Taiheiyo Ferry Wi-Fi the user guide

1. User Registration

Registration is required to use Taiheiyo Ferry Wi-Fi. You must be able to receive emails to register.

https://exsupport.sbwifi.jp/WISP/AnonServlet/WISPA021?ssid=Ferry_TF&channel=WEB&lang=1

You can also access the site with a QR code

1
Enter your email address on the Enter Email Address screen.

2
Enter the PIN* from the confirmation email sent to the email address you registered.

*A secure number that verifies the customer

3
Enter your personal information and payment information.

4
Check the information that you entered, and then press the "Register" button.

5
User registration is complete. A user registration completion email will be sent to your email address.
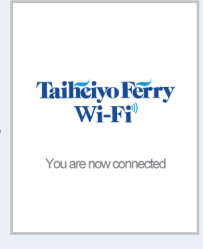
2. How to Use

1
Once on board, connect to the "Ferry_TF" SSID. When asked for a password, **please enter the WPA2 password that was included in the user registration completion email.**

iPhone: "Settings" → "Wi-Fi",   Android: "Settings" → "Wi-Fi" then "Choose a Network"
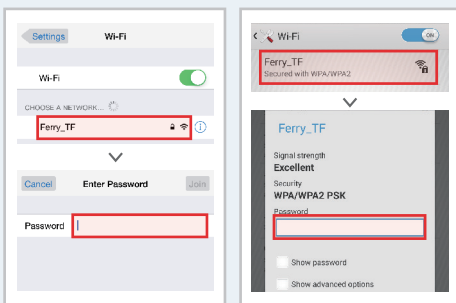
2
Open the browser, and the login page will be shown as it tries to connect to the Internet.
Enter your login ID and password, and press the "Login" button.

3
The "Purchase a Plan" page will be shown.
Press the "Purchase Now" button.

4
You are connected to the Internet once the "Purchase Complete" page is shown, and "You are now connected" is displayed.

? Frequently Asked Questions (FAQ)

Wi-Fi Zones

The place that it is colored in pink.

KISO

Deck 5 / near the Entrance Hall

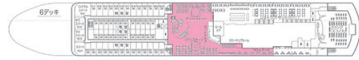Deck 6 / near the Mermaid Club Cafe

ISHIKARI

Deck 5 / near the Entrance Hall

Deck 6 / near the Yacht Club Cafe

KITAKAMI

Deck 6 / near the Entrance Hall

Deck 7 / near the Ferry-ka Club Cafe

About IDs and Passwords

Forgot your password?

If you've forgotten your password, please click on the "Forgot your password?" link next to the "Login" button on the login screen.

Forgot your ID?

Please contact SoftBank Customer Support.

Do I need to register every time?

You do not need to re-register if your last usage was within 6 months, since your credentials are saved for up to 6 months after registration.

Troubleshooting

I am connected to the SSID, but the login screen is not displayed in my browser.

The satellite connection may become unstable or interrupted due to weather conditions or rough seas.

I cannot find the SSID even in the WiFi zone.

Please check with the on-board information office.

How to Use

Compatible Devices

Please use a PC, smartphone, tablet, etc., with WPA2-capable Wi-Fi.
Please use the web brawser supporting SHA-2 certificate SSL communication.

SSID and Encryption Keys

Please use the "Ferry_TF" SSID, and the encryption key listed in the user registration completion email.

Available Locations

Please check with the on-board information office.

Available Hours

You may use the Internet at any time while on board. (The service can be used before departure)

Pricing

24 hours of use for ¥980 (plus tax).
After logging in for the first time, you may use the service for 24 hours, once the credit card transaction is complete.

Can I use the Ferry Wi-Fi on any ship?

Only available on board Kiso, Ishikari and Kitakami. ※ 2015/4 time

About Payments

Accepted Cards

We accept all major credit cards (VISA, MasterCard, American Express, JCB, and Diners Club). You can change the credit card used for payment from the user information inquiries page.

Can I get a receipt?

No receipt will be issued.
You can use the payment confirmation email that is sent to your registered email as a receipt. You can also view a 3-month purchase history from the user information inquires page.

Notes on Usage, Limitations, etc.

About the connection

This service connects to the Internet through an antenna installed on the boat, which then connects with a communications satellite. The connection may become interrupted or unstable due to weather conditions or rough seas.

What is the connection speed?

The max connection speed is 4 Mbps (best effort).

Can I use YouTube or other video streaming websites?

There are no communication restrictions, but we cannot guarantee access. Communication restrictions may be implemented in the future.

Can I use video and audio conferencing services, such as Skype and Google Hangouts?

There are no communication restrictions, but we cannot guarantee access. Communication restrictions may be implemented in the future.

Can I use VPN?

There are no communication restrictions, but we cannot guarantee access. Communication restrictions may be implemented in the future.

During the 24 hour period, can I use the Internet by logging in with a different device?

You can access the Internet from up to 5 different devices.

For any questions about service content, registration, or fees, please contact SoftBank customer support.

From a mobile or land-line phone **0800-100-0026**
(toll free, Japanese only / 9am to 6pm)

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