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 immediately if handset/USIM is lost or stolen while outside Japan.

■ Call these numbers toll free from landlines.

Subscription Area	Service Center	Toll Free 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

SoftBank 830P
First Step Guide

Customer Service

Emergency Numbers

More Information

Use English Interface

Global Roaming

Customize Handset Address

and more…

Emergency Numbers

● Police **110**
● Fire & Ambulance **119**
● Coast Guard **118**

More Information

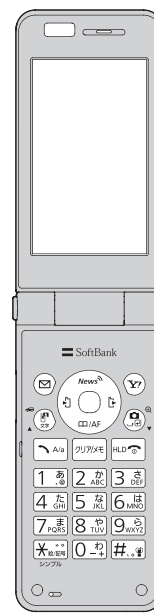● **Handset User Support**
Via Yahoo! Keitai Main Menu: From above search field, select
メニューリスト → *English* → *User Support*.
● **Online English Manual**
http://www.softbank.jp/mb/r/support/830p/
May be unavailable at purchase. Call Customer Service or try later.

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Safety Precautions

● **Use specified battery, charger and holder.**
The use of devices other than those specified may result in malfunction of handset or battery. Leaking, overheating, explosion or fire may occur.
● **Do not get handset, battery and charger wet.**
If liquids such as water or pet urine get into battery and charger, they may cause overheating, electric shock or malfunction. Do not use handset in damp places like bathrooms.

● **Do not use handset while driving a vehicle.**
Doing so may interfere with safe driving and cause an accident. Stop your vehicle to park in a safe place before using handset. Drivers using handsets while driving are subject to prosecution.
● **Do not throw or otherwise subject to strong force or impacts.**
Battery may leak, overheat, explode, catch fire, or cause damage to handset.

● **Turn off handset where use is prohibited, such as aboard aircraft or in hospitals.**
Handset may interfere with the operation of sensitive devices and electronic medical equipment. Follow the instructions given by the respective medical facilities regarding the use of mobile phones on their premises. In addition, actions such as speaking on a mobile phone aboard aircraft are prohibited and may be punishable by law.
● **Do not disassemble or modify handset.**
May cause accidents such as fire, bodily injury, electric shock or equipment malfunction.

● **Keep handset off and charger disconnected in filling stations or places where flammable gas is generated.**
Handset use in such areas may lead to fire.
● **Do not use or leave handset, battery or charger in locations subject to high temperature, such as near an open flame, in sunlight or inside a car on an extremely hot day.**
Battery may leak, overheat, explode, catch fire, or deform handset and cause damage. Part of the casing may also become hot and cause burns.

For more information, see "Safety Precautions" in User Guide (Japanese).

Handling Precautions

General Notes

● **SoftBank is not liable for damages from accidental loss/alteration of handset/microSD Card information (Phone Book entries, image/sound files, etc.). Back-up important information.**
● **Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places.**

● **Use handset without disturbing others.**
● **If handset is left with no battery or an exhausted one, data may be altered/lost. SoftBank is not liable for any resulting damages.**
● **Handset use near landlines, TVs or radios may cause interference.**

● **Beware of eavesdropping.**
Digital signals reduce interception, however transmissions may be overheard. Deliberate/accidental interception of communications constitutes eavesdropping. "eavesdropping" means radio communication is received by another receiver deliberately or accidentally.
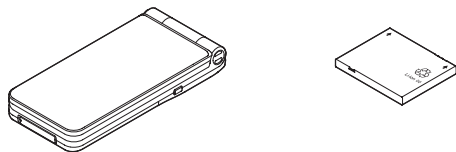
Electromagnetic Waves

● **For body worn operation, this mobile phone has been tested and meets RF exposure guidelines when used with an accessory containing no metal and positioning the handset a minimum 15 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.**

For more information, see "Handling Precautions" in User Guide (Japanese).

