

Appendix



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Troubleshooting

Handset does not turn on

- ☑ Is battery empty?
 - ➔ Replace or charge battery.
- ☑ Is battery installed in handset?
 - ➔ Install battery correctly.

When power is turned on, PIN entry window appears

- ☑ Is *PIN certification* set to *On*?
 - ➔ If *PIN certification* is *On*, enter PIN.

When power is turned on, USIM password entry window appears

- ☑ Is *USIM lock* set to *On*?
 - ➔ If *USIM lock* is *On*, enter USIM password.

Please insert USIM card, Incorrect USIM or USIM card failed appears when handset is turned on or executing a function

- ☑ Is USIM Card correctly installed?
 - ➔ Check to see if USIM Card is correctly installed. If the message appears even though USIM Card is correctly installed, it may be damaged.
- ☑ Is USIM Card still being loaded?
 - ➔ Try again after a while.
- ☑ Is an incorrect USIM Card used?
 - ➔ Check to see if correct USIM Card is used. Use USIM Card specified by SoftBank.
- ☑ Is there debris on USIM Card IC chip?
 - ➔ Remove debris with a clean, dry cloth, and then install USIM Card correctly.


圏外 or OUT appears and no calls can be made

- ☑ Handset is out-of-range.
 - ➔ Move to a place where the signal is stronger and try again.

Calls are interrupted or disconnected

- ☑ Does 圏外 or OUT appear?
 - ➔ Move to a place where the signal is stronger and try again.
- ☑ Is battery empty?
 - ➔ Replace or charge battery.

Unable to make a call

- ☑ Is Call Barring set?
 - ➔ Deactivate Call Barring.
- ☑ Is *Offline mode* set to *On*? ( appears)
 - ➔ Set *Offline mode* to *Off*.

Unable to open Phonebook entry, Data Folder, Call Log, Calendar, or Messaging

- ☑ Is *Function lock* set?
 - ➔ Cancel *Function lock*.

Clicking noise is heard during a call

- ☑ Noise may be generated when signal is weak or while moving between coverage areas.

Unable to charge battery

- ☑ Is AC Charger Connector securely inserted into handset?
 - ➔ Insert AC Charger Connector securely.
- ☑ Is AC Charger plug securely inserted?
 - ➔ Insert AC Charger plug securely.
- ☑ Is battery installed in handset?
 - ➔ Install battery correctly.
- ☑ Are handset terminals and AC Charger clean?
 - ➔ Clean contacts with a dry cotton swab.
- ☑ Was battery charged in ambient temperature below 5 °C or above 40 °C?
 - ➔ Charge battery in ambient temperature between 5 °C and 40 °C.
- ☑ Battery may need to be replaced.
 - ➔ Install a new battery.
- ☑ Does battery always lose its charge quickly after being charged?
 - ➔ Battery life has expired. Replace with a new battery.
- ☑ Does handset or battery become very warm during charging?
 - ➔ If the temperature rises too much, charging may stop. After handset and battery are cool, retry charging.

Devices become hot

- ☑ During charging, AC Charger may heat up.
- ☑ Handset may heat up during charging/long calls.
 - ➔ If handset is safe to touch, heat level is normal. If it is too hot to touch, immediately stop charging and contact Customer Service (☎ P.15-26).

■ Battery drains quickly

- ☑ Battery may drain quickly depending on the operating environment (Ambient temperature, charging conditions, or Signal Strength), operations, and settings.
- ➔ Use handset in an appropriate environment and reduce operations requiring high power (📞 P.1-9).

■ Unable to watch TV

- ☑ Is USIM Card removed?
- ➔ Unable to watch TV with no USIM Card inserted. Insert USIM Card.
- ☑ Is subscription terminated?
- ➔ TV is enabled only during subscription period.

■ Display flickers

- ☑ Is handset used near a fluorescent light?
- ➔ Use handset as far away from a fluorescent light as possible.

■ Display is dim or unlit

- ☑ This may be due to the characteristics of Display and not a problem. The time (seconds) until Display is dimmed or unlit can be changed by adjusting the Backlight time.

■ Unable to play music via speaker

- ☑ Is *Manner mode* set?
- ➔ Cancel *Manner mode*.
- ☑ Is the stereo earphone microphone connected?
- ➔ Disconnect the connector for the stereo earphone microphone (Optional) from handset.

■ Too many applications are already running. appears

- ☑ Too many functions are active.
- ➔ Close some.

