First Step Guide

See Online User Guide for "Safety Precautions."
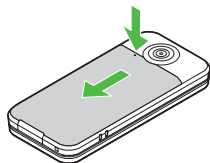
i

Before Using Handset
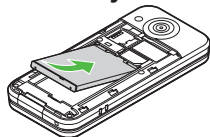
Accessory

Battery (SHBBZ1)
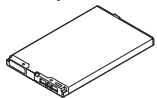
Battery Installation

❶ Remove cover
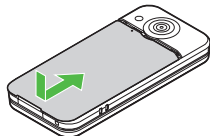
●Press and slide as shown.

❷ Insert battery

❸ Close cover

Charging

Use specified AC Charger **ZTDAA1** (sold separately) only.

Small Light

External Device Port

AC 100V Outlet

Charger Connector

Blades
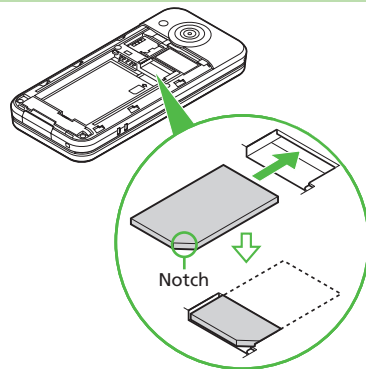
Arrows

Port Cover

Release Tabs
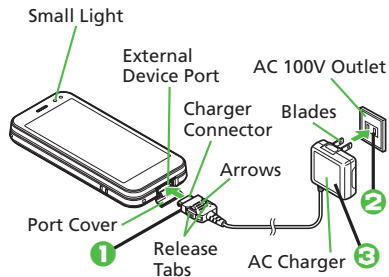
AC Charger

❶ Open Port Cover to insert Charger Connector

❷ Plug AC Charger into AC outlet

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

❸ After charging, unplug AC Charger, then disconnect handset

USIM Card Installation

Notch

❶ Slide in USIM Card with IC chip facing down

❷ 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 PIN

4-digit code (**9999** by default); activate PIN Entry to restrict usage. Change PIN as needed.

■ PIN Lock & Cancellation (PUK Code*)

Entering incorrect PIN three consecutive times activates PIN Lock, limiting handset use. Enter PUK Code to unlock. For details, contact SoftBank Mobile Customer Center, General Information.
*Each USIM Card has a unique Personal Unblocking Key (PUK Code). Do not disclose it to unauthorized persons.

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.

■Administrator Code
9999 by default; required for Reset Settings, Reset All, Direct Browser Lock and Proxy Setting.

■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 Mobile Customer Center, General Information.

Specifications

Weight*	●● g
Continuous Talk Time*	●● minutes (3G) ●● minutes (GSM)
Continuous Standby Time*	●● hours (3G) ●● hours (GSM) (Slider closed)
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
3G	Within 3G range	📶	Battery strength
🌐	Packet transmission available	▯▯	New Voicemail
✉	Unread mail	🔔	Alarm set
💾	Reading Memory Card		

Multi Selector
Select menu items, move cursor, or scroll pages, etc. Multi Selector operations are indicated in this guide as shown below:
⦿: Press center
⦿: Press left side
⦿: Press right side
⦿: Press top
⦿: Press bottom

(Y): Open Yahoo! Keitai Main Menu or execute Softkey functions

📺: Activate TV or switch entry modes

📞: Turn handset power on/off

✉	Open Messaging menu or execute Softkey functions
🔲	Open Shortcuts menu. In text entry windows, toggle upper/lower case
CLEAR/BACK	Delete entries, escape/ return to previous window
📞	Initiate/answer calls
1 ～ ⌗	Enter numbers/characters

Side Keys
📷: Activate mobile camera or record TV programs
🔒: Activate/cancel Keypad Lock
◀: Increase volume
▶: Decrease volume
Volume Key operation is indicated in this guide as shown below:
◀▶: Press ◀ or ▶
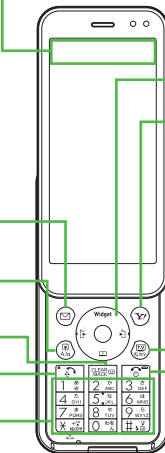
Menu List

