

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.)

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/823t/> (823T)

<http://mb.softbank.jp/mb/support/3G/product/824t/> (824T)

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

Emergency Numbers

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

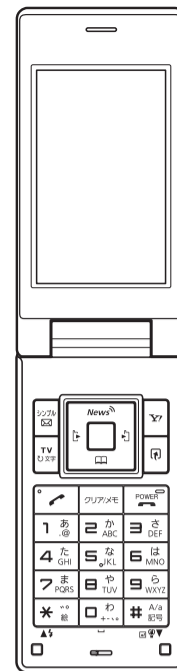
SoftBank 823T 824T

First Step Guide

Customer Service

More Information

Emergency Numbers



Use English Interface

Global Roaming

Customize Handset Address

and more...

General Notes

Using Your Handset

- The handset employs radio waves. Signals may be disrupted even within service areas if you are indoors, underground, inside a tunnel or inside a vehicle. If you move to a location with poor signal reception, a call or the TV image/sound may be suddenly cut off.
- When using the handset in public places, take care not to annoy other people around you. Use of the handset is prohibited in some public places such as in theaters or on buses and trains.
- The handset is a radio transceiver under Japanese Radio Law. You may be requested to submit the handset for inspection based on this law.
- Use of the handset near a landline phone, TV or radio may affect the image and sound quality of the equipment.
- The handset employs a digital system to maintain a high level of communication quality even at very low signal levels. However, calls may be suddenly cut off when the signal strength becomes too weak.
- The digital system provides a high level of privacy protection. However, the possibility of someone eavesdropping on your conversation cannot be ruled out as long as radio waves are used.

- Data stored on the handset may be corrupted or lost on the following occasions.
 - The handset is used improperly.
 - The handset is exposed to static electricity or electric noise.
 - The handset is turned off during operation.
 - The battery is completely discharged.
 - The handset malfunctions or is sent for repairs.
- SoftBank and Toshiba accept no liability whatsoever for the corruption or loss of stored data. Be sure to keep a separate memo of important data to limit damage caused by data corruption or loss to a minimum.
- Be sure to charge the battery before using the handset for the first time or if the handset has not been used for a long time. When the battery is stored for a long time, it discharges over time even if it is not used.
- Before using a memory card, read the instruction manual of the memory card thoroughly to ensure safe and proper operation.
- When the handset is used for extended periods of time, especially in high temperature conditions, the handset surface could become hot. Please use caution when touching the handset under such conditions.

- When certain items are taken out of the country, documentation may be required to certify that the export of the items is not controlled, prohibited, or restricted by the Export Trade Control Order and Foreign Exchange Order. Basically, no such documentation is required if you take the handset out of the country and bring it back for the purpose of personal use when going on vacations or short business trips. In some cases, however, an export permit may be required if the handset is to be used by or transferred to anyone else. Furthermore, a US government export permit may be required when taking the handset to countries for which the US government has imposed export restrictions (Cuba, North Korea, Iran, Sudan, Syria). For details on export laws, regulations and procedures, refer to the Web page of the Security Export Control Policy Division of the Ministry of Economy, Trade and Industry.
- If you use a hearing aid, handset usage may interfere with hearing aid performance. If there is any interference, consult with the manufacturer or distributor of the hearing aid.

Inside Vehicles

- Do not use the handset while driving. Use of the handset while driving is prohibited by law. Talking on the handset using Stereo Earphone-Microphone (sold separately) while driving may be subject to penalties in some prefectures.
- Before using the handset, stop the vehicle in a safe area where parking or stopping is permitted.

Aboard Aircraft

- Do not use the handset on an aircraft. Do not turn the handset on while you are on the aircraft. Use of the handset on an aircraft is prohibited by law.

Read "Safety Precautions" in the Japanese User Guide, prior to handset use.

Before Using Handset

Package Contents

- Handset*1
- Start Book (Japanese)
- Utility Software for 823T/824T (CD-ROM)**3

- Battery (TSBAV1)
- User Guide (Japanese)

- Battery Cover
- First Step Guide

*1 Use SoftBank specified AC Charger (sold separately).

**2 Complimentary sample not available for purchase.

**3 Utility Software updates/upgrades may become available via SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>) without prior notification. Please check for the newest versions of Utility Software 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.