■ Unable to establish Bluetooth® or USB connections using Samsung New PC Studio

- ☑ Is the USB driver installed? (for USB connection)
- ➔ If communications are executed connecting to a personal computer with USB cable, installing the driver is required. Download USB Driver Installer from SAMSUNG website (<http://jp.samsungmobile.com/pc/lineup/931download.html>) and install the driver.
- ☑ Is the connection method set correctly on the personal computer?
- ➔ Set the connection method to *USB* or *Bluetooth* on the Connection Manager of Samsung New PC Studio or the Connection Wizard for the communication in use.
- ☑ Are Bluetooth® or PC USB connection port and Samsung New PC Studio the same?
- ➔ Make sure port settings match those set for Samsung New PC Studio Connection Manager or Connection Wizard.

■ Phonebook entry, Message folder, schedule event in Calendar, or Tasks do not appear

- ☑ In *Security*, is *Secret mode* set to *Hide*?
- ➔ In *Security*, set *Secret mode* to *Show*.
- ☑ Is *Secret* under each function set to *On*?
- ➔ Select *Unlock temporarily* from More on the window to display information.

■ Sending message failed appears

- ☑ If send fails, error message and reason appear.
- ➔ Confirm reason and try again.

■ Service not allowed appears

- ☑ Handset is outside the service area.
- ➔ Send from within the service area.

■ Sending operation cannot be operated in offline mode appears

- ☑ In *Offline mode*, handset transmissions are disabled.
- ➔ Cancel *Offline mode* then try again.

■ Storage space short by * * bytes. Edit data folder files? appears

- ☑ Handset memory is full.
- ➔ Delete unnecessary files and try again.

■ Cannot download. File corrupt. appears

- ☑ File cannot be downloaded; cancel download.

■ Unable to call via Stereo Earphone Microphone (Optional) or Bluetooth®

- ☑ Is *Earphone call* set to *Off*?
- ➔ Even if *Earphone call* number is saved, if *Earphone call* is set to *Off* it will not be dialed. Set *Earphone call* to *On*.

Software Update

SoftBank releases firmware updates. Download as required. Choose *Update* or *Schedule update*.

1 Tap Menu → *Tools* → *Software update*

2 Tap Yes

- Handset connects to network.

3 Read Terms of Use → *Agree*

- Read Terms of Use before selecting *Agree*.

4 Tap PIN Code entry field → Enter Center Access Code (☎P.1-21) → Tap OK → Tap OK

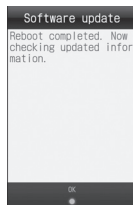
5 Confirm result → Tap OK

6 Choose update method

To update immediately

Update now

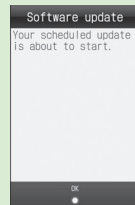
- Update starts. When complete, handset powers off and restarts; Notification appears.



To schedule later update

- Schedule update* → Tap Yes → Select schedule date → Select schedule time → Confirm schedule date & time → Tap OK

- For procedures, contact SoftBank Mobile Customer Service.
- Confirming/downloading updates does not incur fees.
- At scheduled update time, message appears. Tap OK or wait ten seconds. Update will not start while handset is in use. When operation ends, a message window appears. However if operation does not end within ten minutes of scheduled update time, scheduled update is automatically canceled.



- To cancel Schedule update, perform Steps 1 to 4 and tap Yes → Tap Cancel schedule → Tap Yes on the check result screen.

Note

- Charge battery beforehand; if low, update may fail.
- If Scheduled update time arrives while handset is out-of-range, Software Update is canceled.
- Remain within strong, stable signal conditions.
- Handset Phonebook entries, media files, and other contents are not affected by software updates, but always back-up important information (note that some files cannot be copied). SoftBank is not liable for damage from lost information, etc.
- Handset transmissions are disabled during update.
- Update may take some time to complete.
- Update failure may disable handset. Contact SoftBank Customer Center, Customer Assistance.
- If updated handset fails to restart, remove and reinsert battery then power on. If this fails, call SoftBank Mobile Customer Center, Customer Assistance (P.15-26).

Function List

Tool Bar Menu

Below are menu items displayed on Toolbar in Standby.