Messaging	Near chat	Battery Meter	Widget Contents	Change Menu
Received Msg.	Blog Tool	**Doc./Rec.**	Widget History	**Phone/**
Create Message	Digital Media Viewer	Dictionary	Settings	User Dictionary
Retrieve New Msg.	BookSurfing	Search	**TV**	Set Key Shortcut
Drafts	e-Book Viewer	Document Viewer	Digital TV	Motion Control
Templates	**Camera**	Notepad	TV Player	Vector Pad Settings
Sent Messages	Easy Auto Camera	Scratch Pad	TV-Image Folder	Touch Panel
Unsent Messages	Pro Auto Camera	ASCII Art	TV Link	Set Key Light
Chat Folder	Instant Camera	Voice Recorder	TV Listing	Double Number
Server Mail Box	Fine Video Camera	Barcode/Scan	Familink Remote	Video/Music Menu Updates
Create New SMS	Video Camera for Mail	Phone Help	Reservation List	Memory Card
Settings	Various Cameras	**Connectivity**	Settings	Backup/Restore
Memory Status	Album	Wi-Fi	Recorder Contents	Locks
Yahoo!	Scan Barcode	Bluetooth	**Phone**	Software Update
Yahoo! Keitai	Scan Card	Infrared	Phone Book	Master Reset
Menu List	Kanji Grabber	IC Transmission	Add New Entry	**Call**
Bookmarks	Review	USB Mode	Information	Call Time/Data Counter
Saved Pages	Set Camera Key	USB Charge	Call Log	Answer Phone
Web Search	**Videos/Music**	Memory Card	Play Messages	Voicemail/Divert
Enter URL	**Tools**	Backup/Restore	Call Voicemail	Video Call
History	**PIM/Life**	**Data Folder**	S! Addressbook Back-up	Show My Number
PC Site Browser	Calendar	Pictures	My Details	out Missed Calls
Direct Browser	Alarms	DCIM	Set Category	Int'l Calling
Browser Settings	Wakeup TV	Ring Songs•Tones	Mail Groups	Call Barring
S! Appli	Relaxation Time	S! Appli	Speed Dial/Mail	Decoration Call
S! Appli Library	Tasks	Widget	Ph.Book Settings	Slider Settings
Osaifu-Keitai	Calculator	Music	Call Log Setting	Auto Answer
Notification History	Expenses Memo	Videos	Manage Entries	Call Waiting
Settings	Osaifu-Keitai	Lifestyle-Appli	**Settings**	**Network**
Information	Simulated Call	Books	**Sound/Display**	Select Network
Entertainment	**Clock/Gauge**	Customized Screen	Mode Settings	Select Service
S! Information Channel/Weather	Stopwatch	Status Templates	Display	Re-search Signal
S! Quick News	Countdown Timer	Decoration Call	Customized Screen	Offline Mode
Free Contents	World Clock	Flash®	Sounds & Alerts	Retrieve NW Info
S! Contents Store	Hour Minder	Other Documents	Date & Time	Network Info
Media Player	Pedometer	Memory Status	言語選択 (Language)	Wi-Fi
S! Friend's Status	Compass	**Widget**	Ringer Output	External Device
S! Circle Talk	S! GPS Navi	Widget Store	Earpiece Volume	

Handset Functions

Basic Operations

Handset Power On/Off

■Power On

☎ (Long)

After Power On Graphic, follow these steps:
☎➡☎➡◉➡◎➡◉
Change interface to English (below).

■Power Off

☎ (Long)

English Interface

◉➡ *設定* ➡◉➡ *Language* ➡◉➡ *English* ➡◉

Network Settings

A prompt appears when ◉, ◎, ◎ or ◎ is pressed for the first time. Follow these steps to retrieve Network Information to use Network-related services and TV; retrieval automatically sets Clock:
Yes ➡◉➡ Retrieval starts ➡◉

My Phone Number

◉➡0

Calling

Voice Call

Enter number ➡☎
- ☎➡ Call ends
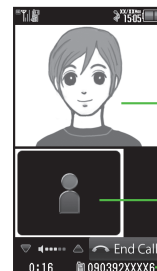
Redialing

◎➡ A record ➡☎
- ☎➡ Call ends

Video Call

Enter number ➡◉➡ *Video Call* ➡◉
- ☎➡ Call ends

Incoming Image

Outgoing Image

Other Party's
Number/Name

International Call

Enter number ➡ ⓜ➡ *Int'l Call* ➡ ⓞ➡
A country ➡ ⓞ➡ 🔄
• 🔄➡ Call ends
• 941SH is Global Roaming eligible.See SoftBank Mobile Website for details: http://mb.softbank.jp/en/global_services/

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

Example: Entering no
In text entry windows, ⓜ➡ *Abc* ➡ ⓞ➡
6️⃣ 6️⃣ ➡ ⓞ➡ 6️⃣ 6️⃣ 6️⃣ ➡ ⓞ

