1

Getting Started

Parts & Functions
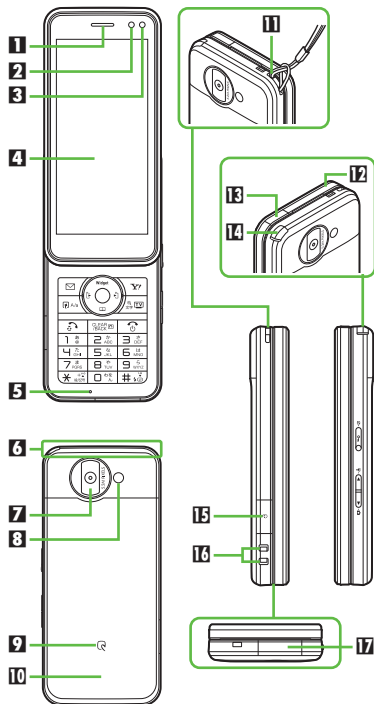
❶ **Earpiece**
❷ **Small Light**
❸ **Light Sensor**
❹ **Display & Touch Panel**
❺ **Microphone**
❻ **Internal Antenna Location**
❼ **External Camera (lens cover)**
❽ **Mobile Light**
❾ 🎵 **Logo**
❿ **Battery Cover**
⓫ **Strap Eyelet**
⓬ **Speaker**
⓭ **Infrared Port**
⓮ **Antenna (for TV reception)**
⓯ **Headphone Port (with Port Cover)**
⓰ **Charging Terminals**
⓱ **External Device Port (with Port Cover)**

- For Touch Panel operations, see **P.2-4** "Touch Panel."
- Do not cover or place stickers, etc. over Light Sensor or Internal Antenna area.
- Replace Port Cover after Port use.
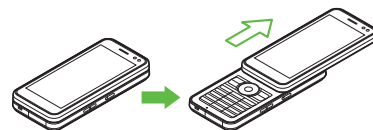- Avoid metallic straps; Antenna sensitivity may be affected.

Slider Positions

Slider Closed

Use Keypad Lock to prevent accidental operation/function activation.

Slider Open

Slide Display until it stops.
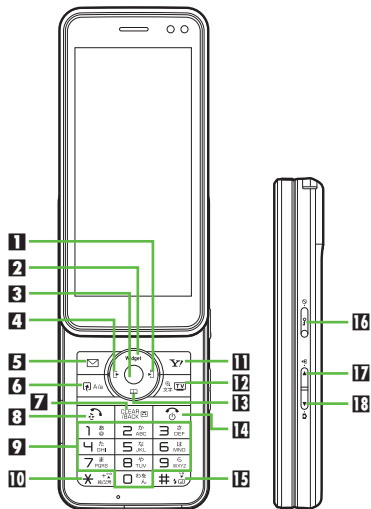
Slider Precautions
- Do not forcefully slide Display; damage may result.
- Avoid touching active Display when opening/closing Slider; may induce unintended Touch Panel operation.

Handset Keys

Keys are indicated in this guide as shown.

1 **Multi Selector (right)** ⊙
Open Received Calls. Long Press to activate/cancel infrared.

2 **Multi Selector (up)** ⟐
Open Mobile Widget window. Long Press to open PC Site Browser menu.

3 **Center Key** ●
Open Main Menu.

4 **Multi Selector (left)** ⊙
Open Dialed Numbers. Long Press to activate/cancel Bluetooth®.

5 **Mail Key** ⊠
Open Messaging menu. Long Press to open S! Mail Composition window.

6 **Shortcuts & A/a Key** 🄿A/a
Open Shortcuts menu.

7 **Clear/Back Key** CLEAR/BACK
Play Answer Phone messages. Long Press to activate/cancel Answer Phone.

8 **Start Key** 🕾
Open All Calls. Long Press to open Double Number Mode menu.

9 **Keypad** 0 - 9
Enter numbers to place calls or access functions (Quick Operations). Long Press to open Phone Book.

10 **✱ Key** ✱
Enter *, +, P, ? and -. Long Press to open S! Friend's Status member list.

