

# 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 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/830ca/>

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

## Emergency Numbers

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

2008 (2nd Edition)  
MDT-000100-EAA0

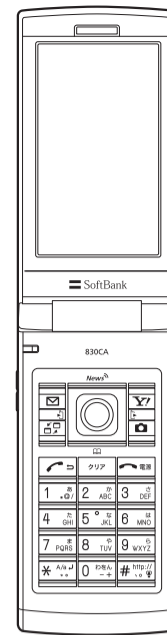
# SoftBank 830CA

## First Step Guide

### Customer Service

### More Information

### Emergency Numbers



### Use English Interface

### Make International Calls

### Customize Handset Address

and More...

# Safety Precautions

- Do not leave handset in places subject to high temperatures (near an open flame, in direct sunlight or inside a car on a hot day). May cause deformation or malfunction; or may cause battery to leak, overheat, rupture, ignite or suffer performance loss and reduced service life. Also, outer housing may become hot, resulting in burns and posing a fire risk.
- Do not disassemble/modify/solder handset. Exposing handset to fluids such as water or pet urine may cause overheating, electric shock, fire, malfunction, injury, etc.
- Use SoftBank specified devices only. Use of non-specified devices may cause battery to leak, overheat, rupture or ignite; or may result in malfunction or fire. Use of non-specified USIM Card may cause loss of data or malfunction.
- Keep conductive materials (e.g. metal pieces, pencil lead, etc.) away from External Device Port and other device port. May cause short circuit, resulting in fire or malfunction.
- Turn off handset when entering gas stations or other places where flammable gases are generated. Do not charge battery in such places. Gases may ignite. When using OsaiFu-Keitai<sup>®</sup> (mobile phone with digital wallet function), turn handset power off beforehand. (When IC card lock is enabled, disable card lock and then turn power off.)
- Do not place handset, battery, AC Charger or USIM Card in a microwave oven or pressure cooker. May cause battery to leak, overheat, rupture or ignite; may cause handset/AC Charger to malfunction, overheat, emit smoke or ignite; or may damage circuit components.
- When plugging AC Charger into outlet, ensure that no metal strap or other metal object is in contact with power plug. May cause fire, electric shock, injury or damage.

- Do not heat or throw into a fire. May cause battery to ignite, rupture, or may cause a fire.
- Do not expose camera lens to direct sunlight for an extended period. May cause handset/battery to ignite, rupture, break, or may cause a fire.
- Do not drop or throw battery or otherwise expose to excessive shock. May cause battery to leak, overheat, rupture or ignite; or may cause malfunction or fire.
- If thunder is heard outside, immediately turn handset power off and move to a safe place. Failing to do so may attract lightning and cause electric shock.
- Do not short-circuit External Device Port when AC Charger is plugged into an AC outlet. Do not touch External Device Port with your fingers, etc. May cause fire, malfunction, electric shock or injury.
- If battery is not fully charged after specified charging time has elapsed, stop charging it. Battery may leak, overheat, rupture or ignite, and handset may be damaged or ignite.
- If handset was dropped or otherwise damaged and internal parts are exposed, do not touch exposed parts. Contact your SoftBank dealer or SoftBank customer service.
- Do not use handset in the bath or in a very humid location, and do not touch handset with wet hands. May cause shock, short-circuiting, and corrosion. (Be especially careful when using handset in rain or snow, at the beach, or near water.) If handset has become wet, immediately unplug AC Charger and remove battery. Damage caused by water or humidity is not covered by the warranty, and repair may not be possible.
- Do not play games, listen to music, or watch TV on handset while driving a vehicle, riding a bicycle or while walking. Doing so is unsafe and may lead to accidents.

