Support

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	Toll Free 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: At top of Top Menu,
  Select メニューリスト → *English* → *User Support*.
- **Online English Manual**
  http://www.softbank.jp/mb/r/support/821p/
  May be unavailable at purchase.
  Call Customer Service or try later.

Emergency Numbers

- Police **110**
- Fire & Ambulance.......... **119**
- Coast Guard **118**

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an ink based on soy bean oil.

SoftBank 821P
First Step Guide

- Emergency Numbers
- Customer Service
- More Information
- Use English Interface
- Call Abroad from Japan
- Customize Handset Address

and more...

Safety Precautions

- **Use specified battery, charger and holder.**
  The use of devices other than those specified may result in malfunction of handset or battery. Leaking, overheating, explosion or fire may occur.
- **Do not get handset, battery and charger wet.**
  If liquids such as water or pet urine get into battery and charger, they may cause overheating, electric shock or malfunction. Do not use handset in damp places like bathrooms.

- **Do not use handset while driving a vehicle.**
  Doing so may interfere with safe driving and cause an accident. Stop your vehicle to park in a safe place before using handset. Drivers using handsets while driving are subject to prosecution.
- **Do not throw or otherwise subject to strong force or impacts.**
  Battery may leak, overheat, explode, catch fire, or cause damage to handset.

- **Turn off handset where use is prohibited, such as aboard aircraft or in hospitals.**
  Handset may interfere with the operation of sensitive devices and electronic medical equipment. Follow the instructions given by the respective medical facilities regarding the use of mobile phones on their premises. In addition, actions such as speaking on a mobile phone aboard aircraft are prohibited and may be punishable by law.
- **Do not disassemble or modify handset.**
  May cause accidents such as fire, bodily injury, electric shock or equipment malfunction.
- **Keep handset off and charger disconnected in filling stations or places where flammable gas is generated.**
  Handset use in such areas may lead to fire.

- **Do not use or leave handset or related hardware in locations subject to high temperatures, such as near an open flame/heater, in sunlight or inside a car on an extremely hot day.**
  Do not charge, leave, use, or be carrying handset or related hardware in a warm place or where heat collects, such as under a kotatsu (blanketed warming table) or electric blanket, next to a kairo (worn warming patch), etc.
  Battery may leak, overheat, explode, or ignite. Handset or related hardware may deform or malfunction. Part of the casing may also become hot and cause burns.

  For more information, see User Guide (Japanese) P.xxvii.

Handling Precautions

General Notes

- SoftBank is not liable for damages from accidental loss/ alteration of handset/Memory Card information (Phone Book entries, image/sound files, etc.). Back-up important information.
- Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places.

- Use handset without disturbing others.
- If handset is left with no battery or an exhausted one, data may be altered/lost. SoftBank is not liable for any resulting damages.
- Handset use near landlines, TVs or radios may cause interference.
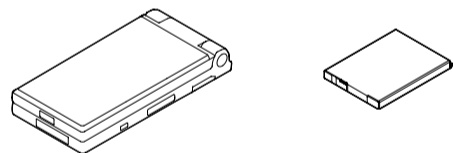
- Beware of eavesdropping.
  Digital signals reduce interception, however transmissions may be overheard. Deliberate/accidental interception of communications constitutes eavesdropping. "eavesdropping" means radio communication is received by another receiver deliberately or accidentally.

Electromagnetic Waves

- For body worn operation, this mobile phone has been tested and meets RF exposure guidelines when used with an accessory containing no metal and positioning the handset a minimum 15 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.

  For more information, see User Guide (Japanese) P.xxxii.

Before Using Handset

Package Contents

- Handset (821P)
- Battery (PMBAE1)
- User Guide (Japanese)
- First Step Guide
- Raku Raku Start Book (Japanese)
- Utility Software (CD-ROM)*

*Utility Software updates/upgrades may be released on SOFTBANK MOBILE Corp. Website (http://www.softbank.jp) without prior notification. Please check for the newest versions of utility applications and download as required.
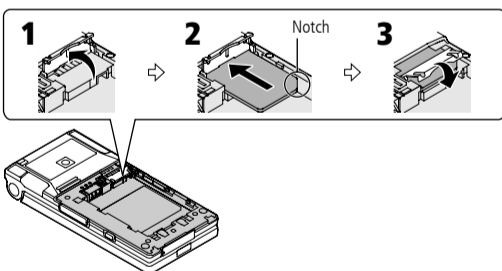
Manner Mode

