Support

SoftBank 920T
First Step Guide

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 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

Customer Service

More Information

Emergency Numbers

Use English Interface

Make International Calls

Customize Handset Address

and more...

More Information

■**Handset User Support**
Via Yahoo! Keitai Main Menu: From above search field, select
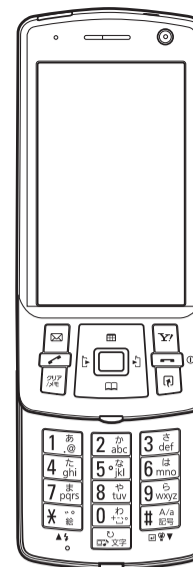メニューリスト ➡ *English* ➡ *User Support*
■**Online English Manual**
http://www.softbank.jp/mb/r/support/920t/
May be unavailable at purchase. Call Customer Service or try later.

Emergency Numbers
• Police 110
• Fire & Ambulance............. 119
• Coast Guard 118

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.

• The handset is exclusively for use in Japan. It cannot be used outside Japan.
• 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 (optional) 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 back on while you are on the aircraft. Use of the handset on an aircraft is prohibited by law.

Read Safety Precautions (page xxxvii), General Notes (page l) and End User License Agreement (page liv) in the User Guide, prior to handset use.

Before Using Handset

Package Contents

• Handset[*1]
• USB Cable[*2]
• First Step Guide
• Battery (TSBBB1)
• Start Book (Japanese)
• BeatJam 2007 for 920T Guide Book (Japanese)
• Battery Cover
• User Guide (Japanese)
• Utility Software for 920T (CD-ROM)[*2*3]

*1 Use SoftBank specified battery 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.
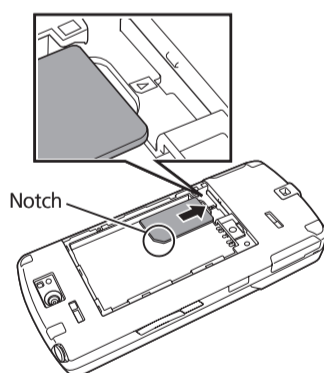■**Activating/Canceling Manner Mode**
Press and hold #

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

Notch

Battery Installation

1 Press and slide battery cover(①), then lift out(②)

Notch

2 Align terminals and insert battery
PULL tab should face up.

PULL Tab

3 Slide battery cover shut
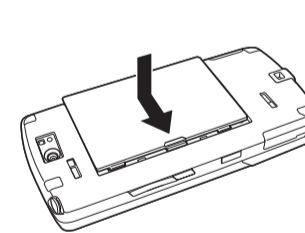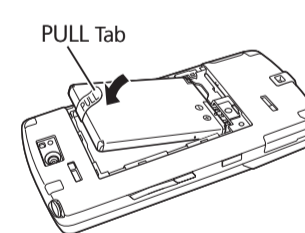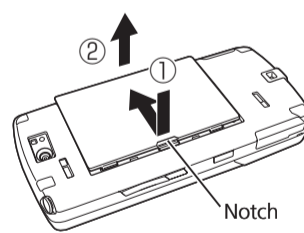
USIM PINs

■**PIN**
A four- to eight-digit security code to prevent unauthorized handset use. The default setting is 9999.
■**PIN2**
A four- to eight-digit security 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
Charging Indicator lights red while charging; may take up to approximately 140 minutes.
3 Unplug Charger, then disconnect handset
Press and hold Release Buttons to disconnect Charger Connector.

AC outlet

Plug

External Device Port

Connector

920T

Charging Indicator

Release Buttons

Port Cover
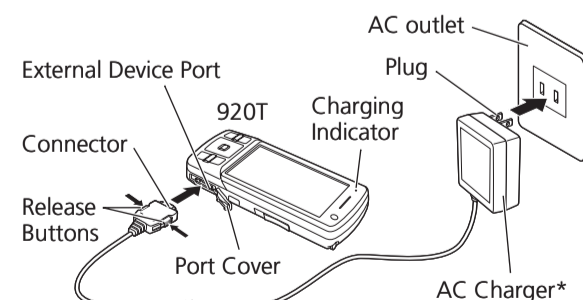
AC Charger*

*AC Charger is sold separately.

