

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

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.

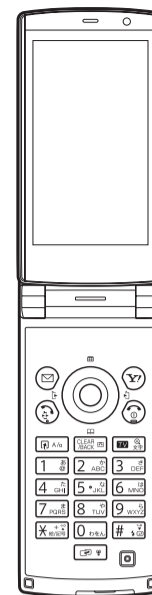
Emergency Numbers

- Police 110
- Fire & Ambulance 119
- Maritime Safety Agency 118

Printed in China
TINSEA158EFZZ
088 DS AI ©



SoftBank 920SH 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).
- Do not use Mobile Light near people's faces. May temporarily affect sight leading to accidents.
- 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 (SHBBG1)
- Headphones (with Microphone) (Black, SHLBG1)
- USB Cable*
- Utility Software (Japanese)*

* Complimentary sample, not available for purchase.

Manner Mode

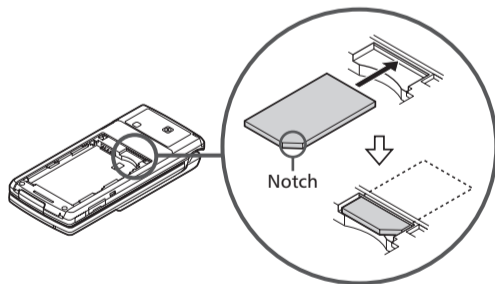
- Minding Mobile Manners
Please use handset responsibly. Inappropriate handset use can be both dangerous and bothersome. Please take care not to disturb others when using handset. Adjust handset use according to your surroundings.

Activating/Canceling Manner Mode
■ Press for 1+ seconds

USIM Card Installation

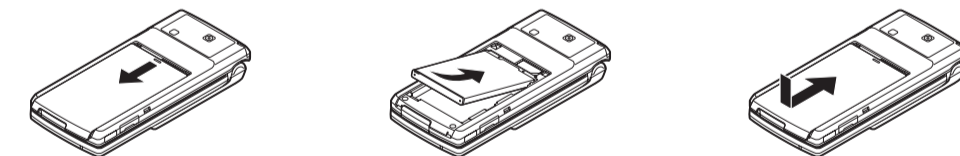
- 1 Slide in USIM Card with IC chip facing down
- 2 Insert battery (right)

- 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.

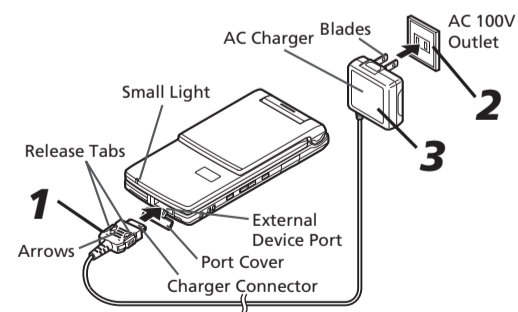
- PIN Lock & Cancellation (PUK Code*)
Entering incorrect PIN1 or PIN2 three consecutive times locks USIM Card, disabling handset. Enter PUK Code to unlock. For details, contact SoftBank Customer Center, General Information.

* 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 920SH

Weight	Approximately 123 g
Continuous Talk Time	Approximately 240 minutes (3G) Approximately 260 minutes (GSM)
Continuous Standby Time (closed position)	Approximately 330 hours (3G) Approximately 300 hours (GSM)
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 50 x 110.6 x 18 mm (closed position, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

• Above values calculated with battery installed.

