Support

Customer Service

SoftBank Customer Center
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 the search field, select **メニューリスト** ➡
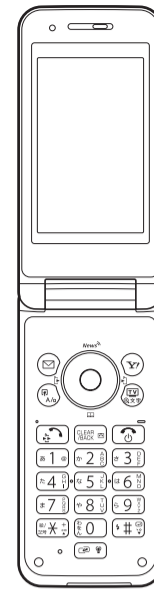**English** ➡ **User Support**

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**

TINSEA170AFZZ
08F 117.9 TR AI ①

SoftBank 824SH
First Step Guide

Emergency Numbers		Use English Interface
Customer Service		Place International Calls
More Information		Customize Handset Address

And more...

Safety Precautions

- **Use specified items (battery, Charger, Desktop Holder, 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, Desktop Holder 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 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, Charger or Desktop Holder 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.**
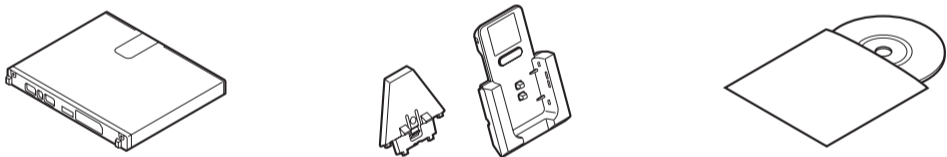 Eyes may be severely damaged.

- **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 Osaifu-Keitai® at gas stations (cancel IC Card Lock beforehand).**
- **Do not use Mobile Light near people's faces.**
  May temporarily affect sight leading to accidents.
- **Never use handset (including TV) 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.

824SH is water-proof. However, improper handling may affect water resistance, resulting in malfunction. For details, see "Water Resistance" in Online English Manual.

For more information, see Online English Manual.

Before Using Handset

Accessories

- Battery (SHBBX1)
- Desktop Holder (SHEBX1)
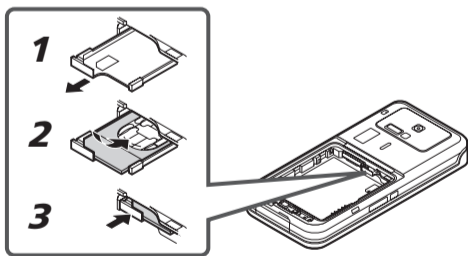- Utility Software (Japanese)*

* Complimentary sample.

Manner Mode

- **Minding Mobile Manners**
  Please use 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
  ■ 📧 (Long)

USIM Card Installation

1 Using Tab, pull out Tray until it clicks
2 Slide in USIM Card with IC chip facing up
3 Push in Tray fully
4 Insert battery (right)

- First power off handset and remove battery.
- Do not force USIM Card into/out of handset.
- USIM Card must be inserted to use handset.

Battery Installation

1 Unlock and remove cover
- Slide lever as shown.

2 Insert battery

3 Close cover
Press Here
- With cover in place, press down firmly.

4 Lock cover
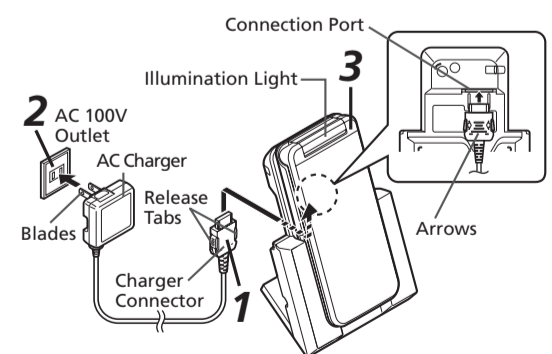- Slide lever as shown until it clicks.

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 (Desktop Holder)

Use specified AC Charger **ZTDAA1** (sold separately) only.
1 Insert AC Charger connector into Desktop Holder until it clicks
- Connection Port is on the back of Desktop Holder.
2 Plug AC Charger into AC outlet
3 Place handset onto Desktop Holder
- Illumination Light illuminates red while charging.
- Illumination Light goes out when battery is full.
4 After charging, disconnect handset, then unplug AC Charger

Connection Port
Illumination Light
AC 100V Outlet
AC Charger
Blades
Release Tabs
Charger Connector
Arrows

Security Codes

- **Handset Code**
  9999 by default; use or change some functions.
- **Center Access Code**
  4-digit code selected at contract; access Optional Services via landlines or change contract details.
- **Network Password**
  4-digit code selected at contract; restrict incoming/outgoing calls (Call Barring).

