

# Support

## Customer Service

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

**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..... **119**
- Maritime Safety Agency..... **118**

TINSEA157AFZZ  
07L 236.8 DS AI ①

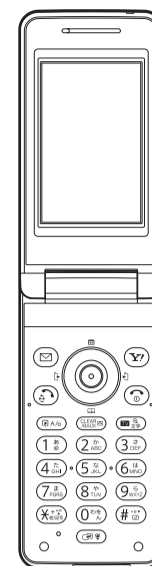
# SoftBank 820SH 821SH

## First Step Guide

Emergency Numbers

Customer Service

More Information



Use English Interface

Place International Calls

Customize Handset Address

And more...

# Safety Precautions

- Use specified items (battery, Charger, etc.) only. Non-specified equipment use may cause malfunction, or battery to leak, overheat, burst or ignite, leading to fire, burn injuries or electric shock.
- Do not short-circuit power/charging terminals. May cause fire, electric shock or malfunction; battery may leak, overheat, burst or ignite. Keep conductive material (wire, metal jewelry, pencil lead, etc.) away from Charger or External Device Port terminals.
- Do not open, modify or disassemble handset and related hardware. May cause malfunction, or battery may leak, overheat, burst or ignite. Fire, injury or electric shock may also result. Contact SoftBank Customer Center, Customer Assistance for repairs.
- Do not expose handset or accessories to liquids. May cause malfunction, overheating, fire or electric shock. Avoid exposure to water, pet urine, etc.

- Do not expose handset/accessories to extreme heat/direct sunlight (e.g., inside vehicles, etc.). May cause malfunction/warping; battery may leak, overheat, burst or ignite. Handset or battery may become hot to the touch, leading to burn injuries.
- Do not dispose of battery in fire. May leak, overheat, burst or ignite.
- Do not apply strong shocks or excessive force. Do not drop/throw handset/accessories. May cause damage or malfunction. Battery may leak, overheat, burst or ignite, resulting in fire, shock or injury. Stop using battery if damaged or warped. Do not sit on or place heavy objects on handset/accessories (e.g., in back pants pockets or inside handbags, packs, etc.).
- Keep handset, battery or Charger away from humidity, dust or extreme temperatures. Malfunction may result.
- If battery fluid gets in eyes, do not rub; rinse with water and consult a doctor immediately. Eyes may be severely damaged.

- Do not force battery into handset. Battery may leak, overheat, burst or ignite; make sure the direction and install properly.
- Do not place handset or accessories in ovens, microwave ovens or other cooking appliances. Battery or other parts may leak, burst, overheat or ignite; may cause malfunction, accident or injury.
- Keep handset off and Charger disconnected near gas stations or places with fire/explosion risk. Handset use near petrochemicals or other flammables may cause fire/explosion; turn handset off before using S! FeliCa at gas stations (cancel IC Card Lock beforehand).
- Never use handset while driving. Accidents may result. Park beforehand. Phone use while driving is prohibited by the Road Traffic Law.

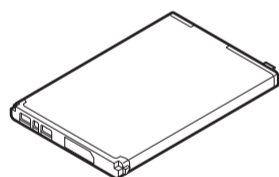
- If an abnormality occurs: If there is abnormal odor, excessive heat, discoloration or distortion, unplug Charger, turn off handset and remove battery immediately; may cause overheating, bursting, fire or battery leakage.
- If battery does not charge properly, stop trying. Battery may leak, overheat, burst or ignite.
- At signs of a battery leak, avoid fire sources. Battery may catch fire or burst.

For more information, see Online English Manual.

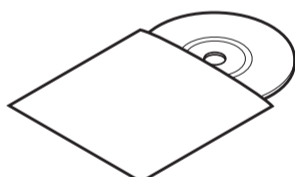
# Before Using Handset

## Accessories

- Battery (SHBBH1)



- Utility Software (Japanese)\*



\* Complimentary sample, not available for purchase.

## Manner Mode

- 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.