11 **Yahoo! Keitai Key** Y!
Open Yahoo! Keitai portal. Long Press to activate Familink Remote.

12 **TV & Text Key** 🄰TV
Activate TV. Long Press to open Change Menu window.

13 **Multi Selector (down)** ⟑
Open Phone Book. Long Press to create new Phone Book entries.

14 **Power On/Off Key** 🕾
Toggle Standby display. Long Press to turn handset power off.

15 **# Key** #
Enter #. Long Press to activate/cancel Manner mode.

Side Keys

16 **Keypad Lock Key** 🔒
Activate/cancel Keypad Lock. Long Press to activate VeilView.

17 **Volume Up Key** ◀
Closed: Check e-money balance. Long Press to activate/cancel Manner mode.

18 **Volume Down Key** ▶
Show/hide Softkeys. Long Press to start Pretence Call.

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About USIM Card

USIM Card is an IC card containing customer and authentication information, including the handset number. USIM Card must be inserted to use this handset. Save Phone Book entries on USIM Card Phone Book to use them on other SoftBank handsets. Depending on the USIM Card in use, some entry items may not be supported, and some limits (character entry, etc.) may be lower.

Precautions
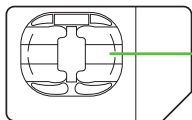
IC Chip

- Do not insert USIM Card into any other IC card device. SoftBank is not liable for resulting damages.
- Keep the USIM Card IC chip clean; malfunction may result. Use a dry, soft cloth to clean the USIM Card.
- Do not attach labels to USIM Card. Malfunction may result.

Important
- USIM Card is the property of SoftBank.
- USIM Card will be reissued for a fee if lost or damaged.
- Return USIM Card to SoftBank upon subscription termination.
- Returned USIM Cards are recycled.
- USIM Card specifications may change without prior notice.
- Back up USIM Card files. SoftBank is not liable for lost files.
- If your USIM Card or handset (with USIM Card inserted) is lost or stolen, suspend your service immediately. For details, contact SoftBank Customer Center, General Information (**P.19-34**).

USIM PINs

There are two Security Codes for USIM Card; both are *9999* by default.

PIN	Security Code to prevent unauthorized use of handset
PIN2	Required to clear Call Costs and to set Max Cost, etc.

PIN Lock
- Entering incorrect PIN three consecutive times activates PIN Lock or PIN2 Lock, limiting handset use.

Canceling PIN Lock
- Contact SoftBank Customer Center, General Information (**P.19-34**) for your Personal Unblocking Key (PUK Code) and follow these steps:
  Enter PUK Code ➜ *OK* or ⓞ ➜
  Enter new PIN/PIN2 ➜ *OK* or ⓞ ➜
  Re-enter new PIN/PIN2 ➜ *OK* or ⓞ
 - Write down PUK code.

PUK Lock
- Entering incorrect PUK Code ten consecutive times activates PUK Lock, disabling handset. Contact SoftBank Customer Center, General Information (**P.19-34**) for recovery.

USIM Card Installation

● Do not apply excessive force to insert/remove USIM Card.
● USIM Card must be inserted to use this handset.

Inserting

1 **Remove battery (P.1-6)**
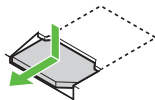
2 **Slide in USIM Card with IC chip facing down**

Notch
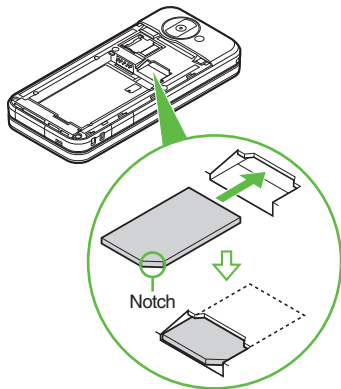
● Reinstall battery (**P.1-6**).

Removing

Take care not to lose removed USIM Card.

1 **Remove battery (P.1-6)**

2 **Gently slide out USIM Card as shown**

● Reinstall battery (**P.1-6**).

