

# Support

## Customer Service

■Call these numbers toll free from landlines.

Subscription Areas	Contact	
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

**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.

## More Information

**Handset User Support**  
Via Yahoo! Keitai Main Menu:  
From above the search field,  
select **メニューリスト** → **English** →  
**User Support**.

**Online English Manual**  
See SOFTBANK MOBILE Corp.  
Website (<http://www.softbank.jp>).  
May be unavailable at purchase.  
Call Customer Service or try later.

## Emergency Numbers

- Police ..... **110**
- Fire & Ambulance ..... **119**
- Maritime Safety Agency.... **118**

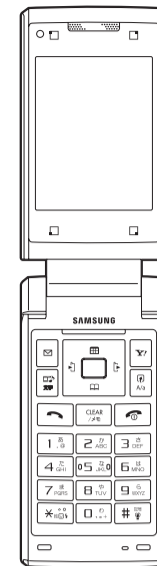
GH68-16839A (Rev. 1.1)

# SoftBank 820SC First Step Guide

Emergency Numbers

Customer Service

More Information



English Interface

International Call

Customizing Address

And More...

# Safety Precautions

## Do not short-circuit Charger Port.

Keep metal objects away from the Charger Port. Keep handset away from jewelry. Battery may leak, overheat, burst, or ignite causing injury. Use a case to carry handset.

## Avoid battery leakage, breakage or fire injury.

- Do not:**
- Heat or dispose of battery in a fire.
  - Disassemble, modify, or break battery.
  - Damage or solder on to battery.
  - Use a damaged or deformed battery.
  - Use a non-specified charger.
  - Force battery into handset.
  - Charge or place battery near fire, heat sources or expose it to extreme heat.
  - Use battery for other equipments.

## Do not insert foreign objects into handset.

Do not place metal or flammable objects in handset or Charger. This may cause fire or electric shock. Keep handset out of the reach of children.

## Keep handset away from liquid-filled containers.

Keep handset and Charger away from chemicals/liquids. Fire or electric shock may result.

## Avoid sources of fire.

To prevent fire or explosion, do not use handset near gas or fine particles (Coal, dust, metal, etc.).

## Keep handset/Charger out of microwave ovens.

Battery or handset may leak, burst, overheat, or ignite.

## Do not use Mobile Light near people's faces.

Eyesight may be temporarily affected leading to accidents. Use of controls, adjustments, or performance of procedure other than those specified herein may result in hazardous radiation exposure. As the emission Record from Mobile Light LED used in this product is harmful to the eyes, do not attempt to disassemble the cabinet. Servicing is limited to qualified servicing station only. Contact SoftBank Customer Center, Customer Assistance for repairs.

## Do not subject handset to shocks.

Subjecting handset or Charger to shocks may cause malfunction or injury. Should handset break, remove battery and contact the SoftBank Customer Center, Customer Assistance. Discontinue handset use. Fire or electric shock may occur.

## Keep handset off and Charger disconnected near filling station or places with risk of fire/explosion.

Handset use near petrochemicals or other flammables may lead to fire or explosion.

## Preventing accidents

- For safety, never use handset while driving. Pull over beforehand. Mobile phone use while driving is prohibited by the revised Road Traffic Law (Effective November 1 2004).
- Do not use headphones while driving or riding a bicycle. Accidents may result.
- Do not turn the volume up so high that ambient sounds cannot be heard, especially when walking in or around traffic to avoid accidents.

## Do not swing handset by the strap.

Injury or breakage may result.

## Use only the specified voltage.

Non-specified voltages may cause fire or electric shock.

- **AC Charger: AC 100V-240V Input**  
SoftBank is not liable for problems caused by charging handset abroad.
- **In-Car Charger: DC 12V/24V Input**

## Do not use step up/down transformers.

Use of the AC Charger with step up/down transformers may cause fire, electric shock or damage.

## Do not use In-Car Charger inside vehicles with a positive earth.

Fire may result. Use In-Car Charger only inside vehicles with a negative earth.

## Do not plug multiple cords in one outlet.

Excess heat or fire may occur.

## Do not bend, twist, pull, or set objects on the cord. Do not put heavy objects on the cords or heat or pull the cords.

Fire or electric shock may result.

## Do not short-circuit Charger Port.

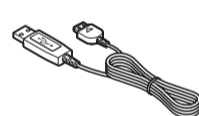
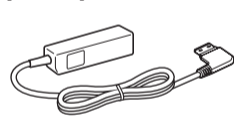
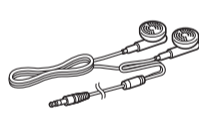
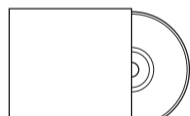
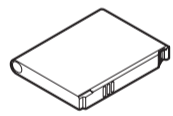
Keep the metal away from Port. Overheating, fire, or electric shock may result.

