

SoftBank 005HW

User Guide



SoftBank

Introduction

Thank you for purchasing SoftBank 005HW USB Wireless Broadband Modem.

- SoftBank 005HW is referred to as "modem" in this guide.
- Read this guide thoroughly beforehand for proper usage.
- Accessible services may be limited by contract conditions or service area.
- This modem is compatible with 3G network technologies.

Notes

- Unauthorized copying of any part of this guide is prohibited.
- Contents are subject to change without prior notice.
- Steps have been taken to ensure the accuracy of descriptions in this guide. If you find inaccurate or missing information, contact SoftBank Customer Support, General Information (P.7-3).

Chapter Contents At a Glance

Getting Started	1
Modem Setup (PC)	2
PC Utility Guide	3
Modem Setup (Mac)	4
Mac Utility Guide	5
Troubleshooting	6
Appendix	7

Contents	iii
Introduction.....	iv
Safety Precautions	v
General Notes.....	ix
Trademarks	x

1 Getting Started

Getting Started	1-2
Package Contents.....	1-2
Parts & Functions.....	1-2
USIM Card.....	1-3
Memory Card	1-4

2 Modem Setup (PC)

Modem Setup (PC)	2-2
Device Recognition (PC).....	2-2
Software Installation (PC).....	2-2
Device Removal (PC).....	2-9

3 PC Utility Guide

PC Utility Guide	3-2
Overview	3-2
Packet Communications Settings	3-3
Connection	3-4
Connect History.....	3-5
Tools.....	3-6
Utility Settings	3-8
Network Settings.....	3-9
About SoftBank HW Utility	3-11

4 Modem Setup (Mac)

Modem Setup (Mac)	4-2
Device Recognition (Mac)	4-2
Software Installation (Mac)	4-2
Device Removal (Mac).....	4-4

5 Mac Utility Guide

Mac Utility Guide	5-2
Overview	5-2
Packet Communications Settings	5-3
Connection	5-4
Tools.....	5-4
Utility Settings	5-6
Network Settings.....	5-7
About SoftBank HW Utility	5-8

6 Troubleshooting

Troubleshooting	6-2
------------------------------	------------

7 Appendix

Appendix	7-2
Specifications	7-2
Warranty & Service	7-2
Customer Service	7-3

Operating Environment

Use modem in any of these operating environments:

- Compatible Operating Systems:
 - Windows XP Home Edition (Service Pack 2 or later)
 - Windows XP Professional (Service Pack 2 or later)
 - Windows Vista Home Basic (32-bit or 64-bit)
 - Windows Vista Home Premium (32-bit or 64-bit)
 - Windows Vista Business (32-bit or 64-bit)
 - Windows Vista Ultimate (32-bit or 64-bit)
 - Windows 7 Starter Edition (32-bit)
 - Windows 7 Home Premium (32-bit or 64-bit)
 - Windows 7 Professional (32-bit or 64-bit)
 - Windows 7 Ultimate (32-bit or 64-bit)
 - Mac OS X 10.5 to 10.6 (Intel)

Compatible OS includes both English and Japanese versions.

- Memory Requirements:
 - Windows XP: 256MB (512MB+ recommended)
 - Windows Vista: 512MB (1GB+ recommended)
 - Windows 7 (32-bit): 1GB+
 - Windows 7 (64-bit): 2GB+
 - Mac OS X: 256MB (512MB+ recommended)
- Available Hard Disk Capacity:
 - 100MB required (200MB+ recommended)
- PC Interface: USB 2.0

Use outside these environments may affect performance.

Operating environment (hardware, connected peripherals, installed applications, etc.) may also affect performance.

- For PC support, OS version upgrade information, etc., see corresponding manufacturer's product support documentation.

Usage Conditions

- This modem is for use within SoftBank Mobile service areas/areas covered by SoftBank Mobile Global Roaming Service.
- Even within service area, transmissions may be disrupted inside buildings, aboard trains, inside tunnels, underground, behind buildings, in valleys, etc. Signal may be weak in some areas.
- Extremely strong or weak signals may disrupt transmissions.
- Modem transmissions are highly secure, however, eavesdropping can occur. Please use accordingly.
- This modem is a radio as stipulated by the Radio Law. Under this law, it must be submitted for inspection upon request.
- In public places please use modem without disturbing others.
- USIM Card must be installed for modem use.
- SoftBank Mobile is not liable for any damages/recovery costs associated with modem use.

Read Safety Precautions before using modem.

Safety Precautions

- Read Safety Precautions before using modem.
- Observe precautions to avoid injury or property damage.
- SoftBank Mobile is not liable for any damages from modem use.

Labels

These labels indicate the degree of risk from improper use. Make sure you thoroughly understand meanings before reading on.

 DANGER	Great risk of death or serious injury ¹
 WARNING	Risk of death or serious injury ¹
 CAUTION	Risk of injury ² or damage to property ³

¹Includes blindness, wounds, low/high heat burns, electric shock, bone fractures, poisoning or other physical harm with aftereffects, or requiring hospitalization or ongoing hospital visits.

²Includes wounds, burns, electric shock or other physical harm not requiring hospitalization or ongoing hospital visits.

³Includes damage to home, furniture, livestock, pets, etc.

Symbols

These symbols indicate prohibited or compulsory actions. Make sure you thoroughly understand meanings before reading on.

 Prohibited	Prohibited actions
 Do not Disassemble	Disassembly prohibited
 Avoid Liquids Or Moisture	Exposure to liquids prohibited
 Compulsory	Compulsory actions

Modem & USIM Card

DANGER



Do not
Disassemble

Do not disassemble, modify or solder device or related hardware.

May cause fire, injury, electric shock or malfunction.



Avoid Liquids
Or Moisture

Do not expose to liquids.

Do not leave device or related hardware wet after exposure to water, pet urine, etc., and do not insert wet device into PC. May cause overheating, electric shock, fire, injury or malfunction. Use them in an appropriate place properly.



Prohibited

Do not use or expose device or related hardware to extreme heat (e.g., near fire or sources of heat, in direct sunlight, inside vehicles, etc.).

May cause warping or malfunction. Device or related hardware may become hot and lead to burn injuries.



Prohibited

Do not place device in/on ovens, microwave ovens, pressure cookers, induction stoves or other cooking appliances.

May cause malfunction.



Compulsory

Stop using this device near gas stations or places with fire/explosion risk. Device use near petrochemicals or other flammables may cause fire/explosion.

Gases may ignite. Using device near petrochemicals or other flammables may cause fire or explosion.



Prohibited

Do not apply strong shocks or impacts.

May cause malfunction.



Compulsory

If any unusual sounds, odors, smoke or other abnormalities occur while using or storing, turn off the PC connected with device.

Continued use may cause fire or electric shock.

DANGER



Prohibited

Do not place device on unstable surfaces.

Device or related hardware may fall, resulting in injury, malfunction, etc.



Compulsory

Keep device out of infants' reach.

Infants may choke from swallowing device or related hardware or be injured, etc.



Compulsory

If your child is using device, explain all instructions and supervise usage.

Misuse may cause injury, etc.

Modem

WARNING



Compulsory

Power off nearby electronic devices employing high precision control systems or weak signals.

May cause electronic malfunctions, etc.

*Be especially careful near the following devices:

Devices that may be affected:

Hearing aids, implanted cardiac pacemakers, implanted defibrillators and other electronic medical equipment; fire alarms, automatic doors and other automatic control devices.



Compulsory

Because device radio waves may impair aircraft operations, please power off device while aboard.

When device use aboard aircraft is allowed, please follow instructions of airline personnel.



Compulsory

If thunder is heard while outdoors, turn power off; find cover.

There is a risk of lightning strike or electric shock.

CAUTION



Compulsory

If you experience any skin irritation associated with device use, discontinue device use and consult a doctor.

Metal and other materials may cause skin irritation, rashes, or itchiness depending on your physical condition.

	Parts	Material/Finishing
Main Unit	Unit	PC-CF-1070(red portions) PC 1414(other portions)
	Thread	Steel Nickel coating
	USB Connector	Steel Nickel coating
	Label	3M7815



Prohibited

Keep this device away from magnetic cards, etc.

Data on bank cards, credit cards, telephone cards, floppy disks, etc. may be lost.



Compulsory

Device may become hot while in use, especially at high temperature.

Prolonged contact with skin may cause burn injuries.

USIM Card & Memory Card

CAUTION



Do not insert objects other than Memory Card into Memory Card Slot.

May cause overheating, electric shock or malfunction.



Do not shake, subject to shocks or remove Memory Card while writing or reading Memory Card data.

May cause data loss or malfunction.



