

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**

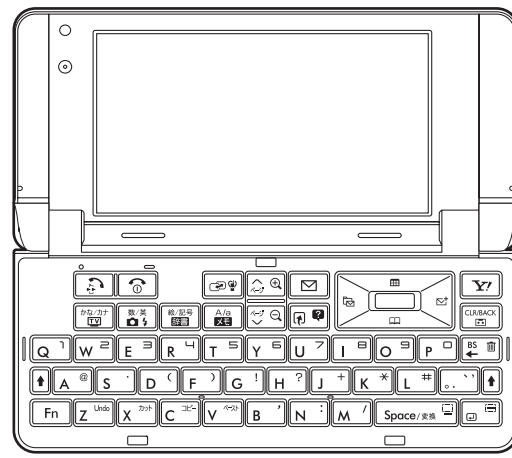
Online English Manual

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

TINSEA153AFZZ
08F 29.7 YM AI ©



Emergency Numbers

Customer Service

More Information

Use English Interface

Place International Calls

Customize Handset Address

And more...

Safety Precautions

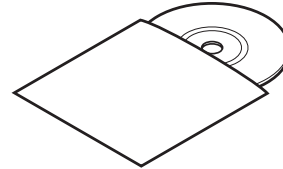
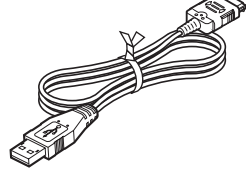
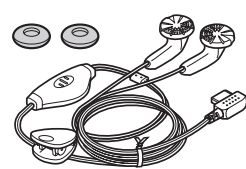
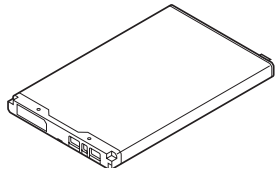
- **Use specified items (battery, Charger, etc.) only.** Non-specified equipment use may cause malfunction, or battery to leak, overheat, burst or ignite, leading to fire, burn injuries or electric shock.
- **Do not short-circuit power/charging terminals.** May cause fire, electric shock or malfunction; 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.
- **Do not use Mobile Light near people's faces.** May temporarily affect sight leading to accidents.
- **Never use handset (including TV) 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.

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.

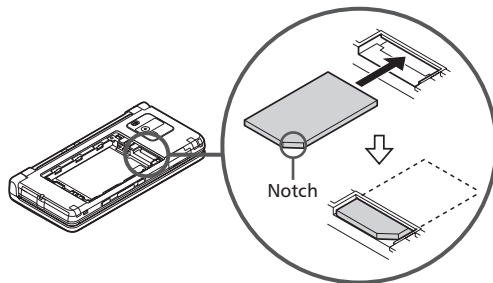
Activating/Canceling Manner Mode

- Press **[Manner Mode]** for 1+ seconds

USIM Card Installation

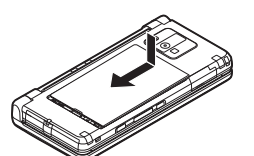
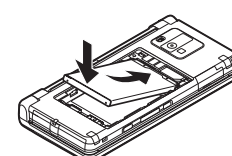
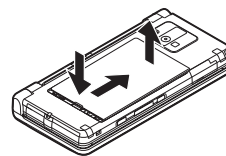
- 1 Slide in USIM Card with IC chip facing down
- 2 Insert battery (right)

- 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 down and slide cover then lift 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.

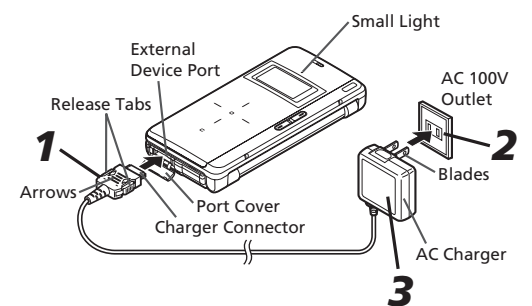
PIN1 and PIN2, **9999** by default, are changeable.

- **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 AC Charger
- 2 Plug AC Charger into AC outlet
 - Small Light illuminates red while charging.
 - When charging completes Small Light goes out.
- 3 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 922SH

Weight	Approximately 132 g
Continuous Talk Time	Approximately 250 minutes (3G) Approximately 270 minutes (GSM)
Continuous Standby Time (handset closed)	Approximately 340 hours (3G) Approximately 310 hours (GSM)
Charging Time (power off)	AC Charger: Approximately 140 minutes In-Car Charger: Approximately 140 minutes

Continuous Video Call Talk Time	Approximately 110 minutes
Dimensions (W x H x D)	Approximately 56 x 116 x 17 mm (handset closed, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

• Values calculated with battery installed.

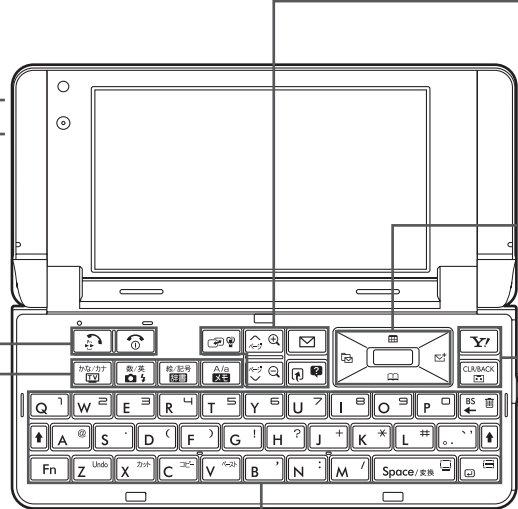
Getting Started

Display Indicators & Key Assignments

	Signal strength
	3G packet transmission available
	GSM packet transmission available
	Unread mail
	Memory Card in use
	Manner mode active
	Battery strength
	New Voicemail
	Alarm set
	Function Key active