Toolbar Menu Item	Page
Phone	
Dial	P.3-2
Phone book	P.2-15
	P.2-18
Call log	P.3-10
Account details	P.1-14
Messaging	
Received msg.	P.4-10
	P.4-13
Create new	P.4-4
Retrieve new	P.4-22
Drafts	P.4-13
	P.4-24
Templates	P.4-13
	P.4-20
Sent msg.	P.4-13
Unsent msg.	P.4-13
Server mail	P.4-25
Create new SMS	P.4-7
Settings	P.14-11
Memory status	P.12-12

Toolbar Menu Item	Page
Y!Keitai*	
Yahoo! Keitai	P.5-3
Bookmarks	P.5-7
Saved pages	P.5-7
Enter URL	P.5-3
	P.5-4
History	P.5-9
	P.5-11
PC site browser	P.5-4
Yahoo! Keitai browser settings	P.14-15

* Tap Menu → Tap Y!Keitai to display the menu items shown in the table. Tap Y!Keitai to access Yahoo! Keitai main menu.

Main Menu

To display the below items in Standby, tap Menu.

Main Menu Item	Page
Oekaki anime	P.7-12
Photo Album	P.12-7
Media Player	
Music	P.8-5
Movie	P.8-7
Streaming	P.5-7
MTP synch mode	P.8-3
Settings	P.14-21
Infrared	
On/Off	P.14-26
Transfer account details	P.14-26
Transfer files	P.14-26
Transfer all	P.14-26
Camera	
Camera	P.7-6
Video camera	P.7-11
Bar code reader	P.10-10
TV	
Watch TV	P.6-4
Program guide	P.6-6
TV links	P.6-6
TV player	P.6-8
Reservation list	P.6-7
Settings	P.14-17


Main Menu Item	Page
Tools	
Alarm	P.10-4
Calculator	P.10-5
Converter	P.10-5
World clock	P.10-6
Notepad	P.10-7
Tasks	P.10-7
Voice recorder	P.10-8
Stopwatch	P.10-9
Countdown timer	P.10-9
Bar code reader	P.10-10
File viewer	P.10-11
Dictionary	P.10-12
Dummy call	P.10-13
Software update	P.15-4
Data Folder	
Pictures	P.12-2
Ring songs · tones	P.12-2
S! Appli	P.12-2
Music	P.12-2
Videos	P.12-2
Books	P.12-2
Message Templates	P.12-2
Flash®	P.12-2
Other documents	P.12-2
Memory status	P.12-3

Main Menu Item	Page
Entertainment	
S! Appli	P.9-3
S! Quick News	P.9-5
S! Information Channel/ Weather	P.9-6
S! Friend's Status	P.9-7
Near Chat	P.9-10
BookSurfing	P.9-12
Biorhythm	P.9-12
Number Place World	P.9-3
Touch Golf Pangya	P.9-4
Hidden Catch4	P.9-4
Dice	P.9-4
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Phonebook	P.2-15
Create new entry	P.2-17
Call log	P.3-10
Account details	P.1-14
Favorites	P.3-7
S! Addressbook Back-up	P.13-11
Settings	P.14-11
Memory status	P.14-24





Main Menu Item	Page
Settings	
Sound settings	P.14-3
Display settings	P.14-5
Phone settings	P.14-2
Touch panel	P.14-3
Security	P.14-23
Call settings	P.14-6
Manner mode settings	P.14-6
Connectivity	P.14-25
Memory settings	P.14-24

Text Entry Window Key Assignments

Multiple characters are assigned to each key. Tap a key repeatedly until the target character appears.

 is assigned to switch Pictograms/Single-byte Symbols/Double-byte Symbols/Emoticons entry mode. Displayed key differ depending on the text entry mode.

Text Entry Window Keys

Key	Purpose
	Move cursor, left, right
	Enter line break
	Delete one character before cursor or highlighted text
	Reverse toggle characters assigned to the same key before finalizing character selection (except Numbers)