- Do not point infrared beam at anyone's eyes. May cause eye injury. Do not direct infrared beam toward another infrared device as this may interfere with the device operation.
- Do not place handset on the dashboard close to airbags. In case of airbag inflation, handset may hit passengers resulting in injury, malfunction or breakage.
- Do not use handset while driving any vehicle, including cars and motorbikes, or while riding a bicycle. Doing so could lead to accidents. Use of a mobile phone while operating a vehicle is prohibited by law, and in some areas, use while bicycle riding also is subject to penalties.
- If you are wearing electronic medical equipment, do not carry handset in your breast pocket or inner pocket. Using handset near electronic medical equipment may cause the equipment to malfunction.
- Do not allow fluids such as water, metal pieces or flammable materials to enter USIM Card Slot or microSD™ Memory Card Slot. May cause fire, electric shock or malfunction.
- Keep handset power off in places where use of mobile phones is prohibited, such as on an airplane or in a hospital. May affect electronic devices or electronic medical equipment. Disable the auto power-on function before turning off handset. Observe the instructions of individual medical institutions about use of mobile phones. Handset operations aboard aircraft may be punishable by law.
- Keep handset away from ear when calling in handsfree mode. When playing games or music with Earphone-Microphone connected to handset, adjust the volume properly. Prolonged listening at excessive volume levels may impair your hearing. Being unable to clearly hear surrounding sounds may result in an accident.
- Keep handset power off near high-precision electronic devices or devices using weak signals. Failing to do so may interfere with the device operation.

- \* Examples of such devices: Hearing aids, implanted cardiac pacemakers, implanted defibrillators and other electronic medical equipment; fire alarms, automatic doors and other automatic control devices
- If you use an implanted cardiac pacemaker, implanted defibrillator or other electronic medical equipment, consult with the individual medical device manufacturer or distributor about the possible influence of radio waves.
- If Display or camera lens is damaged, be careful of broken glass pieces or exposed internal components. The shatter-proof film prevents Display/camera lens from shattering; however touching broken glass edges and exposed pieces may cause injury.
- Before using handset (calls, mail, camera, games, Internet, Media Player or TV), check your surroundings and make sure that the intended use is safe and appropriate. Failure to do so may result in falls or accidents.
- Do not turn on the light near a person's eyes. Do not look directly into the light and do not point the light at another person's eyes. This may cause impaired eyesight and other injury. In particular, do not take pictures of infants at very close range.
- Do not point the light at the driver of a vehicle. This may interfere with proper operation of the vehicle and lead to accidents.
- In very rare cases, stimulation by strong light or flashing images may lead to symptoms such as convulsive fits or temporary loss of consciousness. If you have experienced such symptoms in the past, consult a physician before using the handset.

• For more information, see "Safety Precautions" in User Guide (Japanese).

# Before Using Handset

## Package Contents

- Handset
- Battery (CHBAA1)
- Stereo Earphone Conversion Cable (Sample)
- Utility Software (CD-ROM)<sup>\*1</sup>
- Instruction Manuals (CHYAA1)<sup>\*2</sup>
- Warranty (Handset)

\*1 Complimentary sample not available for purchase. Updates/upgrades may become available via SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>) without prior notification. Please check for the newest versions and download as required.

\*2 User Guide (Japanese), Start Book (Japanese) and First Step Guide

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

### Activating/Canceling Manner Mode

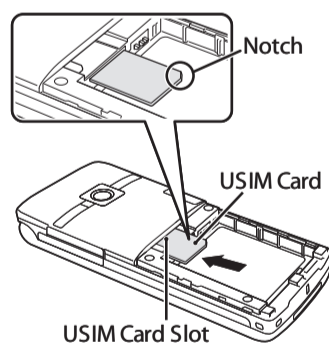
Press and hold **#**

## USIM Card Installation

Before inserting/removing USIM Card, turn handset power off and remove battery.

