

First Step Guide

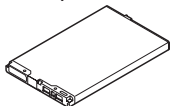
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See Online English Manual for "Safety Precautions."

Before Using Handset

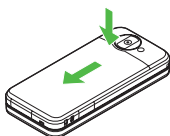
Accessory

Battery (SHBBZ1)



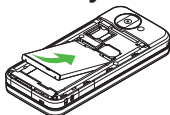
Battery Installation

1 Remove cover

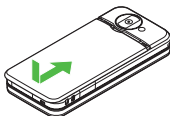


• Press and slide as shown.

2 Insert battery

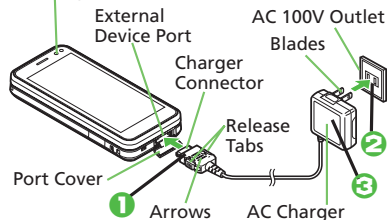


3 Close cover



Charging

Use specified AC Charger ZTDAA1 (sold separately) only.
Small Light



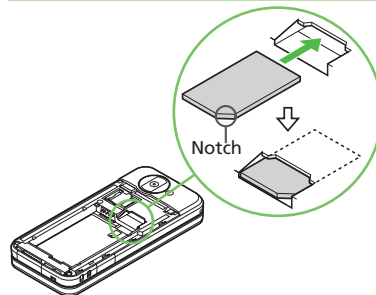
1 Open Port Cover to connect AC Charger

2 Plug AC Charger into AC outlet

- Small Light illuminates red while charging.
- Small Light goes out when battery is full.

3 After charging, unplug AC Charger, then disconnect handset

USIM Card Installation



1 Slide in USIM Card with IC chip facing down

2 Insert battery (P.ii)

- First power off handset and remove battery.
- Do not force USIM Card into/out of handset.
- USIM Card must be inserted to use handset.

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 SoftBank Customer Center, 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.

Before Using Handset

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)

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 SoftBank Customer Center, General Information.

Specifications

Weight*	● g
Continuous Talk Time*	● minutes (3G) ● minutes (GSM)
Continuous Standby Time* (Slider closed)	● hours (3G) ● hours (GSM)
Charging Time* (power off)	AC Charger: ● minutes In-Car Charger: ● minutes
Dimensions* (W x H x D)	● x ● x ● mm (Slider closed, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

● Values calculated with battery installed.

*Approximate value

Display Indicators & Key Assignments

	Signal strength		Manner mode active
	Packet transmission available (3G)		Battery strength
	Packet transmission available (GSM)		New Voicemail
	Unread mail		Alarm set
	Memory Card in use		

Multi Selector

Select menu items, move cursor, or scroll pages, etc. Multi Selector operations are indicated in this guide as shown below:

- : Press the center
- ◀: Press the left side
- ▶: Press the right side
- ⬇: Press the bottom

	Open Yahoo! Keitai Main Menu or execute Softkey functions
	Activate TV or switch entry mode
	Turn handset power on/off

Side Keys

Side Key operations are indicated in this guide as shown below:

- (Long): Long Press
- : Press or

	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

Menu List

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

Handset Functions

Basic Operations

Handset Power On/Off

■ Power On

☎ (Long)

If Japanese appears first time 931SH powers on, press **●** three times, choose **はい** and press **●**. In Standby, press **●**, choose **はい** 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 → ●

Setting Clock

● → Settings → ● → Date & Time → ● → Set Date/Time → ● → Enter date and time (24-hour format) → ●

My Phone Number

● → ☎

Calling

Voice Call

Enter number → ☎

● → ☎ → Call ends

Redialing

☎ → A record → ☎

● → ☎ → Call ends

Video Call

Enter number → ☎ → Video Call → ●

● → ☎ → Call ends



Incoming Image

Outgoing Image

Other Party's Number/Name

Handset Functions

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/
931SH 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

→ A record →

• 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 alphanumerics
	Single-byte alphanumerics
	Single-byte number
	Character Code

Example: Entering no

In text entry windows, → **Abc** →

→ → →

Messaging

SMS/S! Mail

■ SMS

Exchange up to 160 alphanumerics with SoftBank handsets.