Do not use Memory Card other than the corresponding one.

May cause data loss or malfunction. Device supports Memory Card with a storage capacity of up to 16GB.



Do not use excessive force when inserting or removing USIM Card.

May cause malfunction. Be careful not to injure a hand or finger when removing USIM Card.



Do not use USIM Card other than specified one.

May cause data loss or malfunction.

Electronic Medical Equipment

WARNING

This section is based on "Guidelines on Safeguarding Medical Equipment from Electromagnetic Waves from Mobile Phones and Other Devices" (Electromagnetic Compatibility Conference Japan), and "Research Report on the Influence of Electromagnetic Waves on Medical Equipment" (Association of Radio Industries and Businesses, March 2001).



Keep device a minimum of 22 centimeters from implanted cardiac pacemaker or implanted defibrillator.

Radio waves may interfere with implanted pacemakers or defibrillators.



If you intend to use electronic medical equipment other than implanted pacemaker/defibrillator outside medical facilities, consult the vendor on radio wave effects.

Radio waves may interfere with electronic medical equipment.



Observe the following in medical institutions. Radio waves from device may affect electronic medical equipment.

- Do not enter an operating room or an Intensive or Coronary Care Unit while carrying the device.
- Power off PC in hospitals.
- Even in lobbies or other places where device use is permitted, turn off the PC near electronic medical equipment.
- Obey medical facility rules on use.



Do not use in crowds/trains. People with implanted pacemaker/defibrillator may be near.

Radio waves may interfere with the operation of implanted cardiac pacemakers or implanted defibrillators.

Usage Basics

- Device transmissions may be disrupted inside buildings, tunnels, or underground, or when moving into/out of such places.
- Use device without disturbing others. Theaters and public transportation systems may or may not allow use of the device.
- Devices are radios as stipulated by the Radio Law. Under the Radio Law, devices must be submitted for inspection upon request.
- Files may be lost or damaged in the following situations.
SoftBank Mobile is not liable for damages incurred due to lost or altered information. To minimize damages, back up data and store separately.
 - When using the device incorrectly.
 - When affected by static electricity or electrical noise.
 - When the power is turned Off while the device is operated.
 - When the device breaks down or is submitted for repair.
- The Ordinance of the Ministry Specifying Goods and Technologies Pursuant to Provisions of the Appended Table 1 of the Export Trade Control Order and the Appended Table of the Foreign Exchange Order documents might be needed depending on what kinds of devices are taken overseas, but if this device is taken abroad on trips or short business trips for personal usage, they essentially are not needed when bringing it back in.
However, if this device is used by other individuals or handed over to them, an export license may be required.
In addition, if the device is taken to countries (Cuba, North Korea, Iran, Sudan and Syria) which are subject to U.S. government stipulated export restraints, then U.S. government export licenses might be required.
For details on the particulars of regulations for export laws and ordinances and procedures visit the Ministry of Economy, Trade and Industry's Security Export Control Division's website.
- Do not use this device in the proximity of areas where explosive materials are handled. An explosion may be induced. In addition, explosive devices might be affected.
- USIM Cards used by this device cannot be used with some models (includes models previously sold by SoftBank).

Aboard Aircraft

- Radio waves may impair aircraft operations; power off the device while aboard aircraft. If device use is allowed, follow the instructions of airline personnel.

Handling

- Do not expose device to rain, snow, or high humidity. This device is not waterproof. Avoid extreme temperatures/direct sunlight/ dusty area.
- Avoid extreme temperatures/direct sunlight/dusty areas.
- Do not drop or subject device to shocks.
- Clean device with a dry, soft cloth. Using alcohol, thinner, etc. may damage it.

Trademarks

Microsoft®, Windows®, and Windows Vista® are trademarks or registered trademarks of Microsoft Corporation in the US.

Mac and Macintosh are trademark of Apple Inc. in the United States of America and other countries.

Hayes is trademark or registered trademarks of Hayes Micro Computer Products INC. in the United States of America.

Adobe and Adobe Reader are registered trademarks or trademarks of Adobe System Incorporated in the United States.

 microSD Logo is a trademark of SD-3C, LLC.

 microSDHC Logo is a trademark of SD-3C, LLC.

SOFTBANK, SOFTBANK's equivalent in Japanese and the SOFTBANK logo are registered trademarks or trademarks of SOFTBANK CORP. in Japan and other countries.

 HUAWEI Logo are registered trademarks or trademarks of Huawei Technologies Co., Ltd.

The names of the companies, products and services used in this guide are registered trademarks or trademarks of the respective companies.

Getting Started	1-2
Package Contents	1-2
Parts & Functions	1-2
USIM Card	1-3
Memory Card	1-4

Package Contents

The following items are included in the package. Please confirm package contents before use. Contact SoftBank Customer Support, General Information (P.7-3) for missing items.

- 005HW



- Documentation



Quick Start Guide (Japanese)

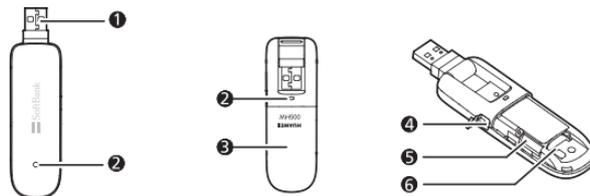


Warranty

- SoftBank 005HW is referred to as “modem” in this guide.
- This modem accepts microSD™/microSDHC™ Card (sold separately). Purchase one to use Memory Card functions.
- Keep Warranty in a safe place.

Parts & Functions

Part Names & Functions



- 1 USB Plug: Insert into PC USB port.
- 2 LED Status Lamp: Indicates modem status.
- 3 Cover: Remove to access USIM/Memory Card Slot.
- 4 External Antenna Port: Attach External Antenna* here.
- 5 Memory Card Slot: Insert Memory Card here.
- 6 USIM Card Tray: To insert USIM Card.

* SoftBank Mobile does not offer nor support External Antenna.

* USB connector can be rotated as shown below.



LED Status Lamp

LED lamp shows communication status.

LED Status Lamp	Network Connection Status
Flashes Red (at same interval)	<ul style="list-style-type: none"> ● Modem activating ● USIM Card not inserted ● USIM Card completely locked ● USIM Card read error
Flashes Red (short lit and long dark)	<ul style="list-style-type: none"> ● Network searching ● Network connecting

Lights Red	Out-of-Range
Flashes Orange (at same interval)	<ul style="list-style-type: none"> • Waiting for PIN code entry • Waiting for PUK code entry
Flashes Blue (short lit and long dark)	Ready (while not communicating/transmitting and within signal range)
Flashes Blue (at same interval)	Dial-up connecting
Lights Blue	Dial-up connection accomplished. Stable communication status

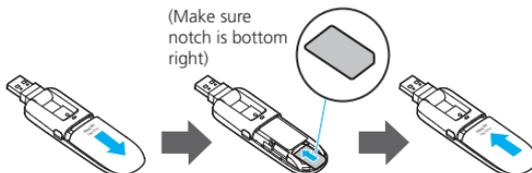
USIM Card

USIM Card is the property of SoftBank Mobile. The IC chip contains customer information including phone number. USIM Card must be installed for use. For details, see USIM Card guide (Japanese). Do not remove USIM Card while in use; may damage card/device. If USIM Card comes loose, follow steps below:

- 1 Close SoftBank HW Utility
- 2 Remove modem from PC
- 3 Insert USIM Card
- 4 Reinsert modem into PC

Inserting USIM Card

- 1 Remove Cover
- 2 Insert USIM Card into USIM Card Tray with IC chip down
- 3 Confirm USIM Card installation and replace Cover



Removing USIM Card

- 1 Remove Cover
- 2 Remove USIM Card
- 3 Replace Cover SIM



- Take care not to touch or scratch IC chip when handling USIM. Do not use excessive force to insert/remove USIM Card; may cause injury or damage card/modem.
- Do not misplace removed USIM Card.
- Keep it away from infants to avoid injury (swallowing hazard)/damage.
- If USIM Card IC chip is dusty, clean with a soft cloth.

Memory Card

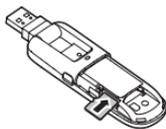
005HW accepts microSD/microSDHC Card up to 16GB.