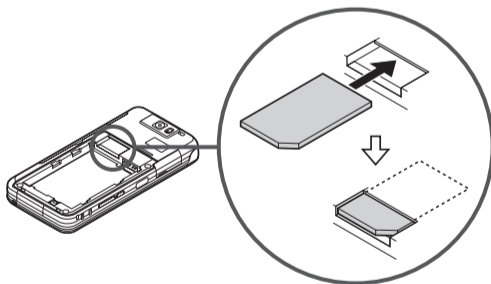
## Activating/Canceling Manner Mode

- Press **[Manner Mode]** for 1+ seconds

## USIM Card Installation

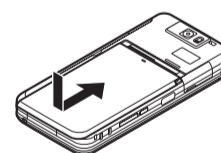
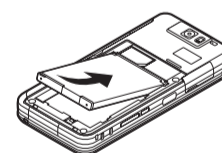
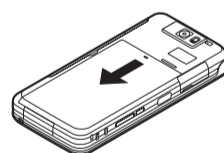
- 1 Slide in USIM Card with IC chip facing up
- 2 Insert battery (right)

- Turn handset off and remove battery beforehand.
- Do not force USIM Card into or out of handset.
- USIM Card must be inserted to use handset.



## Battery Installation

- 1 Remove cover
- 2 Insert battery
- 3 Close cover



- Press and slide as shown.

## USIM PINs

- PIN1  
4-digit code; activate PIN Entry to restrict usage.
- PIN2  
Required to clear Call Costs and to set Max Cost.

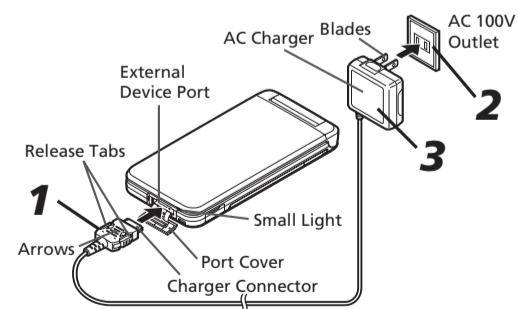
PIN1 and PIN2, **9999** by default, are changeable.

- PIN Lock & Cancellation (PUK Code\*)  
Entering incorrect PIN1 or PIN2 three consecutive times locks USIM Card, disabling handset. Enter PUK Code to unlock. For details, contact SoftBank Customer Center, General Information.  
\*USIM Personal Unblocking Key (PUK Code) unblocks a USIM Card blocked after the wrong PIN has been entered three consecutive times. Each USIM Card has a unique PUK Code. Do not disclose it to unauthorized persons.

## Charging

Use specified AC Charger ZTDAA1 (sold separately) only.

- 1 Open Port Cover to connect Charger
- 2 Plug Charger into AC outlet
  - Small Light illuminates red while charging.
  - When charging completes Small Light goes out.
- 3 After charging, unplug Charger, then disconnect handset



## Security Codes

- Handset Code  
**9999** by default; use or change some functions.
- Center Access Code  
4-digit code selected at subscription; access Voicemail via landlines or subscribe to fee-based information.
- Network Password  
4-digit code selected at subscription; restrict handset services.

- A message appears for incorrect code entry; retry.
- If Network Password is incorrectly entered three times consecutively, Call Barring settings are locked. To resolve, Network Password and Center Access Code must be changed. For details, contact SoftBank Customer Center, General Information.

## Specifications

### SoftBank 820SH/821SH

Weight	Approximately 103 g (820SH) Approximately 100 g (821SH)
Continuous Talk Time	Approximately 220 minutes
Continuous Standby Time (handset closed)	Approximately 300 hours
Charging Time (power off)	AC Charger: Approximately 140 minutes In-Car Charger: Approximately 140 minutes

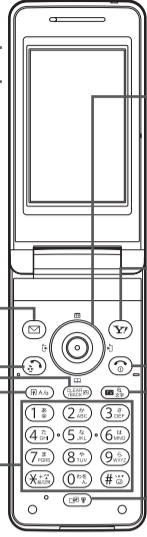
Continuous Video Call Talk Time	Approximately 120 minutes
Dimensions (W x H x D)	Approximately 49 x 101.5 x 13.4 mm (820SH) Approximately 49 x 101.5 x 12.9 mm (821SH) (handset closed, without protruding parts)
Maximum Output	0.25 W

• Values calculated with battery installed.

