connection information is set.

## Editing the Wi-Fi connection information from the PC settings

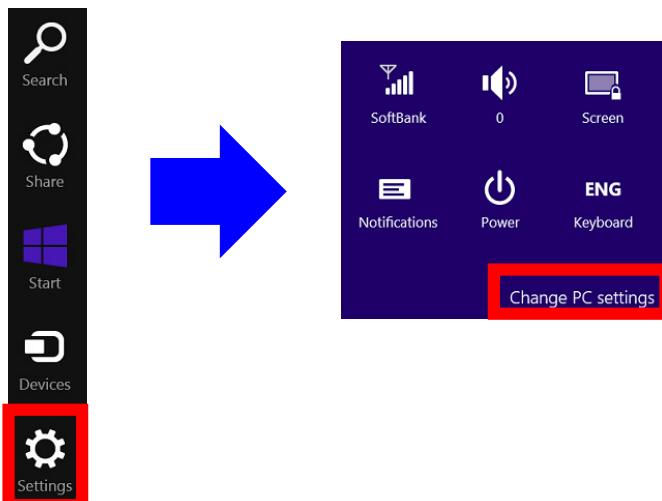


While connecting to the SoftBank network from this application, this procedure cannot be performed.

Disconnect from the SoftBank network connection and connect from the charm, and then perform this procedure.

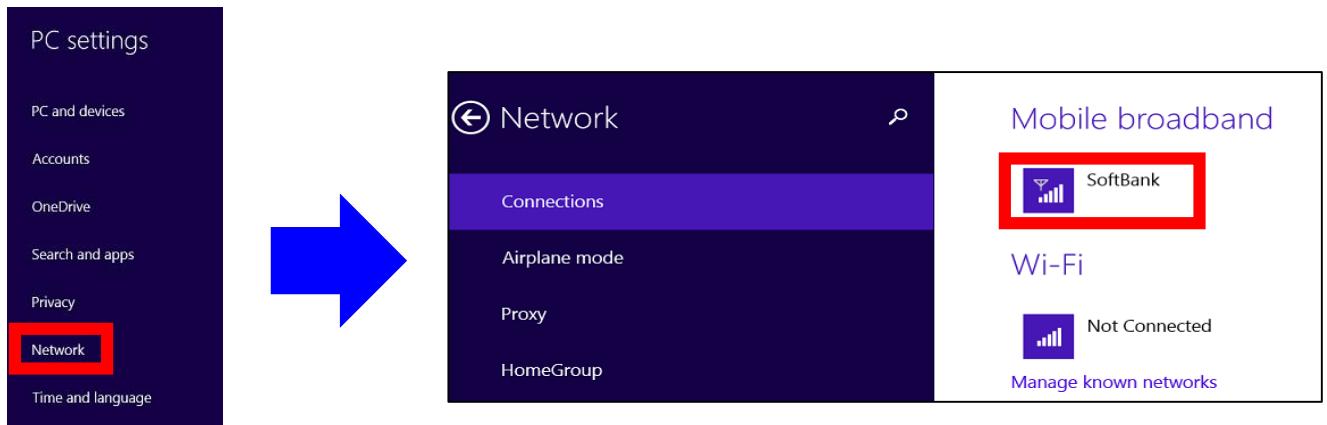
**1**

Open the charm and tap [Settings] -> [Change PC settings].



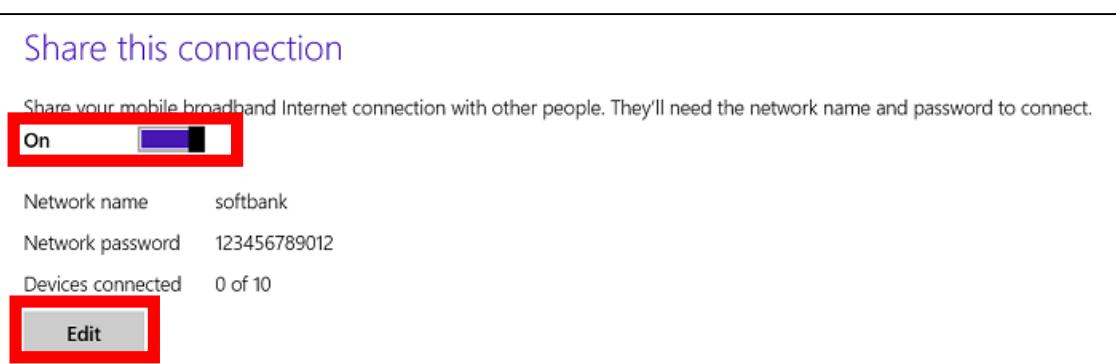
**2**

Tap [Network] -> [Connections] -> [Mobile broadband] -> [SoftBank].

