

Support

Customer Service

SoftBank Customer Centers

From a SoftBank handset, dial toll free at

- 157 (General Information)
- 113 (Customer Assistance)

SoftBank Global Call Center

From outside Japan, dial

+81-3-5351-3491

(International charges apply.)

Call this number immediately if handset/USIM Card is lost or stolen while outside Japan.

Call these numbers toll free from landlines.

Subscription Area	Service Center	Phone Number
Hokkaido, Aomori, Akita, Iwate, Yamagata, Miyagi, Fukushima, Niigata, Tokyo, Kanagawa, Chiba, Saitama, Ibaraki, Tochigi, Gunma, Yamanashi, Nagano, Toyama, Ishikawa, Fukui	General Information	☎0088-240-157
	Customer Assistance	☎0088-240-113
Aichi, Gifu, Mie, Shizuoka	General Information	☎0088-241-157
	Customer Assistance	☎0088-241-113
Osaka, Hyogo, Kyoto, Nara, Shiga, Wakayama	General Information	☎0088-242-157
	Customer Assistance	☎0088-242-113
Hiroshima, Okayama, Yamaguchi, Tottori, Shimane, Tokushima, Kagawa, Ehime, Kochi, Fukuoka, Saga, Nagasaki, Oita, Kumamoto, Miyazaki, Kagoshima, Okinawa	General Information	☎0088-250-157
	Customer Assistance	☎0088-250-113

More Information

Handset User Support

Via Yahoo! Keitai Main Menu: From above search field, select

メニューリスト → **English** → **User Support**

Online English Manual

<http://mb.softbank.jp/mb/support/3G/product/820n/> (820N)

<http://mb.softbank.jp/mb/support/3G/product/821n/> (821N)

May be unavailable at purchase. Call Customer Service or try later.

Emergency Numbers

- Police 110
- Fire & Ambulance..... 119
- Coast Guard 118

July, 2008 (1st Edition)
MDT-000088-EAA0

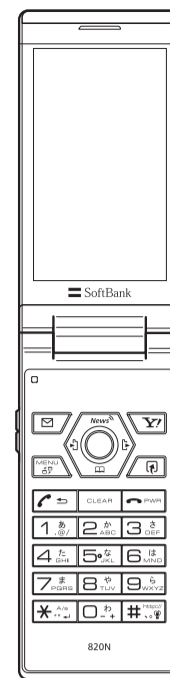
SoftBank 820N 821N

First Step Guide

Customer Service

More Information

Emergency Numbers



Use English Interface

Make International Calls

Customize Handset Address

and More...

Safety Precautions

- Do not leave handset in places subject to high temperatures (near an open flame, in direct sunlight or inside a car on a hot day).
May cause deformation or malfunction; or may cause battery to leak, overheat, rupture, ignite or suffer performance loss and reduced service life. Also, the outer housing may become hot resulting in burns.
- Do not disassemble/modify/solder handset.
May cause fire, injury, electric shock or malfunction. Also, battery may leak, overheat, rupture or ignite.
- Do not wet handset.
Exposing handset to fluids such as water or pet urine may cause overheating, electric shock, fire, malfunction, injury, etc.
- Use SoftBank specified devices (battery, charger, etc.) only.
Use of non-specified devices may cause battery to leak, overheat, rupture or ignite; or may result in malfunction or fire. Use of non-specified USIM Card may cause loss of data or malfunction.
- Do not place handset, battery, charger (sold separately) or USIM Card in a microwave oven or pressure cooker.
May cause battery to leak, overheat, rupture or ignite; may cause handset/charger to overheat, emit smoke or ignite; or may damage the circuit component.
- Do not throw handset or expose it to excessive shock.
May cause battery to leak, overheat, rupture or ignite; or may cause malfunction or fire.

