Support

Customer Service

SoftBank **Customer Center** 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,	General Information	© 0088-240-157
Chiba, Saitama, Ibaraki, Tochigi, Gunma, Yamanashi, Nagano, Toyama, Ishikawa, Fukui	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	6 0088-242-157
	Customer Assistance	6 0088-242-113
nimane, Tokushima, Kagawa, Ehime, Kochi, Jkuoka, Saga, Nagasaki, Oita, Kumamoto	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

• Police110	
• Fire & Ambulance 119	
• Maritime Safety Agency 118	

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SoftBank 830SH 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 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, 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).
- 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
- 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

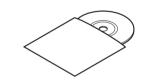
• Battery (SHBBY1)



• Desktop Holder (SHEAY1)

• Utility Software (Japanese)*





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

■ # (Long)

USIM Card Installation

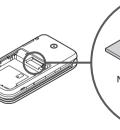
* Complimentary sample.

1 Slide in USIM Card with IC chip facing down

2 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 Remove cover



• Press and slide as shown.

2 Insert battery



3 Close cover



USIM PINs

- 4-digit code; activate PIN Entry to restrict usage.

Required to clear Call Costs and to set Max Cost.

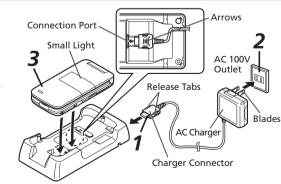
PIN and PIN2, 9999 by default, are changeable.

- PIN Lock & Cancellation (PUK Code*)
- Entering incorrect PIN 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 Insert AC Charger connector into **Desktop Holder until it clicks**
- Connection Port is on the back of Desktop Holder. **2** Plug AC Charger into AC outlet
- 3 Place handset onto Desktop Holder
 - Small Light illuminates red while charging. • Small Light goes out when battery is full.
- After charging, disconnect handset, then unplug AC Charger



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

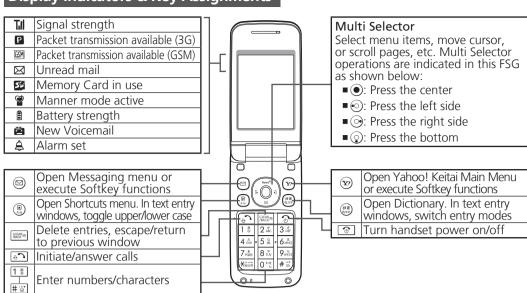
SoftBank 830SH

Weight	Approximately 105 g		
Continuous	Approximately 260 minutes (3G)		
Talk Time	Approximately 240 minutes (GSM)		
Continuous Standby	Approximately 350 hours (3G)		
Time (handset closed)	Approximately 320 hours (GSM)		
Charging Time	AC Charger: Approximately 130 minutes		

Dimensions (W x H x D)	Approximately 49 x 97 x 17.6 mm (handset closed, without protruding parts)			
Maximum Output	0.25 W (3G) 2.0 W (GSM)			
• Values calculated with battery installed.				

Getting Started

Display Indicators & Key Assignments



Menu List

_				_			
Ν	Messaging		Demand History	D	oc./Rec. Tools		Streaming
	Received Msg.		Settings		Search	C	ommunication
	Create Message		Information		Document Viewer	Π	S! Town
	Retrieve New Msg.	D	ictionary		Notepad		S! Loop
	Drafts	C	amera		Voice Recorder		S! Friend's Status
	Templates	E	ntertainment		Barcode/Scan		S! Circle Talk
	Sent Messages		S! Quick News		Phone Help	Pł	none
	Unsent Messages		S! Information Channel/Weather	D	ata Folder	ΙΠ	Phone Book
	Chat Folder	1	BookSurfing	_	Pictures	Ī	Add New Entry
	Server Mail Box		e-Book Viewer		DCIM		Information
	Create New SMS	Tools PIM/LifestyleTools			Ring Songs•Tones		Call Log
	Settings				S! Appli		Play Messages
	Memory Status		Calendar	Ī	Music		Call Voicemail
Υ	ahoo! Keitai		Alarms		Videos		Category Control
_	Yahoo! Keitai		Tasks		Lifestyle-Appli		My Details
	Bookmarks		Calculator		Books		Speed Dial/Mail
	Saved Pages		Expenses Memo		Customized Screen		Mail Groups
	Enter URL		Osaifu-Keitai		Status Templates		S! Addressbook Backup
	History		Pretense Call]	Flash®		Ph.Book Settings
	PC Site Browser	Timer/Clock Tools			Other Documents		Manage Entries
	Browser Settings		Stopwatch		Memory Status	Se	ettings

