

Customer Service

SoftBank Customer Centers

From a SoftBank handset, dial toll free at **157** (General Information) or **113** (Customer Assistance)

SoftBank International Call Center

From outside Japan, dial **+81-5351-3491** (International charges will apply.)

■ 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

More Information

• **Yahoo! Keitai** on handset
Open Yahoo! Keitai Main Menu and click **メニュー/ヘルプ**, **English** then **User Support**.

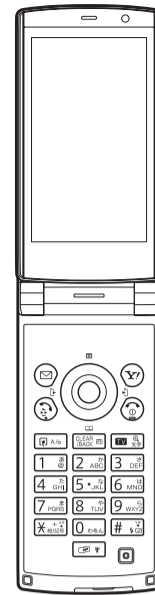
• **Online Manual** on PC
Please go to the SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>) for the full manual.

Emergency Call

Call these numbers.

- Police station **110**
- Fire station **119**
- The Maritime Safety Agency **118**

- Emergency Call
- Customer Service
- More Information



Use English Interface

Call from Outside Japan

Customize Handset Address

...etc.

Read First



Safety Precautions

- Use specified battery, Charger and other optional accessories only. Using non-specified equipment may cause malfunction, battery leakage, overheating, bursting or ignition. Fire, burn injuries or electric shock may result.
- Do not short-circuit handset/battery/Charger terminals. May cause fire, electric shock or malfunction; battery may leak, overheat, burst or ignite. Keep Charger terminals/blades and External Device Port away from conductive objects (wire, metallic necklace/strap, pencil lead, etc.).
- Do not open, modify or disassemble handset and related hardware. May cause malfunction, or battery may leak, overheat, burst or ignite. Fire, injury or electric shock may also result. Contact SoftBank Customer Center, Customer Assistance for repairs.

- Do not expose handset and related hardware to liquids. May cause malfunction, overheating, fire or electric shock. Avoid exposure to water, pet urine, etc.
- Do not use/leave handset and related hardware near heat sources or in direct sunlight or extreme heat (inside vehicles, etc.). May cause malfunction/distortion, or battery may leak, overheat, burst or ignite. Handset or battery may become hot to the touch, leading to burn injuries.
- Do not dispose of battery in fire. May leak, overheat, burst or ignite.
- Do not apply strong shocks or excessive force. Do not drop or throw handset or related hardware; may cause damage or malfunction. Battery may leak, overheat, burst or ignite. Fire, injury or electric shock may also result. Discontinue use of battery if damaged or deformed. Do not sit down with handset in a back pocket, and do not place heavy objects on handset or related hardware in a bag.

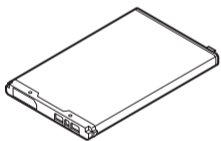
- Keep handset, battery or Charger away from humidity, dust or extreme temperatures. Malfunction may result.
- If battery fluid contacts eyes, do not rub them. Rinse with clean water and consult a doctor immediately. Eyes may be severely damaged.
- Do not force battery into handset. Battery may leak, overheat, burst or ignite; make sure the direction and install properly.
- Keep handset or related hardware away from microwave ovens or other cooking appliances. Battery, handset or related hardware may leak, burst, overheat or ignite, leading to malfunction, accidents or injury.
- Keep handset off and Charger disconnected near filling stations or places with fire/explosion risk. Handset use near petrochemicals or other flammables may cause fire/explosion; turn handset off before using S! FeliCa at filling stations (cancel IC Card Lock beforehand).

- Do not use Mobile Light near people's faces. May temporarily affect sight leading to accidents.
 - Never use handset while driving. Accidents may result. Park beforehand. Mobile phone use while driving is prohibited by the Road Traffic Law.
 - If an abnormality occurs: If there is abnormal odor, excessive heat, discoloration or distortion, unplug Charger, turn off handset and remove battery immediately; may cause overheating, bursting, fire or battery leakage.
 - If battery does not charge properly, stop charging. Battery may leak, overheat, burst or ignite.
 - If there is leakage or abnormal odor, avoid fire sources. Battery may catch fire or burst.
- For more information, see Instruction Manual P.viii

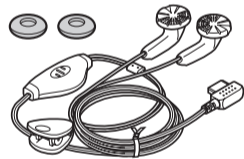
Before Using Handset

Accessories

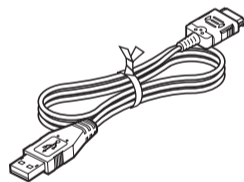
- Battery (SHBBA1)



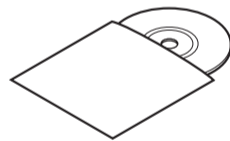
- Headphones (with Microphone) (SHLAX1)



- USB Cable*



- Utility Software (Japanese)*



* 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.