- Keep conductive materials (e.g. metal pieces, pencil lead, etc.) away from Charger Terminals and External Device Port.
May cause short circuit, resulting in fire or malfunction.
- Turn off mobile phones when entering gas stations or other places where flammable gases generate. Do not charge battery in such places. Gases may ignite.
- If you notice an unusual odor, overheating, discoloration, deformation, etc. while using, charging or storing handset, immediately do the following:
 1. Unplug charger from AC outlet.
 2. Turn handset power off.
 3. Remove battery from handset.
 Continuing use may cause handset to overheat, rupture or ignite; or may cause battery to leak.
- Do not point infrared beam at anyone's eyes.
May cause eye injury. Do not direct infrared beam toward another infrared device as this may interfere with the device operation.
- Do not place handset on the dashboard close to airbags.
In case of airbag inflation, handset may hit passengers resulting in injury, malfunction or breakage.
- If you are wearing electronic medical equipment, do not carry handset in your breast pocket or inner pocket.
Using handset near electronic medical equipment may cause the equipment to malfunction.

- Do not allow fluids such as water, metal pieces or flammable materials to enter USIM Card Slot or microSD Memory Card Slot of handset.
May cause fire, electric shock or malfunction.
- Do not swing handset by its strap, etc.
Handset may strike you or people around you, resulting in injury, malfunction or breakage.
- Keep handset power off in places where use of mobile phones is prohibited, such as on an airplane or in a hospital.
May affect electronic devices or electronic medical equipment. Disable the auto power-on function before turning off handset.
Observe the instructions of individual medical institutions about use of mobile phones.
Handset operations aboard an aircraft may be punishable by law.
- Keep handset away from your ear when calling in handsfree mode. When playing games or music with Earphone-Microphone connected to handset, adjust the volume properly.
If the volume is too high, it may impair your hearing. If surrounding sounds cannot be heard clearly, it may result in an accident.
- If you have a weak heart, be careful with incoming call vibrator and ring volume settings.

- If thunder is heard outside, immediately turn handset power off and move to a safe place.
Failing to do so may attract lightning and cause electric shock.
 - Keep handset power off near high-precision electronic devices or devices using weak signals.
Failing to do so may interfere with the device operation.
* Examples of such devices:
Hearing aids, implanted cardiac pacemakers, implanted defibrillators and other electronic medical equipment; fire alarms, automatic doors and other automatic control devices
If you use an implanted cardiac pacemaker, implanted defibrillator or other electronic medical equipment, consult with the individual medical device manufacturer or distributor about the possible influence of radio waves.
 - If Display or camera lens is damaged, be careful of broken glass pieces or exposed internal components.
The shatter-proof film prevents Display/camera lens from shattering, however touching broken glass edges and exposed pieces may cause injury.
- For more information, see "Safety Precautions" in User Guide (Japanese).

Before Using Handset

Package Contents

- Handset (820N/821N)
- Battery (NEBAH1)
- Stereo Earphone Conversion Cable (NELAH1)
- Utility Software (CD-ROM)^{*1}
- Instruction Manuals (NEYAH1)^{*2}
- Warranty (Handset)

*1 Complimentary sample not available for purchase. Updates/upgrades may become available via SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>) without prior notification. Please check for the newest versions and download as required.

*2 User Guide (Japanese), Start Book (Japanese) and First Step Guide

Manner Mode

Minding Mobile Manners

Please use your handset responsibly. Inappropriate handset use can be both dangerous and bothersome. Please take care not to disturb others when using handset. Adjust handset use according to your surroundings.