SoftBank Mobile does not guarantee compatibility with any specific software. Install Memory Card to use Memory Card functions. Do not remove Memory Card while in use; may cause data loss/malfunction. If Memory Card comes loose, follow these steps:

- 1 Close SoftBank HW Utility
- 2 Remove modem from PC
- 3 Insert Memory Card into modem
- 4 Reinsert modem into PC

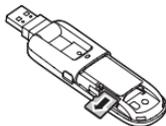
Inserting Memory Card

- 1 Remove Cover
- 2 Insert Memory Card with contacts up
- 3 Replace Cover



Removing Memory Card

- 1 Remove Cover
- 2 Push Memory Card lightly until it clicks; when it pops out, remove it
- 3 Replace Cover

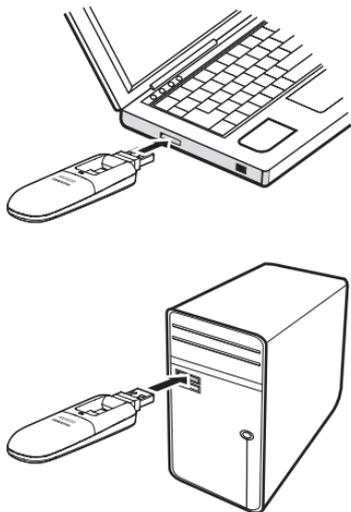


- Do not insert Memory Card with excessive force. May cause damage.
- Do not misplace a removed Memory Card.

Modem Setup (PC)	2-2
Device Recognition (PC)	2-2
Software Installation (PC)	2-2
Device Removal (PC)	2-9

Device Recognition (PC)

With USIM Card installed, insert modem USB plug into PC USB port. PC should automatically recognize modem within approximately 45 seconds.



System message appears upon modem recognition. See “Software Installation (PC)” to install SoftBank HW Utility.

- Modem may fail if PC enters sleep mode, etc. with it connected. Remove modem before leaving a PC unattended, etc. Modem may malfunction if connected before PC starts/restarts. Remove modem before starting/restarting PC.

Software Installation (PC)

Use this modem to access Network or adjust settings.

Installing SoftBank HW Utility

- Do not remove modem during installation. May cause installation failure, system malfunction or other system errors.
- Login using administrator privilege.
For checking whether logged in using administrator privilege, see P.6-4.

Window 7

- 1 Start PC and initiate Windows
- 2 Insert modem into PC
- 3 Utility installer and device driver are stored on modem. Modem installs as USB mass-storage device at first use. (Device recognition takes approximately 45 seconds.) Utility installer starts, device driver and utility software install automatically.

- If an older version of SoftBank Utility is already installed a message appears. Remove old version before installation (See “Uninstalling SoftBank HW Utility” on P.2-8.).

- 4 AutoPlay dialog box appears. Click "Run AutoRun.exe"



- 5 User Account Control dialog box appears. Click "Yes"
6 Installer starts automatically. Installer Language dialog box appears. Select "English" and click "OK"



- Communication settings are optimized to maximize modem performance.
- PC recognizes modem in about 45 seconds upon connection.
- If installer does not start automatically, remove modem from PC and reinsert it.

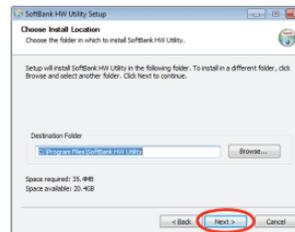
- 7 Welcome to the SoftBank HW Utility Setup Wizard dialog box appears. Click "Next"



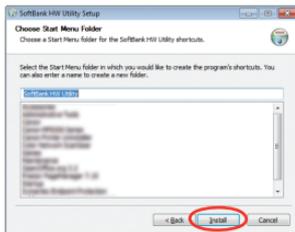
- 8 License Agreement appears. If agreed, click "I Agree"



- 9 Choose Install Location dialog box appears. Specify a folder and click "Next"



- 10 Choose Start Menu Folder dialog box appears. Set Start Menu and click "Install"



- 11 After installation is completed, select "Reboot now" and click "Finish"



- 12 SoftBank HW Utility shortcut icon appears on desktop

Windows Vista

- 1 Start PC and initiate Windows
- 2 Insert modem into PC
- 3 Utility installer and device driver are stored on modem. Modem installs as USB mass-storage device at first use. (Device recognition takes approximately 45 seconds.) Utility installer starts, device driver and utility software install automatically

- If an older version of SoftBank Utility is already installed a message appears. Remove old version before installation (See "Uninstalling SoftBank HW Utility" on P.2-8.).

- 4 AutoPlay dialog box appears. Click "Run AutoRun.exe"



- 5 User Account Control dialog box appears. Click "Continue"
- 6 Installer starts automatically. Installer Language dialog box appears. Select "English" and click "OK."



- Communication settings are optimized to maximize modem performance.
- PC recognizes modem in about 45 seconds upon connection.
- If installer does not start automatically, remove modem from PC and reinsert it.

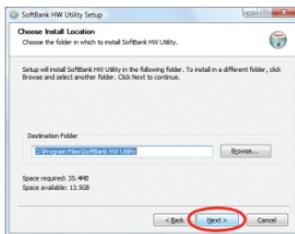
- 7 Welcome to the SoftBank HW Utility Setup Wizard dialog box appears. Click "Next"



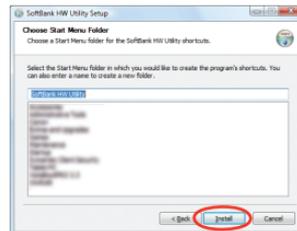
- 8 License Agreement appears. If agreed, click "I Agree"



- 9 Choose Install Location dialog box appears. Specify a folder and click "Next"



- 10 Choose Start Menu Folder dialog box appears. Set Start Menu and click "Install"



- 11 After installation, select "Reboot now" and click "Finish"



- 12 SoftBank HW Utility shortcut icon appears on desktop

Windows XP

- 1 Start PC and initiate Windows
- 2 Insert modem into PC
- 3 Utility installer and device driver are stored on modem. Modem installs as USB mass-storage device at first use. (Device recognition takes approximately 45 seconds.) Utility installer starts, device driver and utility software install automatically

- If an older version of SoftBank Utility is already installed a message appears. Remove old version before installation (See "Uninstalling SoftBank HW Utility" on P.2-8.).

- 4 Installer starts automatically. Installer Language dialog box appears. Select "English" and click "OK"



- Communication settings are optimized to maximize modem's communication performance.
- PC recognizes modem in about 45 seconds upon connection.
- If installer does not start automatically, remove modem from PC and reinsert it again.

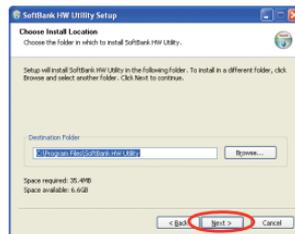
- 5 Welcome to the SoftBank HW Utility Setup Wizard dialog box appears. Click "Next"



- 6 License Agreement appears. If agreed, click "I Agree"



- 7 Choose Install Location dialog box appears. Specify a folder and click "Next"



- 8 Choose Start Menu Folder dialog box appears. Set Start Menu and click "Install"



- 9 After installation, select "Reboot now" and click "Finish"



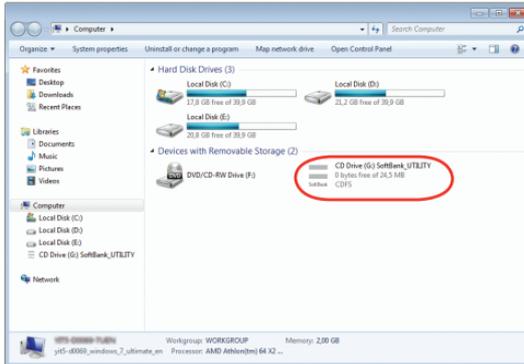
- 10 SoftBank HW Utility shortcut icon appears on desktop

Manual Installation (Windows 7)

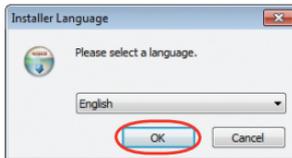
If installer fails to start automatically, follow these steps:

* Always start PC before inserting modem.

- 1 In Start menu, click "Computer"
- 2 Double click "SoftBank_UTILITY"



- 3 User Account Control dialog box appears. Click "Yes"
- 4 Select language and click "OK"



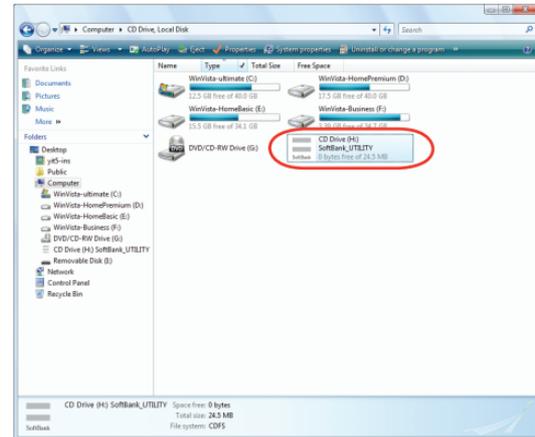
- 5 Welcome to the SoftBank HW Utility Setup Wizard dialog box appears. Skip to Step 7 on P.2-3

Manual Installation (Windows Vista)

If installer fails to start automatically, follow these steps:

* Always start PC before inserting modem.