Before Using Handset

Package Contents

● Handset (830P)　● Battery (PMBAK1)

● **User Guide (Japanese)**
● **First Step Guide**
● **Raku Raku Start Book (Japanese)**
● **Utility Software* (CD-ROM)**

*Utility Software updates/upgrades may be released on SOFTBANK MOBILE Corp. Website (http://www.softbank.jp) without prior notification. Please check for the newest versions of utility applications and download as required.

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.
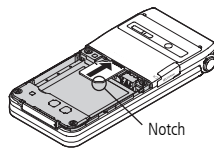
Activating/Canceling Manner Mode
● In Standby, press and hold ＃ .
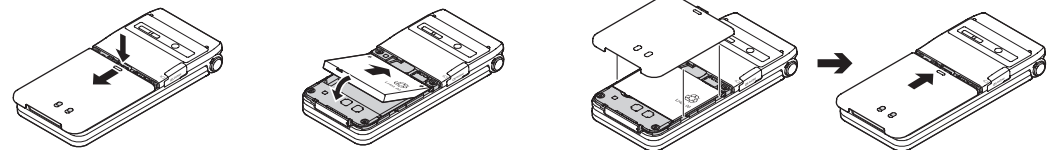
USIM Card Installation

With IC chip down, slide in USIM Card

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

Notch

Battery Installation

1 Press and slide to remove cover　**2** Insert battery　**3** Replace cover
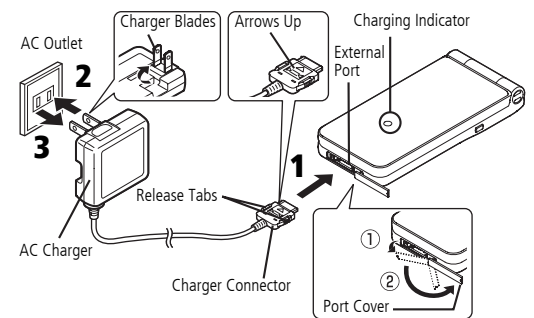
USIM PINs

● **PIN1**
4 to 8-digit code used to prevent unauthorized 830P use.
• PIN1 can be changed.
• When PIN Entry is *ON*, PIN1 entry is required each time handset is turned on (with USIM Card inserted).
● **PIN2**
Required to clear call times/costs or set maximum cost.
• PIN2 can be changed.

● **PIN Lock & Cancellation (PUK)**
PIN1 Lock or PIN2 Lock is activated if PIN1 or PIN2 is incorrectly entered three times. Cancel PIN1 Lock or PIN2 Lock by entering the PIN Unblocking Key (PUK1/PUK2).
• If PUK is incorrectly entered ten times, USIM Card is locked and handset is disabled. Write down PUK.
• For procedures required to unlock USIM Card, contact SoftBank Customer Center, General Information.

Charging

Use specified AC Charger (sold separately).
1 Connect AC Charger to handset
2 Plug AC Charger into AC Outlet
• Charging Indicator illuminates and charging starts; may take up to approximately 130 minutes.
• When charging is complete, Charging Indicator goes out.
3 Unplug AC Charger, then disconnect handset

AC Outlet　Charger Blades　Arrows Up　Charging Indicator
External Port
Release Tabs
AC Charger
Charger Connector
① ②
Port Cover

Passwords

● **Phone Password**
Required to use/change some handset functions.
• ＊ appears for each digit entered.
• Phone Password (*9999* by default) can be changed on handset.
● **Center Access Code**
4-digit number specified at initial subscription; required to access Voice Mail via landlines or subscribe to fee-based information.

● **Security Code**
4-digit number specified at initial subscription, required to restrict handset services.
• If entered incorrectly three times, Call Barring settings lock; Security Code & Center Access Code must be changed. Reach SoftBank Customer Center, General Information for details.