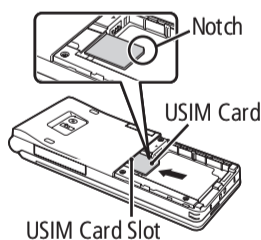
Activating/Canceling Manner Mode

Press and hold **#**

USIM Card Installation

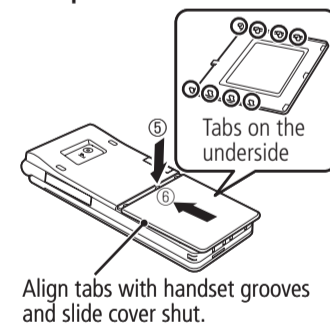
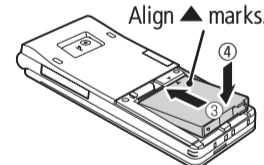
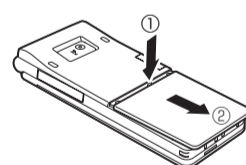
- 1 Slide in USIM Card (IC chip facing down)
- 2 Push USIM Card in completely

- USIM Card must be inserted to use handset.
- Before inserting/removing USIM Card, turn handset power off and remove battery.



Battery Installation

- 1 Press and slide to remove cover
- 2 Insert battery
- 3 Replace cover



USIM PINs

PIN1

A four- to eight-digit code used to prevent unauthorized handset use.

PIN2

Required to reset total call time/cost and set cost limit.

- PIN1 and PIN2, 9999 by default, can be changed.

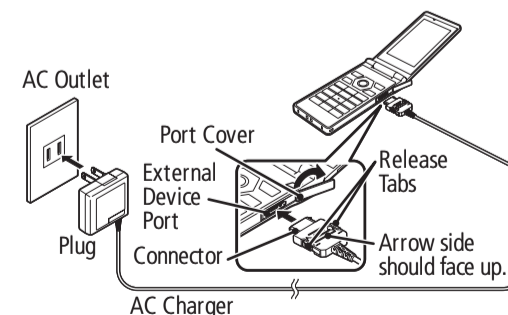
PIN Lock & Cancellation (PUK)

PIN1/PIN2 Lock is activated if PIN1/PIN2 is incorrectly entered three times. Enter PUK (Personal Unblocking Key) to unlock. For details, contact SoftBank Customer Center, General Information.

Charging

- 1 Open Port Cover and connect AC Charger
- 2 Plug AC Charger into an AC outlet
Charging Indicator lights red while charging; may take up to approximately 120 minutes.
- 3 Unplug AC Charger, then disconnect handset
Press and hold Release Tabs to disconnect.

- Use only specified AC Charger (sold separately).



Security Codes

Handset Code

A four-digit number required to use some handset functions. The code is 9999 by default.

Center Access Code

A four-digit number assigned at initial subscription. Required to access Voice Mail via landlines or to subscribe to fee-based information.

Network Password

A four-digit number assigned at initial subscription. Required to restrict calls and SMS (Call Barring).

- If Network Password is incorrectly entered three times, Call Barring settings are locked. Network Password and Center Access Code must be changed. For details, contact SoftBank Customer Center, General Information.

Specifications

Continuous Talk Time	Voice Call: 250 min.* Video Call: 100 min.*
Continuous Standby Time	630 hrs*
Charging Time	120 min.*

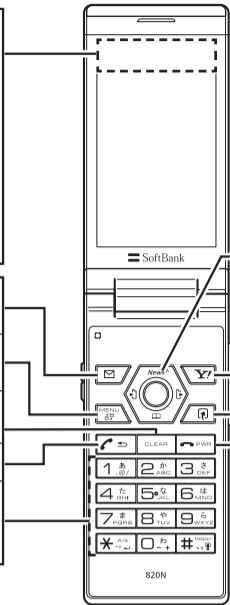
Dimensions (W×H×D)	820N: 49 × 107 × 11.7 mm* 821N: 49 × 107 × 13.6 mm* (handset closed, excl. protrusions)
Weight (incl. battery)	820N: 102 g* 821N: 107 g*

* Approximate value

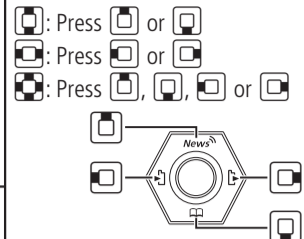
Getting Started

Display Indicators & Key Assignments

	Battery Level
	Signal Strength
	Packet Transmission Ready
	Unread Message(s)
	microSD Memory Card Inserted
	Manner Mode
	Alarm Set
	New Message(s) at Voice Mail Center
	Open Mail menu. Execute Upper Left Softkey functions.
	Open Main Menu. Execute Lower Left Softkey functions.
	Delete characters/numbers. Return to previous window.
	Initiate/answer calls.
	Enter characters/numbers.