- 1 In Start menu, click "Computer"
- 2 Double click "SoftBank_UTILITY"



- 3 User Account Control dialog box appears. Click "Continue"
- 4 Select language and click "OK"

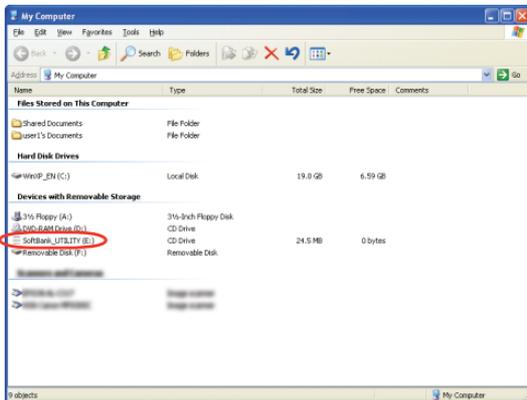


- 5 Welcome to the SoftBank HW Utility Startup Wizard dialog box appears. Skip to Step 7 on P.2-5

Manual Installation (Windows XP)

If installer fails to start automatically, follow these steps:
* Always power on PC before inserting modem USB plug.

- 1 In Start menu, click "My Computer"
- 2 Double click "SoftBank_UTILITY"



- 3 Select language and click "OK"



- 4 Welcome to the SoftBank HW Utility Setup Wizard dialog box appears. Skip to Step 5 on P.2-6

Uninstalling SoftBank HW Utility

- 1 Select "Start" → "All Programs" → "SoftBank HW Utility" → "Uninstall"
- 2 User Account Control appears. Click "Yes"
For Windows Vista, click "Allow"
- 3 Welcome to the SoftBank HW Utility Uninstall Wizard dialog box appears. Click "Next"



- 4 Click "Uninstall" to start uninstallation



- 5 Upon uninstallation, dialog box below appears. Click "Finish" to end uninstallation

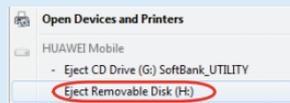


Device Removal (PC)

- End SoftBank HW Utility before removing modem. Do not remove modem during transmissions.

For Windows 7, exit Utility before removing modem.

- With Memory Card installed, in Task Tray, click  then click "Eject Removable Disk." Once modem can be removed safely, remove it.



For Windows Vista/Windows XP, click "Safely Remove Hardware" before removing modem.

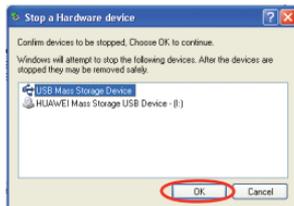
- 1 Double click  on Task Tray

For Windows XP, double click  in Task Tray.

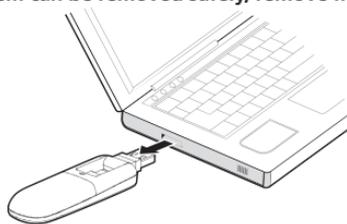
- 2 Safely Remove Hardware dialog box appears. Select “USB Mass Storage Device” and click “Stop”



- 3 Stop a Hardware device dialog box appears. If modem can be safely removed from PC, click “OK”



- 4 Return to Safely Remove Hardware dialog box. Repeat steps for “USB Mass Storage Device”
5 Once modem can be removed safely, remove modem



- After executing “Stop Hardware device,” LED Status Lamp may flash. This is normal. Remove modem from PC.



PC Utility Guide	3-2
Overview	3-2
Packet Communications Settings	3-3
Connection	3-4
Connect History	3-5
Tools	3-6
Utility Settings	3-8
Network Settings	3-9
About SoftBank HW Utility	3-11

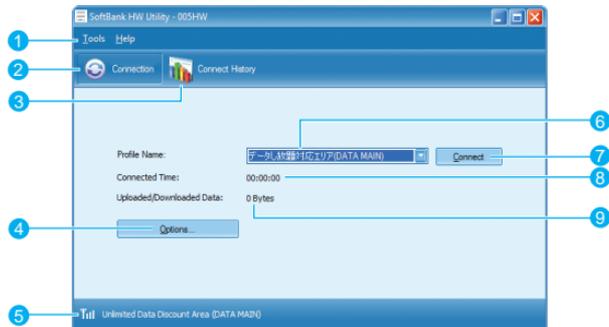
Overview

Initiating SoftBank HW Utility

Double-click  on PC desktop to initiate SoftBank HW Utility.
 For Windows 7 or Windows Vista, insert modem to automatically open AutoPlay dialog box, then click "Run AutoRun.exe" to initiate SoftBank HW Utility.
 For Windows XP, insert modem to automatically initiate SoftBank HW Utility.

- About USIM Card window appears. Click "OK."

Main Screen



- 1 SoftBank HW Utility menu**
It contains "Tools" and "Help."
Perform detailed settings from pull-down list.
- 2 Connection**
Open Connection dialog box.
- 3 Connect History**
Open connection record.
- 4 Options**
Perform activation settings or profile settings.
- 5 Signal Strength Indicator**
Network name appears.
- 6 Dial-up destination (APN)**
"データし放題対応エリア (DATA MAIN)" (Unlimited Data Discount Area) is registered by default.
- 7 Connect (when not connected)/ Disconnect (when connected)**
Click to start/stop dial-up connection.
- 8 Connected Time**
Changing PC clock during connections affects accuracy.
- 9 Upload/Download Data**
Shows total outgoing/incoming data during dial-up connection.

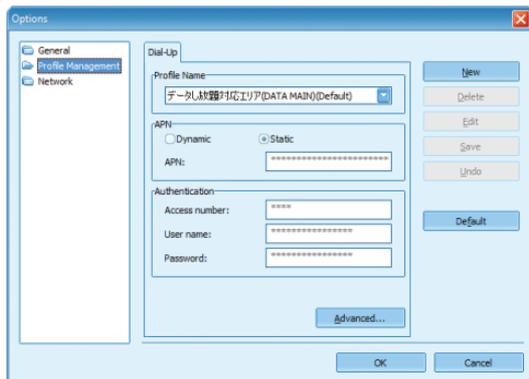
Signal Strength Indicators

Icon	Signal Strength
	Out-of-range
	Faint
	Weak
	Medium
	Strong

Packet Communications Settings

Set Dial-Up Profile for Packet Communications. Follow these steps:

- In Main Screen, click "Tools" → "Options" → "Profile Management"
- Click  → 

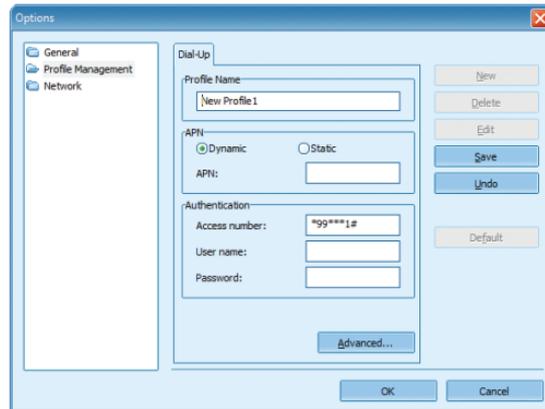


"データし放題対応エリア (DATA MAIN)" (Unlimited Data Discount Area) profile is set by default. This profile cannot be deleted or edited.

- To change default profile, select profile name from Profile Name menu and click "Default." Or in Main Screen, select profile from Dial-up destination.

Creating New Profile

1 Click "New"



2 Set profile name, APN status, user name, and password. (Obtain accurate value from your service provider. Do not change Access number; use setting as it appears.)

- As required, click "Advanced" tab to set IP Settings, Authentication Protocol Settings, or information about DNS/WINS. Click "OK" to save advance settings and return to dial-up settings.