# Getting Started

## Display Indicators & Key Assignments

	Signal Strength
	Packet Transmission Available
	Unread Mail
	Memory Card in Use
	Manner Mode Active
	Battery Strength
	New Voicemail
	Alarm Set



**Basic Multi Selector Operations**  
Select menu items, move cursor and scroll, etc. In this manual, Multi Selector operations are indicated as shown below.

- Press or
- Press or
- Press , , , or

	Open Messaging menu or execute Softkey functions
	Initiate/answer calls
	Delete entries, escape/return to previous window
	Open Shortcuts menu. In text entry windows, toggle upper/lower case
	Enter numbers/characters

	Open Yahoo! Keitai Main Menu or execute Softkey functions
	Turn handset power on/off
	Activate TV or change character entry mode
	Activate/cancel Manner mode or toggle multiple active function windows

## Menu List

<b>Communication</b>	<b>Templates</b>	<b>S! Appli</b>	<b>Expenses Memo</b>	<b>S! Addressbook Backup</b>	<b>Call/Video Call</b>
S! Town	Sent Messages	S! Appli	Osaifu-Keitai	Ph.Book Settings	Call Time & Cost
S! Loop	Unsent Messages	Osaifu-Keitai	<b>Tools 2</b>	Manage Entries	Answer Phone
S! Friend's Status	Chat Folder	Settings	Stopwatch	<b>Settings</b>	Voicemail/Divert
S! Circle Talk	Server Mail Box	Information	Countdown Timer	<b>Phone Settings</b>	Video Call
Near chat	Create New SMS	<b>TV</b>	World Clock	Mode Settings	Show My Number
<b>Yahoo! Keitai</b>	Settings	Digital TV	Hour Minder	Display	Missed Calls
Yahoo! Keitai	Memory Status	TV Player	<b>Tools 3</b>	Custom Screens	Int'l Calling
Bookmarks	<b>Camera</b>	TV Link	Document Viewer	Sounds & Alerts	Disp. Time/Call
Saved Pages	<b>Data Folder</b>	TV Listing	Notepad	Date & Time	Call Barring
Enter URL	Pictures	Reservation List	Voice Recorder	言語選択 (Language)	Minute Minder
History	DCIM	Settings	Barcode/Scan	User Dictionary	Auto Answer
PC Site Browser	My Pictograms	<b>Entertainment</b>	Phone Help	Ringer Output	Call Waiting
Common Settings	Ring Songs•Tones	S! Quick News	<b>Phone</b>	Earpiece Volume	<b>Network Settings</b>
<b>Media Player</b>	S! Appli	S! CAST/Weather Icon	Phone Book	Change Menu	Offline Mode
Music	Music	BookSurfing	Add New Entry	Locks	Retrieve NW Info
Videos	Videos	e-Book Viewer	Information	Software Update	Location Info
Streaming	Lifestyle-Appli	<b>Tools</b>	Call Log	Master Reset	Network Info
Settings	Books	<b>Tools 1</b>	Play Messages	<b>Connectivity</b>	
<b>Messaging</b>	Custom Screens	Calendar	Call Voicemail	Bluetooth	
Received Msg.	Flash®	Alarms	Category Control	Infrared	
Create Message	Flash® Ringtones	Wakeup TV	My Details	USB Mode	
Retrieve New Msg.	Other Documents	Tasks	Speed Dial List	USB Charge	
Drafts	Memory Status	Calculator	Mail Groups	Memory Card	

# Handset Functions

## Basic Operations

### Handset Power On/Off

#### Power On

(Long Press)

If Japanese appears first time handset powers on, press three times, choose **はい** and press . In Standby, press , choose **いいえ** and press . In Main Menu, change interface to English (below).

#### Power Off

(Long Press)

### Network Settings

Retrieve Network Information to use Network-related services; the first time you press , or , a prompt appears.