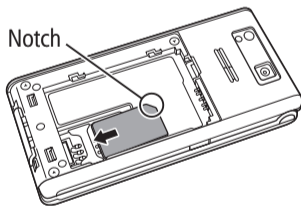
Activating/Canceling Manner Mode

Press and hold **#4467**

USIM Card Installation

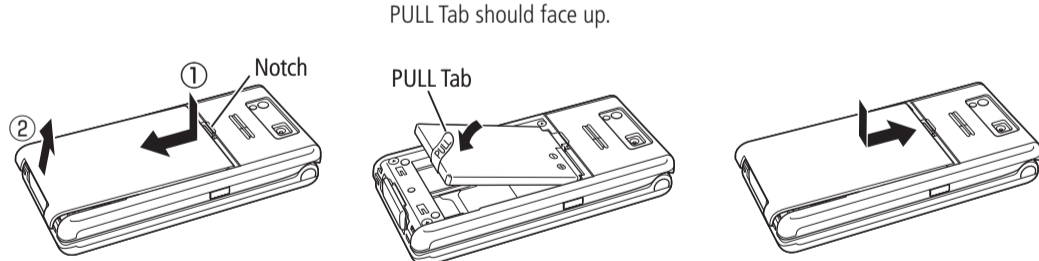
USIM Card must be inserted to use this handset. Turn handset power off and remove the battery before inserting/removing USIM Card.

Insert USIM (IC facing down) as pictured



Battery Installation

- 1 Press and slide battery cover (1), then lift out (2)
- 2 Align terminals and insert battery
- 3 Slide battery cover shut



USIM PINs

PIN

A four- to eight-digit code to prevent unauthorized handset use. The default setting is 9999.

PIN2

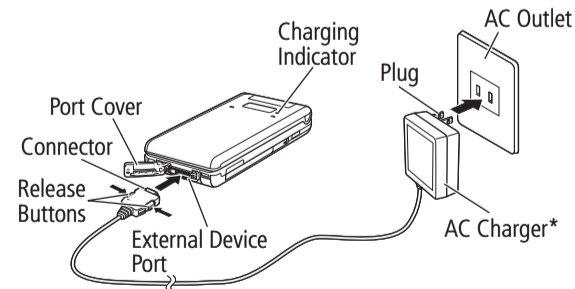
A four- to eight-digit code required to reset **Call Time&Cost**. The default setting is 9999.

PIN Lock & PUK Codes

PIN Lock or PIN2 Lock is activated when PIN or PIN2 is incorrectly entered three times. PUK (Personal Unblocking Key) codes are required to cancel PIN Lock/PIN2 Lock. For details, contact SoftBank General Information.

Charging

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



*AC Charger is sold separately.

Security Codes

Handset Code

A four-digit code (9999 by default), required to use various handset functions. Change the code from handset as needed.

Center Access Code

Four-digit code assigned at initial subscription. Use the code to access Optional Services via landlines or to subscribe to fee-based content.

Call Barring Service Code

Four-digit code assigned at initial subscription; required to set Call Barring. If the code is incorrectly entered three times, Call Barring settings lock. Call Barring Service Code and Center Access Code must be changed. Contact SoftBank General Information for details.

Internet Security Code

It is required to set Internet security.

Specifications

Continuous Talk Time	Approx. 180 min. (Video Call: Approx. 100 min.)
Continuous Standby Time	Approx. 440 hrs
Charging Time	Approx. 120 min.

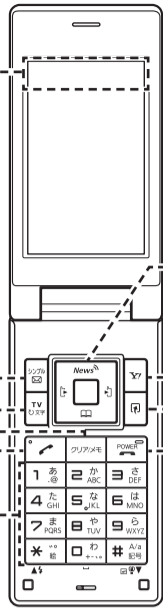
Maximum Output	0.25 W
Dimensions (W×H×D) (handset closed)	823T: Approx. 50 × 103 × 17.5 mm 824T: Approx. 50 × 103 × 17.8 mm
Weight (with battery)	823T: Approx. 119 g 824T: Approx. 112 g

Getting Started

Display Indicators & Key Assignments

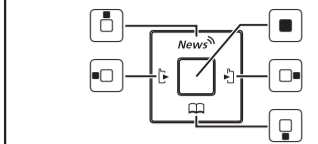
- Signal Strength
- Packet Transmission Available
- New S! Mail/SMS
- Memory Card Inserted
- Manner Mode Active
- Battery Level
- Alarm Set
- New Voice Mail Message

- Access Messaging menu. Execute left Softkey functions.
- Activate TV. Make/answer video calls.
- Delete characters. Return to the previous operation.
- Make/answer calls.
- Enter numbers and characters.