For more information, see User Guide P.xxx

# Before Using Handset

## Accessories

- Battery [SCBAK1]
- Utility Software<sup>1</sup> (CD-ROM)
- Stereo Earphones [SCLAD1]
- Earphone Conversion Cable with Microphone [SCLAJ2]
- USB Cable [SCDAJ1]
- SBM Charger Connector Adapter (SC-A) [SCDAJ2]<sup>2</sup>
- One Seg Stand



<sup>1</sup> Utility Software updates/upgrades may become available via SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>) without prior notification.  
<sup>2</sup> Required to connect specified AC Charger (purchased separately) and 820SC, to power handset or charge battery. Two Connector Adapters are included.

## Manner Profile

### Minding Mobile Manners

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

### Activating/Canceling Manner Profile

- Press **[\*][#]** for 1+ seconds

## USIM Card Installation

- 1** With IC chip down, insert USIM Card
- 2** Push in USIM Card until it locks

USIM Card must be inserted to use 820SC. Turn 820SC off and remove battery before inserting/removing USIM Card.

## Battery Installation

- 1** Press Lock and remove Battery Cover
- 2** Align Battery Slots and 820SC Notches to insert battery
- 3** Align Battery Cover Tabs and 820SC Slots; close Battery Cover

To prevent damaging it, avoid touching the IC chip when inserting or removing USIM Card. Do not touch battery contacts.

## USIM PINs

- **PIN**  
4- to 8-digit security code; prevents unauthorized use. Set **PIN certification** to **On** to require PIN entry at power on.
- **PIN2**  
4- to 8-digit security code required for Reset Call Cost or Edit Cost Limit, etc.

Change PIN and PIN2 as required.

- **Canceling PIN Lock (PUK/PUK2 Code\*)**  
Incorrectly entering PIN or PIN2 three consecutive times activates PIN Lock and limits 820SC function access. Enter PUK (PIN Unlocking Key) Code to cancel PIN Lock. For more information, contact Customer Service.  
\*Entering PUK/PUK2 incorrectly ten consecutive times locks USIM Card and disables 820SC. Write down PUK and PUK2. Unlocking USIM Card requires special service. Contact Customer Service.

Change Phone Password or Network Password on 820SC.

## Security Codes

- **Phone Password**  
4-digit number (9999 by default) required to use or change handset functions. Entered digits appear as \*. If incorrect, error message appears; try again.
- **Center Access Code**  
4-digit number specified at subscription; use to subscribe to fee-based information/access Voice Mail via landlines.

- **Network Password**  
4-digit number specified at subscription; use for Call Barring, etc. Entering it incorrectly three consecutive times locks Call Barring settings. To resolve, Network Password and Center Access Code must be changed. For details, contact Customer Service.

Change Phone Password or Network Password on 820SC.

## Charging

- 1** Insert Charger Connector into Adapter
- 2** Open Port Cover and insert Adapter Connector
- 3** Plug Charger into an AC 100V outlet
- 4** Unplug Charger, then disconnect handset

SoftBank 820SC	
Weight	Approximately 132 g
Continuous Talk Time	Voice Call: 250 minutes (in Japan, W-CDMA)/ 400 minutes (GSM) Video Call: 120 minutes (in Japan, W-CDMA)
Continuous Standby Time (820SC closed)	450 hours (in Japan, W-CDMA, GSM)

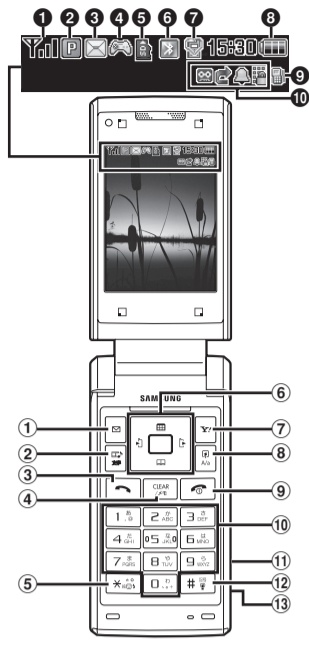
Charging Time (power off)	AC Charger: Approximately 180 minutes
Dimensions (W x H x D)	Approximately 51.3 x 102.8 x 18.4 mm (820SC closed)
Maximum Output	0.25W

- Values calculated with battery installed.
- Actual times may be reduced by alternating between operations/transmissions and Standby.