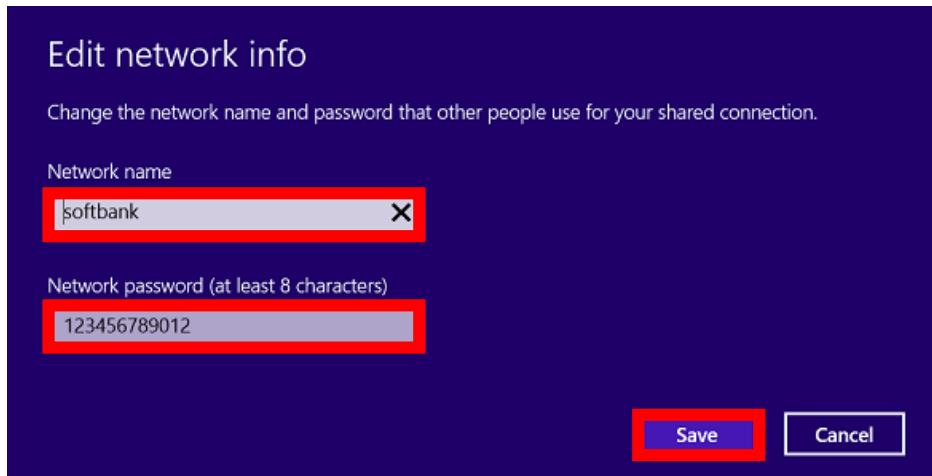


**3**

Turn on [Share this connection] and tap [Edit].



Enter any value in [Network name] and [Network password] and tap [Save].



- FLAG The Wi-Fi connection information is set.

# Connecting to Slave Units by Tethering

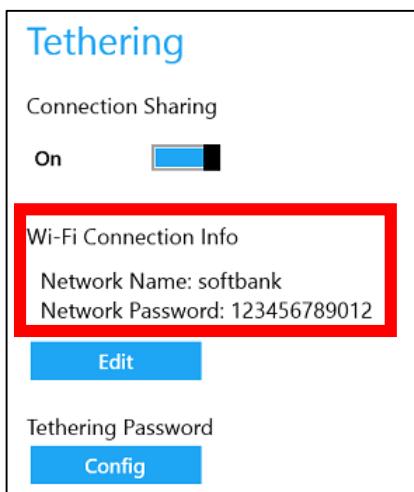
- !** Perform this procedure with tethering enabled.  
For how to enable tethering, see “Enabling tethering.”
- !** Up to 10 slave units can be connected simultaneously.

**1**

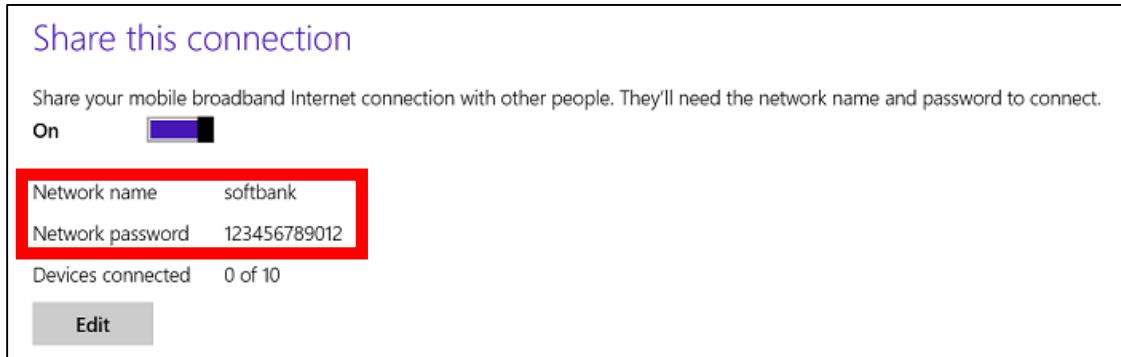
Turn on Wi-Fi and enter **[Network name]** and **[Network password]** set below in the slave units.

- !** For how to transition to the following screen, see “Editing the Wi-Fi connection information.”

## ●SoftBank Settings



## ●PC settings



## Using Other Functions

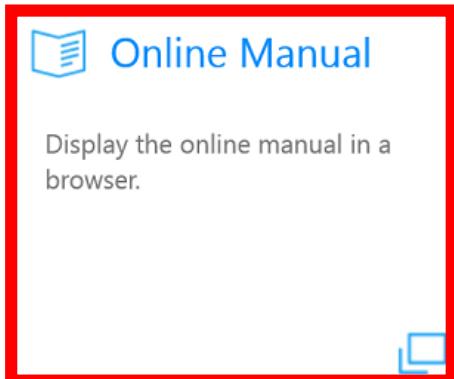
Viewing the Online Manual.....	33
Confirming the Terminal Information.....	34
Viewing the Site of SoftBank for Corporate Customers.....	37
Initializing the Settings of This Application.....	38
Confirming the Privacy Policy.....	39
Confirming the Software License.....	40
Enabling to Display Application Notifications.....	41
Confirming the Version of This Application.....	42

## Viewing the Online Manual

-  An Internet connection is required to view the online manual.  
Perform this procedure while connection to the SoftBank network or Wi-Fi is established.