Security Codes

■**Handset Code**
A four-digit number required to use various handset functions. The default setting is 9999.
■**Center Access Code**
A four-digit number assigned at initial subscription. Use the code to access Optional Services via landlines or to subscribe to fee-based content.

■**Call Barring Service Code**
A four-digit number assigned at initial subscription. It is 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

Frequency Range	1920 - 2170 MHz
Continuous Talk Time	Approx. 200 min. (Video Call: Approx. 100 min.)
Continuous Standby Time	Approx. 400 hrs
Charging Time	Approx. 140 min.

Dimensions (W×H×D)	Approx. 51×112×18 mm (handset closed)
Maximum Output	0.25 W
Weight	Approx. 135 g (with battery)

Getting Started

Display Indicators & Key Assignments

📶	Signal Strength
P	Packet Network Range
✉	New S! Mail/SMS
💾	Memory Card Inserted
🔇	Manner Mode
🔋	Battery Level
⏰	Alarm Set
📼	Missed Call(s)/Message(s) Recorded at Voice Mail Center

✉	Access Messaging menu. Execute left Softkey functions.
☎	Make/answer calls.
✖	Delete characters. Return to the previous operation.
1⃣	Enter phone numbers and characters.
🎵	Access Media Player Audio menu. Make/answer video calls.
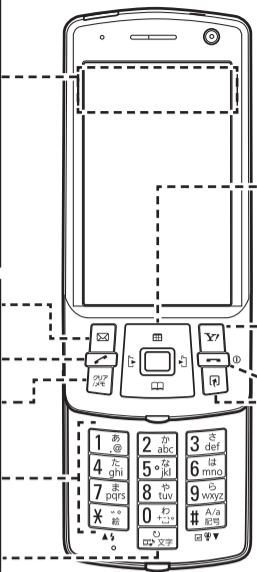
Multi Selector Operations
- ↕: Press ↑ or ↓.
- ↔: Press ◄ or ►.
- ✛: Press ↑, ↓, ◄ or ►.

✛	Move cursor up, down, left or right.
●	Access Main Menu. Confirm selection and perform selected operations.
Y!	Access Yahoo! Keitai. Execute right Softkey functions.
⏻	Turn handset power on/off. End calls/operations and return to Standby.
▣	Access Shortcuts menu.

Function List

Messaging	e-Book Viewer	Certification	Videos	Phone Book
Message Box	Ku-man's Room	Information	TV	My Details
Create New	**TV**	**Tools**	Lifestyle-Appli	Phone Book
Retrieve New	Watch TV	Alarms	Books	New Entry
Drafts	Program Guide	Notepad	Templates	Call Log
Templates	TV Links	Calculator	Flash(R)	Group
Unsent	TV Player	Dictionary	Main Menu	Addr. Bkup
Server Mail	Timer	Calendar	Gamendeco	Settings
Settings	Timer Results	Tasks	Keitaideco	Memory Status
Yahoo! Keitai	Settings	Doc Viewer	Mini Tool	**Settings**
Yahoo! Keitai	**Camera**	Useful Tools	Other Documents	Sounds
Bookmarks	Mobile	Photo Show	Memory Status	Display
Saved Pages	Digital	Osaifu-Keitai	**Media Player**	Phone Settings
Enter URL	Video	S! GPS Navi	Audio	Security
History	Video Mail	Update	Videos	Call Settings
PC Browser	Short Video	**Data Folder**	Streaming	Connectivity
Settings	Scan Data	Pictures	**Communications**	Idle Screen
Entertainment	**S! Appli**	Digital Camera	S! Town	Priority
S! Quick News	Library	Ring Song•Tone	S! Loop	Backup
S! Cast	Settings	S! Appli	Friend Status	Memory
BookSurfing	Card Sync	Music	Circle Talk	

Handset Functions

Basic Operations

Handset Power On/Off
Press and hold ⏻

Network Settings
Before using network-related services, retrieve network information. The first time you press ●, ✉, Y! or 🎵, a prompt appears.