After Repairs, USIM Card Replacement or Handset Upgrade/Replacement

● Some downloaded files may be inaccessible. In addition, S! Applications, BookSurfing®, S! Town and Near Chat may be disabled after USIM Card replacement.

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Battery Installation

About Battery

- Charge battery at least once every six months; an uncharged battery may become unusable or affect files/settings.
- Depending on usage, bulges may appear near end of battery life; this does not affect safety.
- Replace battery if operating time shortens noticeably.
- Clean device charging terminals with a dry cotton swab.

Lithium-ion Battery

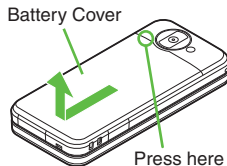- This product requires a lithium-ion battery. Lithium-ion batteries are a recyclable resource.
  - To recycle a used lithium-ion battery, take it to any shop displaying the symbol shown above.

Li-ion00

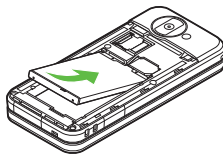 - To avoid fire or electric shock, do not short-circuit or disassemble battery.

Inserting & Removing
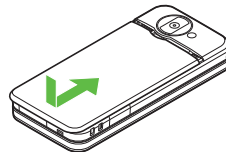
❶ Remove cover

Battery Cover

Press here

- Press and slide then lift as shown.

❷ Insert battery

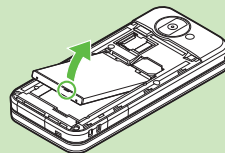- With logo side up, fit tabs into battery cavity slots.

❸ Close cover

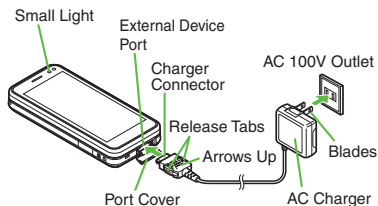- Position and slide the cover gently as shown until it stops.

Removing

- Turn handset power off and lift battery as shown.

Getting Started

Charging Battery (AC Charger)

Battery must be inserted in handset to charge it.

- Use specified AC Charger **ZTDAA1** (sold separately) only. In this guide, ZTDAA1 is referred to as "AC Charger."
- Handset and AC Charger may warm during charging.

Small Light
External Device Port
Charger Connector
AC 100V Outlet
Release Tabs
Arrows Up
Blades
Port Cover
AC Charger

Important AC Charger Usage Note
- Fold back blades after charging. Do not pull, bend or twist the cord.

1 **Open Port Cover as shown**
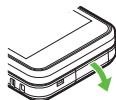
2 **Connect AC Charger**
- With arrows up, insert connector until it clicks.

3 **Extend blades and plug AC Charger into AC outlet**
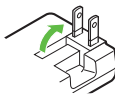
- Small Light illuminates red while charging.
- Small Light goes out when battery is full.

4 **Unplug AC Charger**
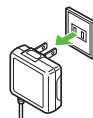
- Pull AC Charger straight out.

5 **Disconnect handset**
- Squeeze release tabs to remove connector.

6 **Fold back blades and replace Port Cover**

When Small Light Flashes
- Battery is unchargeable; may be defective or simply at the end of its life; replace it.

USB Charge
- Connect handset (with power on) to PC via USB Cable to charge battery.

Charging Battery Overseas
- SoftBank is not liable for problems resulting from charging battery abroad.

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Charging Battery (In-Car Charger)

In-Car Charger may be purchased separately.

Cigarette Lighter Socket

Plug

Small Light

In-Car Charger

Release Tabs

External Device Port

Port Cover Charger Connector

Arrows Up
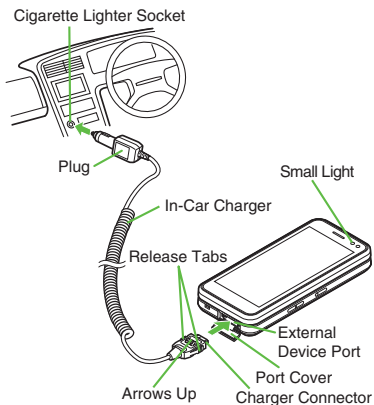
1. **Open Port Cover as shown**
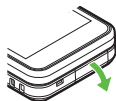
2. **Connect In-Car Charger**
   - With arrows up, insert connector until it clicks.