- **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
- In Standby, press and hold #⁂ or ▢
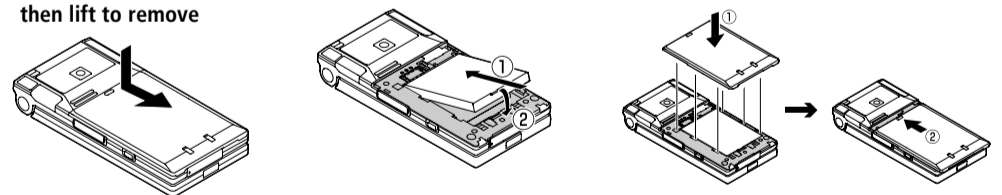
USIM Card Installation

1 Open USIM Holder
2 Insert USIM Card (gold IC facing down) into USIM Holder
3 Close USIM Holder

USIM Card must be inserted to use this handset. Turn handset off and remove battery before inserting/removing USIM Card.

Battery Installation

1 Slide battery cover, then lift to remove
2 Insert battery
3 Replace battery cover

USIM PINs

- **PIN1**
  4 to 8-digit code used to prevent unauthorized 821P use.
  - PIN1 can be changed.
  - When PIN Entry is *ON*, PIN1 entry is required each time handset is turned on (with USIM Card inserted).
- **PIN2**
  Required to clear All Calls or set Cost Limit and Currency Setting.
  - PIN2 can be changed.

- **PIN Lock & Cancellation (PUK)**
  PIN1 Lock or PIN2 Lock is activated if PIN1 or PIN2 is incorrectly entered three times. Cancel PIN1 Lock or PIN2 Lock by entering the PIN Unblocking Key (PUK/PUK2).
  - If PUK is incorrectly entered ten times, USIM Card is locked and handset is disabled. Write down PUK.
  - For procedures required to unlock USIM Card, contact SoftBank Customer Center, General Information.

Charging

Charging Indicator
AC Outlet
Charger Blades
Port Cover
Arrows Up
Release Tabs
AC Charger
Charger Connector
External Port

1 Connect AC Charger (not included) to handset
2 Plug AC Charger into AC Outlet
- Charging Indicator illuminates and charging starts; may take up to approximately 130 minutes.
- When charging is complete, Charging Indicator goes out.

3 Unplug AC Charger, then disconnect handset

Passwords

- **Handset Code**
  Required to use/change some handset functions.
  - ✶ appears for each digit entered.
  - Handset Code (*9999* by default) can be changed on handset.
- **Center Access Code**
  4-digit number specified at initial subscription; required to access Voice Mail via landlines or subscribe to fee-based information.

- **Call Barring Password**
  4-digit number specified at initial subscription, required to restrict handset services.
  - If entered incorrectly three times, Call Barring settings lock; Call Barring Password & Center Access Code must be changed. Reach SoftBank Customer Center, General Information for details.

Specifications

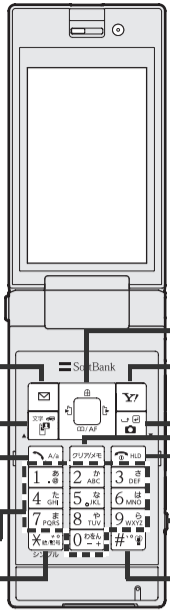| Weight (including battery)	Approx. 113 g
Talk Time	3G: Approx. 200 minutes Video Call: Approx. 100 minutes GSM: Approx. 200 minutes
Standby Time (closed)	3G: Approx. 400 hours GSM: Approx. 300 hours
Charging Time	AC Charger: Approx. 130 minutes In-Car Charger: Approx. 130 minutes

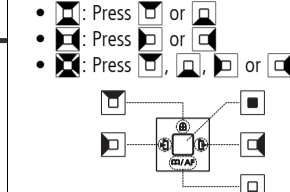| Dimensions (closed)	Approx. 50 x 104 x 15.9 mm
Maximum Output	3G: 0.25 W GSM: 2.0 W

- Values were calculated with battery installed.