●, ✉, Y! or 🎵 ➡ **YES** ➡ ●

Interface Language
● ➡ **設定** ➡ ● ➡ **一般設定** ➡ ● ➡ **Language** ➡ ● ➡ **Select a setting** ➡ ●

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

My Phone Number
● ➡ **Phone Book** ➡ ● ➡ **My Details** ➡ ●

Date & Time
● ➡ **Settings** ➡ ● ➡ **Phone Settings** ➡ ● ➡ **Clock** ➡ ● ➡ **Date&Time** ➡ ● ➡ **Enter date and time** ➡ ●

Calls

Making a Voice Call
1 Enter a phone number ➡ ☎
2 ⏻ to end call

Redialing
1 ◄ ➡ **Select a phone number** ➡ ☎
2 ⏻ to end call

Making a Video Call
1 Enter a phone number ➡ 🎵 ➡ ●
2 ⏻ to end call

Making an International Call
1 Enter a phone number ➡ Y! ➡ **Intl. Calls** ➡ ● ➡ **Select a country** ➡ ● ➡ ☎
2 ⏻ to end call

Answering a Call
1 ☎
2 ⏻ to end call

Answering Machine
■**Activating/Canceling**
Press and hold ✖

■**Playing a Message**
✖ ➡ **Select a message** ➡ ●

Text Entry

Setting Input Method
In a text entry window, Y! ➡ **Customize** ➡ ● ➡ **Input Method** ➡ ● ➡ Select **T9** or **Multi-tap** for English entry* ➡ ●
* Select **Standard** or **Beeper** for Japanese entry.

Switching Text Entry Modes
In a text entry window, ✖ ➡ **Select a text entry mode** ➡ ●

T9 abc/T9 Abc/T9 ABC	T9 modes
abc/Abc/ABC	Multi Tap modes
Pict	Pictographs
Numeric	Numbers
My Pictograms	Select pictographs from My Pictograms folder.

T9 and Multi Tap modes are unavailable when Input Method is set to Standard or Beeper.

Text Entry Examples
■**Entering "dog" in T9 Mode**
3def 6mno 4ghi ➡ ↓ to scroll suggestions ➡ ●

■**Entering "dog" in Multi Tap Mode**
3def ➡ 6mno (three times) ➡ 4ghi

Messaging

S! Mail/SMS
■**S! Mail**
Exchange text messages with SoftBank handsets, e-mail compatible handsets/devices or PCs. Send images, melodies and other files as attachments.

■**SMS**
Exchange short text messages with SMS compatible SoftBank handsets.

Customizing Handset Address
Change the account name (alphanumerics before @) of your e-mail address to help reduce spam.
● ➡ **Messaging** ➡ ● ➡ **Settings** ➡ ● ➡ **Mail Address** ➡ ● ➡ **Connect** ➡ ● ➡ **English** ➡ ● ➡ **Follow onscreen instructions**

Sending Text Messages
Press and hold ✉ ➡ **Address** ➡ ● ➡ Enter or select an address ➡ ● ➡ **Text** ➡ ● ➡ **Enter message** ➡ ● ➡ ● ➡ **OK** ➡ ●

Receiving Text Messages
(✉ ➡ **Message Box** ➡ ●)* ➡ Select a folder ➡ ● ➡ **Select a message** ➡ ●
* When Information Prompt appears, select **New Messages** ➡ ●

Phone Book

Phone Book Entry Items
■**Name**
Enter Last Name and First Name (16 characters each) to Phone Book and/or USIM Phone Book.

