

# 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 will 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 search field, select

メニューリスト → English → User Support

### Online English Manual

<http://mb.softbank.jp/mb/support/3G/product/830t/>

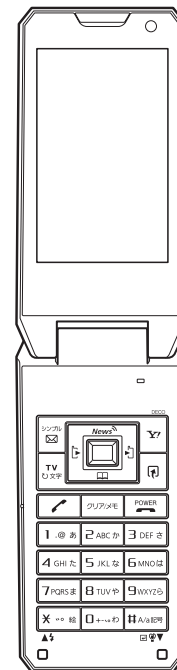
May be unavailable at purchase. Call Customer Service or try later.

## Emergency Numbers

- Police ..... 110
- Fire & Ambulance..... 119
- Coast Guard ..... 118

# SoftBank 830T

## First Step Guide



## Customer Service

## More Information

## Emergency Numbers

## Use English Interface

## Global Roaming

## Customize Handset Address

and more...

# General Notes

## Using Your Handset

- Handset employs radio waves. Signals may be disrupted even within service areas if you are indoors, underground, inside a tunnel or inside a vehicle. If you move to a location with poor signal reception, a call or the TV image/sound may be suddenly cut off.
- When using handset in public places, take care not to annoy other people around you. Use of handset is prohibited in some public places such as in theaters or on buses and trains.
- Handset is a radio transceiver under Japanese Radio Law. You may be requested to submit handset for inspection based on this law.
- Use of handset near a landline phone, TV or radio may affect the image and sound quality of the equipment.
- Handset employs a digital system to maintain a high level of communication quality even at very low signal levels. However, calls may be suddenly cut off when the signal strength becomes too weak.
- The digital system provides a high level of privacy protection. However, the possibility of someone eavesdropping on your conversation cannot be ruled out as long as radio waves are used.

- Data stored on handset may be corrupted or lost on the following occasions.
  - Handset is used improperly.
  - Handset is exposed to static electricity or electric noise.
  - Handset is turned off during operation.
  - The battery is completely discharged.
  - Handset malfunctions or is sent for repairs.
- SoftBank and Toshiba accept no liability whatsoever for the corruption or loss of stored data. Be sure to keep a separate memo of important data to limit damage caused by data corruption or loss to a minimum.
- Be sure to charge the battery before using handset for the first time or if handset has not been used for a long time. When the battery is stored for a long time, it discharges over time even if it is not used.
- Before using a memory card, read the instruction manual of the memory card thoroughly to ensure safe and proper operation.
- When handset is used for extended periods of time, especially in high temperature conditions, its surface could become hot. Please use caution when touching handset under such conditions.

- When certain items are taken out of the country, documentation may be required to certify that the export of the items is not controlled, prohibited, or restricted by the Export Trade Control Order and Foreign Exchange Order. Basically, no such documentation is required if you take handset out of the country and bring it back for the purpose of personal use when going on vacations or short business trips. In some cases, however, an export permit may be required if handset is to be used by or transferred to anyone else. Furthermore, a US government export permit may be required when taking handset to countries for which the US government has imposed export restrictions (Cuba, North Korea, Iran, Sudan, Syria). For details on export laws, regulations and procedures, refer to the Web page of the Security Export Control Policy Division of the Ministry of Economy, Trade and Industry.
- If you use a hearing aid, handset usage may interfere with hearing aid performance. If there is any interference, consult with the manufacturer or distributor of the hearing aid.

## Inside Vehicles

- Do not use handset while driving. Use of handset while driving is prohibited by law. Talking on handset using Stereo Earphone-Microphone (sold separately) while driving may be subject to penalties in some prefectures.
- Before using handset, stop the vehicle in a safe area where parking or stopping is permitted.

## Aboard Aircraft

- Do not use handset on an aircraft. Do not turn handset on while you are on an aircraft.

Read "Safety Precautions" in the Japanese User Guide, prior to handset use.