1

Tap [Online Manual] on the SoftBank settings home screen.



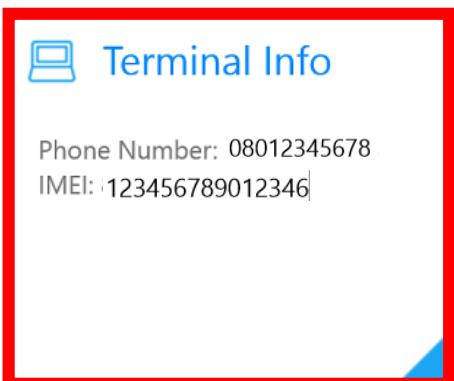
-  The online manual will be displayed in the browser.

## Confirming the Terminal Information

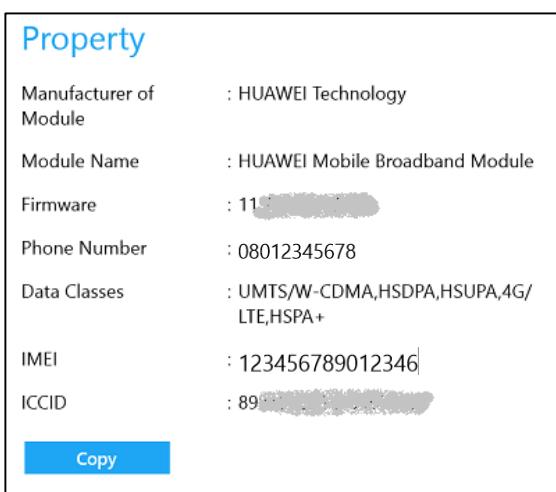
### Confirming the terminal information from this application

1

Tap [Terminal Info] on this application home screen.



The terminal information will be displayed.



You can copy the terminal information by tapping [Copy]. You can paste the copied information to text, etc.

### Confirming the terminal information from the charm

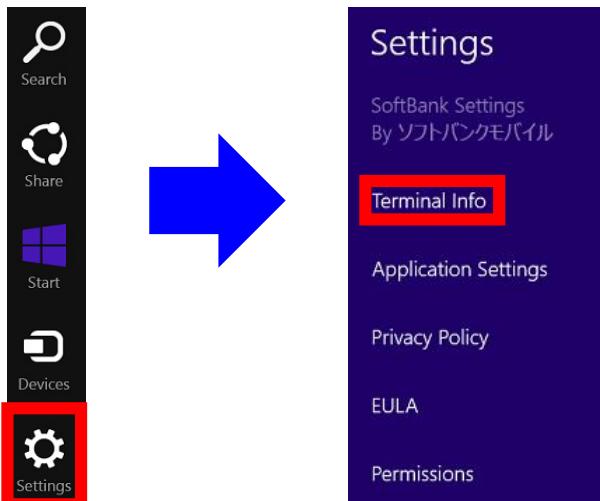
1

Start this application.

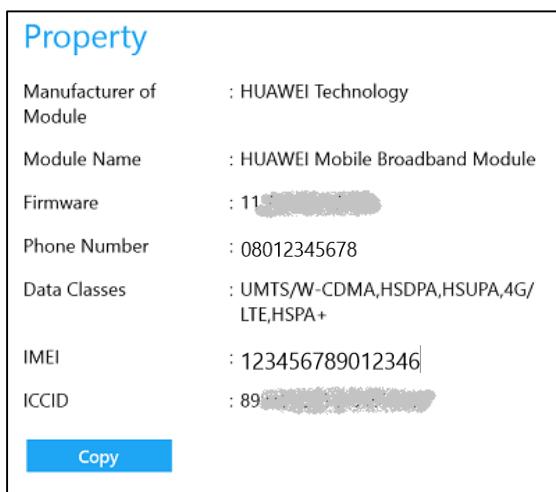
For how to start this application, see "Starting this application."

**2**

Open the charm and tap [Settings] -> [Terminal Info].



The terminal information will be displayed.



You can copy the terminal information by tapping [Copy]. You can paste the copied information to text, etc.