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 handsets, PCs, etc.; 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
Ⓠ➡ ⓜ➡ *Add New Entry* ➡ ⓞ➡ *Last Name:* ➡ ⓞ➡ Enter ➡ ⓞ➡ *First Name:* ➡ ⓞ➡ Enter ➡ ⓞ➡ *Add Phone Number:* ➡ ⓞ➡ Enter number ➡ ⓞ➡ A type ➡ ⓞ➡ *Add Email Address:* ➡ ⓞ➡ Enter address ➡ ⓞ➡ A type ➡ ⓞ➡ ⓨ

Editing Entries
Ⓠ➡ An entry ➡ ⓜ➡ *Edit* ➡ ⓞ➡ An item ➡ ⓞ➡ Edit ➡ ⓞ➡ ⓨ

Dialing via Phone Book
Ⓠ➡ Enter reading ➡ A name ➡ ⓞ➡
A phone number ➡ 🔄

Voicemail

Activating
ⓞ➡ *Settings* ➡ ⓞ➡ *Call* (tab) ➡ *Voicemail/Divert* ➡ ⓞ➡ *Voicemail* ➡ ⓞ➡ *Activate* ➡ ⓞ➡ *Always* or *No Answer* ➡ ⓞ➡ Ring time (for *No Answer*)➡ ⓞ

Playing Messages
ⓞ➡ *Phone* ➡ ⓞ➡ *Call Voicemail* ➡ ⓞ➡ Follow the voice guidance

Mobile Camera

Capturing Still Images
⬛ (Long) ➡ Frame subject on Display ➡ ⓞ➡ ⓞ

Recording Video
ⓞ➡ *Camera* ➡ ⓞ➡ *Fine Video Camera* ➡ ⓞ➡ Frame subject on Display ➡ ⓞ➡ ⓞ ➡ ⓞ

Handset Functions

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* ➜⦿

■ **Window Description**

Program name
Sound Channel
Area name
Channel key
Channel
Station name
Signal strength
Volume
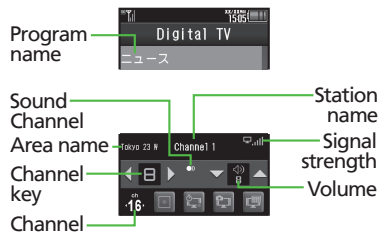
Recording/Playing Programs
■ **Recording**
⟲➜ A channel ➜ ⟐ (Long) to start ➜ ⟐ (Long) to end

■ **Playing**
⟲➜⦿➜ *TV Player* ➜⦿➜ A file ➜⦿
• To stop, ⟲ (Long)

Yahoo! Keitai

Using Yahoo! Keitai
⟲➜ Highlight menu item ➜⦿

Using PC Site Browser
⦿➜*Yahoo!* ➜⦿➜ *PC Site Browser* ➜⦿➜ *Homepage* ➜⦿➜ (Onscreen prompts ➜) Highlight menu item ➜⦿

Media Player

Playing Music
⦿➜ *Entertainment* ➜⦿➜ *Media Player* ➜⦿➜ *Music* ➜⦿➜*My Music* ➜⦿➜ *All Music* ➜⦿➜A file➜⦿

Artist name
Title
Pause
Status
Track number
Playback slider
Rewind
Playback Mode
Elapsed time
Information link
Volume control
Volume
Fast forward
Sound Effects
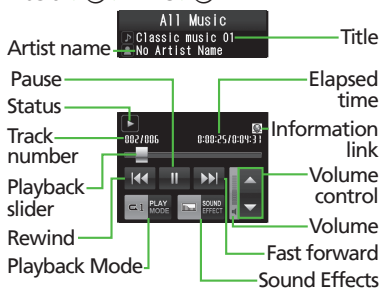
Adding Playlists
⦿➜ *Entertainment* ➜⦿➜ *Media Player* ➜⦿➜ *Music* ➜⦿➜ *My Music* ➜⦿➜⊠➜ *Add New Playlist* ➜⦿➜ Enter name ➜⦿

Managing Files

Opening Files
⦿➜ *Data Folder* ➜⦿➜ A folder ➜⦿➜ A file ➜⦿

Format Memory Card
⦿➜ *Settings* ➜⦿➜ *Phone/* ⟐ (tab) ➜ *Memory Card* ➜⦿➜ *Format Card* ➜⦿➜ *Yes* ➜⦿➜ Handset Code ➜⦿➜ *Yes*➜⦿
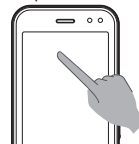
Software Update

Precaution
Before updating software, end all active functions/applications.

