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 apply.)
Call this number immediately if handset/USIM Card is lost or stolen while outside Japan.

■Call these numbers toll free from landlines.

Subscription Areas	Contact	
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

Emergency Numbers

Customer Service

More Information

English Interface

International Call

Customizing Address

And More...

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**

GH68-17539A (Rev. 1.0)

Safety Precautions

■Do not short-circuit Charger Port.
Keep metal objects away from the Charger Port. Keep handset away from jewelry. Battery may leak, overheat, burst, or ignite causing injury. Use a case to carry handset.
■Avoid battery leakage, breakage or fire injury.
Do not:
• Heat or dispose of battery in a fire.
• Disassemble, modify, or break battery.
• Damage or solder on to battery.
• Use a damaged or deformed battery.
• Use a non-specified charger.
• Force battery into handset.
• Charge or place battery near fire, heat sources or expose it to extreme heat.
• Use battery for other equipments.
■Do not insert foreign objects into handset.
Do not place metal or flammable objects in handset or Charger. This may cause fire or electric shock. Keep handset out of the reach of children.
■Keep handset away from liquid-filled containers.
Keep handset and Charger away from chemicals/liquids. Fire or electric shock may result.

■Avoid sources of fire.
To prevent fire or explosion, do not use handset near gas or fine particles (Coal, dust, metal, etc.).
■Keep handset/Charger out of microwave ovens.
Battery or handset may leak, burst, overheat, or ignite.
■Do not subject handset to shocks.
Subjecting handset or Charger to shocks may cause malfunction or injury. Should handset break, remove battery and contact the SoftBank Customer Center, Customer Assistance. Discontinue handset use. Fire or electric shock may occur.
■Keep handset off and Charger disconnected near filling station or places with risk of fire/explosion.
Handset use near petrochemicals or other flammables may lead to fire or explosion.
■Preventing accidents
• For safety, never use handset while driving. Pull over beforehand. Mobile phone use while driving is prohibited by the revised Road Traffic Law (Effective November 1 2004).

• Do not use headphones while driving or riding a bicycle. Accidents may result.
• Do not turn the volume up so high that ambient sounds cannot be heard, especially when walking in or around traffic to avoid accidents.
■Do not swing handset by the strap.
Injury or breakage may result.
■Use only the specified voltage.
Non-specified voltages may cause fire or electric shock.
• **AC Charger: AC 100V-240V Input**
• **In-Car Charger: DC 12V/24V Input**
■Do not use In-Car Charger inside vehicles with a positive earth.
Fire may result. Use In-Car Charger only inside vehicles with a negative earth.
■Do not plug multiple cords in one outlet.
Excess heat or fire may occur.
■Do not bend, twist, pull, or set objects on the cord. Do not put heavy objects on the cords or heat or pull the cords.
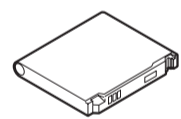Fire or electric shock may result.

■Do not short-circuit Charger Port.
Keep the metal away from Port. Overheating, fire, or electric shock may result.
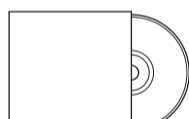
For more information, see User Guide P.xxx

Before Using Handset

Accessories

•Battery [SCBAL1]

•Utility Software[1] (CD-ROM)

•Stereo Earphones [SCLAD1]
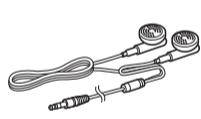
•Earphone Conversion Cable with Microphone [SCLAJ2]
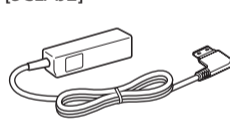
•USB Cable [SCDAJ1]
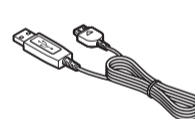
•SBM Charger Connector Adapter (SC-A) [SCDAJ2][2]

1 Utility Software updates/upgrades may become available via SOFTBANK MOBILE Corp. Website (http://www.softbank.jp) without prior notification.
2 Required to connect specified AC Charger (purchased separately) and 821SC, to power handset or charge battery. Two Connector Adapters are included.

Manner Profile

• Minding Mobile Manners
Please use handset responsibly. Inappropriate handset use can be both dangerous and bothersome to others. Please take care not to disturb others with handset use. Adjust handset use to your surroundings accordingly.

Activating/Canceling Manner Profile
■Press #⌄ for 1+ seconds

USIM Card Installation

1

2
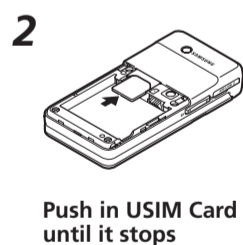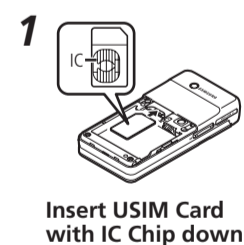
USIM Card must be inserted to use 821SC. Turn 821SC off and remove battery before inserting/removing USIM Card. To prevent damaging it, avoid touching the IC chip when inserting or removing USIM Card.

