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Making/Answering Voice Calls

Making Voice Calls

Before Calling

- Confirm signal strength (☞ P.1-8)
- If any of these indicators appear:

 →Calls cannot be made (☞ P.1-8, P.1-9, P.17-10)

1 Enter a phone number

- Include area code for all numbers.

2 Confirm the number, then




- To adjust volume:  or 

3 to end call

Call Time appears.



Correcting Misteries

Use  to place cursor after digit(s) to delete, then press .
 Press and hold  to delete all digits.

Note


- Do not cover antenna area (☞ P.1-5) with hand or sticker; may weaken signal strength and cause calls/transmissions to be unavailable.

Tip

- Operations Available during a Voice Call (☞ P.2-9)
- Making Calls from Call Log (☞ P.2-11)
- Save Entered Phone Number (☞ P.4-5)
- Making Calls from Phone Book (☞ P.4-6)
- Speed Dial (☞ P.4-8)
- Settings ● Call Time & Call Cost (☞ P.16-10)
- End Calls by Closing Handset (☞ P.16-11)

Outgoing Call Functions

Showing/Hiding Caller ID


- 1 Enter a phone number →  [Menu]
 → *My Caller ID*

2 Show or Hide

- To always show/hide Caller ID: (Caller ID: ☞ P.2-20)

Sending Touch-tone Signals

Send touch-tone signals for services such as reserving tickets, checking bank balance, etc. Save number strings to be sent as a touch-tone signal.

- 1 When entering a phone number, press and hold 
 → Enter a number string

Emergency Calls (110, 119, 118)

Call 110 (Police), 119 (Fire & Ambulance) or 118 (Coast Guard) even when some handset restrictions are active.

Calls cannot be Made in Following Cases:

- While Emission OFF Mode is active
- In PIN entry window upon turning on handset (PIN Certification is **ON**)
- While Secure Remote Lock is active
- When USIM Card is not inserted

Emergency Positioning Request

When an emergency call is made from a mobile phone, location is reported to first response agencies such as the police.

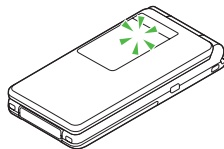
- Location information may be inaccurate due to location or signal conditions. Describe location or nearby landmarks.
- Base Station Positioning System is accurate within 100 meters to 10 kilometers. Location information from distant base stations may be inaccurate.
- Function available where first response agencies have completed system installation.
- Dialing 184 before 110, 119 or 118, cancels location report. However, first responders may obtain location information for immediate and serious threats to life.
- Not available for international roaming.
- Requires no separate subscription or transmission fees.

Answering Voice Calls

When a Call Arrives...

Handset rings; Notification Light flashes.

If Caller ID is sent, number appears in External Display and Main Display; if saved in Phone Book, caller's name appears.



1 to talk

- To adjust volume:  or 




2 to end call

Call Time appears.

Note








- When Caller ID is not sent, *Withheld* appears.

Tip

- Operations Available during a Voice Call ( P.2-9)
- Rejecting Calls by Call-type ● Rejecting Specific Numbers ( P.11-5)
- Settings** ● Press Any Key to Answer Calls ● Answer Calls by Opening Handset ● End Calls by Closing Handset ( P.16-11)

Incoming Call Functions

Following operations are available for incoming calls.

Mute Ringtone	>  [Mute]/  (Side Key)
Place Call on Hold	> 
Answer Phone*	> 
Call Rejection	>  [Reject]
Call Forwarding	>  [Forward] <ul style="list-style-type: none"> ● Activate Call Forwarding ( P.2-14) beforehand to forward incoming calls to a preset number. If Call Forwarding is not active, call is rejected.

* Voice Call only

Making/Answering Video Calls

Exchange video/sound with video call-compatible mobiles.

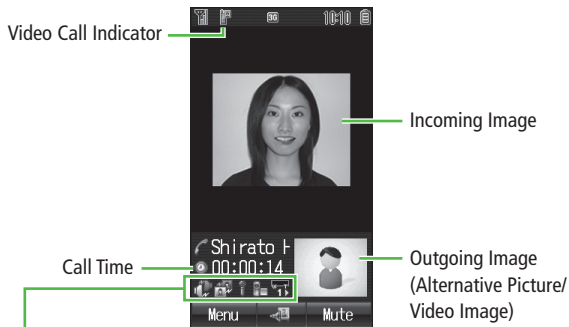
- Send Alternative Picture (still image) or video Image via Camera. By default, Outgoing Image is set to **Alternative Picture**.

Note

- Only available within 3G network coverage.
- 841P is 3G-324M compliant; calls connected via different systems may be disconnected (charges apply).
- Increasing Speaker volume may cause interference. Decrease volume.
- Handset may become warm during Video Call. This is not malfunction.
- When incoming/outgoing sound or image fails, try calling again.