Multi Selector
Select menu items, scroll pages, etc. In this guide, Multi Selector operations are indicated as shown below.



- Access Yahoo! Keitai. Execute Upper Right Softkey functions.
- Access shortcut. Execute Lower Right Softkey functions.
- Turn handset power on/off. Return to Standby.

- Key illustrations are simplified and differ in appearance from actual handset keys.
- Handset illustrations are based on 820N.

Menu List

- Mail**
 - Inbox
 - Outbox
 - Draft
 - Compose Message
 - Compose SMS
 - Server Mail
 - Retrieve New
 - Template
 - Mail Setting
- Yahoo! Keitai**
 - Yahoo! Keitai
 - Bookmark
 - Saved Pages
 - History
 - Enter URL
 - PC Site Browser
 - S! Quick News
 - Browser Settings
 - S! Appli
 - S! Appli Library

- Settings
 - Information
 - Settings**
 - Style Mode Setting
 - Incoming Call
 - Talk
 - Dialing
 - Video Call
 - Display
 - Call Time/Charge
 - Clock
 - Lock/Security
 - Connection Settings
 - Send Location Info
 - External Connection
 - Int'l Roaming Set
 - Other Settings
 - Data Folder**
 - My Picture
 - Melody
 - S! Appli

- Ring Songs•Music
- Videos
- TV
- My Signal
- Tools**
 - Bar Code Reader
 - Receive Ir Data
 - microSD Manager
 - Life History Viewer
 - Schedule
 - Alarm
 - To Do List
 - Text Memo
 - Calculator
 - Play/Erase Msg.
 - Play/Erase VC Msg.
 - Voice Memo
 - Voice Announce
 - USIM Operation
 - Account Details
 - Forwarding Image

- Text Reader
- Dictionary
- Optional Services**
 - Caller ID Notification
 - Voice Mail/Divert
 - Call Waiting
 - Call Barring
- Phone Book**
- Own Data**
 - Received Calls
 - Dialed Calls
 - Mail Member
 - Tomo-Den
 - Common Phrases
 - Own Dictionary
 - DL Dictionary
- Music**
 - Download Music
 - Search Music
 - Resume play

- Playlist
- Inbox
- Pre-installed
- microSD
- TV**
 - Watch TV
 - Program Guide
 - Booking Program List
 - Timer Recording List
 - Result Timer Rec
 - TV Link
 - Channel List
 - Channel Settings
 - User Settings
- Camera**
 - Photo Mode
 - Movie Mode
 - Voice Mode
 - My Picture
 - Videos

Handset Functions

Basic Operations

Handset Power On/Off

Power On

Press and hold

• When initial settings prompt appears in Japanese, select **NO** and press . Change display language to **English** ("English Interface" below), restart handset and perform initial settings following onscreen instructions.

Power Off

Press and hold

Network Settings

Retrieve network information to use network-related services.

To manually update network settings:

MENU → **Settings** → → **Connection Settings** → → **Retrieve NW Info** → → **Yes** →

English Interface

MENU → **設定** → → **ディスプレイ** → → **Language** → → **English** →

My Phone Number

MENU →

Date & Time

MENU → **Settings** → → **Clock** → → **Set main time** → → **Auto time adjust** → → **Manual (Date time set)** → → A time zone → → Enter year, date and time →

Calls

Voice Call

1 Enter number with area code →
2 to end call

Redialing

1 → An entry →
2 to end call

Video Call

1 Enter number with area code →
2 to end call

Calling Abroad from Japan

International Call Service may require application. Details and applications are available online: http://mb.softbank.jp/mb/en/global_service/
820N/821N is Global Roaming Service eligible.