## Confirming the terminal information from the PC settings

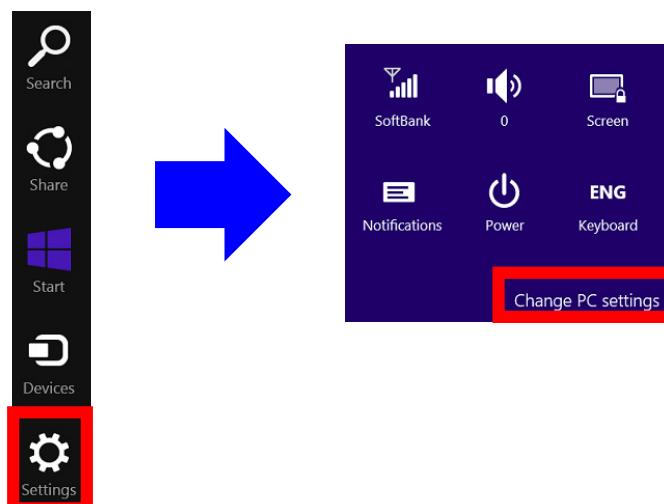
**!**

If you connect to the SoftBank network from this application, you cannot perform this procedure.

Disconnect from the SoftBank network connection and connect from the charm, and then perform this procedure.

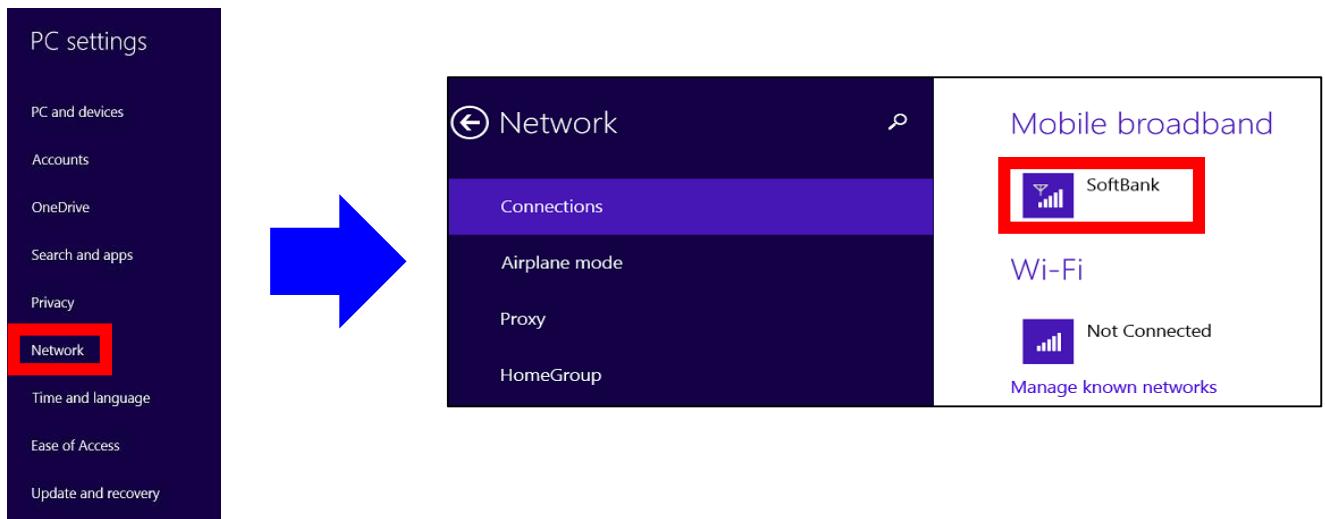
**1**

Open the charm and tap [Settings] -> [Change PC settings].



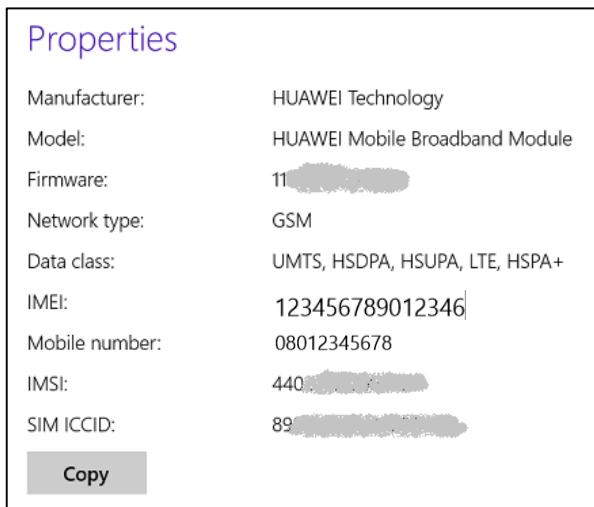
2

Tap [Network] -> [Connections] -> [Mobile broadband] -> [SoftBank].



3

Confirm [Properties].



- ! You can copy the terminal information by tapping [Copy]. You can paste the copied information to text, etc.
- ! An information more detailed than the terminal information displayed in this application will be displayed. The contents may be partially different from those displayed in this application.

# Viewing the Site of SoftBank for Corporate Customers



Internet connection is required to view the SoftBank site.

Perform this procedure while connection to the SoftBank network or Wi-Fi is established.

1

Tap [SoftBank Website] on this application home screen.



The SoftBank site will be displayed in the browser.