SoftBank 821P First Step Guide

Getting Started

Display Indicators & Key Assignments

📶	Signal Strength
P	Packet Data Transmission Available
✉	Unread Message
📇	Memory Card Inserted
	Manner Mode
🔋	Battery Level
	Voice Message
⏰	Alarm Set

✉	Open Messaging menu or execute Left Softkey functions
	Initiate Video Call; toggle input mode in text entry windows; press and hold in Standby to toggle Drive mode
	Initiate/answer call; toggle upper/lower case roman letters in text entry windows
0-9	Enter numbers/characters
✳	Access pictographs/symbols in text entry windows; press and hold to toggle Simple mode

Use Multi Selector to select items, navigate menus, etc. In this manual, Multi Selector operations are indicated as shown below.

Basic Multi Selector Operations
- ●: Press ▲ or ▼
- ●: Press ◄ or ►
- ⊠: Press ▲, ▼, ◄ or ►

	Open Yahoo! Keitai Main Menu or execute Right Softkey functions
	Activate Camera in Standby or enter a line break in a text entry window
	Delete characters or highlighted items
	Turn handset power on/off; return to Standby
	Press to mute ringer; press and hold to toggle Manner mode
#🔒	Press and hold in Standby to toggle Manner mode

Function List

Messaging	S! Appli
Incoming Mail	S! Appli Library
Create New S! Mail	S! Appli Settings
Retrieve New	Information
Drafts	**Communication**
Templates	S! Town
Sent Messages	S! Loop
Unsent Messages	Near Chat
Server Mail Box	**Camera**
Create New SMS	Camera
Settings	Video Camera
Memory Status	**Entertainment**
Yahoo! Keitai	Media Player
Yahoo! Keitai	BookSurfing
Bookmarks	e-Book Viewer
Saved Pages	**Tools**
Enter URL	Alarms
History	Calendar
S! Quick News	Answer Phone
PC Site Browser	Calculator
Settings	Memo Pad

	Retrieve NW Info
Voice Recorder	**Phone Book**
Software Update	Phone Book
Data Folder	Create New Entry
Pictures	Call Log
Ring Songs&Tones	Group
S! Appli	Account Details
Music	Speed Dial
Videos	S! Addressbook Back-up
Books	Settings
S! Familiar Usability	Memory Manager
Templates	**Settings**
Memo Pad	Sound Settings
Flash(R)	Display Settings
Other Documents	Phone Settings
Memory Status	Security
Bar Code Reader	Call Settings
Scan Barcodes	Mode Settings
Saved Data List	Location Settings
Connectivity	Memory Card Manager
Infrared	
Bluetooth	

Handset Functions

Most operation descriptions below begin in Standby.

Basic Operations

Handset Power On/Off

■**Power On**
Open handset → Press 📵 for 3+ seconds
■**Power Off**
Open handset → Press 📵 for 2+ seconds

Retrieving Network Information

When ●, ✉ or Y! is pressed for the first time, 821P initiates Network Information retrieval; ● to retrieve it.
To update manually, ● → **Connectivity** → ● → **Retrieve NW Info** → ● → ✉

English Interface

● → 設定 → ● → 一般設定 → ● → **Language** → ● → **English** → ●

My Number

● → 0

Date & Time

● → **Settings** → ● → **Phone Settings** → ● → **Date & Time** → ● → **Home Clock** → ● → **Date & Time** → ● → Enter date → ▲ → Enter time → ●

Calls

Making Voice Calls

Enter number with area code → 📞
- 📵 to end call

Calling from Outgoing Call Log

◄ → A phone number → 📞
- 📵 to end call

Making Video Calls

Enter number with area code → 📹
- 📵 to end call

Calling Abroad from Japan

Enter number → ✉ → **International Call** → ● → A country → ● → 📞
- 📵 to end call

Answering a Call

📞
- 📵 to end call

Answer Phone

Record messages on handset when unable to answer incoming calls.

■**Activating**
Press and hold ✳
- When Answer Phone is active, 📼 appears in Standby.
- To cancel: Press and hold ✳ again.

■**Playing Messages**
In Information window, **Answer Phone** → ● → A message → ●

■**Deleting Messages**
A message → ✉ → **Delete** → ● → ✉

Answer Phone is unavailable when handset is off, out-of-range or Offline.