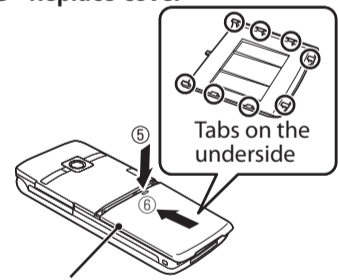
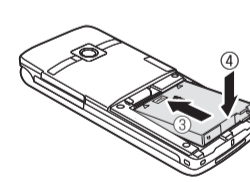
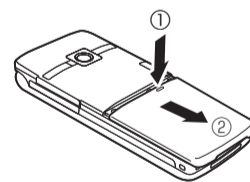
- 1 Slide in USIM Card (IC chip facing down)
- 2 Push USIM Card in completely

- USIM Card must be inserted to use handset.



## Battery Installation

- 1 Press and slide to remove cover
- 2 Insert battery
- 3 Replace cover



Align tabs with handset grooves and slide cover shut.

## USIM PINs

### PIN

A four- to eight-digit code used to prevent unauthorized handset use.

### PIN2

Required to reset total call time/cost and set cost limit.

- PIN and PIN2, 9999 by default, can be changed.

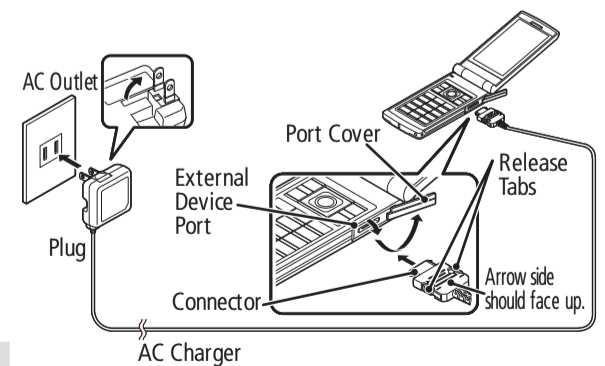
### PIN Lock & Cancellation (PUK)

PIN/PIN2 Lock is activated if PIN/PIN2 is incorrectly entered three times. Enter PUK (Personal Unblocking Key) to unlock. For details, contact SoftBank Customer Center, General Information.

## Charging

- 1 Open Port Cover and connect AC Charger
- 2 Extend blades and plug AC Charger into an AC outlet  
Charging Indicator lights while charging; may take up to approximately 120 minutes.
- 3 Unplug AC Charger, then disconnect handset  
Press and hold Release Tabs to disconnect.

- Use only specified AC Charger (sold separately).



## Security Codes

### Handset Code

A four-digit number required to use some handset functions. The code is 9999 by default.

### Center Access Code

A four-digit number assigned at initial subscription. Required to access Voice Mail via landlines or to subscribe to fee-based information.

### Network Password

A four-digit number assigned at initial subscription. Required to restrict calls and SMS (Call Barring).

- If Network Password is incorrectly entered three times, Call Barring settings are locked. Network Password and Center Access Code must be changed. For details, contact SoftBank Customer Center, General Information.

## Specifications

Continuous Talk Time	Voice Call: 250 min.* Video Call: 100 min.*
Continuous Standby Time	630 hrs*
Charging Time	120 min.*

Dimensions (W×H×D)	50 × 106.1 × 16.7 mm (thickest part)* 15.0 mm (thinnest part)* (handset closed, excl. protrusions)
Weight (incl. battery)	105 g

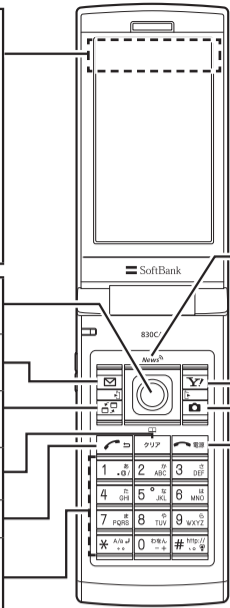
\* Approximate value

# Getting Started

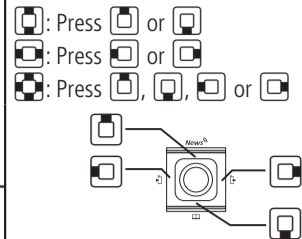
## Display Indicators & Key Assignments

- Battery Level
- Signal Strength
- Packet Transmission Ready
- Unread Message(s)
- microSD Memory Card Inserted
- Manner Mode
- Alarm Set
- New Voice Mail

- Open Main Menu.
- Open Mail menu. Execute Upper Left Softkey functions.
- Open Main Menu. Execute Lower Left Softkey functions.
- Delete characters/numbers. Return to previous window.
- Initiate/answer calls.
- Enter characters/numbers.