# Initializing the Settings of This Application

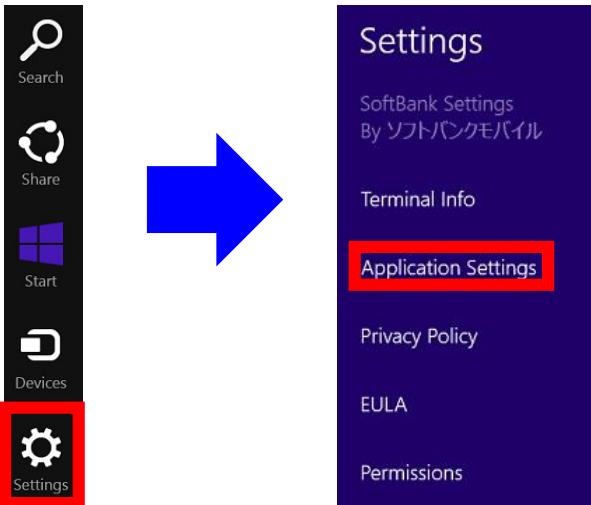
1

Start this application.

**!** For how to start this application, see “Starting this application.”

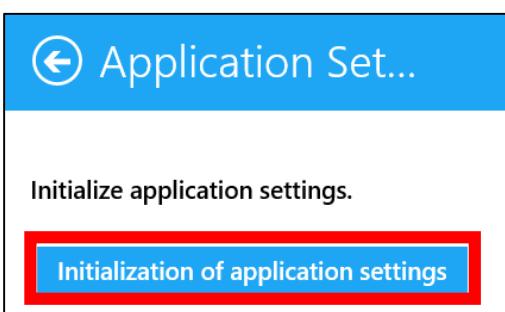
2

Open the charm and tap [**Settings**] -> [**Application Settings**].



3

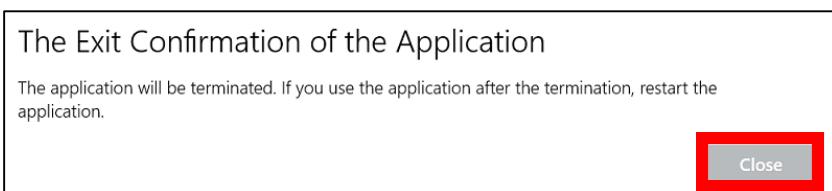
Tap [**Initialization of application settings**].



The settings of this application will be initialized.

4

Tap [**Close**] on the application termination confirmation screen.



**!** All of the contents set in this application will return to the default if initialized. Note that the set information is not saved.

# Confirming the Privacy Policy



An Internet connection is required to confirm the privacy policy.

Perform this procedure while a connection to the SoftBank network or Wi-Fi is established.

1

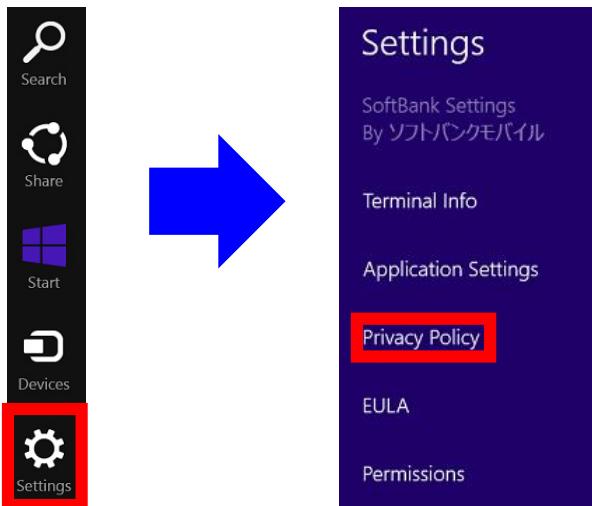
Start this application.



For how to start this application, see "Starting this application."

2

Open the charm and tap [Settings] -> [Privacy Policy].



The privacy policy will be displayed in the browser.

# Confirming the Software License

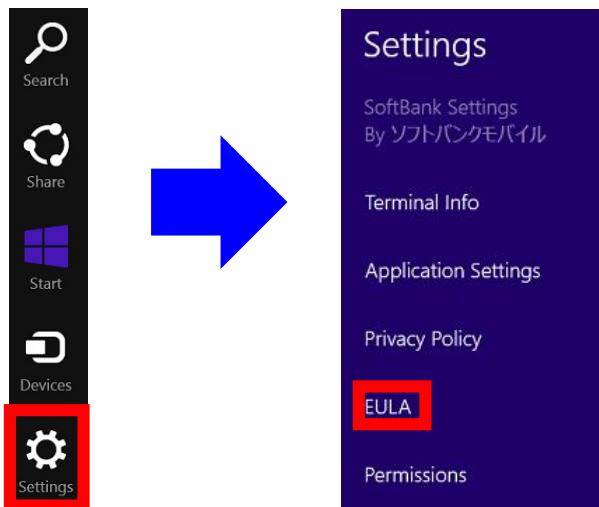
1

Start this application.