Specifications

Weight (including battery)	114 g*
Dimensions (closed)	49 x 109 x 15.4 mm*
Standby Time (closed)	3G: 400 hours* GSM: 300 hours*
Talk Time	3G: 180 minutes* Video Call: 100 minutes* GSM: 180 minutes*

Charging Time	AC Charger: 130 minutes* In-Car Charger: 130 minutes*
Maximum Output	3G: 0.25 W GSM: 2.0 W

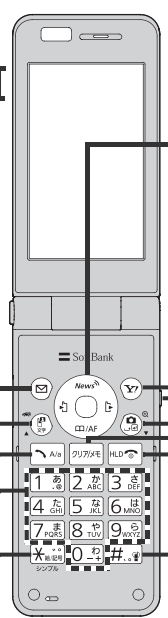* Approximate value
• Values were calculated with battery installed.

Getting Started

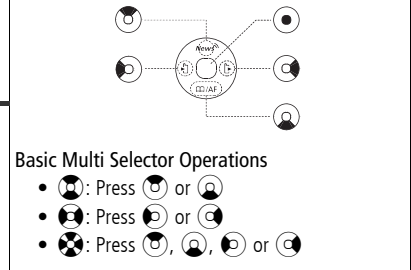## Display Indicators & Key Assignments

📶	Signal Strength
📶 / 📶	3G/GSM Packet Transmission Available*
✉	Unread Message
💾	Memory Card Inserted
🔕	Manner Mode
🔋	Battery Level
📞	Voice Mail
⏰	Alarm Set

* Both indicators appear while abroad.

✉	Open Messaging menu or execute Left Softkey functions
📅	Open Calendar; initiate Video Call; press and hold in Standby to toggle Drive mode
📞	Initiate/answer call; toggle upper/lower case roman letters in text entry windows
0 - 9	Enter numbers/characters
＊	Access pictographs/symbols in text entry windows; press and hold to toggle Simple mode

Multi Selector: Select items, navigate menus, etc.

Basic Multi Selector Operations
- 💠: Press 🔼 or 🔽
- 💠: Press ◀ or ▶
- 💠: Press 🔼, 🔽, ◀ or ▶

Y!	Open Yahoo! Keitai Main Menu or execute Right Softkey functions
🔇	Press to mute ringer; press and hold to toggle View Blind on/off
📷	Activate Camera; press and hold to activate Magnifying Loupe in Standby
クリア/メモ	Delete characters or highlighted items
🔴	Press and hold to turn handset power on/off; return to Standby
#	Press and hold in Standby to toggle Manner mode

Function List

Messaging	S! Appli		Voice Recorder	Phone Book
Incoming Mail	S! Appli List		Software Update	Phone Book
Create New S! Mail	S! Appli Settings		**Data Folder**	Create New Entry
Retrieve New	Information		Pictures	Call Log
Drafts	**Communication**		Ring Songs&Tones	Group
Templates	S! Loop		S! Appli	Account Details
Sent Messages	**Camera**		Music	Speed Dial
Unsent Messages	Camera		Videos	S! Addressbook Back-up
Server Mail Box	Video Camera		Books	Settings
Create New SMS	Magnifying Loupe		S! Familiar Usability	Memory Manager
Settings	**Entertainment**		Templates	**Settings**
Memory Status	S! Quick News		Notepad	Sound Settings
Yahoo! Keitai	Media Player		Flash(R)	Display Settings
Yahoo! Keitai	BookSurfing		Other Documents	Phone Settings
Bookmarks	e-Book Viewer		Memory Status	Security
Saved Pages	**Tools**		**Bar Code Reader**	Call Settings
Enter URL	Alarms		Scan Barcodes	Manner Mode Settings
History	Calendar		Saved Data List	Location Settings
PC Site Browser	Answer Phone		**Connectivity**	Memory Card Manager
Settings	Calculator		Infrared	
	Notepad		Retrieve NW Info	

Handset Functions

Most operation descriptions below begin in Standby.