# Before Using Handset

## Package Contents

- Handset<sup>1</sup>
- Start Book (Japanese)
- Outer Jacket<sup>2</sup>

- Battery (TSBBM1)
- User Guide (Japanese)
- Inner Sheet<sup>2</sup>

- Battery Cover
- First Step Guide
- Jacket Cover Remover<sup>2</sup>

\*1 Use SoftBank specified AC Charger (sold separately).

\*2 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.

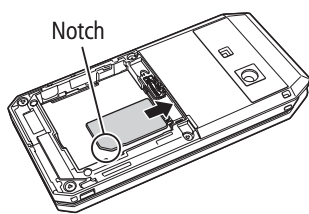
### Activating/Canceling Manner Mode

Press and hold

## USIM Card Installation

USIM Card must be inserted to use this handset. Turn handset power off and remove the battery before inserting/removing USIM Card.

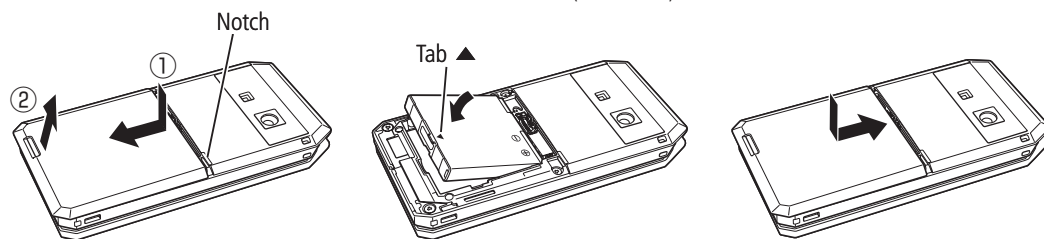
Insert USIM (IC facing down) as pictured



## Battery Installation

- 1 Press and slide battery cover (1), then lift out (2)
- 2 Align terminals and insert battery
- 3 Slide battery cover shut

To remove: Pull tab (above ▲).



## USIM PINs

### PIN

A four- to eight-digit code to prevent unauthorized handset use. The default setting is 9999.

### PIN2

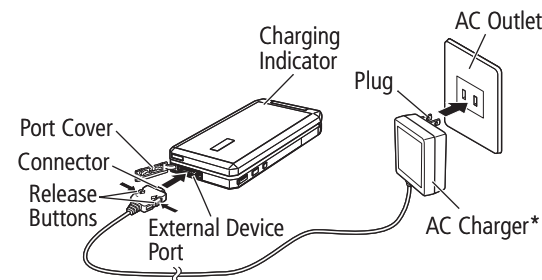
A four- to eight-digit code required to reset **Call Time&Cost**. The default setting is 9999.

### PIN Lock & PUK Codes

PIN Lock or PIN2 Lock is activated when PIN or PIN2 is incorrectly entered three times. PUK (Personal Unblocking Key) codes are required to cancel PIN Lock/PIN2 Lock. For details, contact SoftBank General Information.

## Charging

- 1 Open Port Cover to connect Charger
  - 2 Plug Charger into an AC outlet
  - 3 Unplug Charger, then disconnect handset
- Charging Indicator lights red while charging; may take up to approximately ●●● minutes.
- Press Release Buttons when disconnecting Connector.



\*AC Charger is sold separately.

## Security Codes

### Handset Code

A four-digit code (9999 by default), required to use various handset functions. Change the code from handset as needed.

### Center Access Code

Four-digit code assigned at initial subscription. Use the code to access Optional Services via landlines or to subscribe to fee-based content.

### Call Barring Service Code

Four-digit code assigned at initial subscription; required to set Call Barring. If the code is incorrectly entered three times, Call Barring settings lock. Call Barring Service Code and Center Access Code must be changed. Contact SoftBank General Information for details.

### Internet Security Code

It is required to set Internet security.