Multi Selector Operations

- Press [Left Arrow] or [Right Arrow].
- Press [Up Arrow] or [Down Arrow].
- Press [Left Arrow], [Up Arrow], [Right Arrow] or [Down Arrow].



Move cursor with [Left Arrow] or [Right Arrow]. Press [Enter] to open Main Menu, or confirm selection and perform selected operations.

Access Yahoo! Keitai. Execute right Softkey functions.

Access Shortcuts menu.

Turn handset power on/off. End calls/operations and return to Standby.

- Handset illustrations are based on 823T.
- Key illustrations are simplified and differ in appearance from actual handset keys.

Function List

Messaging

- Message Box
- Create New
- Retrieve New
- Drafts
- Templates
- Unsent
- Server Mail
- Settings

Yahoo! Keitai

- Yahoo! Keitai
- Bookmarks
- Saved Pages
- Enter URL
- History
- PC Browser
- Settings

Entertainment

- S! Quick News
- Info Channel

BookSurfing

- Ku-man's Room

TV

- Watch TV
- Program Guide
- TV Links
- Timer
- Timer Results
- Settings

Camera

- Mobile
- Digital
- Video
- Video Mail
- Short Video
- Scan Data

S! Appli

- Library
- Settings
- Card Sync

Certification

- Information

Tools

- Alarms
- Notepad
- Calculator
- Dictionary
- Calendar
- Tasks
- Doc Viewer
- Useful Tools
- Photo Stand
- S! GPS Navi
- Update

Data Folder

- Pictures
- Ring Song•Tone
- S! Appli
- Music
- Videos

Books

- Templates
- Flash(R)
- Main Menu
- Gamendeco
- Keitaideco
- Mini Tool
- Other Documents
- Memory Status

Media Player

- Audio
- Videos
- Streaming

Communications

- S! Town
- S! Loop
- Friend Status
- Circle Talk

Phone Book

- My Details

Phone Book

- New Entry
- Call Log
- Group
- Addr. Bkup
- Settings
- Memory Status
- Sounds
- Display
- Phone Settings
- Security
- Call Settings
- Connectivity
- Idle Screen
- Priority
- SimpleMode ON
- Backup
- Memory

Handset Functions

Basic Operations

Handset Power On/Off

Press and hold [POWER]

Network Settings

Before using network-related services, retrieve network information. The first time you press [Menu] or [Settings], a prompt appears.

[Menu], [Settings] or [Yes] → YES → [OK]

Interface Language

[Menu] → 設定 → [OK] → 一般設定 → [OK] →

Language → [OK] → Select a setting → [OK]

自動選択	Language set on USIM Card
日本語	Japanese interface
English	English interface

My Phone Number

[Menu] → Phone Book → [OK] → My Details → [OK]

Date & Time

[Menu] → Settings → [OK] → Phone Settings → [OK] → Clock → [OK] → Date&Time → [OK]

[OK] → Enter date and time → [OK]

Calls

Voice Call

1 Enter number with area code → [Call]

2 [POWER] to end call

Redialing

1 [Call] → Select an entry → [Call]

2 [POWER] to end call

Video Call

1 Enter number with area code → [TV]

2 [POWER] to end call

Calling Abroad from Japan

International Call Service may require prior application. Details and applications are available online:
http://mb.softbank.jp/mb/en/global_service/

1 Enter number with area code → [Y] →

Intl. Calls → [OK] → Select a country → [Call]

2 [POWER] to end call

Answering a Call

1 A call arrives → [Call]

2 [POWER] to end call

Answering Machine

■Activating/Canceling

Press and hold [Manner]

■Playing a Message

[Manner] → Select a message → [Call]

Answering Machine is unavailable when handset is off, out-of-range or Offline.

Text Entry

Setting Input Method

In a text entry window, [Y] → Customize → [OK]

→ Input Method → [OK] → T9 or

Multi-tap for English entry* → [OK]

* Select Standard or Beeper for Japanese entry.

