

Support

Customer Service

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**

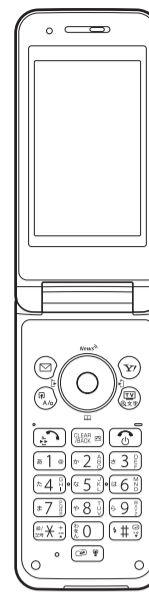
Online English Manual
See SOFTBANK MOBILE Corp.
Website (<http://www.softbank.jp>).
May be unavailable at purchase.
Call Customer Service or try later.

Emergency Numbers

- Police 110
- Fire & Ambulance 119
- Maritime Safety Agency.. 118

TINSEA170AFZZ
08X ●● XX XX ①

SoftBank 824SH 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, Desktop Holder, 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, Desktop Holder 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 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, Charger or Desktop Holder 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.

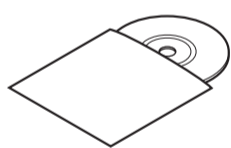
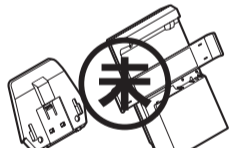
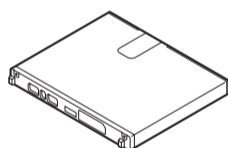
- Do not force battery into handset.
Battery may leak, overheat, burst or ignite; make sure the direction and install properly.
- Do not place handset or accessories in ovens, microwave ovens or other cooking appliances.
Battery or other parts may leak, burst, overheat or ignite; may cause malfunction, 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; turn handset off before using Osaifu-Keitai® at gas 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 (including TV) 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.
- 824SH is water-proof. However, improper handling may affect water resistance, resulting in malfunction. For details, see "Water Resistance" in Online English Manual.
- For more information, see Online English Manual.

Before Using Handset

Accessories

- Battery (SHBBX1)
- Desktop Holder (●●●●)
- Utility Software (Japanese)*



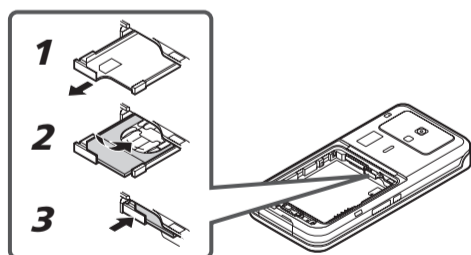
* Complimentary sample.

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
■ [Manner Mode] (Long)

USIM Card Installation



- 1 Using Tab, pull out Tray until it clicks
 - 2 Slide in USIM Card with IC chip facing up
 - 3 Push in Tray fully
 - 4 Insert battery (right)
- First power off handset and remove battery.
 - Do not force USIM Card into/out of handset.
 - USIM Card must be inserted to use handset.

Battery Installation

- 1 Unlock cover
 - 2 Remove cover
 - 3 Insert battery
 - 4 Close cover
 - 5 Lock cover
- Slide lever as shown.
 - After closing the cover, push indicated area firmly.
 - Slide lever as shown.

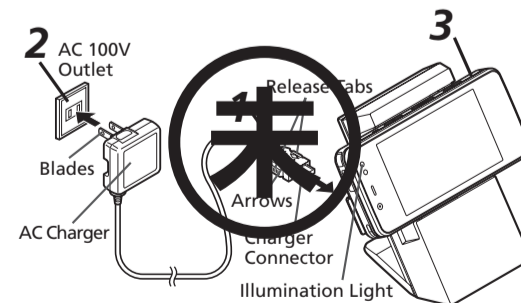
USIM PINs

- 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 (Desktop Holder)

- Use specified AC Charger ZTDAA1 (sold separately) only.
- 1 Open Port Cover to connect AC Charger
 - 2 Plug AC Charger into AC outlet
 - 3 Place handset onto Desktop Holder
 - Illumination Light illuminates red while charging.
 - When charging completes Illumination Light goes out.
 - 4 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 contract; access Optional Services via landlines or change contract details.
- Network Password
4-digit code selected at contract; restrict incoming/outgoing calls (Call Barring).

- Message appears for incorrect code entries; 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 824SH

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

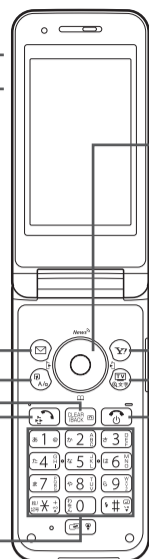
Continuous Video Call Talk Time	Approximately ●● minutes
Dimensions (W x H x D)	Approximately ●● x ●● x ●● mm (handset closed, without protruding parts)
Maximum Output	●● W (3G) ●● W (GSM)

• Values calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

	Signal strength
	Packet transmission available (3G)
	Packet transmission available (GSM)
	Unread mail
	Memory Card in use
	Manner mode active
	Battery strength
	New Voicemail
	Alarm set



Multi Selector
Select menu items, move cursor, or scroll pages, etc. Multi Selector operations are indicated in this FSG as shown below:

- : Press the center
- ◀: Press the left side
- ▶: Press the right side
- : Press the bottom

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

	Open Yahoo! Keitai Main Menu or execute Softkey functions
	Activate TV or change character entry mode
	Turn handset power on/off

Menu List

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

Handset Functions

Basic Operations

Handset Power On/Off

Power On

(Long)

If Japanese appears first time 824SH powers on, press three times, choose **はい** and press . In Standby, press , choose **いいえ** and press . In Main Menu, change interface to English (below).

Power Off

(Long)

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

● → →

Setting Clock

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

Calling

Voice Call

Enter number →

● → Call ends

Redialing

● → A record →

● → Call ends

Video Call

Enter number → (Long)

● → Call ends

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/ 824SH is Global Roaming eligible.

Enter number → → **Int'l Call** → ●

A country → ● →

● → Call ends

Answering a Call

When a call arrives,

● → Call ends

Answer Phone

Activating

(Long)

● To cancel, (Long)

Playing Messages

● To stop,

Text Entry

Switching Entry Modes

In text entry windows, → A mode →

● → Enter text

	Kanji (hiragana)
	Double-byte katakana
	Single-byte katakana
	Double-byte alphanumerics
	Single-byte alphanumerics
	Single-byte number
	Character Code

Example: Entering no

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

→ ● → → ●

Messaging

SMS/S! Mail

SMS

Exchange up to 160 alphanumerics 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 → ● → to

attach files (S! Mail) → ● →

Receiving Messages

Information window opens for new mail.

● to open message list.

Phone Book

Phone Book Entry Items

Phone Number

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

Mail Address

Enter up to five addresses on handset (128 single-byte alphanumerics 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 via 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 → ● → **Music Folder** or

Ring Songs•Tones → **Add New**

Playlist → ● → Enter name → ●

Using Playlists

● → **Media Player** → ● → **Music** → ● →

My Music → ● → **Music Folder** or

Ring Songs•Tones → 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, end all active functions/applications.

Updating Software

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

→ ● → **Software Update** → ●