

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

■ 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, Yamaguchi, 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

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

More Information

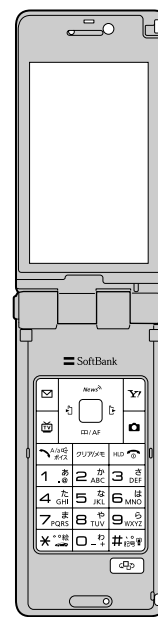
- **Handset User Support**
Via Yahoo! Keitai Main Menu: From above search field, Select **メニューリスト** → **English** → **User Support**.
- **Online English Manual**
<http://www.softbank.jp/mb/r/support/921p/>
May be unavailable at purchase. Call Customer Service or try later.



3TR100085AAA

SoftBank 921P

First Step Guide



Customer Service

Emergency Numbers

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, battery or charger in locations subject to high temperature, such as near an open flame, in sunlight or inside a car on an extremely hot day.**
Battery may leak, overheat, explode, catch fire, or deform handset and cause damage. Part of the casing may also become hot and cause burns.

For more information, see "Safety Precautions" in User Guide (Japanese).

Handling Precautions

General Notes

- **SoftBank is not liable for damages from accidental loss/alteration of handset/microSD 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

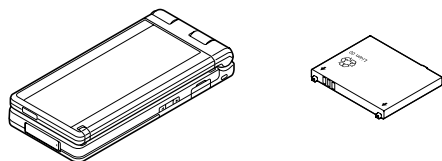
- **For body worn operation, this mobile phone has been tested and meets RF exposure guidelines when used with an accessory containing no metal and positioning the handset a minimum 15 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.**

For more information, see "Handling Precautions" in User Guide (Japanese).

Before Using Handset

Package Contents

- Handset (921P)
- Battery (PMBAK1)



- 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.

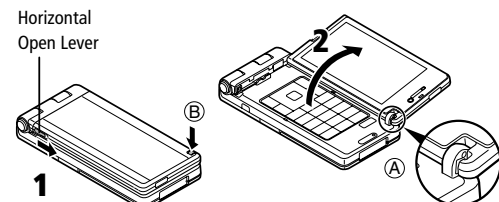
Horizontal Open Position

Watch TV programs or use PC Site Browser in Horizontal Open Position (landscape view).

- 1 Slide and hold Horizontal Open Lever
- 2 Flip open (as indicated by arrow)

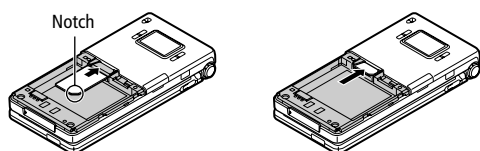
Hinge should be intact (A). If hinge is detached, close handset and try again.

Do not lift hinge portion (B) when opening handset.



USIM Card Installation

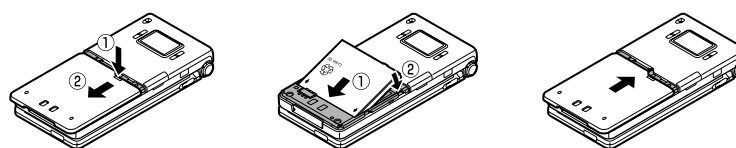
With IC chip down, slide in USIM Card



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

Battery Installation

- 1 Press and slide to remove cover
- 2 Insert battery
- 3 Replace cover



USIM PINs

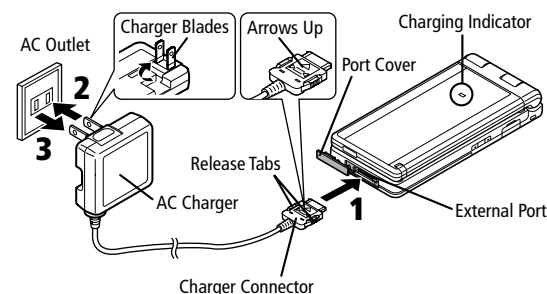
- **PIN**
4 to 8-digit code used to prevent unauthorized 921P use.
 • PIN can be changed.
 • When PIN Entry is **ON**, PIN entry is required each time handset is turned on (with USIM Card inserted).
- **PIN2**
Required to clear call times/costs or set maximum cost.
 • PIN2 can be changed.

- **PIN Lock & Cancellation (PUK)**
PIN Lock or PIN2 Lock is activated if PIN or PIN2 is incorrectly entered three times. Cancel PIN Lock or PIN2 Lock by entering the PIN Unlocking 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

Use specified AC Charger (sold separately).

- 1 Connect AC Charger 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

- **Phone Password**
Required to use/change some handset functions.
 • **—** appears for each digit entered.
 • Phone Password (**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.

