Prepaid SIM Setup Guide

🇯🇵 10GB / 30 Days

Check List Before Use

✓ Activate your SIM within 30 days from the delivery date.

✓ This is a data-only SIM card. Voice calls and SMS are not available.

Quick Start

1. Insert the SIM card

2. Restart your phone

3. Enable the SIM & Mobile Data

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 iPhone Settings → Cellular → ensure Cellular Data and Cellular Data Options/Data Roaming is enabled.

 Android Settings → Network & Internet → SIMs (or Mobile Network) → enable the inserted SIM and Mobile Data.

Once the signal appears at the top of the screen, you're ready to go.

📊 Check Data Usage

■ **Data Usage Check:** https://c.mb.softbank.jp/r?cmcd=4100049963

✓ Open this link from the device with the SIM installed. If the page doesn't load, try Private / Incognito mode.

🔧 Troubleshooting

■ **Quick Fixes (Try in this order)**

1. Wait 1–3 minutes after insertion — initial registration can take time.

2. Restart the phone.

3. Confirm Mobile Data is ON and the correct SIM is selected.

4. If the problem persists, please see the instructions on the back page.

📖 **For more details (APN settings / troubleshooting), please check the back page.**

Troubleshooting & APN

■ Enable Data Roaming

📱 iPhone	🤖 Android
Settings → Cellular → Cellular Data Options → Data Roaming → turn On	Settings → Network & Internet → Mobile Network → Data Roaming → turn On

■ APN — Only if automatic setup fails

Most phones set APN automatically. If no connection, enter APN Settings manually.
* If you prefer to use hotspot option, this may require manual APN settings, too.

📱 iPhone	🤖 Android	APN Settings
Settings → Cellular (Mobile Data) → Cellular Data Network (Mobile Data Network) → enter the APN fields.	Settings → Network & Internet → Mobile Network → Access Point Names (APN) → Add new → enter fields → Save. (If your Android menu names differ, look for "Mobile Network", "SIMs" or "Access Point Names".)	Profile name: **SB** APN: **plus.4g** Authentication: **CHAP** Username: **plus** Password: **4g**

■ APN / Profile Interference

Old carrier profiles or APN entries from previous SIMs can block the new SIM.

💡 How to remove old profiles

* If you remove a previous carrier profile/APN and later need it again, you can reinstall it from your original carrier's official website or support page.

📱 iPhone	🤖 Android
1. Settings → General → VPN & Device Management (or Profiles). 2. If you see a carrier profile from a previous operator, tap it → Remove Profile. 3. Restart iPhone.	1. Settings → Network & Internet → Mobile Network → Access Point Names (APN). 2. Delete old APNs or select the correct APN for this SIM. 3. Restart device.

■ Reset Network Settings (when other steps fail)

This clears saved WiFi, Bluetooth and APN settings and often fixes registration issues.

📱 iPhone	🤖 Android (Typical）
Settings → General → Transfer or Reset iPhone → Reset → Reset Network Settings → enter passcode → confirm	Settings → System → Reset options → Reset Wi-Fi, mobile & Bluetooth (menu names vary by manufacturer). Confirm and restart.

■ Contact Support

If you tried all the above and still cannot connect, please contact us with:

✅ Your order number and name	✅ Screenshot of SIM / network settings page (if possible)
✅ Device model & OS version	✅ A short description of the issue and steps you already tried

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