Switching Text Input Modes

In a text entry window, [TV] → Select a text

input mode → [OK]

T9 abc/T9 Abc/T9 ABC	T9 modes
abc/Abc/ABC	Multi-tap modes
Pict	Pictographs
Numeric	Numbers
My Pictograms	Preinstalled and downloaded pictograms

Above modes are available with English (T9 or Multi-tap) input methods.

Text Entry Examples

■Entering "dog" in T9 Mode

[DEF] [MNO] [GHI] → [Call] to scroll suggestions → [Call]

→ [Call]

■Entering "dog" in Multi-tap Mode

[DEF] → [MNO] (three times) → [GHI]

Messaging

S! Mail/SMS

■S! Mail

Exchange text messages with e-mail compatible handsets/devices and PCs. Send images, melodies and other files as attachments.

■SMS

Exchange short text messages with SoftBank handsets.

Customizing Handset Address

Change the account name (alphanumerics before @) of your e-mail address to help reduce spam.

[Menu] → Messaging → [OK] → Settings → [OK]

→ Mail Address → [OK] → Connect → [OK]

→ English → [OK] → Follow onscreen instructions

Sending Text Messages

[Menu] → Create New → [OK] → Address → [OK]

→ Enter or select an address → [OK] →

Text → [OK] → Enter message → [OK] → [Call]

→ OK → [Call]

Receiving Messages

[Menu] → Message Box → [OK]* → Select a

folder → [OK] → Select a message → [Call]

* When Information Prompt appears, select New

Messages → [Call]

Phone Book

Phone Book Entry Items

■Phone Number

Save up to five numbers (32 digits each) to Phone Book; One to USIM Phone Book.

■Email

Save up to five addresses (128 single-byte alphanumeric each) to Phone Book; One to USIM Phone Book.

Creating a New Entry

[Menu] → Phone Book → [OK] → New Entry → [OK]

→ Name → [OK] → Last Name → [OK]

→ Enter → [OK] → First Name → [OK] →

Enter → [OK] → Select other items → [OK]

→ Enter information → [OK] → [Call]

Editing an Entry

[Call] → Select an entry → [OK] → Select a field → [OK]

→ Edit field → [OK] → Save or

Save as New → [OK]

Dialing from Phone Book

[Call] → Select an entry → [OK] → Select a

phone number → [Call]

Voice Mail

Activating

[Menu] → Settings → [OK] → Call Settings → [OK]

→ Call Services → [OK] → VM/Call

Fwd → [OK] → Voice Mail ON → [OK] →

All Calls or No Answer → [OK] → (Select a

ring time → [OK])* → [OK]

* Perform this step when No Answer is selected.

Playing Messages

[Menu] → Settings → [OK] → Call Settings → [OK]

→ Call Services → [OK] → VM/Call

Fwd → [OK] → Listen VM → [OK] → Follow

voice guidance*

* To switch to English voice guidance, press

[ABC] [1あ] [ABC] while Japanese voice guidance is playing.

Camera

Capturing Still Images

[Call] → Frame subject → [Call] or [Call] → [Call]

or [Call]

Recording Videos

Press and hold [Call] → Frame subject → [Call]

or [Call] → [Call] or [Call] to end recording → [Call]

or [Call]

Internet

Accessing Yahoo! Keitai

[Y] → X-URL → [OK] → English → [OK] →

Select a menu item → [OK]

Accessing PC Websites

Press and hold [Y] → [Call] → Homepage → [OK]

→ Always Ask or Ask Once Only → [OK]

Global Roaming

Global Roaming Service may require prior application. Details and applications are available online:
http://mb.softbank.jp/mb/en/global_service/

Making Calls While Abroad

■Calls within Visited Country

Enter number with area code → [Call]

■Calls to Japan and Other Countries

[Call] → Press and hold [Call] → Enter country

code, area code* and number → [Call]

* Omit first 0 from area code, except when calling Italy.

Managing Files

Opening a File

[Menu] → Data Folder → [OK] → Select a folder → [OK]

→ Select a file → [OK]

Formatting a Memory Card

[Menu] → Settings → [OK] → Memory → [OK]

→ Format Card → [OK] → Enter Handset

Code → YES → [OK]

Software Update

Precaution

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

Updating Software

[Menu] → Tools → [OK] → Update → [OK] →

YES → [OK] → Agree → [OK] (twice) → Enter

Center Access Code → [OK] → [Call] → Follow

onscreen instructions