3 Click "Save" to save all dial-up connecting settings

4 Click "OK" or "Cancel" to close dialog box

Editing Profile

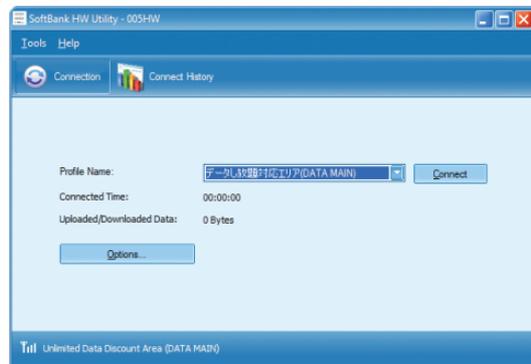
- 1 Click Dial-Up tab for Profile Name menu → Select profile to edit
- 2 Click "Edit" to change set information
- 3 Click "Save" to save reset information
- 4 Click "OK" or "Cancel" to close dialog box

Deleting Profile

- 1 Click Dial-Up tab for Profile Name menu → Select profile to delete
- 2 Click "Delete" for confirmation dialog box
- 3 Click "Yes" to delete selected profile
Click "No" to keep selected profile.
- 4 Click "OK" or "Cancel" to close dialog box

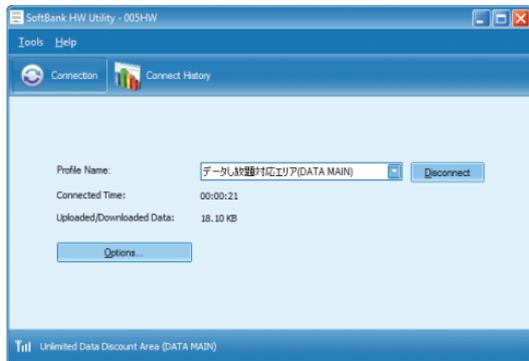
Connection

- 1 Click  to open Connection dialog box
- 2 Click to initiate connection



During connections, confirm connection time, transmitted, and received data size of the current connection here.

Click **Disconnect** to end connection.

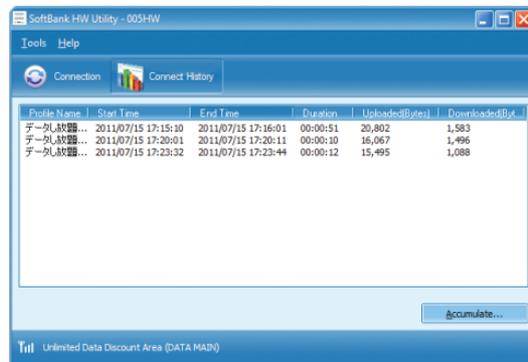


Connect History

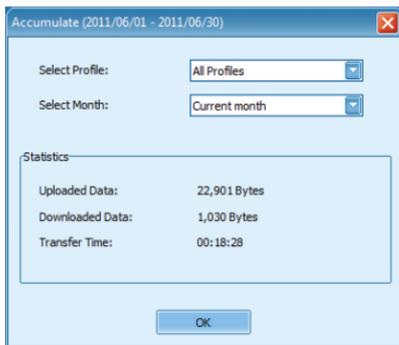
- Changing PC clock during connections affects record accuracy.

Communication Record

Click  for Connect History.



Accumulate (Transmission Summary)



- 1 In Connect History window, click **Accumulate...**
- 2 In Select Profile menu, select dial-up destination
- 3 In Select Month menu, specify period to accumulate

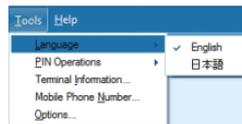
- This is only a guide. Actual transmissions may differ.

Tools

Language Selection

Select Japanese or English.

In Main Screen, click "Tools" → "Language" and select language.



PIN

PIN is USIM Card security code. Change PIN, or enable PIN Authentication to control USIM Card access.

Default: PIN Authentication is "Disable PIN Verification/PIN is "9999"



PIN Authentication

Enable or disable PIN Authentication. Enable PIN Authentication to require PIN entry for modem use.

- In Main Screen, click → "Tools" → "PIN Operations" → "Enable PIN Verification" or "Disable PIN Verification." Enable or Disable PIN Verification window appears. Enter PIN, and click "OK."



Modify PIN

- 1 In Main Screen, click “Tools” → “PIN Operations” → “Modify PIN”
- 2 If Modify PIN window appears, enter current PIN and new PIN
- 3 Enter new PIN again
- 4 Click “OK” to complete change

- Set four- to eight-digit number as PIN. Default: 9999

Verify PIN

If PIN Authentication is enabled, PIN entry is required for modem use.

- 1 Insert modem into PC, and activate SoftBank HW Utility for PIN entry window
- 2 Enter PIN correctly
- 3 Click “OK” for authentication

PIN Authentication

Authentication window may appear again depending on area. Enter PIN. If PIN Authentication has previously been activated via SoftBank HW Utility or on a handset, Verify window appears each time network is accessed.

Unlock PIN

- 1 If USIM Card is locked, PUK Code entry window appears
- 2 Enter PUK Code
- 3 Set new PIN
- 4 Click “OK” to complete change

- Incorrectly entering PIN three consecutive times activates PIN Lock. PUK Code is required to unlock it. Entering PUK Code ten consecutive times locks modem completely. If modem is completely locked, predefined procedures are required. Contact SoftBank Customer Support, General Information (P.7-3).

Terminal Information

In Main Screen, click “Tools” → “Terminal Information” to check basic modem information.



- Terminal information is about modem currently in use. (Actual display may vary.)

Mobile Phone Number

Click “Tools” → “Mobile Phone Number” to check phone number.

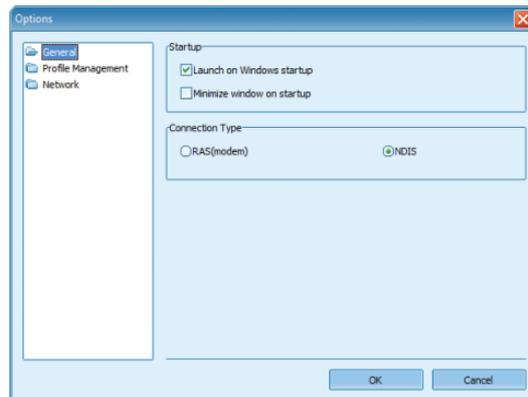


- Phone number varies by USIM Card.

Utility Settings

In Main Screen, click “Tools” → “Options” → “General” for Startup settings.

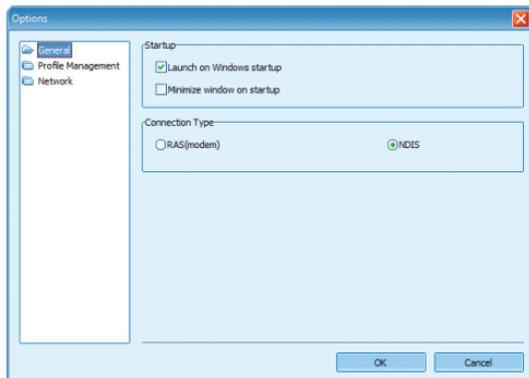
Startup



Set SoftBank HW Utility start up.

- Click “Tools” → “Options”
- In Options menu, click “General”
- Set following 2 items
 - If “Launch on Windows startup” is checked, SoftBank HW Utility starts up at PC start up.
 - If “Minimize Window on startup” is checked, SoftBank HW Utility icon appears in Task Tray when activated.
- Click “OK” to complete

Setting Connection Mode



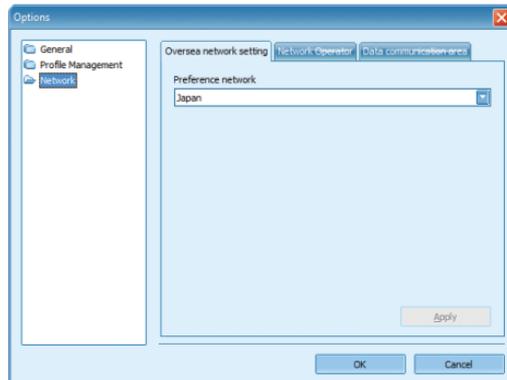
- 1 In Connection Type, select "RAS(modem)" or "NDIS"
- 2 Click "OK" to complete

Network Settings

In Main Screen, click "Tools" → "Options" → "Network" to access network settings

Preference Network

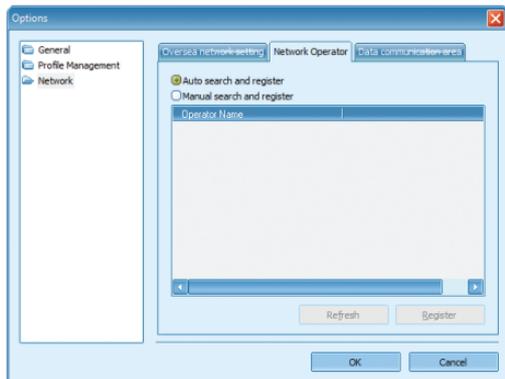
- 1 Click Oversea network setting tab
- 2 In Preference network menu, select network
- 3 Click "Apply" to complete



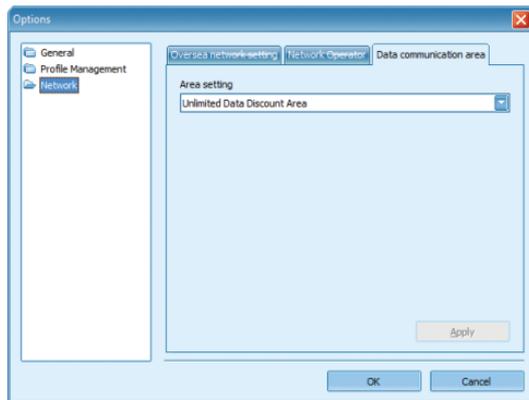
Network Operator

- 1 Click Network Operator tab
- 2 Select "Auto search and register" or "Manual search and register"
 - If "Auto search and register" is selected, modem automatically detects network to register.