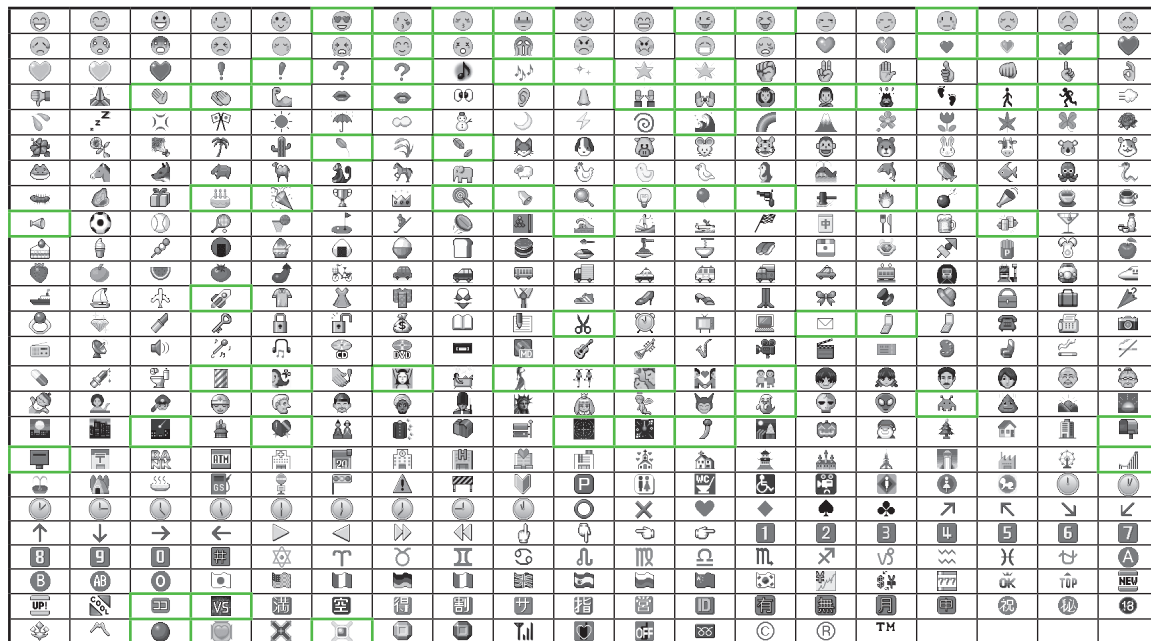
Text Entry Keys

Key	Kanji/Hiragana	Key (Double-/Single-byte)	Katakana
あ 1 .@	あいうえおあいうえお 1	ア / ア	アイウエオアイウエオ 1
か 2 ABC	かきくけこ 2	カ / カ	カキクケコ 2
さ 3 DEF	さしすせそ 3	サ / サ	サシスセソ 3
た 4 GHI	たちつとっ 4	タ / タ	タチツテトツ 4
な 5 JKL	なにぬねの 5	ナ / ナ	ナニヌネノ 5
は 6 MNO	はひふへほ 6	ハ / ハ	ハヒフヘホ 6
ま 7 PQRS	まみむめも 7	マ / マ	マミムメモ 7
や 8 TUV	やゆよやゆよ 8	ヤ / ヤ	ヤユヨヤユヨ 8
ら 9 WXYZ	らりるれる 9	ラ / ラ	ラリルレロ 9
わ 0 ~	わをんー 〈スペース〉 0	ワ / ワ	ワヲンー 〈スペース〉 0
.,?! .	., ? !		
..小 ./@	<ul style="list-style-type: none"> ● Add ° / ° to unfixed, convertible kana ● Switch Upper case and lower case. (only when conversion is possible) ● Switch to Pictograms/Single-byte Symbols/Double-byte Symbols/Emoticons entry mode 		

Key	Alphanumerics	Key (Double-/Single-byte)	Numbers
A/a (Double-byte) / A/a (Single-byte) ¹	.@-_/:~ 1	1 / 1	1
ABC / abc / ABC / abc	ABCabc2	2 / 2	2
DEF / def / DEF / def	DEFdef3	3 / 3	3
GHI / ghi / GHI / ghi	GHIghi4	4 / 4	4
JKL / jkl / JKL / jkl	JKLjkl5	5 / 5	5
MNO / mno / MNO / mno	MNOmno6	6 / 6	6
PQRS / pqr s / PQRS / pqr s	PQRSpqrs7	7 / 7	7
TUV / tuv / TUV / tuv	TUVtuv8	8 / 8	8
WXYZ / wxyz / WXYZ / wxyz	WXYZwxyz9	9 / 9	9
␣ (Double-byte) / ␣ (Single-byte) ¹	<space>0	0 / 0	0
..?! (Double-byte) / ..?! (Single-byte) ¹	..?!	# / #	#
A/a (Double-byte) / A/a (Single-byte) ¹	<ul style="list-style-type: none"> • Switch Upper case and lower case. (only when conversion is possible) • Switch to Pictograms/ Single-byte Symbols/ Double-byte Symbols/ Emoticons entry mode 	A/a (Double-byte) / A/a (Single-byte) ¹	Switch to Pictograms/ Single-byte Symbols/ Double-byte Symbols/ Emoticons entry mode

¹ Both when upper-/lower-case, the same key indicates.