! For how to start this application, see "Starting this application."

2

Open the charm and tap [Settings] -> [EULA].



🏁 The software license will be displayed.

# Enabling to Display Application Notifications

1

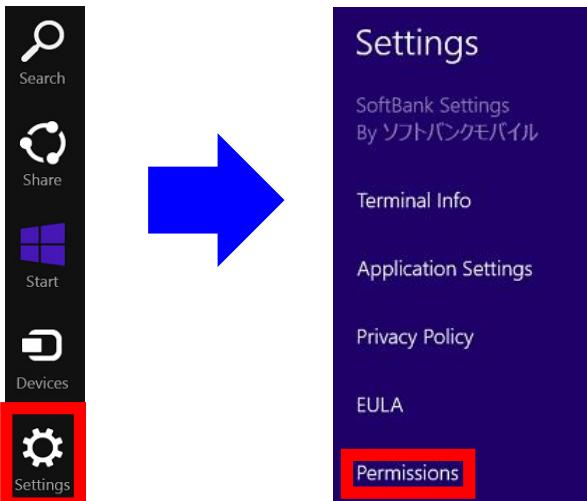
Start this application.

!

For how to start this application, see "Starting this application."

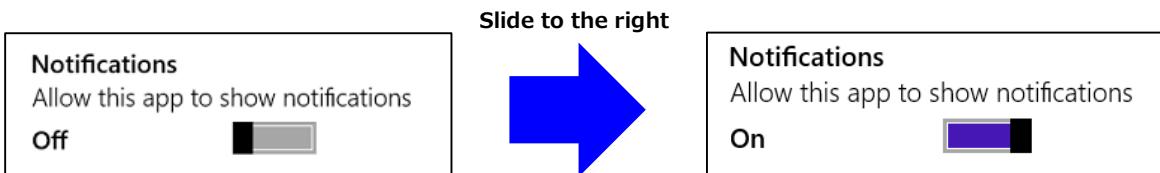
2

Open the charm and tap [Settings] -> [Permissions].



3

Turn on [Notifications].



The application will be able to display notifications.

## Confirming the Version of This Application

1

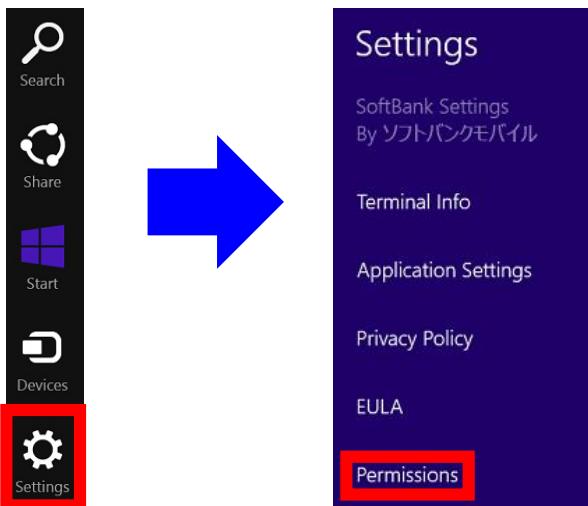
Start this application.



For how to start this application, see "Starting the SoftBank settings."

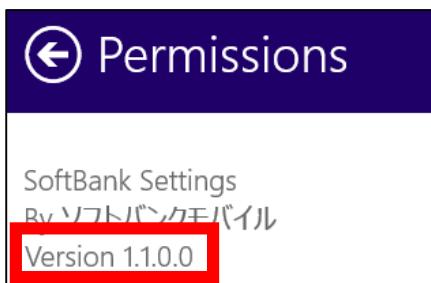
2

Open the charm and tap [Settings] -> [Permissions].



3

Confirm the version on the following screen.



## Coping with Trouble

Troubleshooting.....	44
Support Center List.....	47

# Troubleshooting

## Before considering your device is out of order

If any problems are not solved even after confirming the details of the problems, contact our customer support.

### Q&A

**Q.** [SoftBank] is not displayed in mobile broadband.

**A.** See "Mobile network display contents and coping measures" to perform the coping measure corresponding to the display content.

**Q.** An error screen is displayed in this application.

**A.** See "Error messages and coping measures" and perform the coping measure corresponding to the error message.

**Q.** [Connect] cannot be selected in this application.

**A.** Open the charm and confirm the status of the following setting.

- Mobile broadband

=> If this is off, change it to on.

=> If "No service" is displayed, confirm troubleshooting.

- Airplane mode

=> If this is on, change it to off.

**Q.** Cannot connect to the slave unit by tethering.

**A.** Confirm whether the SSID and password for tethering of the main unit are set correctly for the slave unit.

For the procedure to confirm the SSID and password for tethering of the main unit, see "Connecting to slave units by tethering."