Countdown Timer

Music

Videos

World Clock

Hour Minde

Streaming			Customize
	ommunication		Sounds & Alerts
	S! Town	Ī	Date & Time
	S! Loop		Set Key Light
	S! Friend's Status		言語選択 (Language)
	S! Circle Talk		User Dictionary
ĺ	hone		Ringer Output
	Phone Book	Ī	Earpiece Volume
	Add New Entry		Change Menu
	Information		Locks
	Call Log		Software Update
	Play Messages		Master Reset
	Call Voicemail	C	onnectivity
	Category Control	_	Infrared

Mass Storage USB Charge Memory Card Backup

Call/Video Call

∕ideo Call

Call Time & Cost

Answer Phone

/oicemail/Divert

Show My Number

Call Waiting Network Settings Select Network Select Service Offline Mode Retrieve NW Info ocation Info letwork Info External Device

out Missed Calls nt'l Calling

Disp. Time/Cost

Minute Minder

Auto Answer

Call Barring

Handset Functions

Basic Operations

Handset Power On/Off

■ Power On

(Long)

If Japanese appears first time 830SH powers on, press • three times, choose (\$\mathbb{A}\mathbb{I}) and press •. In Standby, press , choose LILIZ and press . In Main Menu, change interface to English (below).

■ Power Off

(Long)

English Interface

● ⇒ 設定 → ● ⇒ Language → ● → English **▶** ●

Network Settings

Retrieve Network Information to use Network-related services; the first time you press \boxtimes , \odot or \odot , a prompt appears.

∅, • or w → Yes → •

My Phone Number

● 0 næ

Setting Clock

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

Calling

Voice Call

Enter number ▶ ि

• 🐨 **⇒** Call ends

Redialing

• **③ →** Call ends

Video Call

Enter number → □ → Video Call → •

• 🐨 **⇒** Call ends

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/ 830SH is Global Roaming eligible.

Enter number ▶ 🖾 → Int'l Call → • → A country **▶**●**▶**♣**つ**

• 🐨 **⇒** Call ends

Answering a Call

When a call arrives, 🛐

• 🐨 ⇒ Call ends

Answer Phone

Activating

CLEAR (Long)

•To cancel, [Long)

■ Playing Messages

CLEAR (E)

● To stop, CLEAR MACK

Text Entry

Switching Entry Modes

In text entry windows, ♠ A mode ▶ Enter text

ಕ್ಟ	Kanji (hiragana)		
ア	Double-byte katakana		
ال	Single-byte katakana		
A/a	Double-byte alphanumerics		
_A/_a	Single-byte alphanumerics		
1	Single-byte number		
区	Character Code		

Example: Entering no

In text entry windows, ♣ Abc ◆ ● ◆ 6 MNO 6 MNO 6 MNO 6 MNO 6 MNO 6 MNO

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 instructions

Sending Messages

New SMS ◆ ● ◆ Recipient field ◆ ● ◆ Enter → ● → Enter subject (S! Mail) → ● 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

S! Appli Library

Osaifu-Keitai

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: ▶● D Enter ▶● Add **Phone Number:** → ● > Enter number ◆ ● An icon ◆ ● Add Email *Address:* ▶● Department and Department And Address → Department Andress → Department Andres icon **▶**●**>**₩

Editing Entries

♠ An entry ♦ ♥ ► Edit ♦ ● ♦ An item **→ ● →** Edit **→ ● > >**

Dialing via Phone Book

A phone number **▶**♠

Voicemail

Activating

● > Settings > ● > Call/Video Call Voicemail/Divert ⇒ ● → Voicemail *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 ● ● Y >** Frame image on Display **▶**●**▶**●

Yahoo! Keitai

Accessing Yahoo! Keitai

Phone Settings

𝔝➡ 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 Description
● 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* **♦●**