Insert USIM Card with IC Chip down

Push in USIM Card until it stops

Battery Installation

Do not touch battery contacts.

1

2

3 Notches

4

Press down to slide Battery Cover loose

Remove Battery Cover completely

Align Battery Slots and 821SC Notches to insert battery

Slide Battery Cover into 821SC Slots; replace Battery Cover
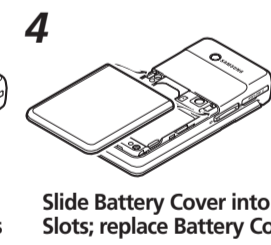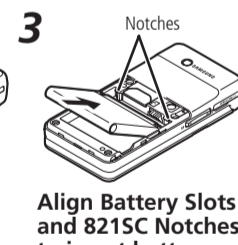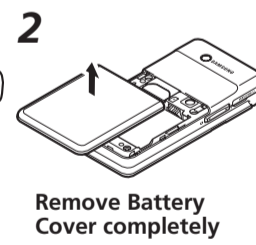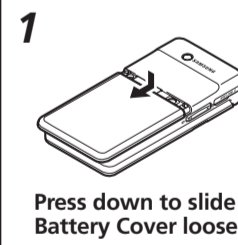
USIM PINs

• PIN
4- to 8-digit security code; prevents unauthorized use. Set **PIN certification** to **On** to require PIN entry at power on.
• PIN2
4- to 8-digit security code required for Reset Call Cost or Edit Cost Limit, etc.
Change PIN and PIN2 as required.

• Canceling PIN Lock (PUK/PUK2 Code*)
Incorrectly entering PIN or PIN2 three consecutive times activates PIN Lock and limits 821SC function access. Enter PUK (PIN Unlocking Key) Code to cancel PIN Lock. For more information, contact Customer Service.
★ Entering PUK/PUK2 incorrectly ten consecutive times locks USIM Card and disables 821SC. Write down PUK and PUK2. Unlocking USIM Card requires special service. Contact Customer Service.

Charging

AC 100V outlet

1

2

3

Port Cover

Charger

1 Open Port Cover and insert Adapter Connector

2 Plug Charger into an AC 100V outlet
• While charging, battery indicator charges as follows:
🔋 → 🔋 → 🔋. 🔋 flashes when battery is full.
• Charging time is approximately 150 minutes.

3 Unplug Charger, then disconnect handset

Security Codes

• Phone Password
4-digit number (9999 by default) required to use or change handset functions. Entered digits appear as ✱. If incorrect, error message appears; try again.
• Center Access Code
4-digit number specified at subscription; use to subscribe to fee-based information/access Voice Mail via landlines.

• Network Password
4-digit number specified at subscription; use for Call Baring, etc. Entering it incorrectly three consecutive times locks Call Barring settings. To resolve, Network Password and Center Access Code must be changed. For details, contact Customer Service.
Change Phone Password or Network Password on 821SC.

Specifications

SoftBank 821SC

Weight	Approximately 120 g
Continuous Talk Time	Voice Call: 200 minutes / Video Call: 100 minutes
Continuous Standby Time (Turning off Display)	395 hours

Charging Time (power off)	AC Charger: Approximately 150 minutes
Dimensions (W x H x D)	Approximately 49 x 99.5 x 16.7 mm (821SC closed)
Maximum Output	0.25W

• Values calculated with battery installed.
• Actual times may be reduced by alternating between operations/transmissions and Standby.

Getting Started

Display Indicators

❶	Signal Strength
❷	Network Connection Status
❸	New Message Memory Full(S!Mail/SMS)
❹	S! Appli Status
❺	System Information
❻	Data Transmission Status
❼	Manner Profile
❽	Battery Level
❾	Setting to Off for *Voice call* in *Volume*; and to Other Than *Off* for *Voice call* in *Vibration*
❿	

	Voice Mail/Call Forwarding Active
	Answering Machine Active
	Alarm Set
	Unheard Answering Machine Message
	Unheard Voice Mail
	All Keys Locked
	Password Lock Active
	Secret Mode Shown
	Unread S! Friend's Status Registration Request
	Unread S! Friend's Status Notification

Key Assignments

①	Open *Messaging* menu or execute Left Softkey command/function
②	Volume adjustment
③	Press for *TV* or change entry mode for text entry
④	Initiate or accept Voice Calls
⑤	Delete entered text or return to the previous window
⑥	Toggle Pictograms for text entry Long press for *My status*
⑦	Move menu items or cursor, scroll ■ Basic Multi Selector Operations : Press or
⑧	Access *Yahoo! Keitai* or execute Right Softkey command/function
⑨	Show *Switch bar* or toggle upper/lower-case for text entry
⑩	Turn power on/off or end operations
⑪	Enter numbers or characters and select menu items
⑫	Toggle Symbols for text entry Long press for Manner profile

