

Support

SoftBank 830SH s First Step Guide

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

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

Printed in China
TINSEA178EFZZ
08K DS AI ①



Emergency Numbers

Customer Service

More Information

Use English Interface

Place International Calls

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 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, 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.

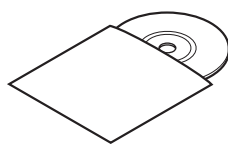
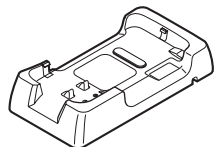
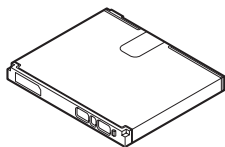
- Do not force battery into handset.
Battery may leak, overheat, burst or ignite; make sure the direction and install properly.
- Do not place handset or accessories in ovens, microwave ovens or other cooking appliances.
Battery or other parts may leak, burst, overheat or ignite; may cause malfunction, 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).
- 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 (SHBBY1)
- Desktop Holder (SHEAY1)
- Utility Software (Japanese)*



* Complimentary sample.

Manner Mode

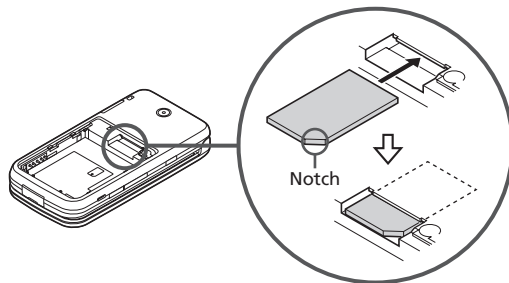
- Minding Mobile Manners
Please use handset responsibly. Inappropriate handset use can be both dangerous and bothersome. Please take care not to disturb others when using handset. Adjust handset use according to your surroundings.

Activating/Canceling Manner Mode
☎ (Long)

USIM Card Installation

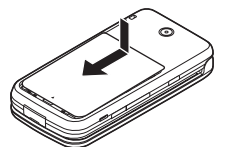
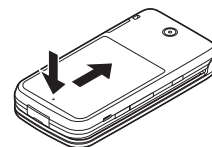
- 1 Slide in USIM Card with IC chip facing down
- 2 Insert battery (right)

- 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 Remove cover
- 2 Insert battery
- 3 Close cover



• Press and slide as shown.

USIM PINs

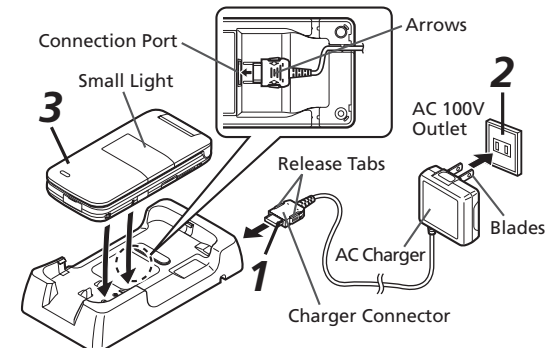
- PIN
4-digit code; activate PIN Entry to restrict usage.
- PIN2
Required to clear Call Costs and to set Max Cost.
PIN and PIN2, **9999** by default, are changeable.

- PIN Lock & Cancellation (PUK Code*)
Entering incorrect PIN 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
• Small Light illuminates red while charging.
• Small Light goes out when battery is full.
- 4 After charging, disconnect handset, then unplug AC Charger



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 830SH s

Weight	Approximately 105 g
Continuous Talk Time	Approximately 260 minutes (3G) Approximately 240 minutes (GSM)
Continuous Standby Time (handset closed)	Approximately 350 hours (3G) Approximately 320 hours (GSM)
Charging Time (power off)	AC Charger: Approximately 130 minutes In-Car Charger: Approximately 140 minutes