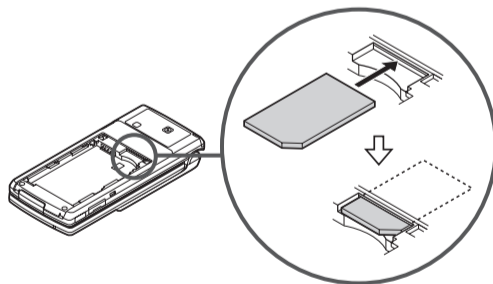
Activating/Canceling Manner Mode

- Press **[Manner Mode]** for 1+ seconds

USIM Card Installation

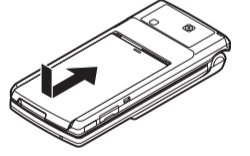
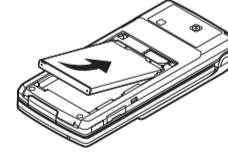
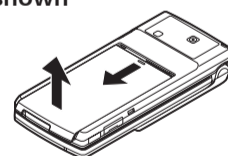
- 1 Slide in USIM Card with IC chip facing up
- 2 Insert battery (right)

- Turn handset off and remove battery beforehand.
- Do not force USIM Card into or out of handset.
- USIM Card must be inserted to use handset.



Battery Installation

- 1 Press down and slide as shown
- 2 Insert battery
- 3 Close cover



- Lift and remove cover.

USIM PINs

- PIN1
A 4-digit Security Code to prevent unauthorized use of handset; required when PIN Entry is active.
- PIN2
Required to clear Call Costs and to set Max Cost.

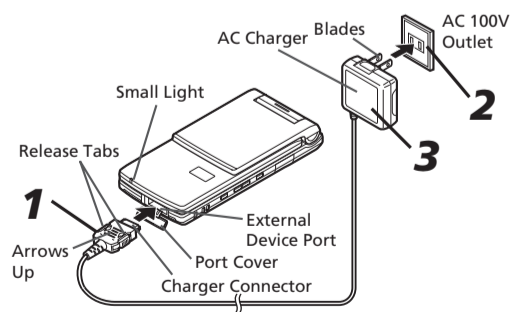
PIN1 and PIN2 are **9999** by default; change as needed.

- PIN Lock & Cancellation (PUK Code*)
Entering incorrect PIN1 or PIN2 three consecutive times locks USIM Card, disabling handset. Enter PUK Code to unlock. For details, contact SoftBank Customer Center, General Information.
* USIM Personal Unblocking Key (PUK Code) unblocks a USIM Card blocked after the wrong PIN has been entered three consecutive times. Each USIM Card has a unique PUK Code. Do not disclose it to unauthorized persons.

Charging

Use specified AC Charger (ZTDAA1; optional accessory) only.

- 1 Open Port Cover to connect Charger
- 2 Plug Charger into AC outlet
 - Small Light illuminates red while charging.
 - When charging completes Small Light goes out.
- 3 After charging, unplug Charger, then disconnect handset



Security Codes

- Handset Code
9999 by default; required to use or change some handset functions.
- Center Access Code
4-digit number selected at initial subscription; required to access Voicemail via landlines or subscribe to fee-based information.
- Network Password
4-digit number selected at initial subscription; required to restrict handset services.

- A message appears for incorrect code entry; try again.
- If Network Password is incorrectly entered three times consecutively, Call Barring settings are locked. To resolve, Network Password and Center Access Code must be changed. For details, contact SoftBank Customer Center, General Information.