Function List

Messaging	Communication		TV player
Received messages	S! Town	Bar code reader	Reservation list
Create new	S! Loop	Stopwatch	Settings
Retrieve new	S! Friend's Status	Dictionary	**Phonebook**
Drafts	S! Circle Talk	Software update	Phonebook
Templates	Near Chat (Japanese)	**Data Folder**	Create new entry
Sent messages	**Camera**	Pictures	Call log
Unsent	Take photo	My Pictograms	Group settings
Server mail	Record video	Ring songs・tones	Account details
Create new SMS	Bar code reader	S! Appli	Speed dial
Settings	Dynamic effect	Music	S! Addressbook Back-up
Memory Status	Video editor	Videos	Settings
Yahoo! Keitai	Slide show	Books	Memory status
Yahoo! Keitai	**S! Appli**	S! Familiar Usability	**Settings**
Bookmarks	S! Appli library	Graphic Mail templates	Standby window
Saved pages	Settings	Flash®	Sounds & Alerts
Enter URL	**Tools**	Flash® Ringtones	Manner mode settings
History	Alarms	Other documents	Display settings
PC site browser	Calendar	Memory status	Phone settings
Yahoo! Keitai browser settings	Calculator	**Entertainment**	Security
Media Player	Converter	S! Quick News	Call settings
Music	World clock	BookSurfing®	Mode settings
Movie	Notepad	**TV**	Connectivity
Streaming	Tasks	Watch TV	Memory settings
Settings	Voice recorder	Program guide	
	Voice recognition	TV links	

Handset Functions

Basic Operations

Handset Power On/Off

■ Power On

Open 821SC ➡ ☎ for 1+ seconds

821SC initiates Network Info retrieval the first time ■, ✉, ☒, ☒, or ☒ is pressed in Standby. Select *Yes* then follow onscreen instructions.

■ Power Off

☎ for 2+ seconds

English Interface

■ ➡ 設定 ➡ 一般設定 ➡ *Language* ➡ *English*

My Phone Number

■ ➡ ⓪

• ☎ to exit

Setting Clock

■ ➡ *Settings* ➡ *Phone settings* ➡ *Date & Time* ➡ Time field ➡ Enter time (12/24-hour format) ➡ Date field ➡ Enter year, month, and day ➡ ✉ (Save)

Calls

Voice Call

Enter a phone number ➡ Confirm the number ➡ ☎/■ (Call)

• ☎ to end the call

Using Cal Log Records

☒ (Received calls)/☒ (Dialed calls) ➡ Highlight a record ➡ ✉ (Call) ➡ *Voice call*

• ☎ to end the call

Video Call

Enter a phone number ➡ ☎ for 1+ seconds

• ☎ to end the call

International Call

IInternational Call Service requires application for use. For details and application, please see the Web site at: http://mb.softbank.jp/mb/en/global_service/ (821SC cannot be used outside Japan.)

Enter a phone number ➡ ☒ ➡ *International call* ➡ Select country/*Enter Code* for direct entry ➡ Confirm the number ➡ ☎

• ☎ to end the call

To call a Softbank handset overseas, enter handset phone number; country code is not required.

Receiving a Call

When 821SC rings/vibrates, ☎

• ☎ to end the call

Answering Machine

■ Activating & Canceling

■ ➡ *Settings* ➡ *Call settings* ➡ *Answering machine* ➡ *Setting* ➡ *On/Off*

• When *On*, ☒ appears in Standby.

■ Playing Messages

■ ➡ *Settings* ➡ *Call settings* ➡ *Answering machine* ➡ *Recordings* ➡ Highlight a message ➡ ■ (Play)

■ Deleting Messages

■ ➡ *Settings* ➡ *Call settings* ➡ *Answering machine* ➡ *Recordings* ➡ Highlight a message ➡ ✉ (Delete) ➡ *Yes*

Text Entry

Changing Text Entry Mode

In a text entry window, ☒ ➡ Select entry mode

漢	Kanji/Hiragana
カ	Double-byte Katakana
ｶﾅ	Single-byte Katakana
A	Double-byte Alphanumerics
Ab	Single-byte Alphanumerics
1	Double-byte Numbers
12	Single-byte Numbers
※	Double-byte Symbols
#@	Single-byte Symbols
絵	Pictograms
顔	Emoticons
韓	Hangul
a	Double-byte Alphabet (Lower case)
ab	Single-byte Alphabet (Lower case)

■ Example: Entering "NO"

In a text entry window, ☒ ➡ *Ab* ➡ ⑥ (Twice) ➡ ☒ ➡ ⑥ (Thrice) ➡ ■ (OK)

Messaging

S! Mail/SMS

■ S! Mail

Exchange messages of 30,000 single-byte or 15,000 double-byte characters (approx.) with S! Mail compatible SoftBank handsets or other devices via E-mail; attach media or other files for multimedia messaging.