- If "Manual search and register" is selected, click "Refresh" for network list. Select network and click "Register" to complete registration.



Data Communication Area

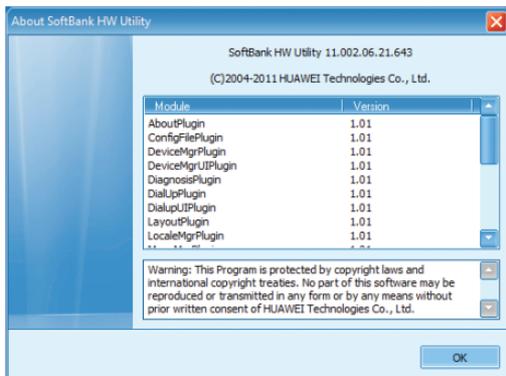


- 1 Click Data communication area tab
- 2 In Area setting menu, select area
- 3 Click "OK" to complete

- Internet connection mode is set to "Unlimited Data Discount Area" by default. Change it as required.

About SoftBank HW Utility

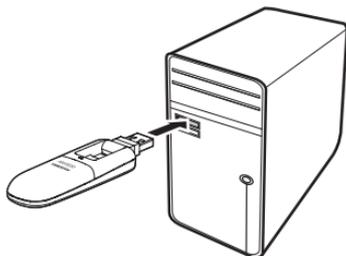
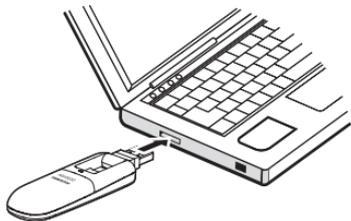
In Main Screen, click "Help" → "About SoftBank HW Utility" for SoftBank HW Utility information.



Modem Setup (Mac)	4-2
Device Recognition (Mac)	4-2
Software Installation (Mac)	4-2
Device Removal (Mac)	4-4

Device Recognition (Mac)

With USIM Card installed, insert modem USB plug into Mac USB port. Mac should automatically recognize modem within approximately 45 seconds.



System message appears upon modem recognition. See "Software Installation (Mac)" to install SoftBank HW Utility.

- Modem may fail if Mac enters sleep mode, etc. with it connected. Remove modem before leaving a Mac unattended, etc. Modem may malfunction if connected before Mac starts/restarts. Remove modem before starting or restarting Mac.

Software Installation (Mac)

Installing SoftBank HW Utility

Use this modem to access Network or adjust settings.
All screenshots and procedures based on Mac OS 10.6.

- If HW Utility is installed to Mac other than for this modem, uninstall it according to instructions provided with it.
- Do not remove modem during installation. May cause installation failure, system malfunction or other system errors.

1 Power on Mac and initiate Mac

2 Insert modem into Mac

If icon appears on desktop, double click it. "SoftBank UTILITY" folder opens automatically

3 Double click "SoftBank HW Utility" to start installation and display below window. Click "Continue"



4 Software License Agreement appears. Click "Continue"



5 If agreed, click "Agree." If Change Install Location appears, select target folder and click "Continue"



6 Standard Install on Macintosh HD dialog box appears. Click "Install"



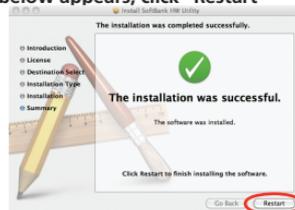
- "Macintosh HD" is hard disk name. It may vary.

7 "Certification" appears. Enter User Name and Password and click "OK"



8 Installation starts

9 When window below appears, click "Restart"



- Restart Mac. It does not function correctly.

Uninstalling SoftBank HW Utility

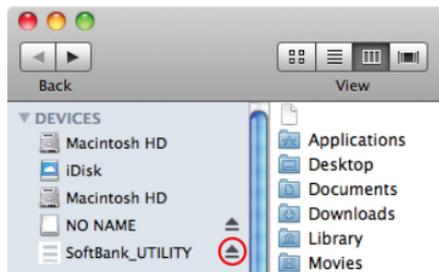
- 1 Click  to open Finder
- 2 **Delete SoftBank HW Utility**
 - Drag Uninstall SoftBank HW Utility file from /Macintosh HD/ Applications folder into trash bin.
- 3 **Delete driver**
 - Drag HuaweiDataCardDriver.kext file from /Macintosh HD/System/Library/Extensions folder into trash bin.
 - Drag USBExpressCardCantWake_Huawei.kext file from /Macintosh HD/System/Library/Extensions into trash bin.
- 4 **Delete Modem Scripts**
 - Drag HUAWEI Mobile Connect - 3G Modem file from /Macintosh HD/System/Library/Modem Script folder into trash bin.
 - Drag HUAWEI Mobile.ccl folder from /Macintosh HD/System/Library/ModemScripts folder into trash bin (Mac OS X 10.5 only).
 - Drag HUAWEI Mobile Connect - 3G Modem file from /Macintosh HD/Library/Modem Scripts folder into trash bin.
- 5 **Delete Installer**
 - Drag HWNetMgr folder from /Macintosh HD/Library/StartupItems folder into trash bin.
 - Drag HWPortDetect folder from /Macintosh HD/Library/StartupItems folder into trash bin.
- 6 **Restart Mac**
 - "Macintosh HD" is hard disk name. It may vary.

Device Removal (Mac)

- Close SoftBank HW Utility before removing modem. Do not remove modem during transmissions.

Follow the steps below to remove modem from Mac. Modem may be damaged if it is improperly removed.

- 1 Click  to open Finder
- 2 In Finder, click  beside "SoftBank_UTILITY"



- If Memory Card is installed, first click  card removal icon, then click  beside "SoftBank_UTILITY."

3 Remove modem from Mac

In Finder, if the above icon does not appear, end SoftBank HW Utility and remove modem.



Mac Utility Guide	5-2
Overview	5-2
Packet Communications Settings	5-3
Connection	5-4
Tools	5-4
Utility Settings	5-6
Network Settings	5-7
About SoftBank HW Utility.....	5-8

Overview

Insert modem into Mac. SoftBank HW Utility initiates automatically.

- About USIM Card appears. Click "OK."

- If SoftBank HW Utility does not activate automatically, double click "Macintosh HD" → "Applications" → "SoftBank HW Utility"
- "Macintosh HD" is hard disk name. It may vary.

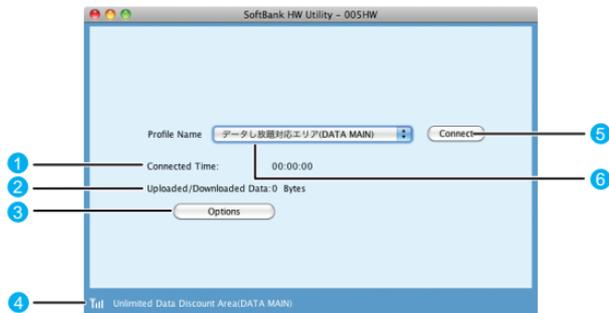
5

Menu Bar

Menu bar contains "Tools" and "Help."



Main Screen



- 1 Connected Time**
Changing Mac clock during connections affects accuracy.
- 2 Uploaded/Downloaded Data**
Shows total outgoing/incoming data during dial-up connection.
- 3 Options**
Perform profile settings.
- 4 Signal Strength Indicator**
Network name appears. See "Signal Strength Indicators" on P.3-2.
- 5 Connect** (when not connected)/**Disconnect** (when connected)
Click to start/stop dial-up connection.
- 6 Access Point**
Show dial-up connection.
"データし放題対応エリア (DATA MAIN)" (Unlimited Data Discount Area) profile is set for SoftBank HW Utility by default.

Packet Communications Settings

Dial-up profile must be set up for packet communications.
In Main Screen, click **Options** for the following.