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

■**Email**
Save up to five addresses (up to 128 single-byte alphanumerics each) to Phone Book; One to USIM Phone Book.

Creating a New Entry
● ➡ **Phone Book** ➡ ● ➡ **New Entry** ➡ ● ➡ **Name** ➡ ● ➡ **Last Name** ➡ ● ➡ Enter ➡ ● ➡ **First Name** ➡ ● ➡ Enter ➡ ● ➡ ✉ ➡ **Select other items** ➡ ● ➡ **Enter information** ➡ ● ➡ ✉

Editing an Entry
↓ ➡ **Select an entry** ➡ ● ➡ **Select a field** ➡ ● ➡ **Edit field** ➡ ● ➡ ✉ ➡ **Save** or **Save as New** ➡ ●

Dialing from Phone Book
↓ ➡ **Select an entry** ➡ ● ➡ **Select a phone number** ➡ ☎

Voice Mail

Activating
● ➡ **Settings** ➡ ● ➡ **Call Settings** ➡ ● ➡ **Call Services** ➡ ● ➡ **VM/Call Fwd** ➡ ● ➡ **Voice Mail ON** ➡ ● ➡ **All Calls** or **No Answer** ➡ ● ➡ (Select a ring time ➡ ●)* ➡ ●
* Perform this step when **No Answer** is selected.

Playing Messages
● ➡ **Settings** ➡ ● ➡ **Call Settings** ➡ ● ➡ **Call Services** ➡ ● ➡ **VM/Call Fwd** ➡ ● ➡ **Listen VM** ➡ ● ➡ Follow voice guidance*
* To switch to English voice guidance, press 2abc 1 2abc while Japanese voice guidance is playing.

Camera

Capturing an Image
🎵 ➡ **Frame subject** ➡ ● or 🎵 ➡ ● or 🎵

Recording a Video
Press and hold 🎵 ➡ **Frame subject** ➡ ● or 🎵 ➡ ● or 🎵 **to end recording** ➡ ● or 🎵

Internet

Accessing Yahoo! Keitai
Y! ➡ **メニューリスト** ➡ ● ➡ **English** ➡ ● ➡ **Select a menu item** ➡ ●

Accessing PC Websites
Press and Hold Y! ➡ ✉ ➡ **Homepage** ➡ ● ➡ **Always Ask** or **Ask Once Only** ➡ ●

Media Player

Playing Music
✖ ➡ **All Music*** ➡ ● ➡ **Select a file** ➡ ●
* Alternatively, select **Disc Search**, **Artist**, **Album** or **Folder** to search by respective categories.

Creating a Playlist
✖ ➡ **Playlist** ➡ ● ➡ Y! ➡ **New Playlist** ➡ ● ➡ **Phone Memory** or **Memory Card** ➡ ● ➡ Enter a Playlist name ➡ ● ➡ **YES** ➡ ● ➡ **All Music**, **Artist** or **Album** ➡ ● ➡ (Select a file ➡ ●)* ➡ ✉
* Repeat this step to select multiple files.

Using a Playlist
✖ ➡ **Playlist** ➡ ● ➡ **Select a Playlist** ➡ ✉

Managing Files

Opening a File
● ➡ **Data Folder** ➡ ● ➡ **Select a folder** ➡ ● ➡ **Select a file** ➡ ●

Formatting a Memory Card
● ➡ **Settings** ➡ ● ➡ **Memory** ➡ ● ➡ **Format Card** ➡ ● ➡ Enter Handset Code ➡ **YES** ➡ ●

Software Update

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

Updating Software
● ➡ **Tools** ➡ ● ➡ **Update** ➡ ● ➡ **YES** ➡ ● ➡ **Agree** ➡ ● (twice) ➡ Enter Center Access Code ➡ ● ➡ ✉ ➡ **Follow onscreen instructions**