

Support

Customer Service

■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

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.

More Information

Handset User Support
Via Yahoo! Keitai Main Menu:
From above the search field,
select **メニュー** ➔ **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**

GH68-16717A (Rev. 1.0)

SoftBank 920SC First Step Guide

Emergency Numbers

Customer Service

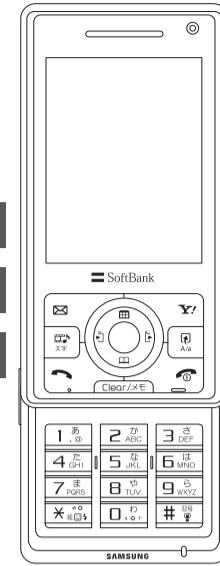
More Information

English Interface

International Call

Customizing Address

And More...



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 use Mobile Light near people's faces.

Eyesight may be temporarily affected leading to accidents. Use of controls, adjustments, or performance of procedure other than those specified herein may result in hazardous radiation exposure. As the emission Record from Mobile Light LED used in this product is harmful to the eyes, do not attempt to disassemble the cabinet. Servicing is limited to qualified servicing station only. Contact SoftBank Customer Center, Customer Assistance for repairs.

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**
SoftBank is not liable for problems caused by charging handset abroad.
- **In-Car Charger: DC 12V/24V Input**

Do not use step up/down transformers.

Use of the AC Charger with step up/down transformers may cause fire, electric shock or damage.

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.

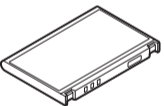
Keep the metal away from Port. Overheating, fire, or electric shock may result.

For more information, see User Guide P.xxxi

Before Using Handset

Accessories

• Battery [SCBAJ1]



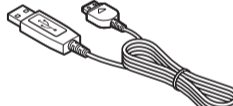
• Utility Software¹ (CD-ROM)



• Stereo Earphone Microphone [SCLAJ1]



• 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 920SC, to power handset or charge battery. Two Connector Adapters are included.

Manner Profile

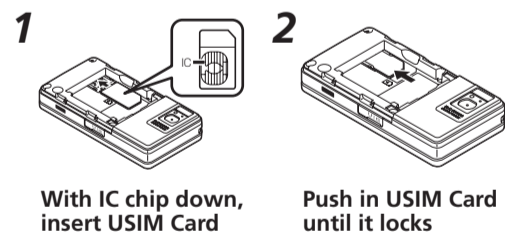
Minding Mobile Manners

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

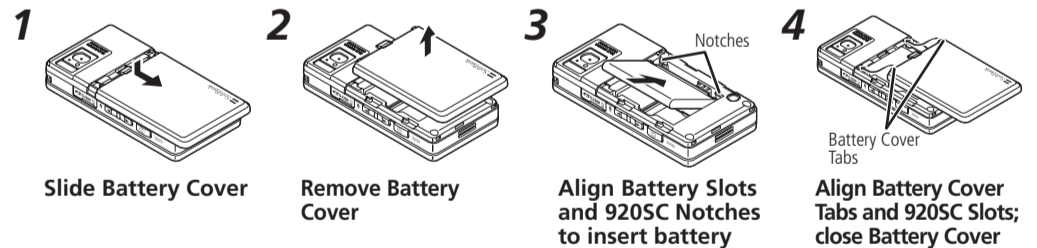
- Press **#*#** for 1+ seconds

USIM Card Installation



USIM Card must be inserted to use 920SC. Turn 920SC off and remove battery before inserting/removing USIM Card.

Battery Installation



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 920SC 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 920SC. Write down PUK and PUK2. Unlocking USIM Card requires special service. Contact Customer Service.

Change Phone Password or Network Password on 920SC.

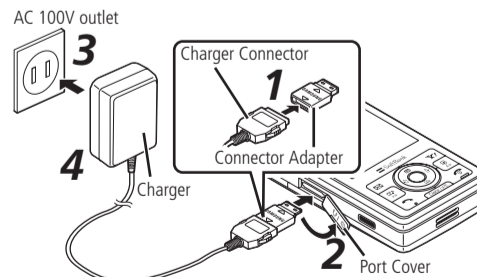
Security Codes

- **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 Barring, 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 920SC.

Charging



- 1 Insert Charger Connector into Adapter**
- 2 Open Port Cover and insert Adapter Connector**
- 3 Plug Charger into an AC 100V outlet**
 - While charging, battery indicators change as follows:
[Battery icon] → [Battery icon] → [Battery icon] → [Battery icon] flashes when battery is full.
 - Charging time is approximately 170 minutes.
- 4 Unplug Charger, then disconnect handset**

Specifications

SoftBank 920SC

Weight	Approximately 129 g
Continuous Talk Time	Voice Call: 200 minutes (in Japan, W-CDMA)/ 350 minutes (GSM) Video Call: 110 minutes (in Japan, W-CDMA)
Continuous Standby Time (920SC closed)	340 hours (in Japan, W-CDMA, GSM)

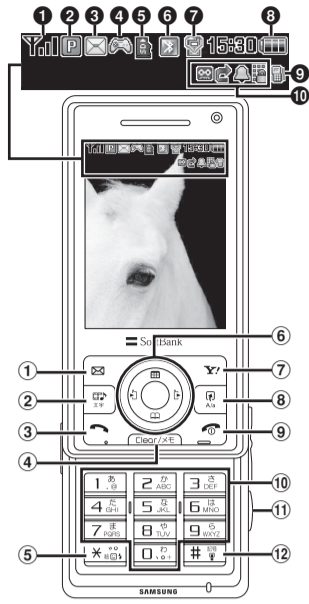
Charging Time (power off)	AC Charger: Approximately 170 minutes
Dimensions (W x H x D)	Approximately 52 x 101.5 x 18.9 mm (920SC closed)
Maximum Output	0.25 W

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

Getting Started

Display Indicators

1	Signal Strength
2	3G Network Connected
3	New Message
4	S! Appli Active
5	Memory Card Inserted
6	(in blue) Bluetooth® Active
7	Manner Profile
8	Battery Strength
9	Setting to Off for Voice call in Volume , and to Other Than Off for Voice call in Vibration
10	Voice Mail/Call Forwarding Active
	Answering Machine Active
	S! Mail Memory Full
	SMS Memory Full
	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
	Roaming



Key Assignments

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

Function List

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

Handset Functions

Basic Operations

Handset Power On/Off

Power On

Open 920SC → for 1+ seconds

920SC 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

→

• to exit

Setting Clock

→ **Settings** → **Phone settings** → **Date & Time** → Time field → Enter time (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

International Call Service as well as Global Roaming Service require application for use. Details and applications are available online: http://mb.softbank.jp/mb/en/global_service/

Enter a phone number → → **International call** → Select country/Enter **Code** for direct entry → Select **Call from** → 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 920SC 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

	Kanji/Hiragana
	Double-byte Katakana
	Single-byte Katakana
	Double-byte Alphanumerics
	Single-byte Alphanumerics
	Double-byte Numbers
	Single-byte Numbers
	Double-byte Symbols
	Single-byte Symbols
	Pictograms
	Emoticons
	Hangul

Example: Entering "no"

In a text entry window, → **Ab** → (Twice) → (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 → (slightly) → → (Save)

Capturing Video

→ **Camera** → **Record video** → Use Display as viewfinder → → → (Save)

Yahoo! Keitai

Yahoo! Keitai Main Menu

→ Select an item

PC Site Browser Main Menu

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

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**