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

■**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	Use English Interface
More Information	Global Roaming
Emergency Numbers	Customize Handset Address

and more...

More Information

■**Handset User Support**
Via Yahoo! Keitai Main Menu: From above search field, select
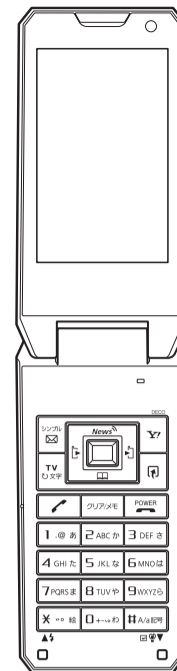メニューリスト ➡ **English** ➡ **User Support**
■**Online English Manual**
http://mb.softbank.jp/mb/support/3G/product/830t/
May be unavailable at purchase. Call Customer Service or try later.

Emergency Numbers

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

General Notes

Using Your Handset

• 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 handset in public places, take care not to annoy other people around you. Use of handset is prohibited in some public places such as in theaters or on buses and trains.
• Handset is a radio transceiver under Japanese Radio Law. You may be requested to submit handset for inspection based on this law.
• Use of handset near a landline phone, TV or radio may affect the image and sound quality of the equipment.
• 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.

• Data stored on handset may be corrupted or lost on the following occasions.
 ・Handset is used improperly.
 ・Handset is exposed to static electricity or electric noise.
 ・Handset is turned off during operation.
 ・The battery is completely discharged.
 ・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 handset for the first time or if 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 handset is used for extended periods of time, especially in high temperature conditions, its surface could become hot. Please use caution when touching 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 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 handset is to be used by or transferred to anyone else. Furthermore, a US government export permit may be required when taking 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 handset while driving. Use of handset while driving is prohibited by law.
Talking on handset using Stereo Earphone-Microphone (sold separately) while driving may be subject to penalties in some prefectures.
• Before using handset, stop the vehicle in a safe area where parking or stopping is permitted.

Aboard Aircraft

• Do not use handset on an aircraft. Do not turn handset on while you are on an aircraft.

Read "Safety Precautions" in the Japanese User Guide, prior to handset use.

Before Using Handset

Package Contents

• Handset[*1]
• Start Book (Japanese)
• Outer Panels[*2]

• Battery (TSBBM1)
• User Guide (Japanese)
• Inner Sheets[*2*3]

• Battery Cover
• First Step Guide
• Frame Remover[*4]

*1 Use SoftBank specified AC Charger (sold separately).
*2 To change Outer Panel/Inner Sheet, access online manual for instructions. See Support section of this Guide for link to online manual.
*3 To download the matching user interface (i.e. Keitaideco), press and hold ⚹ to scan the special QR code, included with Outer Panel/Inner Sheets. For details, see online manual.
*4 Complimentary sample not available for purchase.

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.
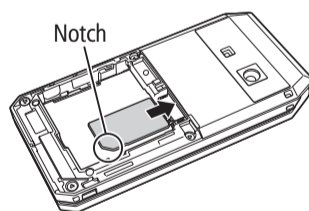■**Activating/Canceling Manner Mode**
Press and hold 井A記号

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.
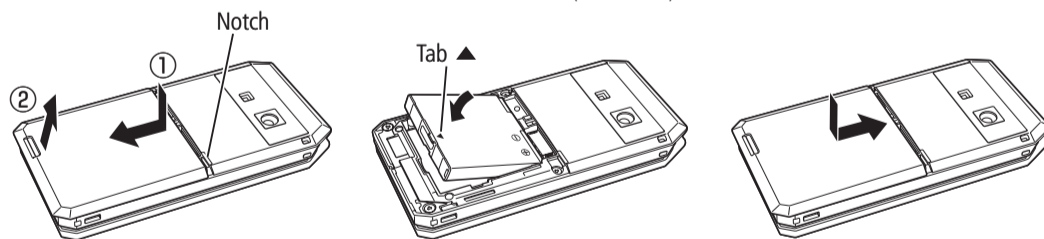
Insert USIM (IC facing down) as pictured

Notch

Battery Installation

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

2 **Align terminals and insert battery**
To remove: Pull tab (above ▲).

3 **Slide battery cover shut**

Notch
Tab ▲

USIM PINs

■**PIN**
A four- to eight-digit code to prevent unauthorized handset use. The default setting is 9999.
■**PIN2**
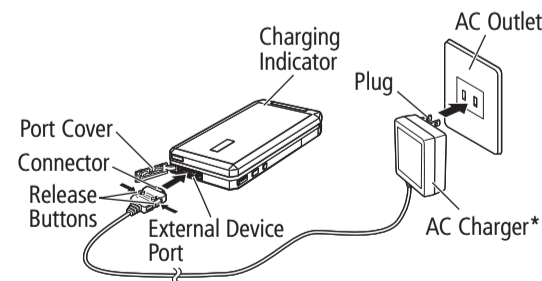A four- to eight-digit code required to reset **Call Time&Cost**. The default setting is 9999.