1 Enter number → → **Int'l call** → → A country → →

2 to end call

Answering a Call

1
2 to end call

Answering Machine

Activating

MENU → **Settings** → → **Incoming Call** → → **Answering Machine** → → **ON** → → An outgoing message → → Enter ring time

Playing Messages

→ to select or → → A message →

Text Entry

Setting Input Method

In a text entry window, → **CHG input method** → → **Mode 1 (5-touch)** or **Mode 3 (T9 input)** for English entry →

Toggling Character Types

In a text entry window,

	Kanji/hiragana
	Katakana
	Alphanumerics
	Numbers

Examples

■ **Entering "car" in T9 Input Mode**
2 2 7 → → to select **car** →

■ **Entering "car" in 5-touch Mode**
2 (3 times) → → 2 → 7 (3 times)

Mail

S! Mail/SMS

S! Mail

Exchange messages with e-mail compatible handsets, devices or PCs. Attach images, melodies and other files.

SMS

Exchange short text messages with SoftBank handsets.

Customizing Handset Address

Change alphanumerics before @ of the default e-mail address to help reduce spam.

→ **Mail Setting** → → **Custom Mail Address** → → Follow onscreen instructions

Sending Messages

→ **Compose Message*** or **Compose SMS** → → **To** → → Enter address → (→ **Subject** → → Enter subject →)* → → Enter text → (→ → **Attach files**)* →

* Options for S! Mail

Receiving Messages

Received Result Window appears → **Mail** → → A message →

Phone Book

Phone Book Entry Items

Phone Number

Save up to four numbers on handset per entry.

E-mail Address

Save up to three addresses on handset per entry.

Saving to Phone Book

MENU → **Phone Book** → → → **Add to phonebook** → → **Phone** → → Enter name → → Check (edit) reading → → → Enter number → → An icon → → → Enter e-mail address → → An icon →

Editing Entries

→ Search and select an entry → → → **Edit phonebook** → → An item → → Edit → → → **YES** →

Dialing from Phone Book

→ Search and select an entry → → to select a number →

Voice Mail

Activating

MENU → **Optional Services** → → **Voice Mail/Divert** → → **Voice Mail ON** → → **YES** → → **No Answer** or **Always** → (→ A ring time →)*
* Perform this step when **No Answer** is selected.

Playing Messages

MENU → **Optional Services** → → **Voice Mail/Divert** → → **Play Messages** → → **YES** → → Follow voice guidance

• To switch to English voice guidance, press **2 1 2** while Japanese voice guidance is playing.

Camera

Capturing Still Images

MENU → **Camera** → → **Photo Mode** → → Frame image on Display → →

Recording Videos

MENU → **Camera** → → **Movie Mode** → → Frame image on Display → →

Yahoo! Keitai

Accessing Yahoo! Keitai

→ **メニューリスト** → → **English** → → A menu item →

PC Site Browser

Press and hold → **PC Site Browser** → → **Viewer Type** → → **Home** → → A menu item →

Music Player

Playing Music

MENU → **Music** → → A folder → → A file →

Creating a Playlist

MENU → **Music** → → **Playlist** → → → **Create playlist** → (→ A folder → → A file →)* → → Enter title →

* Repeat this step to select multiple files.

Using Playlists

MENU → **Music** → → **Playlist** → → A playlist →

Managing Files

Opening Files

MENU → **Data Folder** → → A folder → → A file →

Formatting microSD Memory Card

MENU → **Tools** → → **microSD Manager** → → → **microSD format** → → Enter Handset Code → → **YES** →

Software Update

Precaution

Before updating software, turn handset power off, and then restart handset.

Updating Software

MENU → **Settings** → → **Other Settings** → → **Software Update** → → **Software Update** → → Follow onscreen instructions