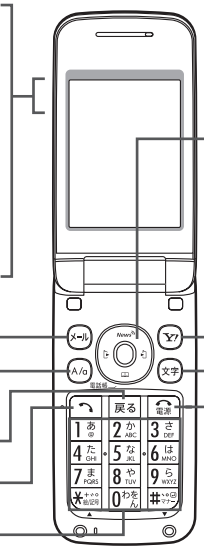
Dimensions (W x H x D)	Approximately 49 x 97 x 17.6 mm (handset closed, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

• Values calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

	Signal strength
	Packet transmission available (3G)
	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
	Delete entries, escape/return to previous window
	Initiate/answer calls
	Enter numbers/characters

	Open Yahoo! Keitai Main Menu or execute Softkey functions
	Open Dictionary. In text entry windows, switch entry modes
	Turn handset power on/off

Menu List

Messaging	Dictionary	Barcode/Scan	Phone	Set Key Light	Show My Number
Received Msg.	Tools	Phone Help	Phone Book	言語選択 (Language)	Missed Calls
Create Msg.	PIM/Lifestyle	Camera	Add New Entry	User Dict.	Int'l Calling
Retrieve New	Calendar	Data Folder	Information	S! Appli Settings	Disp. Time/Cost
Drafts	Alarms	Pictures	Call Log	Ringer Output	Call Barring
Templates	Tasks	DCIM	Play Messages	Earpiece Volume	Minute Minder
Sent Messages	Calculator	Ring Tones	Call VM	Change Menu	Auto Answer
Unsent Msg.	Expenses Memo	S! Appli	Category	Locks	Call Waiting
Chat Folder	Osafu-Keitai	Music	My Details	Phone Update	NW Settings
Server Mail	Pretense Call	Videos	Speed Dial/Mail	Master Reset	Select Network
Create SMS	S! Quick News	Lifestyle-Appli	Mail Groups	Connectivity	Select Service
Settings	Timer/Clock	Books	S! Addressbook Backup	Infrared	Offline Mode
Memory Status	Stopwatch	Custom Screen	Ph.Book Settings	Mass Storage	Retrieve NW Info
Yahoo! Keitai	Countdown Timer	Status Templates	Manage Entries	USB Charge	Location Info
Yahoo! Keitai	World Clock	Flash®	Settings	Memory Card	Network Info
Bookmarks	Hour Minder	Other Docs.	Phone Settings	Backup	External Device
Saved Pages	Doc./Rec.	Memory Status	Mode Settings	Call/Video Call	
Enter URL	Search	Media Player	Display	Call Time & Cost	
History	Document Viewer	Music	Customize	Answer Phone	
PC Site Browser	Notepad	Videos	Sounds & Alerts	Voicemail	
Settings	Voice Recorder	Streaming	Date & Time	Video Call	

Handset Functions

Basic Operations

Handset Power On/Off

Power On
● (Long)

If Japanese appears first time 830SH s 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 ●, a prompt appears.
●, ● or ● → **Yes** → ●

My Phone Number

● → **070**

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 → ● → **Video Call** → ●
● → Call ends

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/ 830SH s 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
● (Long)

● To cancel, ● (Long)

Playing Messages
●

● To stop, ●

Text Entry

Switching Entry Modes

In text entry windows, ● → A mode → ● → Enter text

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

Example: Entering no

In text entry windows, ● → **Abc** → ● → ● → ● → ● → ● → ● → ●

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 Msg.** (S! Mail) or **Create SMS** → ● → Recipient field → ● → Enter → ● → Enter subject (S! Mail) → ● → ● (Text) → ● → Enter → ● → ● to attach files (S! Mail) → ● → ●

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 → ● → **Phone Number:** → ● → Enter number → ● → An icon → ● → **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

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

Playing Messages

● → **Phone** → ● → **Call VM** → ● → Follow the voice guidance

Mobile Camera

Capturing Still Images

● → **Camera** → ● → Frame image on Display → ● → ●

Recording Video

● → **Camera** → ● → ● → 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 Tones** → **All Music** → ● → A file → ●

Adding Playlists

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

Using Playlists

● → **Media Player** → ● → **Music** → ● → **My Music** → ● → **Music Folder** or **Ring 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** → ● → **Phone Update** → ● → **Phone Update** → ●