Pictograms



- Pictograms with are animated.
- Some pictograms and animated pictograms may not appear properly on some models of SoftBank handsets or other devices.

Memory

S! Mail/ SMS (Phone memory)	Received msg.	Up to 1000 messages or 5MB
	Drafts	Up to 20 messages or 1MB
	Sent msg.	Up to 500 messages or 3MB
	Unsent msg.	Up to 20 messages or 1MB
SMS	USIM Card	Up to 10 messages
Data Folder	Pictures	Up to 9999 items (files/subfolders) per folder
	My Pictograms	
	Ring songs · tones	
	S! Appli	
	Music	
	Videos	
	Books	
	Message Templates	
	Flash®	
	Flash® Ringtones	
Other documents		

Specifications

Handset specifications may change without prior notice.

SoftBank 931SC

Item	Specification
Weight	111.4 g*
Continuous Talk Time	Voice Call: 259 minutes (3G)*/300 minutes (GSM)* Video Call: 120 minutes*
Continuous Standby Time (Display off)	400 hours (3G)*/422 hours (GSM)*
Dimensions (W x H x D)	50.9 x 111.2 x 13.1 mm *
Maximum Output	0.25 W

* Approximate value

- Handset with battery installed.
- Battery Time is calculated by SoftBank under stable signal conditions. Calling in poor signal conditions or leaving handset on out-of-range will consume more power and may reduce Battery Time by more than half.
- Frequent handset operations requiring Backlight (e.g., Yahoo! Keitai) may reduce Continuous Talk Time and Continuous Standby Time.
- Using video for Wallpaper may significantly reduce Continuous Talking and Continuous Standby Time.
- Continuous Talk Time is an average measured with a battery in stable signal conditions. Continuous Standby Time is an average measured with a new, fully charged battery with handset closed without calls or operations, in Standby, in stable signal conditions. Alternating between usage and Standby shortens Continuous Talk Time and Continuous Standby Time. Talk Time/Standby Time may vary by environment (battery status, ambient temperature, etc.).

Battery

Item	Specification
Voltage	3.7 V
Type	Lithium-ion
Capacity	960 mAh
Dimensions (W x H x D)	Approximately 54.2 x 36.0 x 4.7 mm (without protruding parts)

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Warranty & Service

Warranty

Handset purchase includes Warranty.

- Confirm shop name and date of purchase.
- Read through the contents of the Warranty and keep it in a safe place.
- The warranty period can be found in the Warranty.

SoftBank is not liable for damage to you or a third party from missed calls, etc. due to handset failure or malfunction, etc.

Repair Requests

Before submitting handset for repair, consult the "Troubleshooting" (☎P.15-2) for a solution. If a problem persists, contact SoftBank Mobile Customer Center, General Information (☎P.15-26) or the nearest SoftBank shop; be prepared to describe problem in detail.

- During the warranty period, repairs will be made under the terms and conditions described in the warranty.
- After the warranty period, repairs will be upon request; if said repairs can be made, you will be charged for them.

Note

- Handset files and settings may be lost or altered due to accidents or repairs. Keep a copy of important files, etc. like Phonebook entries. SoftBank is not liable for damage resulting from accidental loss or alteration of handset files (Phonebook, Data Folder, etc.) or settings.
- Disassembling or modifying this product may be a violation of the Radio Law. Note that SoftBank will not accept repair requests for disassembled or modified products.

Customer Service

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

SoftBank Mobile Customer Center

From a SoftBank handset, dial 157 for General Information, or
113 for Customer Assistance, toll free

SoftBank Mobile Global Call Center

From outside Japan, dial +81-3-5351-3491
(Please take care to dial correctly. International charges will apply.)

Call these numbers toll free from landlines.

Subscription Areas	Contact	
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 931SC User Guide

December 2009, Third Edition

SOFTBANK MOBILE Corp.



モバイル・リサイクル・ネットワーク
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To help protect the environment and recycle valuable resources, mobile phone, and PHS shops displaying the above mark accept mobile phones, batteries, and chargers of all manufacturers.

- * Mobile phones, batteries, and chargers collected for recycling cannot be returned.
- * To protect your privacy, delete any personal information (telephone numbers, call log records, messages, etc.) beforehand.

* For more information, please visit your nearest SoftBank Shop.

Model Name: SoftBank 931SC
Manufacturer: Samsung Electronics Co., Ltd.
