

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**

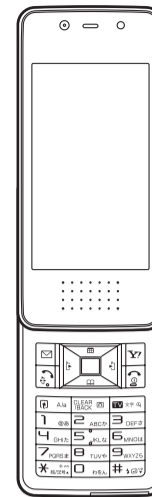
Online English Manual
See SOFTBANK MOBILE Corp. Website
(<http://www.softbank.jp>).
May be unavailable at purchase.
Call Customer Service or try later.

Emergency Numbers

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

TINSEA159AFZZ
08B 113.0 YM HI ①

SoftBank 921SH 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, 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).
- 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.

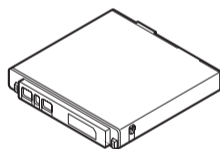
- If an abnormality occurs:
If there is abnormal odor, excessive heat, discoloration or distortion, unplug Charger, turn off handset and remove battery immediately; may cause overheating, bursting, fire or battery leakage.
- If battery does not charge properly, stop trying.
Battery may leak, overheat, 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

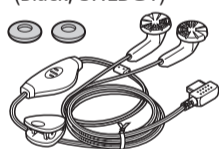
Accessories

- Battery (SHBBR1)

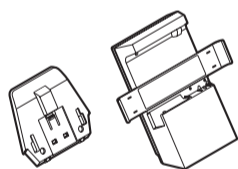


* Complimentary sample.

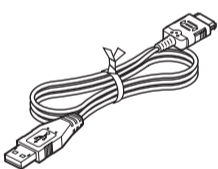
- Headphones (with Microphone) (Black, SHLBG1)



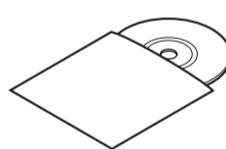
- Desktop Holder (SHEBR1)



- USB Cable*



- Utility Software (Japanese)*



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.

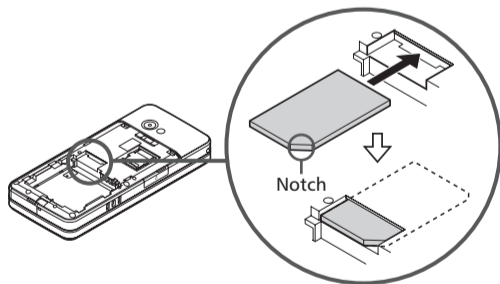
Activating/Canceling Manner Mode

- Press for 1+ seconds

USIM Card Installation

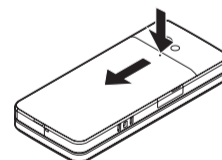
- 1 Slide in USIM Card with IC chip facing down
- 2 Insert battery (right)

- 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.

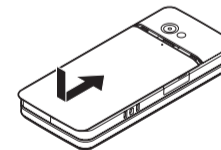
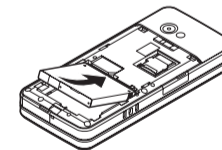


Battery Installation

- 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.

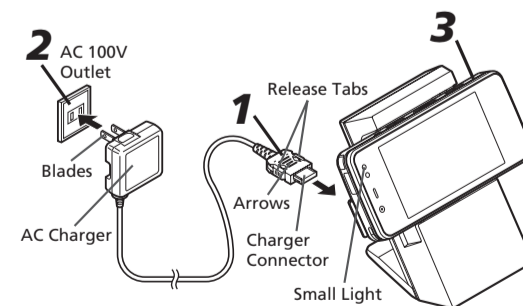
PIN1 and PIN2, **9999** by default, are changeable.

- 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 (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.
• When charging completes Small Light goes out.
- 4 After charging, unplug AC 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 921SH

Weight	Approximately 135 g
Continuous Talk Time	Approximately 240 minutes
Continuous Standby Time (Slider closed)	Approximately 330 hours
Charging Time (power off)	AC Charger: Approximately 140 minutes In-Car Charger: Approximately 140 minutes

Continuous Video Call Talk Time	Approximately 120 minutes (with Internal Camera in use)
Dimensions (W x H x D)	Approximately 50 x 112 x 15.9 mm (Slider closed, without protruding parts)
Maximum Output	0.25 W

* Values calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

	Signal strength
	Packet transmission available
	Unread mail
	Memory Card in use
	Manner mode active
	Battery strength
	New Voicemail
	Alarm set

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

Basic Multi Selector Operations
Select menu items, move cursor and scroll, etc. In this guide, Multi Selector operations are indicated as shown below.

- : Press or
- : Press or
- : Press , , or

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

Menu List			
Messaging	Settings	Timer/Clock Tools	Memory Status
Received Msg.	Information	Stopwatch	Media Player
Create Message	TV	Countdown Timer	Music
Retrieve New Msg.	Digital TV	World Clock	Videos
Drafts	TV Player	Hour Minder	Streaming
Templates	TV Link	Doc./Rec. Tools	Settings
Sent Messages	TV Listing	Document Viewer	Communication
Unsent Messages	Reservation List	Notepad	S! Town
Chat Folder	Settings	Voice Recorder	S! Loop
Server Mail Box	Camera	Barcode/Scan	S! Friend's Status
Create New SMS	Entertainment	Sensor Practice Mode	S! Circle Talk
Settings	S! Quick News	Phone Help	Near chat
Memory Status	S! Information Channel/Weather	Data Folder	Phone
Yahoo! Keitai	BookSurfing	Pictures	Phone Book
Yahoo! Keitai	e-Book Viewer	DCIM	Add New Entry
Bookmarks	Tools	Ring Songs•Tones	Information
Saved Pages	PIM/LifestyleTools	S! Appli	Call Log
Enter URL	Calendar	Music	Play Messages
History	Alarms	Videos	Call Voicemail
PC Site Browser	Wakeup TV	Lifestyle-Appli	Category Control
Browser Settings	Tasks	Books	My Details
S! Appli	Calculator	Customized Screen	Speed Dial/Mail
S! Appli Library	Expenses Memo	Status Templates	Mail Groups
Osaifu-Keitai	Osaifu-Keitai	Flash*	S! Addressbook Backup
Demand History		Other Documents	Ph.Book Settings
			USB Charge

Handset Functions

Basic Operations

Handset Power On/Off

- Power On**
 (Long)
- If Japanese appears first time 921SH 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)

Network Settings

Retrieve Network Information to use Network-related services; the first time you press , or , a prompt appears.
, or → **Yes** →

English Interface

→ **設定** → → **Language** → → **English** →

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

First, apply for International Call Service. Details and applications are available online: http://mb.softbank.jp/mb/en/global_service/ 921SH is not Global Roaming Service eligible.
Enter number → → **Int'l Call** → → A country → →
• → Call ends

Answering a Call

When a call arrives,
• → Call ends

Answer Phone

- Activating**
 (Long)
• appears for recorded message
• To cancel, (Long)
- Playing Messages**

• To stop, during playback

Text Entry

Switching Entry Modes

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

	Kanji (hiragana)
	Double-byte katakana
	Single-byte katakana
	Double-byte alphanumerics
	Single-byte alphanumerics
	Single-byte number
	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 Message** (S! Mail) or **Create New SMS** → → Recipient field → → Enter → → Enter subject (S! Mail) → → (Text) → → Enter → → to attach files (S! Mail) → →

Receiving Messages

Delivery Notice appears and Information window opens (appears) 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).
- E-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 → →

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/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** → → → 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 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, turn power off to end all active functions/applications, then restart handset.

Updating Software

→ **Settings** → → **Software Update** → → **Software Update** →