

# 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 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

**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**

Printed in China  
TINSEA153AFZZ  
08X XX XX ①

# SoftBank 922SH First Step Guide



## Emergency Numbers

## Customer Service

## More Information

## Use English Interface

## Place International Calls

## Customize Handset Address

And more...

# Safety Precautions

- Use specified items (battery, Charger, etc.) only. Non-specified equipment use may cause malfunction, or battery to leak, overheat, burst or ignite, leading to fire, burn injuries or electric shock.
- Do not short-circuit power/charging terminals. May cause fire, electric shock or malfunction; battery may leak, overheat, burst or ignite. Keep conductive material (wire, metal jewelry, pencil lead, etc.) away from Charger or External Device Port terminals.
- 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 or accessories to liquids. May cause malfunction, overheating, fire or electric shock. Avoid exposure to water, pet urine, etc.

- Do not expose handset/accessories to extreme heat/direct sunlight (e.g., inside vehicles, etc.). May cause malfunction/warping; 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/throw handset/accessories. May cause damage or malfunction. Battery may leak, overheat, burst or ignite, resulting in fire, shock or injury. Stop using battery if damaged or warped. Do not sit on or place heavy objects on handset/accessories (e.g., in back pants pockets or inside handbags, packs, etc.).
- Keep handset, battery or Charger away from humidity, dust or extreme temperatures. Malfunction may result.
- If battery fluid gets in eyes, do not rub; rinse with 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.
- Do not place handset or accessories in ovens, microwave ovens or other cooking appliances. Battery or other parts may leak, burst, overheat or ignite; may cause malfunction, accident or injury.
- Keep handset off and Charger disconnected near gas stations or places with fire/explosion risk. Handset use near petrochemicals or other flammables may cause fire/explosion.
- 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. Phone use while driving is prohibited by the Road Traffic Law.

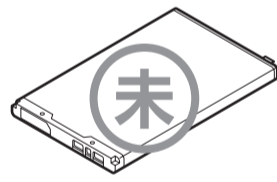
- If an abnormality occurs: If there is abnormal odor, excessive heat, discoloration or distortion, unplug Charger, turn off handset and remove battery immediately; may cause overheating, bursting, fire or battery leakage.
- If battery does not charge properly, stop trying. Battery may leak, overheat, burst or ignite.
- At signs of a battery leak, avoid fire sources. Battery may catch fire or burst.

For more information, see Online English Manual.

# Before Using Handset

## Accessories

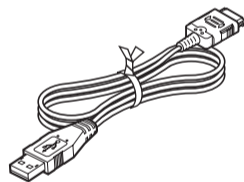
- Battery (●●●●)



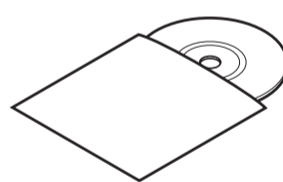
- Headphones (with Microphone) (●●●●)



- USB Cable\*



- Utility Software (Japanese)\*



\* Complimentary sample.

## Manner Mode

- Minding Mobile Manners

Please use handset responsibly. Inappropriate handset use can be both dangerous and bothersome. Please take care not to disturb others when using handset. Adjust handset use according to your surroundings.

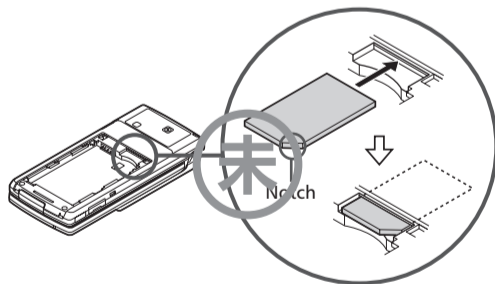
### Activating/Canceling Manner Mode

- Press **Menu** for 1+ seconds

## USIM Card Installation

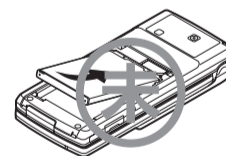
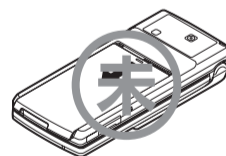
- 1 Slide in USIM Card with IC chip facing down
- 2 Insert battery (right)

- 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 Remove cover
- 2 Insert battery
- 3 Close cover



• Press and slide as shown.