■**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 120 minutes.
3 **Unplug Charger, then disconnect handset**
Press Release Buttons when disconnecting Connector.

Charging Indicator
AC Outlet
Plug
Port Cover
Connector
Release Buttons
External Device Port
AC Charger*

*AC Charger is sold separately.

Security Codes

■**Handset Code**
A four-digit code (9999 by default), required to use various handset functions. Change the code from handset as needed.
■**Center Access Code**
Four-digit code assigned at initial subscription. Use the code to access Optional Services via landlines or to subscribe to fee-based content.

■**Call Barring Service Code**
Four-digit code assigned at initial subscription; 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

Continuous Talk Time	Approx. 250 min.* (3G)
	Approx. 120 min. (Video Call)
	Approx. 190 min.* (GSM)
Continuous Standby Time	Approx. 490 hrs (3G)
	Approx. 320 hrs (GSM)
Charging Time	Approx. 120 min.
Weight (with battery)	Approx. 111 g

Dimensions (W×H×D) (handset closed)	Approx. 50 × 103 × 15 mm	
Maximum Output	Class 3	0.25 W (3G)
	Class 4	2 W (GSM900)
	Class 1	1 W (DCS1800)
	Class 1	1 W (PCS1900)

* When Twinkle Light is set to OFF.

Getting Started

Display Indicators & Key Assignments

- Signal Strength
- Packet Transmission Available
- New S! Mail/SMS
- Memory Card Inserted
- Manner Mode Active
- Battery Level
- Alarm Set
- New Voice Mail Message

	Access Messaging menu. Execute left Softkey functions.
	Activate TV. Make/answer video calls.
	Delete characters. Return to the previous operation.
	Make/answer calls.
	Enter numbers and characters.

Multi Selector Operations

: Press or .
: Press or .
: Press , , or .

Use to move cursor. Press to open Main Menu, or confirm selection and perform selected operations.

- Access Yahoo! Keitai. Execute right Softkey functions.
- Access Shortcuts Menu.
- Turn handset power on/off. End calls/operations and return to Standby.
- Activate camera/shutter.

Function List

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

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 , or , a prompt appears.

, 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

Voice Call

1 Enter number with area code ➡
2 to end call

Redialing

1 ➡ **Select an entry** ➡
2 to end call

Video Call

1 Enter number with area code ➡
2 to end call

Calling Abroad from Japan

International Call Service may require prior application. Details and applications are available online:
http://mb.softbank.jp/mb/en/global_service/

1 Enter number with area code ➡ ➡ **Intl. Calls** ➡ ➡ **Select a country** ➡ ➡
2 to end call

Answering a Call

1 A call arrives ➡
2 to end call

Answering Machine

■Activating/Canceling
Press and hold

■Playing a Message
 ➡ **Select a message** ➡
Answering Machine is unavailable when handset is off, out-of-range or Offline.

Text Entry

Switching Text Input Modes

In a text entry window, ➡ **Select a text input mode** ➡

あ	Kanji (hiragana)
ア	Single-byte katakana
A	Double-byte alphanumerics (upper case)
a	Double-byte alphanumerics (lower case)
A	Single-byte alphanumerics (upper case)
a	Single-byte alphanumerics (lower case)
0	Double-byte numbers
0	Single-byte numbers
URL	Enter e-mail address and URL extensions from the address library.
Pict	Enter pictographs.
(ˆ‐ˆ)	Enter emoticons.
My Pict	Access My Pictograms folder.

Text Entry Example

Entering "dog"
When appears,   (three times) ➡

Messaging

S! Mail/SMS

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

■SMS
Exchange short text messages with 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

 ➡ **Create New** ➡ ➡ **Address** ➡ ➡ **Enter or select an address** ➡ ➡ **Text** ➡ ➡ **Enter message** ➡ ➡ ➡ **OK** ➡

Receiving Messages

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

Phone Book

Phone Book Entry Items

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

■Email
Save up to five addresses (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   while Japanese voice guidance is playing.

Camera

Capturing Still Images

 ➡ **Frame subject** ➡ or ➡ or

Recording Videos

Press and hold ➡ **Frame subject** ➡ or ➡ or to end recording ➡ or

Internet

Accessing Yahoo! Keitai

 ➡ **メニューリスト** ➡ ➡ **English** ➡ ➡ **Select a menu item** ➡

Accessing PC Websites

 ➡ **Yahoo! Keitai** ➡ ➡ ➡ **Homepage** ➡ ➡ **Always Ask** or **Ask Once Only** ➡

Global Roaming

Global Roaming Service may require prior application. Details and applications are available online:
http://mb.softbank.jp/mb/en/global_service/

Making Calls While Abroad

■Calls within Visited Country
Enter number with area code ➡
■Calls to Japan and Other Countries
 ➡ **Press and hold** ➡ **Enter country code, area code* and number** ➡
* Omit first 0 from area code, except when calling Italy.

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**