Video Call Window

Example: Outgoing Video Call by Default



Indicators

- | | |
|---|---|
| Incoming/Outgoing Sound OK | Incoming Image OK/
Outgoing Image NA |
| Incoming Sound NA/
Outgoing Sound OK | Incoming/Outgoing Image NA |
| Incoming Sound OK/
Outgoing Sound NA | Microphone ON |
| Incoming/Outgoing Sound NA | Microphone OFF |
| Incoming/Outgoing Image OK | Video ON |
| Incoming Image NA/
Outgoing Image OK | Alternative Picture ON |
| | Zoom Level (1-25) |

- Display appearance may vary by settings/conditions.

Making Video Calls

Before Calling

- Confirm signal strength (☞ P.1-8)
- If any of these indicators appear:



→ Video Calls cannot be made (☞ P.1-8, P.1-9, P.17-10)

1 Enter a phone number

2 Confirm the number, then

When answered, outgoing (alternative) and incoming images appear; other party's voice sounds via Speaker.

- To adjust volume: 
- To switch to Video Image:  → **Send Voice & Video**



3 to end call

Note

- Other party's voice sounds via Earpiece in Manner Mode; activate Speaker (☞ P.2-10).

Tip

- Outgoing Call Functions (☞ P.2-2)
- Operations Available during a Video Call (☞ P.2-10)
- Making Calls from Call Log (☞ P.2-11)
- Save Entered Phone Numbers (☞ P.4-5)
- Making Calls from Phone Book (☞ P.4-6)

Settings ● Change Alternative Picture (☞ P.16-14)

Answering Video Calls

When a Video Call Arrives...

Handset rings; Notification Light flashes.

If Caller ID is sent, number appears in External Display and Main Display; if saved in Phone Book, caller's name appears.



1 or

2 **Send Video Image**

 [YES]

Video Image is sent.

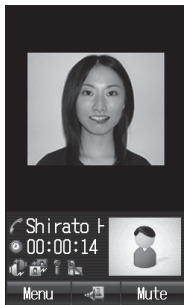


Send Alternative Picture



Alternative Picture is sent.

3 to end call



Note

- When no image is selected in Step 2, Alternative Picture is sent.
- Other party's voice sounds via Earpiece in Manner Mode; activate Speaker (P.2-10).

Tip

- Incoming Call Functions (P.2-4)
 - Operations Available during a Video Call (P.2-10)
- Settings** ● Change Alternative Picture (P.16-14)

International Calls

Calling Abroad from Japan

- Application not required. For details, go to:
http://mb.softbank.jp/en/global_services/call/

- 1 Enter a phone number
 - 2 [Menu] → **International Call**
Country/Area Number List appears.
 - 3 Select a country/region
 - 4 **Voice Call**
- Video Call**

Enter Country/Region Code Directly

- > → Press and hold to display +(IDD Prefix) → Enter a country/region code → Enter a number (omit first 0) →
Voice Call: /Video Call:
- International Code is set to **0046010** by default. The number can be changed if required (P.16-9).
 - Do not omit leading **0** to call to Italy (country code: 39).


Calling while Abroad

- May require application to Global Roaming Service. For details, go to: http://mb.softbank.jp/en/global_services/global_roaming/

Example: When Roaming Dial Assistant is ON

- **Roaming Dial Assistant** (☞ P.16-9) is set to **ON** by default.



1 Voice Call

Enter a phone number → 

Video Call

Enter a phone number → 

2 Select an item (See below)

Item	Operation/Description
Call to Japan*	Call Japan
Call to Visited Country/Area	Call within the country/region
Call to Other Country/Area*	Call other countries/regions > Select a country/region → Voice Call:  /Video Call: 
As is Call	Manually enter number to call Select when calling within the country/region

* Leading **0** is omitted and IDD Prefix and country/region code (e.g. **+81**) are added. (When calling Italy, leading 0 is not omitted.)

Note

- IDD Prefix and country/region code can be manually entered in Step 1. Alternatively, save IDD Prefix and country/region code in Phone Book entries.

Global Roaming Settings

Add to Country/Area Number List

- > Within Japan: Enter a number → [Menu] → *International Call* → [Menu] → *Add* → Enter a country/region name → Enter country/region code
- > Outside Japan: Enter a number → Voice Call: [Voice Call] / Video Call: [Video Call] → *Call to Other Country/Area* → [Menu] → *Add* → Enter a country/region name → Enter country/region code

Network Mode

<Default> Automatic

- > **Main Menu** ▶ **Settings** ▶ **Call Settings** ▶ **Optional Services**
 - ▶ **International Setting** ▶ **Select Network** ▶ Select an item (See below)

Item	Operation/Description
Automatic	Handset automatically selects 3G network in Japan, and available network (3G or GSM) when abroad.
Manual	<ul style="list-style-type: none"> > Select an item <ul style="list-style-type: none"> · 3G/GSM : 3G/GSM service area in Japan or abroad. Handset selects an available network automatically. · 3G : 3G service area in Japan or abroad. · GSM : GSM service area abroad. Unavailable in Japan.

- **Automatic** is recommended.