## USIM PINs

- PIN1  
4-digit code; activate PIN Entry to restrict usage.
- PIN2  
Required to clear Call Costs and to set Max Cost.

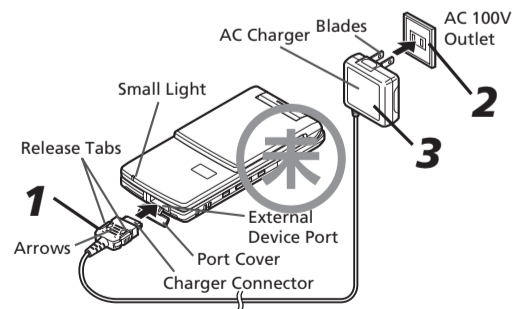
PIN1 and PIN2, **9999** by default, are changeable.

- 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 (sold separately) only.

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



## Security Codes

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

- A message appears for incorrect code entry; retry.
- 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 922SH

Weight	Approximately ●● g
Continuous Talk Time	Approximately ●● minutes (3G) Approximately ●● minutes (GSM)
Continuous Standby Time (handset closed)	Approximately ●● hours (3G) Approximately ●● hours (GSM)
Charging Time (power off)	AC Charger: Approximately ●● minutes In-Car Charger: Approximately ●● minutes

Continuous Video Call Talk Time	Approximately ●● minutes
Dimensions (W x H x D)	Approximately ●● x ●● x ●● mm (handset closed, without protruding parts)
Maximum Output	●● W (3G) ●● W (GSM)

• Values calculated with battery installed.

# Getting Started

## Display Indicators & Key Assignments

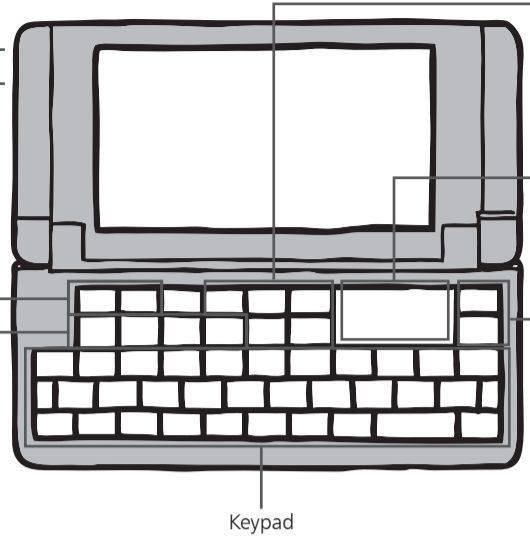
[Signal strength]	Signal strength
[Packet transmission available]	Packet transmission available
[Unread mail]	Unread mail
[Memory Card in use]	Memory Card in use
[Manner mode active]	Manner mode active
[Battery strength]	Battery strength
[New Voicemail]	New Voicemail
[Alarm set]	Alarm set
[Fn]	Function key active

[Initiate/answer calls]	Initiate/answer calls
[Turn handset power on/off]	Turn handset power on/off

[TV/Entry mode key]	TV/Entry mode key
[Camera/entry mode key]	Camera/entry mode key
[Dictionary/entry mode key]	Dictionary/entry mode key
[Memo/Entry mode key]	Memo/Entry mode key



Keypad

[Manner mode]	Activate/cancel Manner mode or toggle multiple active function windows
[Page Scroll Keys]	Page Scroll Keys
[Messaging menu]	Open Messaging menu or execute Softkey functions
[Shortcuts Key]	Shortcuts Key

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

- [Multi Selector] : Press [Multi Selector] or [Multi Selector]
- [Multi Selector] : Press [Multi Selector] or [Multi Selector]
- [Multi Selector] : Press [Multi Selector], [Multi Selector], [Multi Selector] or [Multi Selector]