# Getting Started

## Display Indicators

1	Signal Strength
2	3G Network Connected
3	New Message
4	S! Appli Active
5	Memory Card Inserted
6	(in blue) Bluetooth® Active
7	Manner Profile
8	Battery Strength
9	Setting to Off for <b>Voice call</b> in <b>Volume</b> , and to Other Than <b>Off</b> for <b>Voice call</b> in <b>Vibration</b>
10	Voice Mail/Call Forwarding Active
	Answering Machine Active
	S! Mail Memory Full
	SMS Memory Full
	Alarm Set
	Unheard Answering Machine Message
	Unheard Voice Mail
	All Keys Locked
	Password Lock Active
	Secret Mode Shown
	Unread S! Friend's Status Registration Request
	Unread S! Friend's Status Notification
	Roaming



## Key Assignments

1	Open <b>Messaging</b> menu or execute Left Softkey command/function
2	Press for <b>Media Player</b> or change entry mode for text entry
3	Initiate or accept Voice Calls
4	Delete entered text or return to the previous window
5	Toggle Pictograms for text entry Long press for <b>My status</b>
6	Move menu items or cursor, scroll ■ Basic Multi Selector Operations ■ : Press [Left] or [Right]
7	Access <b>Yahoo! Keitai</b> or execute Right Softkey command/function
8	Show <b>Switch bar</b> or toggle upper/lower-case for text entry
9	Turn power on/off or end operations
10	Enter numbers or characters and select menu items
11	▶ Activate Camera or capture image
12	Toggle Symbols for text entry Long press for Manner profile
13	▶ Activate TV

## Function List

<b>Messaging</b>	<b>Communication</b>	Bar code reader	Reservation list
Received messages	S! Town	Stopwatch	Settings
Create new	S! Loop	Dictionary	<b>Phonebook</b>
Retrieve new	S! Friend's Status	Software update	Phonebook
Drafts	S! Circle Talk	<b>Data Folder</b>	Create new entry
Templates	(Near Chat (Japanese))	Pictures	Call log
Sent messages	<b>Camera</b>	My Pictograms	Group settings
Unsent	Take photo	Ring songs • tones	Account details
Server mail	Record video	S! Appli	Speed dial
Create new SMS	Bar code reader	Music	S! Addressbook
Settings	Dynamic effect	Videos	Back-up
Memory Status	Video editor	Books	Settings
<b>Yahoo! Keitai</b>	Slide show	S! Familiar Usability	Memory status
Yahoo! Keitai	<b>S! Appli</b>	S! Mail templates	<b>Settings</b>
Bookmarks	S! Appli library	Flash®	Standby window
Saved pages	Settings	Flash® Ringtones	Sounds & Alerts
Enter URL	<b>Tools</b>	Other documents	Manner mode settings
History	Alarms	Memory status	Display settings
PC site browser	Calendar	<b>Entertainment</b>	Phone settings
Yahoo! Keitai browser settings	Calculator	S! Quick News	Security
<b>Media Player</b>	Converter	BookSurfing®	Call settings
Music	World clock	<b>TV</b>	Mode settings
Movie	Notepad	Watch TV	Connectivity
Streaming	Tasks	Program guide	Memory settings
Settings	Voice recorder	TV links	
	Voice recognition	TV player	

# Handset Functions

## Basic Operations

### Handset Power On/Off

#### Power On

Open 820SC → [Power] for 1+ seconds

820SC initiates Network Info retrieval the first time [Power], [M], [Y], [V], [E], [S], or [TV] is pressed in Standby. Select **Yes** then follow onscreen instructions.

#### Power Off

[Power] for 2+ seconds

### English Interface

[Settings] → [設定] → [一般設定] → Language → English

### My Phone Number

[Settings] → [My phone number]

[Power] to exit

### Setting Clock

[Settings] → Phone settings → Date & Time → Time field → Enter time (24-hour format) → Date field → Enter year, month, and day → [Save]

## Calls

### Voice Call

Enter a phone number → Confirm the number → [Call] (Call)

[End call] to end the call

### Using Call Log Records

[Call log] (Received calls) / [Call log] (Dialled calls) → Highlight a record → [Call] → Voice call

[End call] to end the call

### Video Call

Enter a phone number → [Video call] for 1+ seconds

[End call] to end the call

### International Call

International Call Service as well as Global Roaming Service require application for use. Details and applications are available online: [http://mb.softbank.jp/mb/en/global\\_service/](http://mb.softbank.jp/mb/en/global_service/)

Enter a phone number → [International call] → Select country/Enter Code for direct entry → Select Call from → Confirm the number → [Call]

[End call] to end the call

To call a Softbank handset overseas, enter handset phone number; country code is not required.