“データし放題対応エリア (DATA MAIN)” (Unlimited Data Discount Area) profile is set for SoftBank HW Utility by default.
This profile cannot be deleted or edited.

- To change default profile, select profile name from Profile Name menu and click “Default.” Or in Main Screen, select profile from Dial-up destination.

Creating New Profile

- 1 Click “New”
- 2 Set profile name, APN, APN status, user name, password and authentication protocol (Obtain accurate value from your service provider. Do not change access number.)
- 3 Click “Save” to save all dial-up connecting destinations settings
- 4 Click “OK” or “Cancel” to close Connection dialog box

Editing Profile

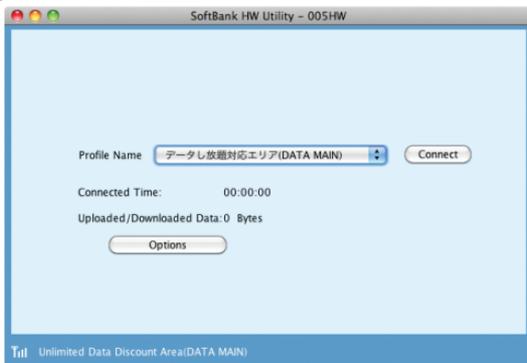
- 1 Click Dial-Up tab for Profile Name menu → Select profile to edit
- 2 Click “Edit” to change set information
- 3 Click “Save” to save reset information
- 4 Click “OK” or “Cancel” to close Connection dialog box

Deleting Profile

- 1 Click Dial-Up tab for Profile Name menu → Select profile to delete
- 2 Click “Delete” for confirmation dialog box
- 3 Click “OK” to delete selected profile
Click “Cancel” to keep selected profile
- 4 Click “OK” or “Cancel” to close Connection dialog box

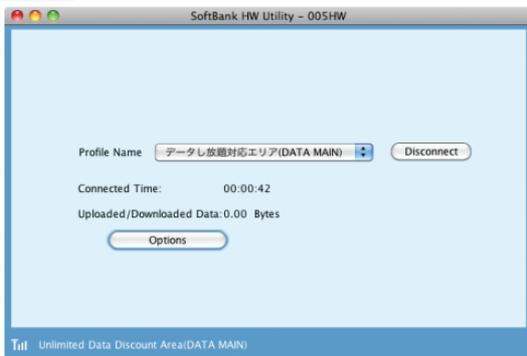
Connection

Select profile and click **Connect** to start connection.



During connections, confirm connection time, transmitted, and received data size of the current connection here.

Click **Disconnect** to end connection.



Tools

Language Selection

Select Japanese or English.

In menu bar, click "Tools" → "Language" and select language.



PIN

PIN is USIM Card security code. Change PIN, or enable PIN Authentication to control USIM Card access.

Default: PIN Authentication is off/PIN is "9999"



PIN Authentication

Activate or cancel PIN Authentication. When active, PIN entry is required for modem use.

- In menu bar, click "Tools" → "PIN Operations" → "Enable PIN Verification" or "Disable PIN Verification."
Enable or Disable PIN Verification window appears. Enter PIN, and click "OK."



Modify PIN

- 1 In menu bar, click "Tools" → "PIN Operations" → "Modify PIN"
- 2 If Modify PIN window appears, enter current PIN and new PIN
- 3 Enter new PIN again
- 4 Click "OK" to complete change



- Set four-to eight-digit number as PIN. Default: 9999.

Verify PIN

If PIN Authentication is enabled, PIN entry is required for modem use.

- 1 Insert modem into Mac, and activate SoftBank HW Utility for PIN entry window
- 2 Enter PIN
- 3 Click "OK" for authentication



PIN Authentication

Authentication window may appear again depending on area. Enter PIN. If PIN Authentication has been enabled via SoftBank HW Utility or handset, Verify window appears every time network is changed.

Unlock PIN

- 1 If USIM Card is locked, PUK Code entry window appears
- 2 Enter PUK Code
- 3 Enter new PIN again
- 4 Click "OK" to complete change



- Incorrectly entering PIN three consecutive times activates PIN Lock. PUK Code is required to unlock it. Entering PUK Code ten consecutive times locks modem completely. If modem is completely locked, predefined procedures are required. Contact SoftBank Mobile.

Terminal Information

In menu bar, click "Tools" → "Terminal Information" for modem information.



- Terminal information is about modem currently in use. (Actual display may vary.)

Checking SoftBank Mobile Phone Number

In menu bar, click "Tools" → "Mobile Phone Number" to check phone number.

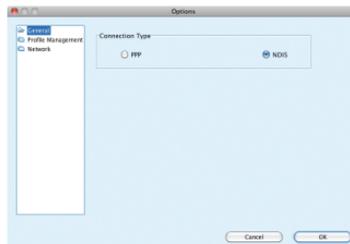


- Phone number varies by USIM card.

Utility Settings

In menu bar, click "Tools" → "Options" → "General" for window below:

Connection Type



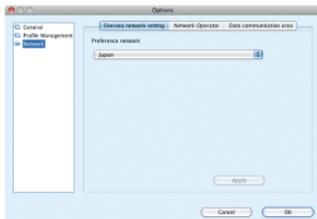
- 1 In Connection Type, Select "PPP" or "NDIS"
- 2 Click "OK" to complete

Network Settings

In menu bar, click "Tools" → "Options" → "Network" to access network settings.

Preference Network

- 1 Click Oversea network setting tab
- 2 In Preference network menu, select network
- 3 Click "Apply" to complete

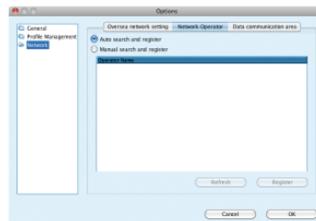


Network Operator

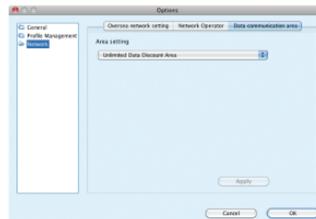
- 1 Click Network Operator tab

- 2 Select "Auto search and register" or "Manual search and register"

- If "Auto search and register" is selected, modem automatically detects network to register.
- If "Manual search and register" is selected, click "Refresh" for network list. Select a network and click "Register" to complete registration.



Data Communication Area

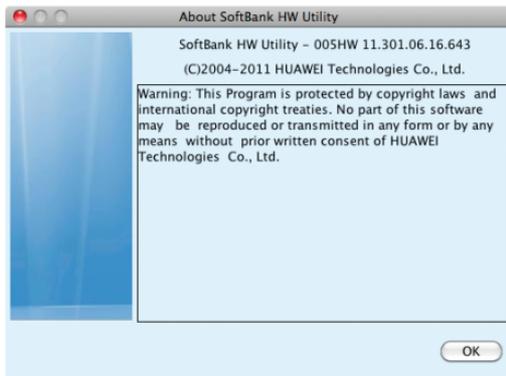


- 1 Click Data communication area tab
- 2 In Area setting menu, select area
- 3 Click "OK" to complete

- Internet connection mode is set to "Unlimited Data Discount Area" by default. Change it as required.

About SoftBank HW Utility

In menu bar, click "Help" → "About SoftBank HW Utility" for SoftBank HW Utility information.





Troubleshooting	6-2
-----------------------	-----

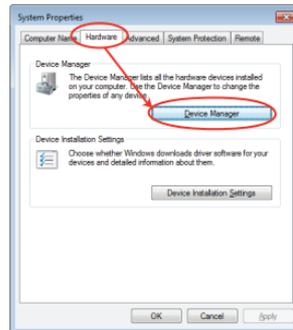
1. PC does not recognize modem	6-2
2. Inserting modem does not automatically activate installer	6-3
3. Failed Internet connection	6-3
4. Transmission fails	6-3
5. Communication speed is slow	6-4
6. Forgot PIN/Unknown PUK Code/USIM Card is locked	6-4
7. USIM Card is not recognized	6-4
8. Confirming Administrator logon	6-4
9. "NO SERVICE" appears outside Japan	6-4
10. Old phone number appears in SoftBank HW Utility	6-4
11. Error Code	6-5

1. PC does not recognize modem

- 1 Make sure modem is properly inserted into PC
- 2 Remove modem from PC, restart PC, then reinsert modem

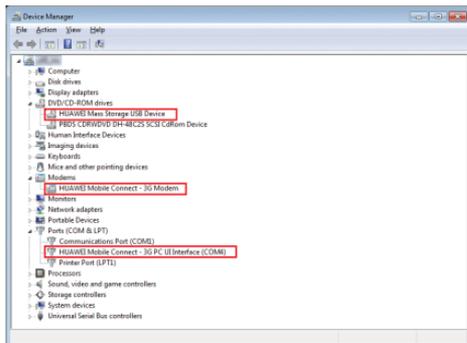
- For Windows 7 or Windows Vista, follow these steps to confirm modem installation:

- 1 Right click "Computer" → "Properties." Click "Advanced System Settings" → "User Account Control" → "Yes" (Windows 7).
- 2 In System Properties, select Hardware tab → "Device Manager"



- For Windows XP, right click "My Computer" → "Properties"
- In System Properties, Hardware tab → "Device Manager"

- Confirm that devices outlined in the rectangles appear. (COM port numbers differ by PC operating environment.)