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

Specifications

Weight (including battery)	124 g*
Dimensions (closed)	50 x 108 x 17.5 mm*
Standby Time (closed)	3G: 650 hours* GSM: 410 hours*
Talk Time	3G: 220 minutes* Video Call: 110 minutes* GSM: 200 minutes*

TV Reception Time	Normal Mode: 3.4 hours* (When Mobile W-Speed is ON) ECO Mode: 6 hours*
Charging Time	AC Charger: 130 minutes* In-Car Charger: 130 minutes*
Maximum Output	3G: 0.25 W GSM: 2.0 W

* Approximate value
 • Values were calculated with battery installed.

SoftBank 921P First Step Guide

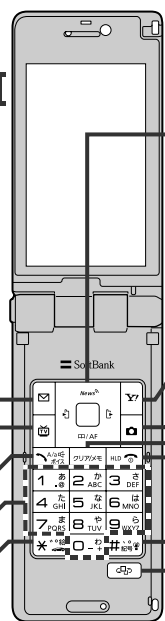
Getting Started

Display Indicators & Key Assignments

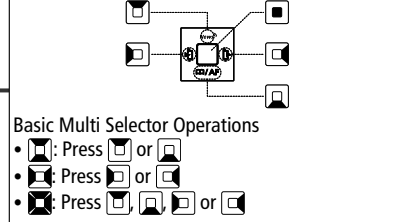
Signal Strength
Packet Transmission Available*
Unread Message
microSD Card Inserted
Manner Mode
Battery Level
Voice Mail
Alarm Set

* Both indicators appear while abroad.

Open Messaging menu or execute Upper Left Softkey functions
Activate TV or execute Lower Left Softkey functions
Initiate/answer call; press and hold to activate Voice Dial
Enter numbers/characters
Access pictograms in text entry windows; press and hold to toggle Driving mode



Multi Selector: Select items, navigate menus, etc.



- Basic Multi Selector Operations**
- Press [Left] or [Right] to move between items
 - Press [Up] or [Down] to move between menus
 - Press [Enter] to select an item
- Open Yahoo! Keitai Main Menu or execute Upper Right Softkey functions**
- Activate Camera in Standby or execute Lower Right Softkey functions**
- Delete characters or highlighted items**
- Return to Standby; press and hold to turn handset power on/off**
- Press and hold in Standby to toggle Manner Mode**
- Activate PC Site Browser or press and hold to activate Music Player in Standby; toggle PC Site Browser and TV**

Function List

Messaging	Communication	Data Folder	Phone Book
Incoming Mail	S! Town	Pictures	Phone Book
Create New	S! Loop	Ring Songs&Tones	Create New Entry
Retrieve New	Camera	S! Appli	Call Log
Drafts	Camera	Music	Group
Templates	Video Camera	Videos	Account Details
Sent/Unsent Messages	Pictures	PC Movies	S! Addressbook BkUp
Server Mail	Videos	TV	Memory Manager
Create New SMS	Entertainment	Lifestyle-Appli	Restrictions
Settings	S! Quick News	Books	Settings
Memory Status	BookSurfing	Customized Screen	Memory Status
Yahoo! Keitai	e-Book Viewer	Templates	Settings
Yahoo! Keitai	Tools	Other Documents	Sound Settings
Bookmarks	Alarms	Music Player	Display Settings
Saved Pages	Calendar	Player	Customized Screen
Enter URL	Calculator	Data Manager	Incoming Settings
History	Notepad	TV	Phone Settings
PC Site Browser	Tasks	Watch TV	Date & Time
Set Yahoo! Keitai	Osafu-Keitai	Program List	Security
Reset	Sound Recorders	Timer Watching	Call Settings
S! Appli	Bar Code Reader	Timer Recording	Video Call
S! Appli Library	S! GPS Navi	Recording Result	International Call
Osafu-Keitai	Bluetooth	TV Link	Connectivity
S! Appli Settings	Receive via Infrared	Channel List	Notification Light
S! Appli History	microSD Backup	Channel Setting	
Information	Templates/Users Dic.	User Settings	

Handset Functions

Most operation descriptions below begin in Standby.

Basic Operations

Handset Power On/Off

Power On

Open handset → Press and hold [Power]

Power Off

Open handset → Press [Power] for 2+ seconds

Retrieving Network Information

When [Signal], [Packet], [Unread], or [MicroSD] is pressed for the first time, 921P initiates Network Information retrieval; [Enter] to retrieve it.