[Yahoo! Keitai]	Open Yahoo! Keitai Main Menu or execute Softkey functions
[Delete]	Delete entries, escape/return to previous window

[Start Key]	Start Key
[End Key]	End Key

**Sensor Key**  
Touch Sensor Key on the back side to place/answer calls with handset closed, etc. Top part works as [Multi Selector] and [Multi Selector] (Multi Selector), and bottom part works as [Clear/Back Key]. In this guide, Sensor Key operations are indicated by [Sensor Key], [Sensor Key], [Sensor Key], [Sensor Key], [Sensor Key] and [Sensor Key].

# Handset Functions

## Basic Operations

### Handset Power On/Off

#### Power On

[Power On] (Long)

If Japanese appears first time 922SH powers on, press [Power On] three times, choose **はい** and press [Power On]. In Standby, press [Power On], choose **いいえ** and press [Power On]. In Main Menu, change interface to English (below).

#### Power Off

[Power Off] (Long)

### Network Settings

Retrieve Network Information to use Network-related services; the first time you press [Network Settings], [Network Settings] or [Network Settings], a prompt appears.

[Network Settings], [Network Settings] or [Network Settings] → Yes → [Network Settings]

### English Interface

[Settings] → [Language] → English → [Language]

### My Phone Number

[My Phone Number]

### Setting Clock

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

## Calling

### Voice Call

Enter number → [Voice Call]  
• [Voice Call] → Call ends

### Redialing

[Redialing] → A record → [Redialing]  
• [Redialing] → Call ends  
• With handset closed, [Redialing] to open Dialed Numbers

### Video Call

Enter number → [Video Call] (Long)  
• [Video Call] → Call ends

### International Call

First, apply for International Call Service. Details and applications are available online: [http://mb.softbank.jp/mb/en/global\\_service/](http://mb.softbank.jp/mb/en/global_service/) 922SH is Global Roaming Service eligible.  
Enter number → [Int'l Call] → [Int'l Call]  
A country → [Int'l Call]  
• [Int'l Call] → Call ends

## Answering a Call

When a call arrives, [Answer Call]  
• [Answer Call] → Call ends  
• With handset closed, [Answer Call] to answer calls

## Answer Phone

### Activating

[Answer Phone] (Long)  
• [Answer Phone] appears for recorded message  
• To cancel, [Answer Phone] (Long)

### Playing Messages

[Answer Phone]  
• To stop, [Answer Phone] during playback

## Text Entry

In text entry windows, [Text Entry] → Enter text

## Messaging

### SMS/S! Mail

**SMS**  
Exchange up to 160 alphanumeric with SoftBank handsets.

**S! Mail**  
Exchange up to 30,000 characters with e-mail compatible SoftBank handsets or other devices; attach media files, etc.

### Customizing Address

Change alphanumerics before @ of the default handset mail address. Customizing handset mail address helps reduce spam.

[Settings] → [Address Settings] → [English] → Onscreen instructions

### Sending Messages

[Create Message] (S! Mail) or [Create New SMS] → Recipient field → Enter → Enter subject (S! Mail) → [Text] → Enter → [Attach] to attach files (S! Mail) → [Send]

### Receiving Messages

Delivery Notice appears and Information window opens ([New Mail] appears) for new mail. [New Mail] to open message list.

## Phone Book

### 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 → [Add]

### Editing Entries

[Phone] → An entry → [Edit] → An item → Edit → [Delete]

### Dialing via Phone Book

[Phone] → Enter reading → A name → A phone number → [Phone Book] → A name → [Dial]

## Voicemail

### Activating

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

### Playing Messages

[Settings] → [Call/Video Call] → [Voicemail/Divert] → [Answer Phone] → [Call Voicemail] → Follow the voice guidance

## Yahoo! Keitai

### Accessing Yahoo! Keitai

[Menu] → **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

## Software Update

### Precaution

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

## Updating Software

[Settings] → [Phone Settings] → [Software Update] → [Software Update]

## Menu List

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