**Multi Selector**  
Select menu items, scroll pages, etc. In this guide, Multi Selector operations are indicated as shown below.



- Access Yahoo! Keitai. Execute Upper Right Softkey functions.
- Access Camera (Photo). Execute Lower Right Softkey functions.
- Turn handset power on/off. Return to Standby.

• Key illustrations are simplified and differ in appearance from actual handset keys.

## Menu List

- Mail**
  - Inbox
  - Outbox
  - Draft
  - Compose Message
  - Compose SMS
  - Server Mail
  - Retrieve New
  - Template
  - Mail Setting
- Yahoo! Keitai**
  - Yahoo! Keitai
  - Bookmark
  - Saved Pages
  - History
  - Enter URL
  - PC Site Browser
  - S! Quick News
  - Browser Settings
  - S! Appli**
    - S! Appli List

- Settings
  - Information
  - Settings**
    - Kisekai Theme
    - Incoming Call
    - Talk
    - Dialing
    - Video Call
    - Display
    - Call Time/Charge
    - Clock
    - Security
    - Connection Settings
    - Send Location Info
    - External Connection
    - Int'l Roaming Set
    - Other Settings
  - Data Folder**
    - My Picture
    - Melody
    - S! Appli

- Ring Songs•Music
- Videos
- TV
- illumi
- Tools**
  - Bar Code Reader
  - Receive Ir Data
  - microSD Manager
  - Schedule
  - Alarm
  - To Do List
  - Text Memo
  - Calculator
  - Play/Erase Msg.
  - Play/Erase VC Msg.
  - Voice Memo
  - Voice Announce
  - USIM Operation
  - Account Details
  - Forwarding Image
  - Text Reader

- Dictionary
- Osaifu-Keitai
- Optional Services**
  - Caller ID Notification
  - Voice Mail/Divert
  - Call Waiting
  - Call Barring
- Phone Book**
- Own Data**
  - Received Calls
  - Dialed Calls
  - Mail Member
  - Quick List
  - Common Phrases
  - Own Dictionary
- MUSIC**
  - Download Music
  - Search Music
  - Resume play
  - Playlist

- Inbox
- Pre-installed
- microSD
- TV**
  - Watch TV
  - Program Guide
  - Booking Program List
  - Timer Recording List
  - Result Timer Rec
  - TV Link
  - Channel List
  - Channel Settings
  - User Settings
- Camera**
  - BI-DO-RI
  - Photo
  - Serial
  - Movie
  - Bar Code Reader

# Handset Functions

## Basic Operations

### Handset Power On/Off

#### Power On

Press and hold

• When initial settings prompt appears in Japanese, select **NO** and press . Change display language to **English** ("English Interface" below), restart handset and perform initial settings following onscreen instructions.

#### Power Off

Press and hold

### Network Settings

Retrieve network information to use network-related services.

To manually update network settings:

- **Settings** → → **Connection Settings** → → **Retrieve NW Info** → → **Yes** →

### English Interface

- **設定** → → **ディスプレイ** → → **Language** → → **English** →

### My Phone Number

- 

### Date & Time

- **Settings** → → **Clock** → → **Set main time** → → **Auto time adjust** → → **Manual (Date time set)** → → **A time zone** → → **Enter year, date and time** →