3. **Plug Charger into cigarette lighter socket**

4. **Start car engine**
   - Small Light illuminates red while charging.
   - Small Light goes out when battery is full.

5. **Unplug Charger**

6. **Disconnect handset**
   - Squeeze release tabs to remove connector.

7. **Replace Port Cover**

Important In-Car Charger Usage Notes
- Disconnect Charger before leaving vehicle to prevent charging with engine off.
- Do not use In-Car Charger with Desktop Holder.
- Avoid charging battery inside extremely hot vehicles.

Handset Power On/Off

Power On

Follow these steps when powering on 931SH for the first time:

1 ☎ **(Long)**
   ● After Power On Graphic, follow the steps below.
   ☎ ➔ ☎ ➔ *MENU* or ◉ ➔ *いいえ*
   ➔ *設定* ➔ *Language* ➔ *English* ➔
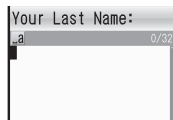   ☎ (Long) ➔ ☎ (Long) ➔ Change
   Menu window opens

2 **Select option**
   Guide descriptions are based on Standard Menu.

   ```
   Your Last Name:
   _a                    0/32
   ```

   ● My Details setup starts.

3 **Enter last name ➔ *Done* or ◉ ➔ Enter first name ➔ *Done* or ◉**
   ● Change Menu display option confirmation appears.

4 *Yes* or *No*

   Standby
   ● Select *No* to enter Standby immediately after powering on.

   When USIM Card is Not Installed
   ● *Insert USIM Card* appears; insert the card to use handset.

Retrieving Network Information

Handset initiates Network Information retrieval when Touch Panel operation is performed or ✉/, ◉ or ☎ is pressed for the first time in Standby.

```
Get the latest
provisioning and
    update?
     Yes
     No
```

Follow these steps to retrieve Network Information to use Network-related services and TV; retrieval automatically sets Clock:

1 *Yes* ➔ **Retrieval starts**
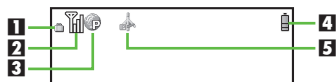   ● A confirmation appears after retrieval.

2 *OK* or ◉

Power Off

1 ☎ **(Long)**
   ● After Power Off Graphic, handset shuts down.

Indicators

Getting Started

1

🅰, 🅱 and 🅲 indicate line type in Dual Mode (**P.2-27**).

■ Basic Status

|		
1	🏦	International roaming in progress
2	📶	Signal Strength[1]
3	⊕	Waiting/packet transmission in progress (3G)
	🌐	Waiting/packet transmission in progress (GSM)
	🄿	Packet transmission available (3G)
	🄶🄼	Packet transmission available (GSM)
4	🔋	Battery strength (%[2] appears in turn)
5	⚓	IP Service enabled[3]

[1]The more bars the better.
[2]Battery strength % is an approximation.
[3]Appears when Decoration Call, S! Appli communication or Mobile Widget is enabled.
⊕ accompanies ⚓ even if packet transmission is not in progress. Both indicators disappear when Decoration Call, S! Appli Notification Setting and Mobile Widget Notification Setting are **Off**.

■ Function Status
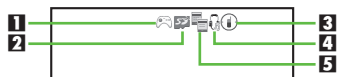
1	🎮	Active S! Application
	🎮	Paused S! Application
	🎵	Music playback in progress
	📺	TV recording in progress (handset)
	📺	TV recording in progress (Memory Card)
2	🎴	Memory Card inserted
	🎴	Memory Card in use
	🎴	Memory Card formatting
	📁	TV Timer/TV Recording Timer set
3	ⓘ	Compass Indicator
4	🎧	Music playback in progress (via Bluetooth®)
5	🗂	Multiple functions (Multi Job) active

