

# 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 will apply.)

## More Information

### Handset User Support

Via Yahoo! Keitai Main Menu: At top of Top Menu, Select **メニュー** → **English** → **User Support**.

### Online English Manual

<http://www.softbank.jp/mb/r/support/820p/>  
May be unavailable at purchase. Call Customer Service or try later.

Call these numbers toll free from landlines.

Subscription Area	Service Center	Toll Free 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

## Emergency Numbers

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



March 2012, Second Edition  
3TR005280AAA

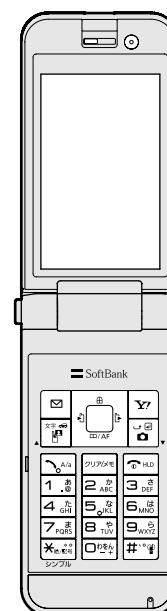
# SoftBank 820P

## First Step Guide

### Emergency Numbers

### Customer Service

### More Information



### Use English Interface

### Call Abroad from Japan

### Customize Handset Address

...etc.

# Safety Precautions

- Use specified battery, charger and holder. The use of devices other than those specified may result in malfunction of handset or battery. Leaking, overheating, explosion or fire may occur.
- Do not get handset, battery and charger wet. If liquids such as water or pet urine get into battery and charger, they may cause overheating, electric shock or malfunction. Do not use handset in damp places like bathrooms.
- Do not use handset while driving a vehicle. Doing so may interfere with safe driving and cause an accident. Stop your vehicle to park in a safe place before using handset. Drivers using handsets while driving are subject to prosecution.
- Do not throw or otherwise subject to strong force or impacts. Battery may leak, overheat, explode, catch fire, or cause damage to handset.
- Turn off handset where use is prohibited, such as aboard aircraft or in hospitals. Handset may interfere with the operation of sensitive devices and electronic medical equipment. Follow the instructions given by the respective medical facilities regarding the use of mobile phones on their premises. In addition, actions such as speaking on a mobile phone aboard aircraft are prohibited and may be punishable by law.
- Do not disassemble or modify handset. May cause accidents such as fire, bodily injury, electric shock or equipment malfunction.
- Keep handset off and charger disconnected in filling stations or places where flammable gas is generated. Handset use in such areas may lead to fire.
- Do not use or leave handset or related hardware in locations subject to high temperatures, such as near an open flame/heater, in sunlight or inside a car on an extremely hot day. Do not charge, leave, use, or be carrying handset or related hardware in a warm place or where heat collects, such as under a kotatsu (blanketed warming table) or electric blanket, next to a kairo (worn warming patch), etc. Battery may leak, overheat, explode, or ignite. Handset or related hardware may deform or malfunction. Part of the casing may also become hot and cause burns.

For more information, see "Safety Precautions"

# Handling Precautions

## General Notes

- SoftBank is not liable for damages from accidental loss/alteration of handset/Memory Card information (Phone Book entries, image/sound files, etc.). Back-up important information.
- Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places.
- Use handset without disturbing others.
- If handset is left with no battery or an exhausted one, data may be altered/lost. SoftBank is not liable for any resulting damages.
- Handset use near landlines, TVs or radios may cause interference.

## Electromagnetic Waves

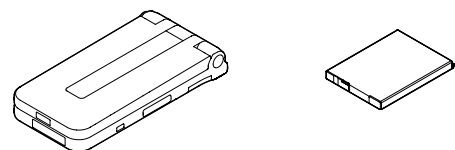
- Beware of eavesdropping. Digital signals reduce interception, however transmissions may be overheard. Deliberate/accidental interception of communications constitutes eavesdropping. "eavesdropping" means radio communication is received by another receiver deliberately or accidentally.
- For body worn operation, this mobile phone has been tested and meets RF exposure guidelines when used with an accessory containing no metal and positioning the handset a minimum 15 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.

For more information, see User Guide (Japanese) P.xxxii.

# Before Using Handset

## Package Contents

- Handset (820P)
- Battery (PMBAE1)
- User Guide (Japanese)
- First Step Guide
- Raku Raku Start Book (Japanese)
- Utility Software (CD-ROM)



Utility Software updates/upgrades may be released on SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>) without prior notification. Please check for the newest versions of utility applications and download as required.