### Receiving a Call

When 820SC rings/vibrates, [Answer]

[End call] to end the call

### Answering Machine

#### Activating & Canceling

[Settings] → Call settings → Answering machine → Setting → On/Off  
•When On, [AM] appears in Standby.

#### Playing Messages

[Settings] → Call settings → Answering machine → Recordings → Highlight a message → [Play]

#### Deleting Messages

[Settings] → Call settings → Answering machine → Recordings → Highlight a message → [Delete] → Yes

## Text Entry

### Changing Text Entry Mode

In a text entry window, [Text entry mode] → Select entry mode

漢	Kanji/Hiragana
カ	Double-byte Katakana
カ	Single-byte Katakana
A	Double-byte Alphanumerics
Ab	Single-byte Alphanumerics
1	Double-byte Numbers
12	Single-byte Numbers
×	Double-byte Symbols
#@	Single-byte Symbols
▶	Pictograms
😊	Emoticons
韓	Hangul

#### Example: Entering "no"

In a text entry window, [Text entry mode] → Ab → [no] (Twice) → [OK] → [no] (Thrice) → [OK]

## Messaging

### S! Mail/SMS

#### S! Mail

Exchange messages of 30,000 single-byte or 15,000 double-byte characters (approx.) with S! Mail compatible SoftBank handsets or other devices via E-mail; attach media or other files for multimedia messaging.

#### SMS

Exchange up to 70 double/single-byte characters or 160 single-byte alphanumerics with SMS compatible SoftBank handsets. Use handset phone numbers as mail addresses.

### Customizing Address

Change alphanumerics before @ of handset mail address. May help reduce spam.

[Settings] → Custom mail address → English → Follow onscreen instructions

### Sending Messages

#### S! Mail

[S! Mail] → Create new → Recipient field → Enter address → Enter mail address → Subject field → Enter subject → Attach field → Data Folder → Select a folder → Select a file → Enter Text field → Enter message → [Send]

#### SMS

[S! Mail] → Create new SMS → Recipient field → Enter Number → Enter phone number → Enter Text field → Enter message → [Send]

### Checking for New Messages

In Standby, notification appears for new message.

[Check] (View) → Select a folder → Select an incoming message

## Phonebook

### Phonebook Entry Items

#### Phone Number

Save five numbers (32 bytes each); USIM Card Phonebook entry limit varies by card.

#### E-mail Address

Save five addresses (128 bytes each); USIM Card Phonebook character entry limit varies by card.

### Saving to Phonebook

[Phonebook] → [New] → Last name field → Enter last name → First name field → Enter first name → Add phone number field → Enter number → Select an icon → Add E-mail address field → Enter address → Select an icon → [Save]

### Calling from Phonebook

[Phonebook] → Highlight an entry → [Details] → Highlight number → [Call] → Voice call

## Voice Mail

### Activating

[Settings] → Call settings → Optional services → Voice mail/Call forwarding → Voice mail on → Always (0 sec.) or No reply (5 to 30 sec.) → For No reply (5 to 30 sec.), select waiting time

### Listening to Messages

When a caller saves a Voice Mail message, a notification and [VM] appear in Standby.

#### When Notification Appears

[Play] → Follow voice prompts

#### When [VM] Appears

Dial 1416 → [Answer] → Follow voice prompts

## Mobile Camera

### Capturing Still Images

[Camera] for 2+ seconds → Use Display as viewfinder → [Shutter] (slightly) → [Shutter] → [Save]

### Capturing Video

[Camera] → Record video → Use Display as viewfinder → [Shutter] → [Shutter] → [Save]

## Yahoo! Keitai

### Yahoo! Keitai

[Yahoo! Keitai] → Select an item

### PC Site Browser

[Yahoo! Keitai] → PC site browser → Homepage → [OK] → Yes/No → Select an item

## Media Player

### Playing Music

[Media Player] → Music → Select a folder → Highlight a file → [Play]

### Creating Playlists

[Media Player] → Music/Movie → Playlist → [Create playlist] → Enter Playlist name → Select created Playlist → [Add] → Files → Check file to save → [Save]

### Playing Playlists

[Media Player] → Music/Movie → Playlist → Highlight a Playlist → [Play]

## Managing Files

### Opening Files

[Data Folder] → Select a folder → Highlight a file → [View/Play/Select/Start]

### Format Memory Card

[Settings] → Memory settings → Memory card → Format memory card → Enter Phone Password → [OK] → Yes

## Software Update

### Precaution

Update may fail if battery is low; charge battery beforehand.

### Updating Software

[Tools] → Software update → [Yes] → Read Terms of Use then select Agree → Enter Center Access Code → [OK] → [OK] → Update now