- For Mac, follow these steps to confirm modem installation:

- Click  to open terminal dialog box
- Input "ls /dev/tty.*" command
- Confirm that the information below appears:

```
/dev/tty.HUAWEIMobile-Modem
/dev/tty.HUAWEIMobile-Pcu1
```

2. Inserting modem does not automatically activate installer

New hardware recognition takes about 45 seconds.

If installer does not automatically activate, remove modem from PC, then restart PC.

If installer does not activate automatically, see P.2-7 or P.2-8.

Also, remove modem from PC and install using supplied CD-ROM as follows.

- For Windows, activate Setup.exe manually in \SoftBank_UTILITY\SoftBank HW Utility.
- For Mac, activate /SoftBank_UTILITY/SoftBank HW Utility.app manually.

3. Failed Internet connection

Make sure you are within the service area.

- If signal reception is poor, move to where signal is strong, then reconnect.
- The access point might be busy depending on the time of day, wait a little while then reconnect.
 - For Windows, follow these steps to confirm network settings:
 - In Main Screen, click 
 - Click 
 - Click "Profile Management" in navigation tree to make sure that each setting is correct
 - For Mac, follow these steps to confirm modem installation:
 - In Main Screen, click 
 - Click "Profile Management" in navigation tree to make sure that each setting is correct

4. Transmission fails

- Check whether modem is properly connected to PC
- Signal may be weak. Move to where signal is stronger
- Remove modem from PC and reconnect
- If Steps to do not re-establish a connection, remove modem and restart PC, then try again

5. Communication speed is slow

Signal may be weak. Move to where signal is stronger.
Connection may be poor. Try again later.

6. Forgot PIN/Unknown PUK Code/USIM Card is locked

Contact SoftBank Customer Support, General Information (P.7-3).

7. USIM Card is not recognized

- 1 Confirm that USIM Card is properly installed. For details, see P.1-3 "Inserting USIM Card"
- 2 Check for bent USIM Card
- 3 Check USIM Card IC chip for scuffs/corrosion
- 4 Debris on USIM Card IC chip may prevent recognition. Clean it with a soft cloth
- 5 Contact SoftBank Customer Support, General Information (P.7-3)

8. Confirming Administrator logon

- For Windows 7 or Windows Vista
 - 1 Click Start menu → "Control Panel" for "Control Panel" window
 - 2 Click "User Accounts and Family Safety" then click "User Accounts" in the next window
 - 3 User name and account type appear on the right. If "Administrator" appears, set up modem

- For Windows XP
 - 1 Click "Start" for Start menu
 - 2 Logged-in user name appears at top of Start menu
 - If Start Menu Display is set to Classic Start, user name does not appear. Right click "Start" menu → Select Properties → Select "Start" menu radio button.
 - 3 Click "Start" → "Control Panel"
 - 4 Click "User Accounts"
 - 5 Check user name in Step 2 . If "Computer Administrator" appears below user name, set up modem.

9. "NO SERVICE" appears outside Japan

Change network settings in SoftBank HW Utility. See P.3-9 and P.5-7.

10. Old phone number appears in SoftBank HW Utility

Depending on contract/cancellation method, old phone number may appear in SoftBank HW Utility.

11. Error Code

Error Code	Description/Solution
619	<ul style="list-style-type: none"> • Change when connecting. • Change location and connect. • Make sure that correct APN is set correctly.
633	<ul style="list-style-type: none"> • If connected, click "Disconnect" in Main Screen, then click "Connect." • Remove modem from PC and reinstall it. • Restart PC. • Cancel Sleep Mode (PC Power Management Settings)
680	<ul style="list-style-type: none"> • Uninstall modem driver once and reinstall it.
720	<ul style="list-style-type: none"> • Check connection settings (IP or DNS address). • Install TCP/IP protocol again. Install it as follows. Windows XP : Click "Start" → "Run" → Enter "netsh int ip reset c:\resetlog.txt" Windows 7/Windows Vista: 1) Click "Start" → "Run" → Enter "netsh int ipv4 uninstall" 2) Restart PC 3) Click "Start" → "Run" → Enter "netsh int ipv4 install"
777	<ul style="list-style-type: none"> • Make sure phone number for connection is correct. • Enter phone number using single-byte characters.



Appendix	7-2
Specifications	7-2
Warranty & Service	7-2
Customer Service	7-3

Specifications

Model Name	005HW
Dimensions	86 mm (D) × 28 mm (w) × 14.8 mm (H)
Weight*	32 g
Interface	USB 2.0 microSD or microSDHC Card
Power Consumption*	3.25 W Power consumption varies by usage.
Operating Environment	Operating Temperature: -10°C to +45°C Operating Humidity: 9% to 95% (without condensation)
AT Command	Hayes Standard AT Command compatible
Frequency	Upload: 1427.9MHz - 1447.9MHz, 1749.9 - 1764.9MHz, 1920 - 1980MHz Download: 1475.9MHz - 1495.9MHz, 1844.9 - 1859.9MHz, 2110 - 2170MHz
Compatible Networks	W-CDMA/HSUPA/HSDPA/HSPA+/DC-HSDPA

*Approximate value

Warranty & Service

Warranty

- Modem purchase includes Warranty.
- Confirm contents, purchase date and shop name, and keep it in a safe place.
- Without purchase date and shop name or if altered, warranty is not applied.

Repair

- Before submitting modem for repair, read User Guide to check usage and settings. If a problem persists, contact SoftBank Customer Support, General Information (P.7-3).
- During the warranty period
Repairs will be made under the terms and conditions described in the warranty.
- After the warranty period
If said repairs can be made, you will be charged for them.

Cautions

- Product specifications including accessories are subject to change without prior notice.
- SoftBank Mobile is not liable for any damages resulting from the use of this modem.
- SoftBank Mobile is not liable for damages resulting from accidental loss or alteration of modem files or settings.
- Disassembling or modifying this modem may be a violation of the Radio Law. Note that SoftBank Mobile does not accept repair requests for disassembled or modified products.

Replacement

Replacement parts of this product and related products are kept in stock for at least 6 years after production ceases. Replacement parts are required to maintain product functions. When product is repaired, recycled parts may be used according to our quality standard.

Customer Service

For information about SoftBank Mobile products or services, call General Information.
For repairs, call Customer Assistance.

SoftBank Customer Support

General Information

- From a SoftBank handset, dial toll free at 157
- From a landline/IP phone, dial toll free at 0800-919-0157

Customer Assistance

- From a SoftBank handset, dial toll free at 113
- From a landline/IP phone, dial toll free at 0800-919-0113

If you cannot reach a toll free number, use the number (charges apply) below for your service area:

Hokkaido Area Tohoku Area Hokuriku Area Kanto, Koshinetsu Area	022-380-4380	Tokai Area	052-388-2002
Kansai Area	06-7669-0180	Chugoku, Shikoku Area Kyushu, Okinawa Area	092-687-0010

SoftBank Technical Support Center (Setup, Operations & Technical Issues)*

Service Hours Weekdays 9:00-19:00
Weekend and holidays 9:00-17:00

From a SoftBank handset, dial toll free at 5525

From a landline/IP phone, dial toll free at 0088-21-5525

*These numbers cannot be dialed from outside Japan.

SoftBank Mobile Global Call Center

From outside Japan, dial +81-3-5351-3491 (toll free from SoftBank handsets)

If 005HW is lost/stolen, call this number immediately (international charges apply)

SoftBank 005HW User Guide

October 2012, Second Edition

SOFTBANK MOBILE Corp.



モバイル・リサイクル・ネットワーク
携帯電話・PHSのリサイクルにご協力を。

Please help the mobile industry maintain high environmental standards. Recycle your old handsets, batteries and charger units (all manufacturers and brands). Before you recycle, please remember these important points:

- Handsets, batteries and chargers submitted for recycling cannot be returned.
- Always erase all data

Model Name: SoftBank 005HW

Manufacturer: Huawei Technologies Co., Ltd.