**A.** Confirm that the number of the Wi-Fi units connected to the target model simultaneously is less than 10.

If 10 units are connected simultaneously, reduce the number of the units connected simultaneously to 9 or less.

The number of the units connected simultaneously can be confirmed by the following procedure.

[Procedure]

Open the charm and confirm the number of units displayed in [**Settings**] -> [**Change PC settings**] -> [**Network**] -> [**Connections**] -> [**Mobile broadband**] -> [**SoftBank**] -> [**Share this connection**] -> [**Devices connected**].

**Q.** The settings of [SoftBank] in [**PC Settings**] cannot be displayed.

**A.** The settings of [SoftBank] cannot be displayed while this application connects to the SoftBank network.

Confirm it after disconnecting the SoftBank network connection or connecting to the SoftBank network from the charm.

 Mobile network display contents and coping measures

Displayed contents	Coping measures
Insert a SIM [Screen example] 	<ul style="list-style-type: none"> <li>- Insert the prescribed USIM card to which the price plan specified by SoftBank is registered to each target model.</li> <li>- If the USIM card has already been inserted, turn off the power of the target model and insert the USIM card again in the correct orientation.</li> <li>- If the USIM card is not inserted, turn off the power of the target model and insert the USIM card again in the correct orientation.</li> </ul>
Unnamed Locked [Screen example] 	<ul style="list-style-type: none"> <li>- Release PIN by the following procedure because PIN lock is set.            [PIN release procedure]           <ol style="list-style-type: none"> <li>1. Tap [Unnamed] -&gt; [Connect] and display the PIN entry screen.</li> <li>2. Enter the correct PIN in the PIN entry screen.</li> <li>3. Tap [next]</li> </ol> </li> </ul>
No service [Screen example] 	<ul style="list-style-type: none"> <li>- Insert the prescribed USIM card to which the price plan specified by SoftBank is registered to each target model.</li> <li>- Turn off the power of the target model and insert the USIM card again in the correct orientation.</li> <li>- Use it in the SoftBank network area because you may be outside the SoftBank network area.</li> </ul>
SoftBank logo(■) is not displayed. [Screen example] 	<ul style="list-style-type: none"> <li>- Turn off the power of the target model and insert the USIM card again in the correct orientation.</li> <li>- Connect to wireless LAN if possible. The settings file is downloaded via the Internet (automatically) and the logo will be displayed if the download is completed.  <small>*In some situations, it is necessary to remove the USIM card and insert it again.</small> </li> <li>- All-reset the target model.            [All-reset procedure]           <ol style="list-style-type: none"> <li>1. Open the charm and tap [Settings] -&gt; [Change PC settings] -&gt; [Update and recovery].</li> <li>2. Tap [Get started] in [Recovery] -&gt; [Remove everything and reinstall Windows].</li> </ol> </li> </ul>
Mobile broadband is not displayed.	<ul style="list-style-type: none"> <li>- If the airplane mode is on, turn it off.</li> <li>- Turn the power off and on.</li> <li>- Wait for a few moments because it may take time until mobile broadband is displayed.</li> </ul>