Updating Software
⦿➜ *Settings* ➜⦿➜ *Phone/* ⟐ (tab) ➜ *Software Update* ➜⦿➜ *Software Update* ➜⦿➜ Onscreen instructions

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

Calibrating Touch Panel
Calibrate Touch Panel to improve precision. Hold handset normally during calibration.
⦿➜ *Settings* ➜⦿➜ *Phone/* ⟐ (tab) ➜ *Touch Panel* ➜⦿➜ *Correct Touch Panel* ➜⦿➜ *Yes* ➜⦿➜ Onscreen instructions

Important Usage Notes
● Touch Panel may not respond in these situations:
■ Use with gloved fingers/fingernails
■ Use of pens, pencils or other sharp objects
■ Use with objects placed on/against Display
● Do not:
■ Touch Display with wet fingers
■ Subject Display to force/pressure
■ Place labels or stickers over Display

Handset Functions

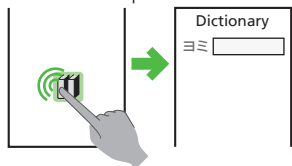## Selection & Execution

■ Tap
Tap Display to open windows or execute Softkey functions/operations.
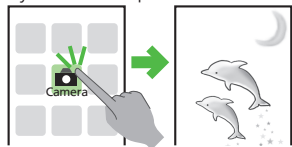
• Tap twice to execute certain operations.

■ Long Touch
Touch and hold Display to execute certain functions/operations.
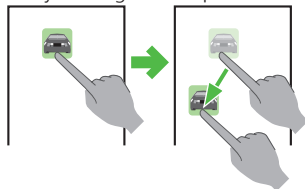

Special Operations (Double Tap)
Tap twice in rapid succession (within approximately 0.6 seconds) to enlarge/reduce images, etc.

Move/Draw (Drag)
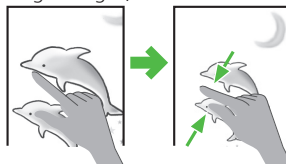Touch and drag target item to move it; release your finger to stop/save.

Screen Scroll (Swipe)
To see items outside Display area, swipe a finger across Display in opposite direction.

Enlarge/Reduce (Spread/Pinch)
Pinch or spread your fingers to reduce or enlarge images, etc.

Keypad Lock
With Slider closed, Display goes dark and Keypad Lock activates after a period of inactivity or pressing 🔒. To cancel it, follow these steps:
🔒 (Display activates) ➡ 🔒 (Keypad Lock deactivates)

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.

CE Declaration of Conformity

CE 0168 ①

In some counties/regions, such as France, there are restrictions on the use of wireless LAN. If you intend to use wireless LAN on the handset abroad, check the local laws and regulations beforehand.

Hereby, Sharp Telecommunications of Europe Ltd, declares that 941SH 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/

■ Battery - CAUTION

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℃ and 35℃; outside this range, battery may leak/overheat and performance may deteriorate.
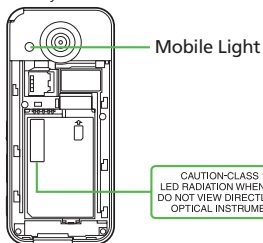
■ Mobile Light

Do not use Mobile Light near people's faces.
Eyesight may be temporarily affected leading to accidents.

CAUTION:
Use of controls, adjustments or performance of procedure other than those specified herein may result in hazardous radiation exposure. As the emission level from Mobile Light LED used in this product is harmful to the eyes, do not attempt to disassemble the cabinet. Servicing is limited to qualified servicing station only.

EN60825-1:1994 A1:2002 & A2:2001

CLASS 1
LED Product

Mobile Light

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

■ Mobile Light LED Properties
a) Emission Duration: Continuous
b) Wavelength
 White: 400 - 700 nm
c) Maximum Emission Output
 White: 700 μW (1.2 mW inside handset)

■ 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
941SH	0.789 W/kg	0.496 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.

FCC Notice
● This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) 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.

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

General Notes

■ 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
941SH	APYHRO00109	0.460 W/kg	0.454 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 on the left). Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Website at http://www.phonefacts.net.

Customer Service

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

SoftBank Mobile Customer Center
From a SoftBank handset, dial toll free at
157 (General Information)   **113 (Customer Assistance)**

SoftBank Mobile 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