Specifications

SoftBank 920SH

Weight	Approximately 144 g
Continuous Talk Time	Approximately 270 minutes (3G) Approximately ●● minutes (GSM)
Continuous Standby Time(closed position)	Approximately 370 hours (3G) Approximately ●● hours (GSM)
Charging Time (power off)	AC Charger: Approximately 150 minutes In Car Charger: Approximately 155 minutes

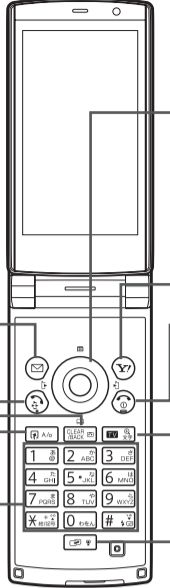
Continuous Video Call Talk Time	Approximately 110 minutes
Dimensions (W x H x D)	Approximately 50 x 108 x 23 mm (closed position)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

• Values were calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

	Signal Strength
	Packet Transmission Available
	Unread Mail
	Memory Card in Use
	Manner Mode Active
	Battery Strength
	Voicemail Active
	Alarm Set



Basic Multi Selector Operations
 Select menu items, move cursor and scroll, etc. In this manual, Multi Selector operations are indicated as shown below.

- Press or
- Press or
- Press , , , or

	Open Messaging menu or execute Softkey functions
	Initiate/answer calls
	Delete entries, escape/return to previous window
	Open Shortcuts menu. In text entry windows, toggle upper/lower case
	Enter numbers/characters

	Open Yahoo! Keitai Main Menu or execute Softkey functions
	Turn handset power on/off
	Activate TV or change character entry mode
	Activate/cancel Manner mode or toggle multiple active function windows

Menu List

Communication	Templates	S! Appli	Expenses Memo	S! Addressbook Backup	Memory Card
S! Town	Sent Messages	S! Appli	Osaifu-Keitai	Ph.Book Settings	Call/Video Call
S! Loop	Unsent Messages	Osaifu-Keitai	Tools 2	Manage Entries	Call Time & Cost
S! Friend's Status	Chat Folder	Settings	Stopwatch	Settings	Answer Phone
S! Circle Talk	Server Mail Box	Information	Countdown Timer	Phone Settings	Voicemail/Divert
Near chat	Create New SMS	TV	World Clock	Mode Settings	Video Call
Yahoo! Keitai	Settings	Digital TV	Hour Minder	Display	Show My Number
Yahoo! Keitai	Memory Status	TV Player	Tools 3	Custom Screens	Missed Calls
Bookmarks	Camera	TV Link	Document Viewer	Sounds & Alerts	Int'l Calling
Saved Pages	Data Folder	TV Listing	Notepad	Date & Time	Disp. Time/Call
Enter URL	Pictures	Reservation List	Voice Recorder	言語選択 (Language)	Call Barring
History	DCIM	Settings	Barcode/Scan	User Dictionary	Minute Minder
PC Site Browser	My Pictograms	Entertainment	Phone Help	Set Screen Rotation	Auto Answer
Common Settings	Ring Songs•Tones	S! Quick News	Phone	Ringer Output	Call Waiting
Media Player	S! Appli	S! Magazine/Weather Icon	Phone Book	Earpiece Volume	Network Settings
Music	Music	BookSurfing	Add New Entry	Change Menu	Select Network
Videos	Videos	e-Book Viewer	Information	Locks	Select Service
Streaming	Lifestyle-Appli	Tools	Call Log	Software Update	Offline Mode
Setting	Books	Tools 1	Play Messages	Master Reset	Retrieve NW Info
Messaging	Custom Screens	Calendar	Call Voicemail	Connectivity	Location Info
Received Msg.	Flash@	Alarms	Category Control	Bluetooth	Network Info
Create Message	Flash@Ringtones	Wakeup TV	My Details	Infrared	
Retrieve New Msg.	Other Documents	Tasks	Speed Dial List	USB Mode	
Drafts	Memory Status	Calculator	Mail Groups	USB Charge	

Handset Functions

Basic Operations

Handset Power On/Off

Power On
 (Long Press)

If Japanese appears the first time handset is powered up, press then choose **はい** and press . In Standby, press , choose **いいえ** and press, then change to English mode (below).