- Message appears for incorrect code entries; 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 824SH

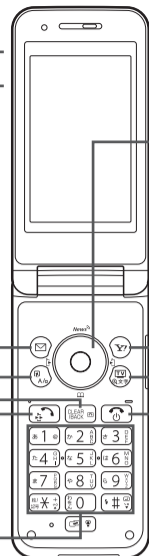| Weight	Approximately 127 g
Continuous Talk Time	Approximately 250 minutes (3G) Approximately 230 minutes (GSM)
Continuous Standby Time (handset closed)	Approximately 340 hours (3G) Approximately 310 hours (GSM)
Charging Time (power off)	AC Charger: Approximately 140 minutes In-Car Charger: Approximately 140 minutes

Dimensions (W x H x D)	Approximately 50 x 105 x 15.3 mm (handset closed, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

- Values calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

📶	Signal strength
P	Packet transmission available (3G)
GSM	Packet transmission available (GSM)
✉	Unread mail
🗂	Memory Card in use
👤	Manner mode active
🔋	Battery strength
📧	New Voicemail
🔔	Alarm set

Multi Selector
Select menu items, move cursor, or scroll pages, etc. Multi Selector operations are indicated in this FSG as shown below:
- ●: Press the center
- ◐: Press the left side
- ◑: Press the right side
- ◓: Press the bottom

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

Y!	Open Yahoo! Keitai Main Menu or execute Softkey functions
TV	Activate TV or change character entry mode
☎	Turn handset power on/off

Menu List

Messaging	Settings	Pretense Call
Received Msg.	Information	**Flash®**
Create Message	**TV**	Other Documents
Retrieve New Msg.	Digital TV	Memory Status
Drafts	TV Player	**Media Player**
Templates	TV Link	Music
Sent Messages	TV Listing	Videos
Unsent Messages	Reservation List	Streaming
Chat Folder	Settings	Settings
Server Mail Box	**Camera**	MTP Mode
Create New SMS	**Entertainment**	**Communication**
Settings	S! Quick News	S! Town
Memory Status	S! Information Channel/Weather	S! Loop
Yahoo! Keitai	BookSurfing	S! Friend's Status
Yahoo! Keitai	e-Book Viewer	S! Circle Talk
Bookmarks	**Tools**	Near chat
Saved Pages	**PIM/LifestyleTools**	**Data Folder**
Enter URL	Calendar	Pictures
History	Alarms	DCIM
PC Site Browser	Wakeup TV	Ring Songs•Tones
Browser Settings	Relaxation Time	S! Appli
S! Appli	Tasks	Music
S! Appli Library	Calculator	Videos
Osaifu-Keitai	Expenses Memo	Lifestyle-Appli
Demand History	Osaifu-Keitai	Books

Timer/Clock Tools	Mail Groups	Memory Card
Stopwatch	S! Addressbook Backup	Backup
Countdown Timer	Ph.Book Settings	**Call/Video Call**
World Clock	Manage Entries	Call Time & Cost
Hour Minder	**Settings**	Answer Phone
Doc./Rec. Tools	**Phone Settings**	Voicemail/Divert
Search	Mode Settings	Video Call
Document Viewer	Display	Show My Number
Notepad	Customize	Missed Calls
Scratch Pad	Sounds & Alerts	Int'l Calling
Voice Recorder	Date & Time	Disp. Time/Call
Barcode/Scan	Set Key Light	Call Barring
Phone Help	言語選択 (Language)	Minute Minder
Data Folder	User Dictionary	Auto Answer
Pictures	Ringer Output	Call Waiting
Ring Songs•Tones	Earpiece Volume	**Network Settings**
S! Appli	Change Menu	Select Network
Music	Locks	Select Service
Videos	Software Update	Offline Mode
Lifestyle-Appli	Master Reset	Retrieve NW Info
Books	**Connectivity**	Location Info
Customized Screen	Bluetooth	Network Info
Status Templates	Infrared	External Device