■ S! Mail

Exchange up to 30,000 characters with e-mail compatible SoftBank 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** (S! Mail) or **Create**

New SMS → → Enter recipient → Enter

subject (S! Mail) → Attach files (S! Mail)

→ Enter text → →

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** → **Voicemail/**

Divert → → **Voicemail** → → **Activate**

→ → **Always** or **No Answer** → → Ring

time (for **No Answer**) →

Playing Messages

→ **Phone** → → **Call Voicemail** →

Follow the voice guidance

Handset Functions

Mobile Camera

Capturing Still Images

● → **Camera** → ● → Frame image on Display → ● → ●

Recording Video

● → **Camera** → ● → Frame image on Display → ● → ● → ●

Digital TV

Area Setup

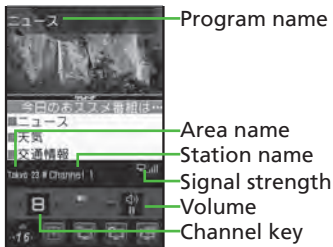
Follow these steps when activating TV for the first time.

△ → **Yes** → ● → A region → ● → A prefecture → ● → A locality → ● → ●

Watching TV

△ → A channel → ◀ to adjust volume
• To end, △ → **Yes** → ●

Panel Description



Recording/Playing Programs

Recording

△ → A channel → △ (Long) to start
→ △ (Long) to end

Playing

△ → △ → **TV Player** → ● → A file → ●
• To stop, △ (Long)

Yahoo! Keitai

Accessing Yahoo! Keitai

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

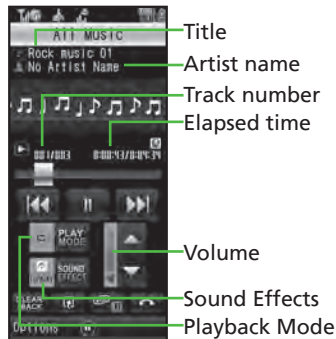
Using PC Site Browser

● → **Yahoo! Keitai** → ● → **PC Site Browser**
→ ● → **Enter URL** → ● → URL → ● → ●
Highlight a menu item → ●

Media Player

Playing Music

● → **Media Player** → ● → **Music** → ● → **My Music** → ● → **Music or Ring Tones** → **All Music** → ● → A file → ●



Adding Playlists

● → **Media Player** → ● → **Music** → ● → **My Music** → ● → **Music or Ring Tones** → △ → **Add New Playlist** → ● → Enter name → ●

Using Playlists

● → **Media Player** → ● → **Music** → ● → **My Music** → ● → **Music or Ring 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

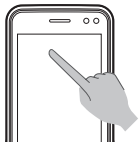
Before updating software, end all active functions/applications.

Updating Software

● → **Settings** → ● → **Software Update** → ● → **Software Update** → ●

Touch Panel

Touch Display to select menu items, move pointer, or scroll pages, etc; supports most handset operations.



Calibrating Touch Panel

For best precision, calibrate Touch Panel before use, in your usual posture and grip angle.

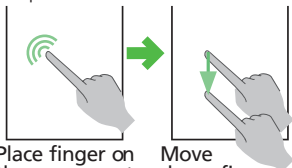
● → **Settings** → ● → **Touch Panel** → ● → **Correct Touch Panel** → ● → Onscreen instructions

Important Touch Panel Usage Notes

- Touch Panel may not respond when:
 - Touched with gloves or fingernails
 - Touched with pens, ballpoint pens, pencils or other sharp objects
 - Objects are placed on Display
- Do not:
 - Touch Display with wet fingers
 - Press Display strongly
 - Place labels or stickers over Display

Keypad Lock

After a period of inactivity or when **On** is pressed, Display goes dark and Keypad Lock activates. To unlock handset, Long Press **On** (Display turns on) and follow these operations.

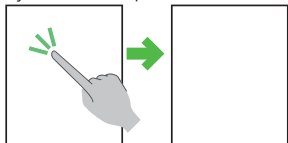


Place finger on the upper part of graphic

Move down finger (Keypad Lock deactivates)

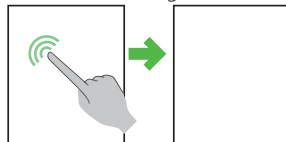
Selection & Execution (Tapping)

Touch Display then release finger immediately to open windows or execute Softkey functions/operations.



