

Customer Service

General Information

Disney Mobile Customer Center

From a Disney Mobile handset, dial toll free at **157**
From landlines, dial toll free at **0800-2222-157**

Customer Assistance

SoftBank Customer Center

From a Disney Mobile handset, dial toll free at **113**
From landlines, dial toll free at **0088-250-113**

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.

Emergency Numbers

Police
110

Fire & Ambulance
119

Maritime Safety Agency
118

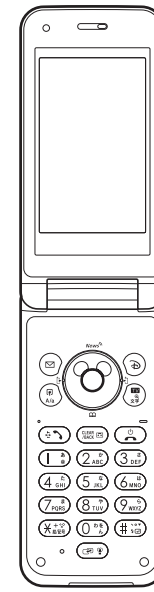
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DM003SH First Step Guide

Emergency Numbers

Customer Service

More Information



Use English Interface

Place International Calls

Customize Handset Address

And more...

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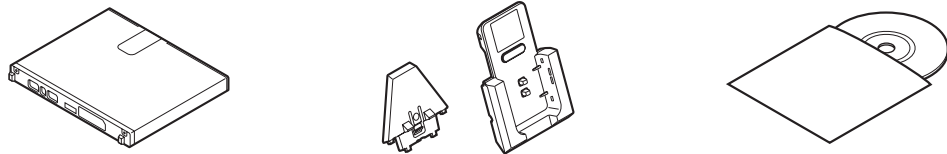
Safety Precautions

- **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 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.
- DM003SH 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 (SHEBX1)
- Utility Software (Japanese)*



* Complimentary sample.

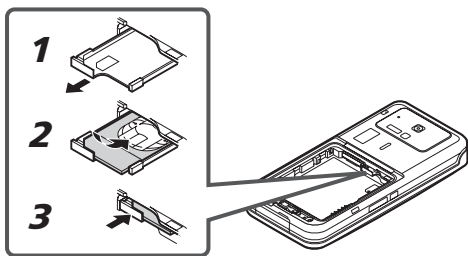
Manner Mode

- **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

- (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 and remove cover**
 Slide lever as shown.
- 2 **Insert battery**
 Press Here
- 3 **Close cover**
 With cover in place, press down firmly.
- 4 **Lock cover**
 Slide lever as shown until it clicks.

USIM PINs

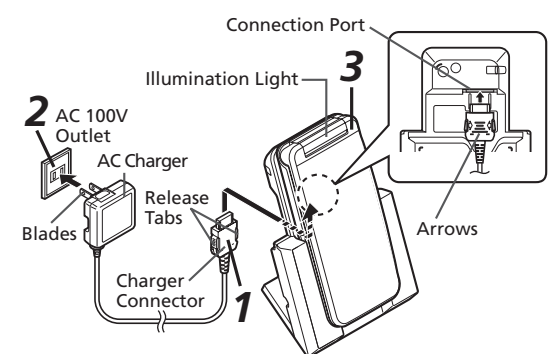
- **PIN**
4-digit code; activate PIN Entry to restrict usage.
- **PIN2**
Required to clear Call Costs and to set Max Cost.
PIN and PIN2, **9999** by default, are changeable.

- **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 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**
• Illumination Light glows red while charging.
• Illumination Light goes out when battery is full.
- 4 **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 General Information.

Specifications

DM003SH

Weight	Approximately ●● g
Continuous Talk Time	Approximately 250 minutes (3G) Approximately 230 minutes (GSM)
Continuous Standby Time (handset closed)	Approximately 340 hours (3G) Approximately 310 hours (GSM)
Charging Time (power off)	AC Charger: Approximately 140 minutes In-Car Charger: Approximately 140 minutes

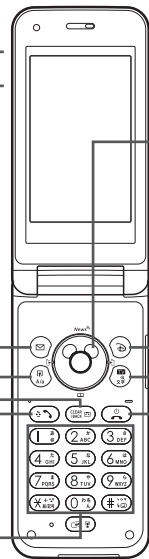
Dimensions (W x H x D)	Approximately ●● x ●● x ●● mm (handset closed, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

• Values calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

	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 Disney Web Main Menu or execute Softkey functions
	Activate TV or change character entry mode
	Turn handset power on/off

Menu List

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

Handset Functions

Basic Operations

Handset Power On/Off

Power On

(Long)

If Japanese appears first time DM003SH 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)

English Interface

設定 **Language** **English**

Network Settings

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

, or **Yes**

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 **Video Call**
• Call ends

International Call

International Call Service may require prior application; call customer service for further information.
DM003SH 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 alphanumeric
	Single-byte alphanumeric
	Single-byte number
	Character Code

Example: Entering no

In text entry windows, **Abc**

Messaging

SMS/E Mail

SMS

Exchange up to 160 alphanumeric with Disney Mobile and SoftBank handsets.

E Mail

Exchange up to 30,000 characters with e-mail compatible Disney Mobile 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 (E Mail) or **Create New SMS** **Recipient field** **Enter** **Enter subject** (E Mail) **(Text)** **Enter** **Attach** to attach files (E 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**

Disney Web

Accessing Disney Web

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

Using PC Site Browser

Disney Web **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**