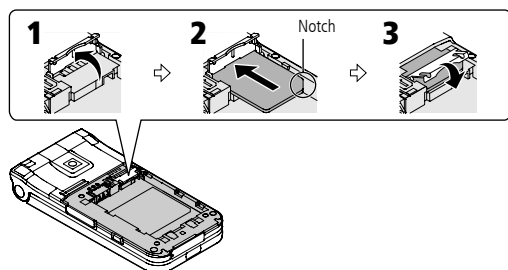
## Manner Mode

- 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 your handset. Adjust handset use according to your surroundings.

### Activating/Canceling Manner Mode

- In Standby, press and hold **#\*#** or **□**

## USIM Card Installation

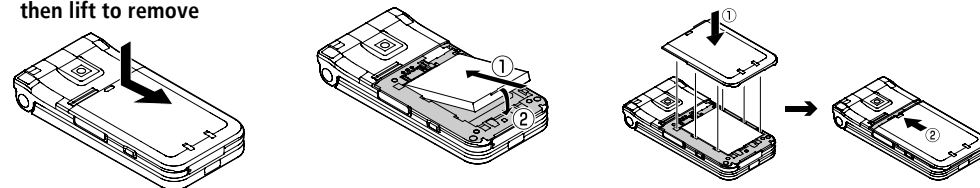


- 1 Open USIM Holder
- 2 Insert USIM Card (gold IC facing down) into USIM Holder
- 3 Close USIM Holder

USIM Card must be inserted to use this handset. Turn handset off and remove battery before inserting/removing USIM Card.

## Battery Installation

- 1 Slide battery cover, then lift to remove
- 2 Insert battery
- 3 Replace battery cover



## USIM PINs

- PIN1  
4 to 8-digit code used to prevent unauthorized 820P use.  
• PIN1 can be changed.  
• When PIN Entry is ON, PIN1 entry is required each time handset is turned on (with USIM Card inserted).
- PIN2  
Required to clear All Calls or set Cost Limit and Currency Setting.  
• PIN2 can be changed.
- PIN Lock & Cancellation (PUK)  
PIN1 Lock or PIN2 Lock is activated if PIN1 or PIN2 is incorrectly entered three times. Cancel PIN1 Lock or PIN2 Lock by entering the PIN Unlocking Key (PUK/PUK2).  
• If PUK is incorrectly entered ten times, USIM Card is locked and handset is disabled. Write down PUK.  
• For procedures required to unlock USIM Card, contact SoftBank Customer Center, General Information.

## Charging

- 
- 1 Connect AC Charger (not included) to handset
  - 2 Plug AC Charger into AC Outlet  
• Charging Indicator illuminates and charging starts; may take up to approximately 130 minutes.  
• When charging is complete, Charging Indicator goes out.
  - 3 Unplug AC Charger, then disconnect handset

## Passwords

- Handset Code  
Required to use/change some handset functions.  
• \* appears for each digit entered.  
• Handset Code (9999 by default) can be changed on handset.
- Center Access Code  
4-digit number specified at initial subscription; required to access Voice Mail via landlines or subscribe to fee-based information.
- Call Barring Password  
4-digit number specified at initial subscription, required to restrict handset services.  
• If entered incorrectly three times, Call Barring settings lock; Call Barring Password & Center Access Code must be changed. Reach SoftBank Customer Center, General Information for details.

## Specifications

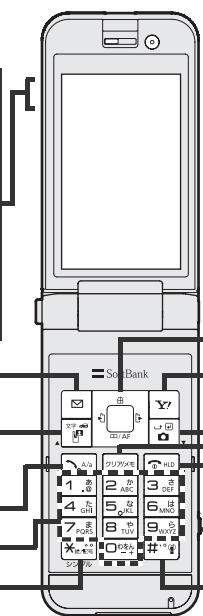
Weight (including battery)	Approx. 108 g	Dimensions (closed)	Approx. 50 x 104 x 15.2 mm
Talk Time	3G: Approx. 200 minutes Video Call: Approx. 100 minutes GSM: Approx. 200 minutes	Maximum Output	3G: 0.25 W GSM: 2.0 W
Standby Time (closed)	3G: Approx. 400 hours GSM: Approx. 300 hours	• Values were calculated with battery installed.	
Charging Time	AC Charger: Approx. 130 minutes In-Car Charger: Approx. 130 minutes		