Text Entry

Toggling Entry Modes

In text entry window, 📹 to toggle input modes (or press and hold to toggle double-/single-byte) → Enter text

abc¹/₂	Single-byte alphanumerics
abc¹/₁	Double-byte alphanumerics
123¹/₂	Single-byte numbers
123¹/₁	Double-byte numbers
漢 1/1	Kanji (Hiragana)
カ ¹/₂	Single-byte katakana
カ ¹/₁	Double-byte katakana

Example: Entering "no"

In text entry window, 📹 → abc¹/₂ → 6 6 → ◄ → 6 6 6

Messaging

S! Mail/SMS

■**S! Mail**
Exchange text messages with e-mail compatible handsets, PCs, etc.; attach image/sound files etc.
■**SMS**
Exchange short text messages with SoftBank handsets.

Customizing Handset Address

Change your handset mail address (alphanumerics before @) to reduce the risk of receiving spam.
✉ → **Settings** → ● → **Custom Mail Address** → ● → Follow onscreen instructions

Sending S! Mail & SMS

✉ → **Create New S! Mail** (**Create New SMS** for SMS) → ● → **Add Address** → ● → **Phone Book** → ● → An entry → ● → A number/mail address → ● → **Add Subject** → ● → Enter subject → ● → **Input Text** → ● → Enter text → ● → **Add Attachment** → ● → Files → ✉ → Y!
- **Add Subject** and **Add Attachment** are not available for SMS.

Receiving S! Mail & SMS

Information window opens and ✉ appears for a new message in Standby.
In Information window, **Message** → ● → A folder → ● → An unread message → ●

Phone Book

Phone Book Entry Items

■**Phone Number**
Save up to three entries in Phone Book; two in USIM Card Phone Book. Emergency numbers (110, 119, 118) cannot be saved in Phone Book.

■**E-mail Address**
Save up to three entries in Phone Book; one in USIM Card Phone Book.

Saving to Phone Book

● → **Phone Book** → ● → **Create New Entry** → ● → An item → ● → Enter information → ● → ✉
■**Save Settings**
Select Phone Book memory for new entries.
● → **Phone Book** → ● → **Settings** → ● → **Save Settings** → ● → **Phone**, **USIM** or **Ask Each Time** → ●
- Select **Ask Each Time** to select target each time you save an entry.

Editing Phone Book Entries

▲ → An entry → ✉ → **Edit** → ● → An item → ● → Edit → ● → ✉

Making Calls from Phone Book

▲ → ⊠ to select a page of the required reading → An entry → ● → A phone number → ●

Voice Mail

Activating Voice Mail

● → **Settings** → ● → **Call Settings** → ● → **Optional Services** → ● → **Voice Mail/Call Forwarding** → ● → **Voice Mail ON** → ● → **Ringer Off** or **Ringer On** → ● → Ring time (for **Ringer On**) → ●

Checking Voice Mail Messages

In Information window, **Voice Mail** → ● → Follow voice guidance
- To switch to English voice guidance, press 2 1 2 while Japanese voice guidance is playing.

Camera

Capturing Still Images

📹 → Frame subject → ● → ● → ● → 📵

Recording Videos

Press and hold 📹 → Frame subject → ● → ● → **Save to Data Folder** → ● → 📵

Yahoo! Keitai

Yahoo! Keitai Main Menu

Y! → メニューリスト → ● → **English** → ● → A menu item → ●

PC Site Browser

● → **Yahoo! Keitai** → ● → **PC Site Browser** → ● → **Homepage** → ● → ✉ → A menu item → ●

Media Player

Playing Music/Video

● → **Entertainment** → ● → **Media Player** → ● → **Audio** or **Video** → ● → An item → ● → A file → ●
- To end playback, 📵 or Y! → Y! (for Audio)

Creating New Playlists

● → **Entertainment** → ● → **Media Player** → ● → **Audio** or **Video** → ● → **Playlist** → ● → ✉ → **Create Playlist** → ● → Enter a Playlist name → ● → A Playlist → ● → ✉ → **Add** → ● → **Music** or **Ring Song** (for Audio) → A file → ●

Using Playlists

● → **Entertainment** → ● → **Media Player** → ● → **Audio** or **Video** → ● → **Playlist** → ● → A Playlist → ● → A file → ●
- To end playback, 📵 or Y! → Y! (for Audio)

Managing Files

Opening Files

● → **Data Folder** → ● → A folder → ● → A file → ●

Formatting Memory Card

● → **Settings** → ● → **Memory Card Manager** → ● → **Format Memory Card** → ● → ● → Enter 4-digit Handset Code → ●

Software Update

Precaution

Fully charge battery beforehand.

Updating Software

● → **Tools** → ● → **Software Update** → ● → **Start Update** → ● → Follow onscreen instructions