, or → **Yes** →

### English Interface

→ **設定** → → **Language** → → **English** →

### My Phone Number

→

### Setting Clock

→ **Settings** → → **Date & Time** → → **Set Date/Time** → → Enter date and time (24-hour format) →

## Calls

### Voice Call

Enter number →

• → Call ends

### Redialing

→ A record → →

• → Call ends

### Video Call

Enter number → (Long Press)

• → Call ends

### International Call

First, apply for International Call Service. Details and applications are available online: [http://mb.softbank.jp/mb/en/global\\_service/820SH/821SH](http://mb.softbank.jp/mb/en/global_service/820SH/821SH) is not Global Roaming Service eligible.

Enter number → → **Int'l Call** →

A country → →

• → Call ends

### Answering a Call

When a call arrives,

• → Call ends

## Answer Phone

### Activating

(Long Press)

- appears for recorded message
- To cancel, (Long Press)

### Playing Messages

- To stop, during playback

## Text Entry

### Toggle Entry Modes

In text entry windows, → A mode →

→ Enter text

	Kanji (hiragana)
	Double-byte katakana
	Single-byte katakana
	Double-byte alphanumerics
	Single-byte alphanumerics
	Single-byte number
	Character Codes

### Example: Entering no

In text entry windows, → **Abc** →

→ → → → →

## Messaging

### SMS/S! Mail

#### SMS

Exchange up to 160 alphanumeric characters with other SoftBank handsets.

#### S! Mail

Exchange up to 30,000 characters with e-mail compatible SoftBank handsets or other devices; attach media files, etc.

### Customizing Address

Change alphanumerics before @ of the default handset mail address. Customizing handset mail address helps reduce spam.

→ **Settings** → → **Address Settings** → → **English** → → Onscreen instructions

### Sending Messages

→ **Create Message** (S! Mail) or **Create New SMS** → → Recipient field → → Enter → → Enter subject (S! Mail) → → (Text) → → Enter → → to attach files (S! Mail) → →

### Receiving Messages

Delivery Notice appears and Information window opens ( appears) for new mail.  
 to open Received Msg. folder.

## Phone Book

### Phone Book Entry Items

#### Phone Number

Enter up to five numbers on handset (32 digits each).

#### E-mail Address

Enter up to five addresses on handset (128 single-byte alphanumerics each).

### Saving to Phone Book

→ → **Phone** → → **Add New Entry** → → **Last Name:** → → Enter → → **First Name:** → → Enter → → **Add Phone Number:** → → Enter number → → An icon → → **Add Email Address:** → → Enter address → → An icon → →

### Editing Entries

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

### Dialing via Phone Book

→ Enter reading → A name → → A phone number →

## Voicemail

### Activating

→ → → **Call/Video Call** → → **Voicemail/Divert** → → **Voicemail** → → **Activate** → → **Always or No Answer** → → Ring time (for **No Answer**) →

### Playing Messages

→ → **Call Voicemail** → → Follow the voice guidance

## Mobile Camera

### Capturing Still Images

→ → Frame image on Display → →

### Recording Video

→ → → Frame image on Display → → →

## Yahoo! Keitai

### Accessing Yahoo! Keitai

→ → **メニューリスト** → → **English** → → Highlight a menu item →

### Using PC Site Browser

→ → **Yahoo! Keitai** → → **PC Site Browser** → → Enter URL → → URL → → Highlight a menu item →

## Media Player

### Playing Music

→ → **Media Player** → → **Music** → → **My Music** → → → **Music Folder** or **Ring Songs•Tones** → → **All Music** → → A file →

### Adding Playlists

→ → **Media Player** → → **Music** → → **My Music** → → → **Music Folder** or **Ring Songs•Tones** → → **Add New Playlist** → → Enter name →

### Using Playlists

→ → **Media Player** → → **Music** → → **My Music** → → → **Music Folder** or **Ring Songs•Tones** → A Playlist → → A file →

## Managing Files

### Opening Files

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

### Format Memory Card

→ → → **Connectivity** → → **Memory Card** → → **Format Card** → → **Yes** → → Handset Code → → **Yes** →

## Software Update

### Precaution

Before updating software, turn power off to end all active functions/applications, then restart handset.

### Updating Software

→ → **Software Update** → → **Software Update** →