# Getting Started

## Display Indicators & Key Assignments

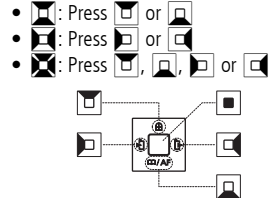
	Signal Strength
	Packet Data Transmission Available
	Unread Message
	Memory Card Inserted
	Manner Mode
	Battery Level
	Voice Message
	Alarm Set

	Open Messaging menu or execute Left Softkey functions
	Initiate Video Call; toggle input mode in text entry windows; press and hold in Standby to toggle Drive mode
	Initiate/answer call; toggle upper/lower case roman letters in text entry windows
	Enter numbers/characters
	Access pictographs/symbols in text entry windows; press and hold to toggle Simple mode



Use Multi Selector to select items, navigate menus, etc. In this manual, Multi Selector operations are indicated as shown below.

### Basic Multi Selector Operations



	Open Yahoo! Keitai Main Menu or execute Right Softkey functions
	Activate Camera in Standby or enter a line break in a text entry window
	Delete characters or highlighted items
	Turn handset power on/off; return to Standby
	Press to mute ringer; press and hold to toggle Manner mode
	Press and hold in Standby to toggle Manner mode

## Function List

<b>Messaging</b>
Incoming Mail
Create New S! Mail
Retrieve New
Drafts
Templates
Sent Messages
Unsent Messages
Server Mail Box
Create New SMS
Settings
Memory Status
<b>Yahoo! Keitai</b>
Yahoo! Keitai
Bookmarks
Saved Pages
Enter URL
History
S! Quick News
PC Site Browser
Settings

<b>S! Appli</b>
S! Appli Library
S! Appli Settings
Information
<b>Communication</b>
S! Town
S! Loop
Near Chat
<b>Camera</b>
Camera
Video Camera
<b>Entertainment</b>
Media Player
BookSurfing
e-Book Viewer
<b>Tools</b>
Alarms
Calendar
Answer Phone
Calculator
Memo Pad

Voice Recorder
Software Update
<b>Data Folder</b>
Pictures
Ring Songs&Tones
S! Appli
Music
Videos
Books
S! Familiar Usability
Templates
Memo Pad
Flash(R)
Other Documents
Memory Status
<b>Bar Code Reader</b>
Scan Barcodes
Saved Data List
<b>Connectivity</b>
Infrared
Bluetooth

Retrieve NW Info
<b>Phone Book</b>
Phone Book
Create New Entry
Call Log
Group
Account Details
Speed Dial
S! Addressbook Back-up
Settings
Memory Manager
<b>Settings</b>
Sound Settings
Display Settings
Phone Settings
Security
Call Settings
Mode Settings
Location Settings
Memory Card Manager

# Handset Functions

Most operation descriptions below begin in Standby.

## Basic Operations

### Handset Power On/Off

#### Power On

Open handset → Press for 3+ seconds

#### Power Off

Open handset → Press for 2+ seconds

### Retrieving Network Information

When , , or is pressed for the first time, 820P initiates Network Information retrieval; to retrieve it.

To update manually, → **Connectivity** → → **Retrieve NW Info** → →

### English Interface

→ **設定** → → **一般設定** → → **Language** → → **English** →

### My Number

→

### Date & Time

→ **Settings** → → **Phone Settings** → → **Date & Time** → → **Home Clock** → → **Date & Time** → → Enter date → → Enter time →

## Calls

### Making Voice Calls

Enter number with area code →

• to end call

### Calling from Outgoing Call Log

→ A phone number →

• to end call

### Making Video Calls

Enter number with area code →

• to end call

### Calling Abroad from Japan

Enter number → → **International Call** →

→ A country → →

• to end call

### Answering a Call

• to end call

### Answer Phone

Record messages on handset when unable to answer incoming calls.