■ Notifications
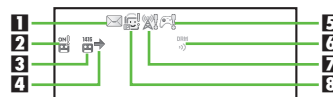
1	✉	Unread mail
	📩	Unread Delivery Report
2	📼	Answer Phone active & message recorded
	📼	Answer Phone canceled & message recorded
3	📠	New Voicemail
4	➡	Missed Call or new mail on idle line
5	🎮	S! Appli Notification
6	📥	Contents Key received
7	📰	Unread S! Information Channel info
	📱	Software Update result
	📰	Unread S! Quick News info
8	📱	Unread S! Friend's Status notification

■ Warnings
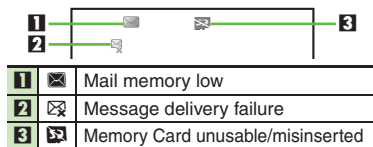
1	✉	Mail memory low
2	✉̸	Message delivery failure
3	⌦	Memory Card unusable/misinserted

■ Transmissions
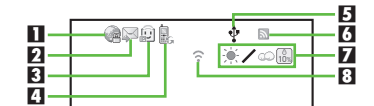
1	🌐	SSL browsing in progress[1]
	🌐	Waiting packet transmission (3G)
	🌐	Waiting packet transmission (GSM)
2	✉	Receiving mail
	✉̸	Sending mail
3	📖	S! Friend's Status online
4	🔃	Software Update in progress
5	♀	USB Cable connected
	♀̇	USB transmission in progress
	📶	Infrared transmission in progress
	📁	Infrared file transfer in progress
	📱	IC Transmission in progress
	🔵	Bluetooth® transmission ready
	🔵̇	Bluetooth® transmission in progress (🔵̇ appears for multiple connections)
	🎧	Bluetooth® talk in progress
	○	S! Addressbook Back-up transmission in progress
	💻	PC Site Browser in use
6	🔊	RSS-compatible site
	🛰	Positioning in progress[2]
7	☀	Weather Indicator
8	📶	Infrared transmission ready

[1]Hidden while Mobile Widget is in use.
[2]Flashes while positioning.

■ Settings
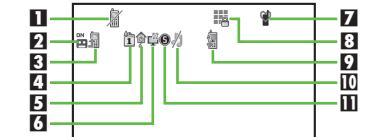
1	📵	Offline Mode active
2	📠	Answer Phone active
3	📞	Call Forwarding or Voicemail active (forwarding condition: **Always**)*
4	📅	Schedule/Task (Alarm set)
	📅	Schedule/Task (Alarm unset)
5	🕐	Hour Minder active
6	📺	Wakeup TV set
	⏰	Alarm set
7	🔇	Manner mode active
	🚗	Drive mode active
	📵	Original mode active
	▨	VeilView active
8	🔒	Keypad Lock active
	📇	IC Card Lock active
9	📞	Auto Answer or Remote Monitor active
10	🔕	Ringtone (Silent)
	🔔	Ringtone (Increasing Volume)
	〜	Vibration active
11	⑤	Show Secret Data active
	🔒	Function Lock active

*Indicator does not appear when Call Forwarding is set to Video Calls only, with Voicemail unset.

1-11

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Manner Mode & Security Codes

Manner Mode

Please use your handset responsibly. Use these basic tips as a guide. Inappropriate handset use can be both dangerous and bothersome. Please take care not to disturb others when using your handset. Adjust handset use according to your surroundings.

- Turn it off in theaters, museums and other places where silence is the norm.
- Refrain from using it in restaurants, hotel lobbies, elevators, etc.
- Observe signs and instructions regarding handset use aboard trains, etc.
- Refrain from use that interrupts the flow of pedestrian or vehicle traffic.

Security Codes

These codes are required for handset use.
- Write down Security Codes.
- Do not reveal Security Codes. SoftBank is not liable for misuse or damages.

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)

*Change Handset Code (**P.2-23**) and Network Password (**P.5-20**) as needed.

Incorrect Code Entry
- *Handset code is incorrect!* appears; try again.
- 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.