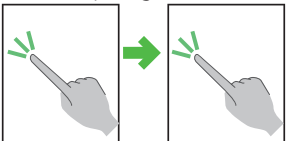
Execution (Long Touch)

You need to place finger and hold it to execute some Softkey functions/operations. Release finger afterward.



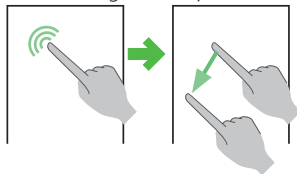
Execution (Double Tapping)

Some operations require double tapping; tap the same spot again.



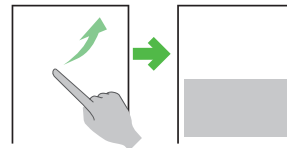
Move/Draw (Dragging)

Slide finger over Display to move icons, etc. Release finger to stop.



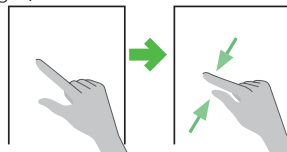
Scroll (Flicking)

To see portions outside Display, place finger on Display then flick it in the opposite direction.



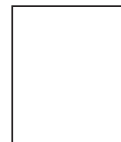
Enlarge/Reduce (Pinching)

Place two fingers on Display then slide them close/open to reduce/enlarge images, etc.



Onscreen Keyboard

Use onscreen keyboard to enter characters, phone numbers, etc.



General Notes

Hardware

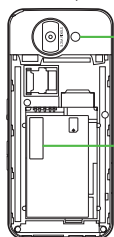
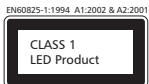
■ Mobile Light

Do not use Mobile Light near people's faces.

Eyesight may be temporarily affected leading to accidents.

CAUTION:

Use of controls, adjustments or procedures not specified here may result in harmful LED radiation. Mobile Light LED emission level is harmful to eyes; do not attempt to disassemble the cabinet. Service is limited to qualified service outlets only.



Mobile Light

CAUTION-CLASS 1M
LED RADIATION WHEN OPEN
DO NOT VIEW DIRECTLY WITH
OPTICAL INSTRUMENTS

■ Mobile Light LED Properties

- Emission Duration: Continuous
- Wavelength
White: 400 - 700 nm
- Maximum Emission Output
White: 840 μ W (1.2 mW inside handset)

■ Battery

Use specified battery or Charger only.

Non-specified equipment use may cause malfunctions, electric shock or fire due to battery leakage, overheating or bursting.

Do not dispose of an exhausted battery with ordinary refuse; always tape over battery terminals before disposal. Take battery to a SoftBank Shop, or follow the local disposal regulations.

Charge battery in ambient temperatures between 5°C and 35°C; outside this range, battery may leak/overheat and performance may deteriorate.

Electromagnetic Waves

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

FCC Notice

- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
 - This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

Information to User

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient/relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

Highest SAR value:

Model	FCC ID	At the Ear	On the Body
931SH	APYHRO00078	0.518 W/kg	0.728 W/kg

This device was tested for typical body-worn operations with the back of the handset kept 1.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.5 cm separation distance between the user's body and the back of the handset. The use of beltclips, holsters and similar accessories should not contain metallic components in its assembly.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found at <https://fjallfoss.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> under the Display Grant section after searching on the corresponding FCC ID (see table above).

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Website at <http://www.phonefacts.net>.

General Notes

European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg. As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in this user guide*.

Highest SAR value:

Model	At the Ear**	On the Body
931SH	1.157 W/kg	0.488 W/kg

As SAR is measured utilizing the device's highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the Network. The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a handsfree device to keep the mobile phone away from the head and body.

*Please see Electromagnetic Waves on P.xiv for important notes regarding body-worn operation.

**Measured in accordance with international guidelines for testing.

Declaration of Conformity

CE 0168

Hereby, Sharp Telecommunications of Europe Ltd, declares that 931SH is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the original declaration of conformity for each model can be found at the following internet address: <http://www.sharp.co.jp/k-tai/>

Customer Service

SoftBank Customer Center

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 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