To update manually, [Settings] → [Connectivity] → [Retrieve NW Info] → [YES]

English Interface

[Settings] → [ディスプレイ設定] → [Language] → [English]

My Number

[My Number]

Date & Time

[Settings] → [Date & Time] → [Date & Time] → Enter year → Enter date → Enter time → time zone → [Enter] to select a time zone

Manner Mode

Please use your handset responsibly. Inappropriate handset use can be both dangerous and bothersome.

In Standby, press and hold [Manner Mode]

Calls

Making Voice Calls

Enter number with area code → [Call] → [End Call]

Calling from Redial Log

[Redial] → An entry → [Call] → [End Call]

Making Video Calls

Enter number with area code → [Video Call] → [End Call]

Calling Abroad from Japan

International Call Service may require application. Details and applications are available online: http://mb.softbank.jp/mb/en/global_service/
Enter number → [Int'l dial assist] → A country/region → [Call] → [End Call]

• 921P is Global Roaming Service eligible. For links to information, see Support section in this Guide.

Answering a Call

[Answer] to select indicator → [End Call] to end call

Answer Phone

Record messages on handset when unable to answer incoming calls.

Activating

Press and hold [Answer]

• To cancel: Press and hold [Answer] again.

Playing Messages

In Standby, [Message] to select indicator → A message → [Play]

Deleting Messages

[Tools] → [Sound Recorders] → [Voice Call Data] or [Video Call Data] → A message → [Erase this] → [YES]

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

Text Entry

Toggling Entry Modes

In text entry window, [Input Mode] to toggle input modes (or press [1byte/2bytes] to toggle single/double-byte) or [Enter] to enter text

Character Input Mode	
漢	Kanji/Hiragana input mode
カ	Katakana input mode
abc	Alphanumerics input mode
123	Number input mode

Example: Entering "no"

In text entry window, [abc] → [no] → [Enter]

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] (Create New SMS for SMS) → Address field → [Phone Book] → An entry → A number/mail address → Subject field → Enter subject → Attachment field → A folder → A file → Text field → Enter text → [Send]

• Subject and attachment fields are not available for SMS.

Receiving S! Mail & SMS

In Standby, [Message] to select indicator → A folder → An unread message → [Enter]

Phone Book

Phone Book Entry Items

Phone Number

Save up to four entries in Phone Book; two in USIM Card Phone Book.

E-mail Address

Save up to three entries in Phone Book; one in USIM Card Phone Book.

Saving to Phone Book

Press and hold [Phone Book] → Enter name → An item → Enter information → [Enter]

Save Settings

Select Phone Book memory for new entries. [Phone Book] → [Settings] → [Save Settings] → [Phone, USIM] or [Ask Every Time]

• Select **Ask Every Time** to select target each time you save an entry.

Editing Phone Book Entries

[Phone Book] → An entry → [Edit] → An item → [Edit] → [YES] → [Phone Book only]

Making Calls from Phone Book

[Phone Book] → An entry → [Call] → A phone number → [Call]

Voice Mail

Activating Voice Mail

[Settings] → [Call Settings] → [Voice Mail/Call Fwding] → [Voice Mail ON] → [Ringer ON] or [Ringer OFF] → Ring time (for Ringer ON) → [YES]

Checking Voice Mail Messages

In Standby, [Message] to select indicator → [YES] → Follow voice guidance

• To switch to English voice guidance, press [1] while Japanese voice guidance is playing.

Camera

Capturing Still Images

[Camera] → Frame subject → [Shutter] → Select a folder to save → [Shutter]

Recording Videos

Press and hold [Camera] → Frame subject → [Shutter] → Select a folder to save → [Shutter]

Yahoo! Keitai

Yahoo! Keitai Main Menu

[Yahoo! Keitai] → [English] → A menu item

PC Site Browser

[Yahoo! Keitai] → [PC Site Browser] → [Homepage] → A menu item

Music Player

Playing Music

[Music Player] → [Player] → An item → A file → [Play]

• To stop playback: [Stop]

Digital TV

Initial Setup

[TV] → [Channel Setting] → [OK] → [YES] → [Select Area] → A region → A prefecture → [YES]

Watching TV

[TV] → [Channel] → [OK] → [YES] → [Channel] → [Channel]

* To activate TV in landscape view, open handset to Horizontal Open Position (Front page).

• [Volume] to adjust volume

• To exit: [Power] → [YES]

Managing Files

Opening Files

[Data Folder] → A folder → A file

Formatting microSD Card

[Tools] → [microSD Backup] → [microSD format] → Enter Phone Password (4 to 8 digits) → [YES]

Software Update

Precaution

Fully charge battery beforehand.

Updating Software

[Settings] → [Phone Settings] → [Software Update] → [Software Update] → Follow onscreen instructions