

Customer Service

For information about SoftBank handsets or services, contact us at the following numbers.

■ SoftBank Customer Support

General Information

From a SoftBank handset, dial toll free at **157**
 From a landline/IP phone, dial toll free at **0800-919-0157**

Customer Assistance (Repairs/Lost Handsets)

From a SoftBank handset, dial toll free at **113**
 From a landline/IP phone, dial toll free at **0800-919-0113**

If you cannot reach a toll free number, use the number (charges apply) below for your service area:

Hokkaido Area Tohoku Area Hokuriku Area Kanto-Koshinetsu Area	022-380-4380	Tokai Area	052-388-2002
Kansai Area	06-7669-0180	Chugoku-Shikoku Area Kyushu-Okinawa Area	092-687-0010

■ SoftBank Mobile Global Call Center

From outside Japan, dial **+81-3-5351-3491** (toll free from SoftBank handsets)
 If handset is lost/stolen, call this number immediately (international charges apply)

■ SoftBank Mobile Website

<http://mb.softbank.jp/en/>

Software Update

Check for firmware updates and download as required.

Precautions

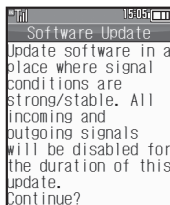
- Handset is disabled until update is complete. Update may take up to approximately 30 minutes.
- Update failure may disable handset. To reduce failure risk, make sure signal is strong and stable, and charge Battery adequately beforehand.
- Update will not start if another function is in use. Before updating software (or before scheduled update time), end all active functions/applications.
- Disconnect USB Cable beforehand to reduce failure risk.
- Always back up important information. SoftBank Mobile cannot be held liable for damages from lost information, etc.


Updating Software

Packet transmission fees do not apply to updates (including checking, downloading and overwriting).

1   **Settings**  
Phone/Software Update 

2 **Software Update** 




3 
 • Follow onscreen instructions.

Update Result

In 2, **Update Result** 

Scheduled Update (Japanese)


SoftBank Mobile sends update notice to handset; read and change preset update schedule as needed. Confirmation appears at scheduled update time. Press  or wait a while for update to start.

When Updated

Update success notification appears and handset reboots.

After reboot, completion message appears and Information window opens.

Update Result

While Information window appears,
Update Result 

Reboot Failure

- If handset does not reboot after update, reinsert Battery and try powering on. If it still does not power on, contact SoftBank Customer Support, Customer Assistance (P.9-1).