 **Main error messages and coping measures**

Error message	Coping measures
<b>Communication Module Error</b> Unable to find the available communication module or USIM card. Make sure the service is available for the communication module. If the USIM card is not inserted, insert it.	<ul style="list-style-type: none"> <li>- Confirm whether the unit you are using is the target model. =&gt; For the target model, confirm the "Read Me."</li> <li>- Insert the prescribed USIM card to which the price plan specified by SoftBank is registered to each target model.</li> <li>- If the USIM card has already been inserted, turn off the power of the target model and insert the USIM card again in the correct orientation.</li> <li>- If the USIM card is not inserted, turn off the power of the target model and insert the USIM card again in the correct orientation.</li> </ul>
<b>Connection / Disconnection Error</b> Unable to disconnect the current connection from the application. Display charms of the connection list.	<ul style="list-style-type: none"> <li>- Disconnect from the mobile broadband <b>[SoftBank]</b> in the charm. =&gt; For the procedure, see "Connecting/Disconnecting the SoftBank network."</li> </ul>
<b>Tethering Authentication Error</b> Authentication failed. The password being entered is not correct. Set up the correct tethering password.	<ul style="list-style-type: none"> <li>- Confirm and set the correct tethering password. =&gt; For the procedure, see "Setting the Tethering Password."</li> </ul>
<b>Tethering Authentication Error</b> Authentication failures exceeded a fixed number of times allowed for a day. After checking the tethering password is correct, set up again from the following day.	<ul style="list-style-type: none"> <li>- Set the tethering password again in the following day and days afterwards. =&gt; For the procedure, see "Setting the Tethering Password."</li> </ul>
<b>Tethering Authentication Error</b> Authentication server name could not be resolved. After checking the network connection state, set up again.	<ul style="list-style-type: none"> <li>- Set the tethering password again with connection to the SoftBank network or established Wi-Fi. =&gt; For the procedure, see "Setting the Tethering Password."</li> </ul>
<b>Tethering Authentication Error</b> A time out occurred when communicating with authentication server. After checking the network connection state, set up again later.	<ul style="list-style-type: none"> <li>- Wait for a few moments and set the tethering password again with connection to the SoftBank network or established Wi-Fi. =&gt; For the procedure, see "Setting the Tethering Password."</li> </ul>
<b>Tethering Authentication Error</b> Unavailable because you have not joined the tethering service.	<ul style="list-style-type: none"> <li>- Application is required to use tethering. =&gt; For the subscription status, contact "SoftBank Business Call Center."</li> </ul>
<b>Tethering Authentication Error</b> This is a tethering password error. Set up the correct tethering password.	<ul style="list-style-type: none"> <li>- Confirm and set the correct tethering password. =&gt; For the procedure, see "Setting the Tethering Password."</li> </ul>
<b>Tethering Authentication Error</b> A connection with authentication server could not be established. After checking the network connection state, set up again.	<ul style="list-style-type: none"> <li>- Wait for a few moments and set the tethering password again with connection to the SoftBank network or established Wi-Fi.</li> </ul>
<b>On/Off Error of Tethering</b> A time out occurred when communicating with authentication server. After checking the network connection state, set up again later.	<ul style="list-style-type: none"> <li>- Wait for a few moments and set tethering again with connection to the SoftBank network or established Wi-Fi.</li> </ul>
<b>On/Off Error of Tethering</b> The tethering service is not available. Check the service is available for the terminal, or the contents of the contract.	<ul style="list-style-type: none"> <li>- Confirm whether the unit you are using is the target model.</li> <li>- Confirm the subscription status. An application is required to use tethering. =&gt; For the subscription status, contact "SoftBank Business Call Center."</li> </ul>
<b>On/Off Error of Tethering</b> The tethering password is not set up. Set up the tethering password.	<ul style="list-style-type: none"> <li>- Set the tethering password. =&gt; For the procedure, see "Setting the Tethering Password."</li> </ul>
<b>On/Off Error of Tethering</b> Wi-Fi is not available. If Wi-Fi is turned off, turn it on.	<ul style="list-style-type: none"> <li>- Turn on the Wi-Fi setting of the target model from the charm.</li> </ul>
<b>On/Off Error of Tethering</b> A connection with authentication server could not be established. After checking the network connection state, set up again.	<ul style="list-style-type: none"> <li>- Wait for a few moments and set tethering again with connection to the SoftBank network or established Wi-Fi.</li> </ul>

# Support Center List

If you have any trouble or questions, feel free to contact either of the following support centers. Be careful not to dial the numbers incorrectly.

- ! For support for the main unit of the target model and inquiries on the service such as the upgrade of the OS, read the manual of each target model, etc. and follow the procedure prescribed by each manufacturer.

## Lenovo Smart Center

### ■ Inquiries on the ThinkPad 10 for SoftBank (operating instructions, troubleshooting, etc.)

Toll-free number: 0120-000-817

Operating hours: 9:00 to 18:00

(excluding the monthly specified non-business days of Lenovo/December 30th to January 3rd)

## Softbank Business Call Center

### ■ Inquiries on the communication service/communication charge

Toll-free number: 0800-919-3909

Operating hours: 9:00 to 18:00

(excluding Saturday, Sunday, and holidays)

Index of the SoftBank Settings  
Instruction Manual

A

About This Application Screen.....	14
About This Application.....	7

C

Connecting/Disconnecting the SoftBank Network.....	16
Confirming the SoftBank Connection Information.....	20
Connecting to Slave Units by Tethering.....	29
Confirming the Software License.....	38
Confirming the Terminal Information.....	32
Confirming the Privacy Policy.....	37
Confirming the Version of This Application.....	40

E

Enabling Tethering.....	24
Editing the Wi-Fi Connection Information.....	26
Enabling to Display Application Notifications.....	39

I

Initializing the Settings of This Application.....	36
--	----

P

Preparation for Using This Application.....	8
---	---

R

Read Me.....	4
--------------	---

S

Starting This Application.....	10
Setting the Tethering Password.....	22
Support Center List.....	45

T

Troubleshooting.....	42
----------------------	----

V

Viewing the Online Manual.....	31
Viewing the Site of SoftBank for Corporate Customers..	35





## **SoftBank Settings Instruction Manual**

**September 2014 - 1st Version  
Softbank Mobile Corporation**

The product and service names described in this document are trademarks or registered trademarks of each company. Additionally, the names, etc. of the product and services of SoftBank Mobile described in this document are registered trademarks or trademarks of SoftBank Mobile. SOFTBANK and the name and logo of SoftBank are registered trademarks or trademarks of SoftBank Corporation in Japan and the other countries.

Copyright© All rights reserved SOFTBANK MOBILE Corp.