(additional Menu List columns)

Phone	USB Mode
Phone Book	USB Charge
Add New Entry	
Information	
Call Log	
Play Messages	
Call Voicemail	
Category Control	
My Details	
Speed Dial/Mail	

Handset Functions

Basic Operations

Handset Power On/Off

■ Power On
☎ (Long)

If Japanese appears first time 824SH 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)

English Interface

●➡ 設定 ➡●➡ Language ➡●➡ English ➡●

Network Settings

Retrieve Network Information to use Network-related services; the first time you press ✉, ● or Y!, a prompt appears. ✉, ● or Y! ➡ Yes ➡●

My Phone Number

●➡ 0

Setting Clock

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

Calling

Voice Call

Enter number ➡📞
- ☎ ➡ Call ends

Redialing

◐➡ A record ➡📞
- ☎ ➡ Call ends

Video Call

Enter number➡📞 (Long)
- ☎ ➡ Call ends

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/ 824SH is Global Roaming eligible.

Enter number ➡✉➡ Int'l Call ➡●➡ A country ➡●➡📞
- ☎ ➡ Call ends

Answering a Call

When a call arrives, 📞
- ☎ ➡ Call ends

Answer Phone

■ Activating
CLEAR/BACK (Long)
- To cancel, CLEAR/BACK (Long)

■ Playing Messages
CLEAR/BACK
- To stop, CLEAR/BACK

Text Entry

Switching Entry Modes

In text entry windows, 🔳➡ A mode ➡ ●➡ Enter text

あ	Kanji (hiragana)
ア	Double-byte katakana
ｱ	Single-byte katakana
A/a	Double-byte alphanumerics
ﾑ/ｦ	Single-byte alphanumerics
1	Single-byte number
⊠	Character Code

Example: Entering no

In text entry windows, 🔳➡ Abc ➡●➡ 6 6 ➡◑➡ 6 6 6 ➡●

Messaging

SMS/S! Mail

■ SMS
Exchange up to 160 alphanumerics with 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) ➡●➡Y!

Receiving Messages

Information window opens for new mail. ● to open message list.

Phone Book

Phone Book Entry Items

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

■ 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 ➡●➡Y!

Editing Entries

◐➡ An entry ➡✉➡ Edit ➡●➡ An item ➡●➡ Edit ➡●➡Y!

Dialing via Phone Book

◐➡ Enter reading ➡ A name ➡●➡ A phone number ➡📞

Voicemail

Activating

●➡ Settings ➡●➡ Call/Video Call ➡ Voicemail/Divert ➡●➡ Voicemail ➡●➡ Activate ➡●➡ Always or No Answer ➡●➡ Ring time (for No Answer) ➡●

Playing Messages

●➡ Phone ➡●➡ Call Voicemail ➡● ➡ Follow the voice guidance

Mobile Camera

Capturing Still Images

●➡ Camera ➡●➡ Frame image on Display ➡●➡●

Recording Video

●➡ Camera ➡●➡Y!➡ Frame image on Display ➡●➡●➡●

Yahoo! Keitai

Accessing Yahoo! Keitai

Y!➡ 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

●➡ Settings ➡●➡ Connectivity ➡ Memory Card ➡●➡ Format Card ➡●➡ Yes ➡●➡ Handset Code ➡●➡ Yes ➡●

Software Update

Precaution

Before updating software, end all active functions/applications.

Updating Software

●➡ Settings ➡●➡ Software Update ➡●➡ Software Update ➡●