	Initiate/answer calls
	Turn handset power on/off

	TV & Hiragana/Katakana Key
	Camera & Alphanumeric Key
	Dictionary & Pictogram/Symbol Key
	Memo & A/a Key



Keyboard

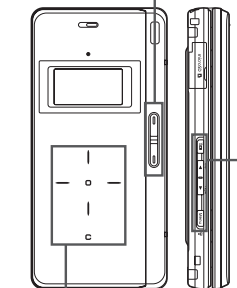
	Activate/cancel Manner mode or toggle multiple active function windows
	Page Scroll Keys
	Open Messaging menu or execute Softkey functions
	Shortcuts/Help Key

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
	Delete entries, escape/return to previous window

	Start Key
	End Key



	Use S! Circle Talk
	With handset closed, Long Press to activate/cancel Keypad Lock
	Long Press to illuminate Mobile Light
	With handset closed, Long Press to activate/cancel Manner mode

Sensor Key
Touch Sensor Key on the back side to place/answer calls with handset closed, etc.
Top part works as and (Multi Selector), and bottom part works as (Clear/Back Key).
In this guide, Sensor Key operations are indicated by and .

Handset Functions

Basic Operations

Handset Power On/Off

Power On

(Long)

If Japanese appears first time 922SH 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

→ → → → → **English** →

My Phone Number

→

Setting Clock

→ → → → → **Set Date/Time** → → Enter date and time (24-hour format) →

Calling

Voice Call

Enter number → → When **Calling...** appears, close handset; put Earpiece to an ear

- Open handset, → Call ends
- With handset closed, → Call ends

Redialing

→ A record →

- → Call ends
- With handset closed, → Dialed numbers appear → Use Sensor Key to scroll multiple numbers → A record →

Video Call

Enter number → (Long)

- → Call ends

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/922SH is Global Roaming Service eligible.

Enter number → → **Int'l Call** →

A country → →

- → Call ends

Answering a Call

When a call arrives,

- → Call ends
- With handset closed, to answer calls

Answer Phone

Activating

- (Long)
- appears for recorded message
- To cancel, (Long)

Playing Messages

- When **Play** appears, close handset and put Earpiece to an ear
- To stop, open handset →

Text Entry

Press or to toggle entry modes.

	Hiragana		1 Single-byte number
	Double-byte katakana		Single-byte alphabet
	Single-byte katakana		Double-byte alphabet

Messaging

SMS/S! Mail

SMS

Exchange up to 160 alphanumeric 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.

→ → → → **English** → → Onscreen instructions

Sending Messages

→ **Create Message** (S! Mail) or **Create New SMS** → → Recipient field → → 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

Saving to Phone Book

→ → **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 → → With handset closed, → **Phone Book** → → A name → → A phone number →

Voicemail

Activating

→ → → → → → → → **Activate** → → → **Always or No Answer** → → Ring time (for **No Answer**) →

Playing Messages

→ → → → → → → → **Call Voicemail** → → Follow the voice guidance

Yahoo! Keitai

Accessing Yahoo! Keitai

→ → **メニューリスト** → → **English** → → Highlight a menu item →

Using PC Site Browser

→ → **PC Site Browser** → → **Enter URL** → → URL → → Highlight a menu item →

Software Update

Precaution

Before updating software, turn power off to end all active functions/applications, then restart handset.

Updating Software

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

Menu List

Communication	Status Templates	Tools	Date & Time	Handset Close
S! Town	Flash®	PIM Tools	Set Key Light	Auto Answer
S! Loop	Other Documents	Calendar	言語選択 (Language)	Call Waiting
S! Friend's Status	Memory Status	Alarms	User Dictionary	Network Settings
S! Circle Talk	Yahoo! Keitai	WakeUp TV	Ringer Output	Select Network
Near chat	Bookmarks	Tasks	Earpiece Volume	Select Service
Messaging	Saved Pages	Calculator	Change Menu	Offline Mode
Received Msg.	Enter URL	Expenses Memo	Locks	Retrieve NW Info
Create Message	History	Timer/Clock Tools	Software Update	Location Info
Retrieve New Msg.	PC Site Browser	Stopwatch	Master Reset	Network Info
Drafts	Browser Settings	Countdown Timer	Connectivity	External Device
Templates	TV	World Clock	Bluetooth	Phone
Sent Messages	Digital TV	Hour Minder	Infrared	Phone Book
Unsent Messages	TV Player	Doc./Rec. Tools	USB Mode	Add New Entry
Chat Folder	TV-Image Folder	Dictionary	USB Charge	Information
Server Mail Box	TV Link	Search	Memory Card	Call Log
Create New SMS	Settings	Document Viewer	Backup	Play Messages
Settings	Reservation List	Notepad	Call/Video Call	Call Voicemail
Memory Status	Settings	Scratch Pad	Call Time & Cost	Category Control
Data Folder	Entertainment	Voice Recorder	Answer Phone	My Details
Pictures	Media Player	Barcode/Scan	Voicemail/Divert	Speed Dial/Mail
DCIM	S! Appli	Phone Help	Video Call	Mail Groups
Ring Songs•Tones	S! Quick News	Settings	Show My Number	S! Addressbook Backup
S! Appli	S! Information Channel/Weather	Phone Settings	Missed Calls	Ph.Book Settings
Music	BookSurfing	Mode Settings	Int'l Calling	Manage Entries
Videos	e-Book Viewer	Display	Disp. Time/Call	
Books	Camera	Customized Screen	Call Barring	
Customized Screen		Sounds & Alerts	Minute Minder	