## Specifications

Continuous Talk Time	Approx. ●●● min. (3G) Approx. ●●● min. (Video Call) Approx. ●●● min. (GSM)
Continuous Standby Time	Approx. ●●● hrs (3G) Approx. ●●● hrs (GSM)
Charging Time	Approx. ●●● min.
Weight (with battery)	Approx. ●●● g

Dimensions (W×H×D) (handset closed)	Approx. ● × ● × ● mm
Maximum Output	Class 3 0.25 W (3G)
	Class 4 2 W (GSM900)
	Class 1 1 W (DCS1800) Class 1 1 W (PCS1900)

# Getting Started

## Display Indicators & Key Assignments

**Signal Strength**  
 Packet Transmission Available  
 New S! Mail/SMS  
 Memory Card Inserted  
 Manner Mode Active  
 Battery Level  
 Alarm Set  
 New Voice Mail Message

**Multi Selector Operations**  
 Press [Left Softkey] or [Right Softkey].  
 Press [Left Softkey] or [Right Softkey].  
 Press [Left Softkey], [Right Softkey], [Call], or [End Call].

Use [Left Softkey] to move cursor. Press [Right Softkey] to open Main Menu, or confirm selection and perform selected operations.

Access Messaging menu. Execute left Softkey functions.  
 Activate TV. Make/answer video calls.  
 Delete characters. Return to the previous operation.  
 Make/answer calls.  
 Enter numbers and characters.

Access Yahoo! Keitai. Execute right Softkey functions.  
 Access Shortcuts Menu.  
 Turn handset power on/off. End calls/operations and return to Standby.

## Function List

<b>Messaging</b> Message Box Create New Retrieve New Drafts Templates Unsent Server Mail Settings	e-Book Viewer Ku-man's Room <b>TV</b> Watch TV Program Guide TV Links Timer Timer Results Settings	Information <b>Tools</b> Alarms Notepad Calculator Dictionary Calendar Tasks Useful Tools Photo Stand OsaiFu-Keitai S! GPS Navi Update	Templates Flash(R) Main Menu Gamendeco Keitaideco Mini Tool Other Documents Memory Status	Call Log Group Addr. Bkup Settings Memory Status
<b>Yahoo! Keitai</b> Yahoo! Keitai Bookmarks Screen Memo Enter URL History PC Browser Settings	<b>Camera</b> Mobile Digital Video Video Mail Short Video Scan Data	<b>Data Folder</b> Pictures Ring Song•Tone S! Appli Music Videos Lifestyle-Appli Books	<b>Media Player</b> Audio Videos Streaming	<b>Settings</b> Sounds Display Phone Settings Security Call Settings Connectivity Idle Screen Priority SimpleMode ON Backup Memory
<b>Entertainment</b> S! Quick News Info Channel BookSurfing	<b>S! Appli</b> Library Settings Card Sync Certification	<b>Phone Book</b> My Details Phone Book New Entry		

# Handset Functions

## Basic Operations

### Handset Power On/Off

Press and hold [POWER]

### Network Settings

Before using network-related services, retrieve network information. The first time you press [Menu] or [Settings], a prompt appears.

[Menu], [Settings] or [Yes] → YES → [OK]

### Interface Language

[Menu] → 設定 → 一般設定 → Language → Select a setting → [OK]

自動選択	Language set on USIM Card
日本語	Japanese interface
English	English interface

### My Phone Number

[Menu] → Phone Book → My Details → [OK]

### Date & Time

[Menu] → Settings → Phone Settings → Clock → Date&Time → Enter date and time → [OK]

## Calls

### Voice Call

1 Enter number with area code → [Call]  
 2 [POWER] to end call

### Redialing

1 [Call] → Select an entry → [Call]  
 2 [POWER] to end call

### Video Call

1 Enter number with area code → [TV Call]  
 2 [POWER] to end call

### Calling Abroad from Japan

International Call Service may require prior application. Details and applications are available online:  
[http://mb.softbank.jp/mb/en/global\\_service/](http://mb.softbank.jp/mb/en/global_service/)

1 Enter number with area code → [Y] → Intl. Calls → Select a country → [Call]

2 [POWER] to end call

### Answering a Call

1 A call arrives → [Call]  
 2 [POWER] to end call

### Answering Machine

#### ■Activating/Canceling

Press and hold [Call]

#### ■Playing a Message

[Call] → Select a message → [Call]

Answering Machine is unavailable when handset is off, out-of-range or Offline.