#### Activating

Press and hold

• When Answer Phone is active, appears in Standby.

• To cancel: Press and hold again.

#### Playing Messages

In Information window, **Answer Phone** →

→ A message →

#### Deleting Messages

A message → → **Delete** → →

Answer Phone is unavailable when handset is off, out-of-range or Offline.

## Text Entry

### Toggle Entry Modes

In text entry window, to toggle input modes (or press and hold to toggle double-/single-byte) → Enter text

abc1/2	Single-byte alphanumerics
abc1/1	Double-byte alphanumerics
1231/2	Single-byte numbers
1231/1	Double-byte numbers
漢 1/1	Kanji (Hiragana)
か 1/2	Single-byte katakana
か 1/1	Double-byte katakana

### Example: Entering "no"

In text entry window, → abc1/2 →

→ → →

## Messaging

### S! Mail/SMS

#### S! Mail

Exchange text messages with e-mail compatible handsets, PCs, etc.; attach image/sound files etc.

#### SMS

Exchange short text messages with SoftBank handsets.

### Customizing Handset Address

Change your handset mail address (alphanumerics before @) to reduce the risk of receiving spam.

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

### Sending S! Mail & SMS

→ **Create New S! Mail (Create New SMS for SMS)** → → **Add Address** → → **Phone Book** → → An entry → → A number/mail address → → **Add Subject** → → Enter subject → → **Input Text** → → Enter text → → **Add Attachment** → → Files → →

• **Add Subject** and **Add Attachment** are not available for SMS.

### Receiving S! Mail & SMS

Information window opens and appears for a new message in Standby.

In Information window, **Message** → → A folder → → An unread message →

## Phone Book

### Phone Book Entry Items

#### Phone Number

Save up to three entries in Phone Book; two in USIM Card Phone Book. Emergency numbers (110, 119, 118) cannot be saved in Phone Book.

#### E-mail Address

Save up to three entries in Phone Book; one in USIM Card Phone Book.

### Saving to Phone Book

→ **Phone Book** → → **Create New Entry** → → An item → → Enter information → →

#### Save Settings

Select Phone Book memory for new entries.

→ **Phone Book** → → **Settings** →

→ **Save Settings** → → **Phone, USIM or Ask Each Time** →

• Select **Ask Each Time** to select target each time you save an entry.

### Editing Phone Book Entries

→ An entry → → **Edit** → → An item → → Edit → →

### Making Calls from Phone Book

→ to select a page of the required reading → An entry → → A phone number →

## Voice Mail

### Activating Voice Mail

→ **Settings** → → **Call Settings** → → **Optional Services** → → **Voice Mail ON** → → **Ringer Off** or **Ringer On** → → Ring time (for **Ringer On**) →

### Checking Voice Mail Messages

In Information window, **Voice Mail** → → Follow voice guidance

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

## Camera

### Capturing Still Images

→ Frame subject → → →

### Recording Videos

Press and hold → Frame subject → → → **Save to Data Folder** → →

## Yahoo! Keitai

### Yahoo! Keitai Main Menu

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

### PC Site Browser

→ **Yahoo! Keitai** → → **PC Site Browser** → → **Homepage** → → → A menu item →

## Media Player

### Playing Music/Video

→ **Entertainment** → → **Media Player** → → **Audio** or **Video** → → An item → → A file →

• To end playback, or → (for Audio)

### Creating New Playlists

→ **Entertainment** → → **Media Player** → → **Audio** or **Video** → → **Playlist** → → → **Create Playlist** → → Enter a Playlist name → → A Playlist → → → **Add** → → **Music** or **Ring Song** (for Audio) → A file →

### Using Playlists

→ **Entertainment** → → **Media Player** → → **Audio** or **Video** → → **Playlist** → → A Playlist → → A file →

• To end playback, or → (for Audio)

## Managing Files

### Opening Files

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

### Formatting Memory Card

→ **Settings** → → **Memory Card Manager** → → **Format Memory Card** → → → Enter 4-digit Handset Code →

## Software Update

### Precaution

Fully charge battery beforehand.

### Updating Software

→ **Tools** → → **Software Update** → → **Start Update** → → Follow onscreen instructions