## Calls

### Voice Call

- 1 Enter number with area code →
- 2 to end call

### Redialing

- 1 → **An entry** →
- 2 to end call

### Video Call

- 1 Enter number with area code →
- 2 to end call

### Calling Abroad from Japan

International Call Service may require application. Details and applications are available online: [http://mb.softbank.jp/mb/en/global\\_service/](http://mb.softbank.jp/mb/en/global_service/)

- 1 Enter number → → **Int'l call** → → **A country** →
- 2 to end call

### Answering a Call

- 1
- 2 to end call

## Answering Machine

### Activating

- **Settings** → → **Incoming Call** → → **Answering Machine** → → **ON** → → **Select an outgoing message** → → **Enter ring time**

### Playing Messages

- to select or → → **A message** →

## Text Entry

### Setting Input Method

- In a text entry window, → **CHG input method** → → **Mode 1 (5-touch) or Mode 3 (T9 input)** for English entry →

### Toggling Character Types

In a text entry window,

	Kanji/hiragana
	Katakana
	Alphanumerics
	Numbers

### Examples

- **Entering "car" in T9 Input Mode**  
 → to select **car** →
- **Entering "car" in 5-touch Mode**  
 (3 times) → → → (3 times)

## Mail

### S! Mail/SMS

#### S! Mail

Exchange messages with e-mail compatible handsets, devices or PCs. Attach images, melodies and other files.

#### SMS

Exchange short text messages with SoftBank handsets.

### Customizing Handset Address

Change alphanumerics before @ of the default e-mail address to help reduce spam.

- **Mail Setting** → → **Custom Mail Address** → → **Follow onscreen instructions**

### Sending Messages

- **Compose Message\* or Compose SMS** → → **To** → → **Enter address** → → **Subject** → → **Enter subject** → → **Enter text** → → **Attach files\*** →

\* Options for S! Mail

### Receiving Messages

- **Inbox** → → **Select a folder** → → **Select a message** →

\* Alternatively, press in Received Result window.

## Phone Book

### Phone Book Entry Items

#### Phone Number

Save up to four numbers on handset per entry.

#### E-mail Address

Save up to three addresses on handset per entry.

### Saving to Phone Book

- **Phone Book** → → **Add to phonebook** → → **Phone** → → **Enter name** → → **Edit reading** → → **Enter number** → → **An icon** → → **Enter e-mail address** → → **An icon** →

### Editing Entries

- **Select a search method** → → **Search an entry** → → **Edit phonebook** → → **An item** → → **Edit** → → **YES** →

### Dialing from Phone Book

- **Select a search method** → → **Search an entry** → → **to select a number** →

## Voice Mail

### Activating

- **Optional Services** → → **Voice Mail/Divert** → → **Voice Mail ON** → → **YES** → → **No Answer or Always** → → **A ring time** → \*

\* Perform this step when **No Answer** is selected.

### Playing Messages

- **Optional Services** → → **Voice Mail/Divert** → → **Play Messages** → → **YES** → → **Follow voice guidance**

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

## Camera

### Capturing Still Images

- **Camera** → → **BI-DO-RI or Photo** → → **Frame image on Display** →

### Recording Videos

- **Camera** → → **Movie** → → **Frame image on Display** →

## Yahoo! Keitai

### Accessing Yahoo! Keitai

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

### PC Site Browser

- Press and hold → **PC Site Browser** → → **Home** → → **A menu item** →

## Global Roaming

Global Roaming Service may require prior application. Details and applications are available online: [http://mb.softbank.jp/mb/en/global\\_service/](http://mb.softbank.jp/mb/en/global_service/)

### Making Calls While Abroad

#### Calling within the Same Country

Enter a phone number →

#### Calling Japan and Other Countries

Press and hold → **Enter country code, area code\*and number** →

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

## Managing Files

### Opening Files

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

### Formatting microSD Memory Card

- **Tools** → → **microSD Manager** → → **microSD format** → → **Enter Handset Code** → → **YES** →

## Software Update

### Precaution

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

### Updating Software

- **Settings** → → **Other Settings** → → **Software Update** → → **Follow onscreen instructions**