Basic Operations

Handset Power On/Off

■**Power On**
Open handset ➜ Press 🔴 for 3+ seconds
■**Power Off**
Open handset ➜ Press 🔴 for 2+ seconds

Retrieving Network Information

When ●, ✉ or Y! is pressed for the first time, 830P initiates Network Information retrieval; ● to retrieve it.
To update manually, ● ➜ **Connectivity**➜ ● ➜ **Retrieve NW Info**➜ ● ➜ ✉

English Interface

● ➜ 設定 ➜ ● ➜ 一般設定 ➜ ● ➜ **Language**➜ ● ➜ **English**➜ ●

My Number

● ➜ 0

Date & Time

● ➜ **Settings**➜ ● ➜ **Phone Settings** ➜ ● ➜ **Date & Time**➜ ● ➜ **Home Clock** ➜ ● ➜ **Date & Time**➜ ● ➜ Enter date ➜ 🔽 ➜ Enter time ➜ ●

Calls

Making Voice Calls

Enter number with area code ➜ 📞
- 🔴 to end call

Calling from Outgoing Call Log

◀ ➜ A phone number ➜ 📞
- 🔴 to end call

Making Video Calls

Enter number with area code ➜ 📅
- 🔴 to end call

Calling Abroad from Japan

International Call Service may require application. Details and applications are available online: http://mb.softbank.jp/mb/en/global_service/
Enter number ➜ ✉ ➜ **International Call** ➜ ● ➜ A country/region ➜ ● ➜ 📞
- 🔴 to end call

Answering a Call

📞
- 🔴 to end call

Answer Phone

Record messages on handset when unable to answer incoming calls.
■**Activating**
Press and hold クリア/メモ
- To cancel: Press and hold クリア/メモ again
■**Playing Messages**
In Information window, **Answer Phone**➜ ● ➜ A message ➜ ●
■**Deleting Messages**
クリア/メモ ➜ A message ➜ ✉ ➜ **Delete**➜ ● ➜ ✉

Answer Phone is unavailable when handset is off, out-of-range or Offline.

Text Entry

Toggling Entry Modes

In text entry window, 🔄 to toggle input modes (or press and hold to toggle single-/double-byte) ➜ Enter text

abc^{1}/$_{2}$	Single-byte alphanumerics
abc^{1}/$_{1}$	Double-byte alphanumerics
123^{1}/$_{2}$	Single-byte numbers
123^{1}/$_{1}$	Double-byte numbers
漢 $_{1}$/$_{1}$	Kanji (Hiragana)
カナ $_{1}$/$_{1}$	Single-byte katakana
カナ ^{1}/$_{2}$	Double-byte katakana

Example: Entering "no"

In text entry window, 🔄 ➜ abc^{1}/$_{2}$➜ 6 6 ➜ ◀ ➜ 6 6 6

Messaging

S! Mail/SMS

■**S! Mail**
Exchange text messages with e-mail compatible handsets, PCs, etc.; attach image/sound files, etc.
■**SMS**
Exchange short text messages with SoftBank handsets.

Customizing Handset Address

Change your handset mail address (alphanumerics before @) to reduce the risk of receiving spam.
✉ ➜ **Settings**➜ ● ➜ **Custom Mail Address**➜ ● ➜ Follow onscreen instructions

Sending S! Mail & SMS

✉ ➜ **Create New S! Mail** (**Create New SMS** for SMS) ➜ ● ➜ **Add Address**➜ ● ➜ **Phone Book**➜ ● ➜ An entry ➜ ● ➜ A number/mail address ➜ ● ➜ **Add Subject** ➜ ● ➜ Enter subject ➜ ● ➜ **Input Text**➜ ● ➜ Enter text ➜ ● ➜ **Add Attachment**➜ ● ➜ Files ➜ ✉ ➜ Y!
- **Add Subject** and **Add Attachment** are not available for SMS.