## Text Entry

### Switching Text Input Modes

In a text entry window, [TV Call] → Select a text input mode → [OK]

[Kanji]	Kanji (hiragana)
[Katakana]	Single-byte katakana
[Upper]	Double-byte alphanumerics (upper case)
[Lower]	Double-byte alphanumerics (lower case)
[Upper]	Single-byte alphanumerics (upper case)
[Lower]	Single-byte alphanumerics (lower case)
[Num]	Double-byte numbers
[Num]	Single-byte numbers
URL	Enter e-mail address and URL extensions from the address library.
Pict	Enter pictographs.
(^~^)	Enter emoticons.
My Pict	Enter pictographs in My Pictograms folder.

### Text Entry Example

Entering "dog"  
 When [a] appears, [DEF] → [GHI] (three times) → [GHI]

## Messaging

### S! Mail/SMS

**■S! Mail**  
 Exchange text messages with e-mail compatible handsets/devices and PCs. Send images, melodies and other files as attachments.

**■SMS**  
 Exchange short text messages with SoftBank handsets.

### Customizing Handset Address

Change the account name (alphanumerics before @) of your e-mail address to help reduce spam.

[Menu] → Messaging → Settings → Mail Address → Connect → English → Follow onscreen instructions

### Sending Text Messages

[Menu] → Create New → Address → Enter or select an address → Text → Enter message → OK

### Receiving Messages

[Menu] → Message Box → [Call] → Select a folder → Select a message → [Call]  
 \* When Information Prompt appears, select **New Messages** → [Call]

## Phone Book

### Phone Book Entry Items

**■Phone Number**  
 Save up to five numbers (32 digits each) to Phone Book; One to USIM Phone Book.

**■Email**  
 Save up to five addresses (128 single-byte alphanumerics each) to Phone Book; One to USIM Phone Book.

### Creating a New Entry

[Menu] → Phone Book → New Entry → Name → Last Name → Enter → First Name → Enter → Select other items → Enter information → [Call]

### Editing an Entry

[Call] → Select an entry → Select a field → Edit field → Save or Save as New → [Call]

### Dialing from Phone Book

[Call] → Select an entry → Select a phone number → [Call]

## Voice Mail

### Activating

[Menu] → Settings → Call Settings → Call Services → VMICall Fwd → Voice Mail ON → (Select a ring time)\* → [Call]  
 \* Perform this step when **No Answer** is selected.

### Playing Messages

[Menu] → Settings → Call Settings → Call Services → VMICall Fwd → Listen VM → Follow voice guidance\*  
 \* To switch to English voice guidance, press [ABC] while Japanese voice guidance is playing.

## Camera

### Capturing Still Images

[Camera] → Frame subject → [Call] or [Call]

### Recording Videos

Press and hold [Camera] → Frame subject → [Call] or [Call] → [Call] or [Call] to end recording → [Call] or [Call]

## Internet

### Accessing Yahoo! Keitai

[Menu] → Yahoo! Keitai → English → Select a menu item → [Call]

### Accessing PC Websites

[Menu] → Yahoo! Keitai → Always Ask or Ask Once Only → [Call]

## Global Roaming

Global Roaming Service may require prior application. Details and applications are available online:  
[http://mb.softbank.jp/mb/en/global\\_service/](http://mb.softbank.jp/mb/en/global_service/)

### Making Calls While Abroad

**■Calls within Visited Country**  
 Enter number with area code → [Call]  
**■Calls to Japan and Other Countries**  
 [Call] → Press and hold [Call] → Enter country code, area code\* and number → [Call]  
 \* Omit first 0 from area code, except when calling Italy.

## Managing Files

### Opening a File

[Menu] → Data Folder → Select a folder → Select a file → [Call]

### Formatting a Memory Card

[Menu] → Settings → Memory → Format Card → Enter Handset Code → YES → [Call]

## Software Update

### Precaution

Before updating software, turn handset power off then restart handset.

### Updating Software

[Menu] → Tools → Update → YES → Agree → (twice) → Enter Center Access Code → [Call] → Follow onscreen instructions