■ SMS

Exchange up to 70 double/single-byte characters or 160 single-byte alphanumerics with SMS compatible SoftBank handsets. Use handset phone numbers as mail addresses.

Customizing Address

Change alphanumerics before @ of handset mail address. May help reduce spam.

✉ ➡ *Settings* ➡ *Custom mail address* ➡ *English* ➡ Follow onscreen instructions

Sending Messages

■ S! Mail

✉ ➡ *Create new* ➡ Recipient field ➡ *Enter address* ➡ Enter mail address ➡ Subject field ➡ Enter subject ➡ Attach field ➡ *Data Folder* ➡ Select a folder ➡ Select a file ➡ Enter Text field ➡ Enter message ➡ ✉ (Send)

■ SMS

✉ ➡ *Create new SMS* ➡ Recipient field ➡ *Enter Number* ➡ Enter phone number ➡ Enter Text field ➡ Enter message ➡ ✉ (Send)

Checking for New Messages

In Standby, notification appears for new message.

■ (View) ➡ Select a folder ➡ Select an incoming message

Phonebook

Phonebook Entry Items

■ Phone Number

Save five numbers (32 bytes each); USIM Card Phonebook entry limit varies by card.

■ E-mail Address

Save five addresses (128 bytes each); USIM Card Phonebook character entry limit varies by card.

Saving to Phonebook

☒ ➡ ✉ (New) ➡ Last name field ➡ Enter last name ➡ First name field ➡ Enter first name ➡ Add phone number field ➡ Enter number ➡ Select an icon ➡ Add E-mail address field ➡ Enter address ➡ Select an icon ➡ ✉ (Save)

Calling from Phonebook

☒ ➡ Highlight an entry ➡ ■ (Details) ➡ Highlight number ➡ ■ (Call) ➡ *Voice call*

Voice Mail

Activating

■ ➡ *Settings* ➡ *Call settings* ➡ *Optional services* ➡ *Voice mail/Call forwarding* ➡ *Voice mail on* ➡ *Always (0 sec.)* or *No reply (5 to 30 sec.)* ➡ For *No reply (5 to 30 sec.)*, select waiting time

Listening to Messages

When a caller saves a Voice Mail message, a notification and ☒ appear in Standby.

■ When Notification Appears

✉ (Play) ➡ Follow voice prompts

■ When ☒ Appears

Dial 1416 ➡ ☎ ➡ Follow voice prompts

Mobile Camera

Capturing Still Images

☒ for 2+ seconds ➡ Use Display as viewfinder ➡ ■ (☒) ➡ ■ (Save)

Capturing Video

■ ➡ *Camera* ➡ *Record video* ➡ Use Display as viewfinder ➡ ■ (●) ➡ ■ (■) ➡ ■ (Save)

Yahoo! Keitai

Yahoo! Keitai

☒ ➡ Select an item

PC Site Browser

■ ➡ *Yahoo! Keitai* ➡ *PC site browser* ➡ *Homepage* ➡ ■ (OK) ➡ *Yes/No* ➡ Select an item

Media Player

Playing Music

■ ➡ *Media Player* ➡ *Music* ➡ Select a folder ➡ Highlight a file ➡ ■ (Play)

Creating Playlists

■ ➡ *Media Player* ➡ *Music/Movie* ➡ *Playlist* ➡ ☒ ➡ *Create playlist* ➡ Enter Playlist name ➡ Select created Playlist ➡ ☒ ➡ *Add* ➡ *Files* ➡ Check file to save ➡ ✉ (Save)

Playing Playlists

■ ➡ *Media Player* ➡ *Music/Movie* ➡ *Playlist* ➡ Highlight a Playlist ➡ ✉ (Play)

Managing Files

Opening Files

■ ➡ *Data Folder* ➡ Select a folder ➡ Highlight a file ➡ ■ (View/Play/Select/Start)

Format Memory Card

■ ➡ *Settings* ➡ *Memory settings* ➡ *Memory card* ➡ *Format memory card* ➡ Enter Phone Password ➡ ■ (OK) ➡ *Yes*

Software Update

Precaution

Update may fail if battery is low; charge battery beforehand.

Updating Software

■ ➡ *Tools* ➡ *Software update* ➡ ✉ (Yes) ➡ Read Terms of Use then select *Agree* ➡ Enter Center Access Code ➡ ■ (OK) ➡ ■ (OK) ➡ *Update now*