Receiving S! Mail & SMS

Information window opens and ✉ appears for a new message in Standby.
In Information window, **Message**➜ ● ➜ A folder ➜ ● ➜ An unread message ➜ ●

Phone Book

Phone Book Entry Items

■**Phone Number**
Save up to three entries in Phone Book; two in USIM Card Phone Book.
■**E-mail Address**
Save up to three entries in Phone Book; one in USIM Card Phone Book.

Saving to Phone Book

● ➜ **Phone Book**➜ ● ➜ **Create New Entry**➜ ● ➜ An item ➜ ● ➜ Enter information ➜ ● ➜ ✉
■**Save Settings**
Select Phone Book memory for new entries.
● ➜ **Phone Book**➜ ● ➜ **Settings**➜ ● ➜ **Save Settings**➜ ● ➜ **Phone**, **USIM** or **Ask Each Time**➜ ●
- Select **Ask Each Time** to select target each time you save an entry.

Editing Phone Book Entries

🔽 ➜ An entry ➜ ✉ ➜ **Edit**➜ ● ➜ An item ➜ ● ➜ Edit ➜ ● ➜ ✉

Making Calls from Phone Book

🔽 ➜ 💠 to select a page of the required reading ➜ An entry ➜ ● ➜ A phone number ➜ ●

Voice Mail

Activating Voice Mail

● ➜ **Settings**➜ ● ➜ **Call Settings** ➜ ● ➜ **Optional Services**➜ ● ➜ **Voice Mail/Call Forwarding**➜ ● ➜ **Voice Mail ON**➜ ● ➜ **Ringer Off** or **Ringer On**➜ ● ➜ Ring time (for **Ringer On**) ➜ ●

Checking Voice Mail Messages

In Information window, **Voice Mail**➜ ● ➜ Follow voice guidance
- To switch to English voice guidance, press 2 1 2 while Japanese voice guidance is playing.

Camera

Capturing Still Images

📷 ➜ Frame subject ➜ 💠 ➜ ● ➜ ● ➜ 🔴

Recording Videos

📷 ➜ Y! ➜ Frame subject ➜ ● ➜ ● ➜ **Save to Data Folder**➜ ● ➜ 🔴

Yahoo! Keitai

Yahoo! Keitai Main Menu

Y! ➜ メニューリスト ➜ ● ➜ **English**➜ ● ➜ A menu item ➜ ●

PC Site Browser

● ➜ **Yahoo! Keitai**➜ ● ➜ **PC Site Browser**➜ ● ➜ **Homepage** ➜ ● ➜ ✉ ➜ A menu item ➜ ●

Global Roaming

Before You Leave Japan

Global Roaming Service may require sign up. Details and applications are available online: http://mb.softbank.jp/mb/en/global_service/

Network Mode

● ➜ **Settings**➜ ● ➜ **Call Settings**➜ ● ➜ **Optional Services**➜ ● ➜ **International Setting**➜ ● ➜ **Select Network**➜ ● ➜ **Automatic** or **Manual** (**3G/GSM**, **3G** or **GSM**) ➜ ●

Making Calls while Abroad

■**Calling within the Same Country**
Enter a phone number ➜ ●
■**Calling Japan and Other Countries**
📞 ➜ Press and hold 0 ➜ Enter a country/region number, area code and a phone number ➜ ●
- Omit the first 0 from area code, except when calling Italy.

International Code is set to **0046010** by default. The number can be changed if required.

Managing Files

Opening Files

● ➜ **Data Folder**➜ ● ➜ A folder ➜ ● ➜ A file ➜ ●

Formatting Memory Card

● ➜ **Settings**➜ ● ➜ **Memory Card Manager**➜ ● ➜ **Format Memory Card**➜ ● ➜ ● ➜ Enter 4-digit Phone Password ➜ ●

Software Update

Precaution

Fully charge battery beforehand.

Updating Software

● ➜ **Tools**➜ ● ➜ **Software Update** ➜ ● ➜ **Software Update**➜ ● ➜ Follow onscreen instructions