

Customer Service

For SoftBank handset or service information, call General Information. For repairs, call Customer Assistance.

■ 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 Updates

Check for firmware updates and download as required.

Precautions

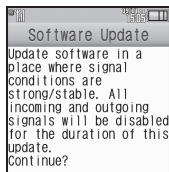
- Handset is disabled until update is complete. Update may take up to approximately 30 minutes.
- Confirm signal strength and Battery charge beforehand. Update failure may disable handset.
- Update does not start if another function is in use. Before updating software (or before scheduled update time), end all active functions/applications.
- Disconnect USB Cable beforehand to reduce failure risk.
- Back up important information before updating software. SoftBank Mobile is not liable for loss or associated damages.


Software Updates

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 , **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 is open,
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).