Power Off
 (Long Press)

Network Settings

Retrieve Network Information to use Network-related services; the first time you press , or , a prompt appears.
, or → **Yes** →

English Interface

→ **設定** → → **Language** → → **English** →

My Phone Number

→ **0754**

Setting Clock

→ **Settings** → → **Date & Time** → → **Set Date/Time** → → Enter date and time (24-hour format) →

Calls

Placing a Voice Call

Enter number →
 • → Call ends

Redialing

→ A record →
 • → Call ends

Placing a Video Call

Enter number → (Long Press)
 • → Call ends

Placing an International Call

Enter number → → **Int'l Call** →
 A country → →
 • → Call ends

Answering a Call

When a call arrives,
 • → Call ends

Answer Phone

Activating
 (Long Press)
 • appears for recorded message
 • To cancel, (Long Press)

Playing Messages

 • To delete messages, during playback

Text Entry

toggling Entry Modes

In text entry windows, → **A mode** → → Enter text

漢	Kanji (hiragana)
ア	Double-byte katakana
ア	Single-byte katakana
A/a	Double-byte alphanumerics
A/a	Single-byte alphanumerics
1	Single-byte number
☒	Character Codes

Example: Entering no

In text entry windows, → **Abc** → → → → → → → →

Messaging

SMS/S! Mail

SMS
 Exchange short text messages of up to 160 alphanumeric with SoftBank handsets.

S! Mail
 Exchange text messages of up to 30,000 characters with e-mail compatible SoftBank handsets, other mobiles and PCs, etc. Attach image/sound files.

Customizing Handset Address

Change alphanumeric before @ of the default handset mail address. Customizing handset mail address helps reduce spams.
 → **Settings** → → **Address Settings** → → **English** → → Onscreen instructions

Sending Text Messages

→ **Create Message** (S! Mail) or **Create New SMS** → → Recipient field → → Enter → → Enter (S! Mail) → → (Text) → → Enter → → to attach files (S! Mail) → →

Receiving Text Messages

Delivery Notice appears and Information window opens (appears) for new mail.
 to open Received Msg. folder.

Phone Book

Phone Book Entry Items

Phone Number
 Enter up to five numbers on handset (32 digits each).

E-mail Address
 Enter up to five addresses on handset (128 single-byte alphanumeric each).

Saving to Phone Book

→ **Phone** → → **Add New Entry** → → **Last Name:** → → Enter → → **First Name:** → → Enter → → **Add Phone Number:** → → Enter number → → An icon → → **Add Email Address:** → → Enter address → → An icon → →

Editing Entries

→ An entry → → **Edit** → → An item → → Edit → →

Dialing from Phone Book

→ Enter reading → A name → → A phone number →

Voicemail

Activating

→ **Settings** → → → **Call/Video Call** → → **Voicemail/Divert** → → **Voicemail** → → **Activate** → → **Always** or **No Answer** → → Ring time (for **No Answer**) →

Playing Messages

→ **Phone** → → **Call Voicemail** → → Follow the voice guidance

Mobile Camera

Capturing Still Images

→ **Camera** → → Frame image on Display → →

Recording Video

→ **Camera** → → → Frame image on Display → →

Yahoo! Keitai

Accessing Yahoo! Keitai

→ **メニューリスト** → → **English** → → Highlight a menu item →

Using PC Site Browser

→ **Yahoo! Keitai** → → **PC Site Browser** → → **Enter URL** → → URL → → Highlight a menu item →

Media Player

Playing Music

→ **Media Player** → → **Music** → → **My Music** → → **Music Folder** or **Ring Songs•Tones** → **All Music** → → A file →

Adding Playlists

→ **Media Player** → → **Music** → → **My Music** → → → **Add New Playlist** → → A name →

Using Playlists

→ **Media Player** → → **Music** → → **My Music** → → A Playlist → → A file →

Managing Files

Opening Files

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

Format Memory Card

→ **Settings** → → → **Connectivity** → → **Memory Card** → → **Format Card** → → **Yes** → → Handset Code → → **Yes** →

Software Update

Precaution

Before updating software, turn power off to end all active functions/applications, then restart handset.

Updating Software

→ **Settings** → → **Software Update** → → **Software Update** →