Tip











- Change International Code ● Edit Country/Region Code ● Select Operator ● Set Operator Priority for Automatic Search ● Deactivate Roaming Dial Assistant (☞ P.16-9)

Engaged Call Functions

Operations Available during a Voice Call

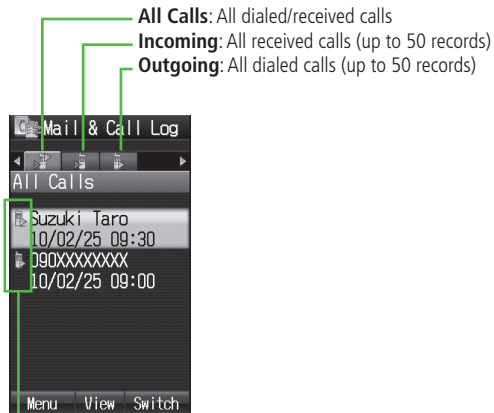
Adjust Volume	<ul style="list-style-type: none"> > [Volume Up] / [Volume Down] ● Adjust volume within one second. ● Adjusted volume is retained even after calls end or handset is turned off.
Place Call on Hold	<ul style="list-style-type: none"> > [Hold] ● To resume call: [Hold] ● Call Waiting or Group Calling subscription required to use Hold (☞ P.2-17, P.2-18).
Speaker ON/OFF	Toggle Speaker or Earpiece > [Menu] → <i>Speaker ON</i> or <i>Speaker OFF</i>
Record Conversation	Record up to 60 seconds of a call > [Side Key] / [Side Key] (Side Key) <ul style="list-style-type: none"> ● To end recording: [Side Key] / [Side Key] ● Recorded data is saved to Ring Songs-Tones folder (☞ P.9-2). ● Alternatively, [Menu] → <i>Record</i>.
Open Phone Book	> [Menu] → <i>Phone Book</i> → Select a Phone Book entry
Send SMS	> [Menu] → <i>Create New SMS</i> → Create an SMS → [Send]

Operations Available during a Video Call

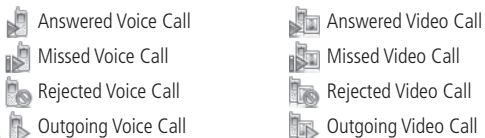
Adjust Volume	<p>> </p> <ul style="list-style-type: none"> ● Adjust volume within one second. ● Adjusted volume is retained even after calls end or handset is turned off.
Speaker ON/OFF	<p>Toggle Speaker or Earpiece</p> <p>>  [Menu] → Speaker ON or Speaker OFF</p>
Switch Image Priority	<p>>  [Menu] → Image Priority → Priority Incoming or Priority Outgoing</p>
Image & Sound Settings	<p>Change Outgoing Image and sound settings</p> <p>>  → Select an item (See below)</p> <ul style="list-style-type: none"> · Send Voice & Video : Send video image and sound · Alternative Picture : Send Alternative Picture and sound · Mute Voice : Send video image only · Alt. Picture & Mute Voice : Send Alternative Picture only
Mute	<p>>  [Mute]</p> <ul style="list-style-type: none"> ●  appears. ● To cancel Mute:  [Mute OFF]
Zoom	<p>>  (zoom in) or  (zoom out)</p>
Open Phone Book	<p>>  [Menu] → View Phone Book → Select a Phone Book entry</p>

Call Log


Incoming and outgoing call records appear here. Use these records to call back.




Status Indicators




Viewing Call Logs

- 1  to select a Log
- 2 To view entry details, select an entry

Switch to Mail Log

> After Step 1,  [Switch]



- Mail Log:  P.13-15

Note





- Newest record appears at top of list. Names appear if saved in Phone Book.
- When a number is called more than once, only last record appears.
- Call Log records remain even if handset is turned off.
- When the maximum number of records are saved, oldest is deleted first.
- Alternatively, **Main Menu** ► **Phone** ► **Mail & Call Log**.

Tip

Settings

- Change Font Size by Function ( P.16-5)
- Open Incoming Call Log for Missed Calls by Opening Handset ( P.16-11)


Making Calls from Call Log





- 1  to select a Log
- 2 Highlight a record →  [Menu] → *Call*
- 3 **Voice Calls**
Voice Call
Video Calls
Video Call
International Calls
International Call → Select a country/region →
Voice Calls:  /Video Calls: 

Show/Hide Caller ID

> In Step 3, *Show Number* or *Hide Number* →  [Menu] → *Call* → *Voice Call* or *Video Call*

Call Log Functions




Press  [Menu] for following operations while viewing a mail/call record.

Item	Operation/Description
View	View details
Call	Make calls
Create Message*	> S! Mail or SMS → Create message (S! Mail:  From Step 4 on P.13-4/SMS:  From Step 4 on P.13-8)
Add to Phone Book	> Create New Entry or select an entry to add →  From Step 2 on P.4-3)
Delete	> One or All →  [YES] (→ For All , enter Phone Password)

* Available for SoftBank handset numbers only.


Answer Phone

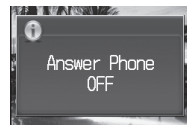
Record up to eight voice messages on handset.

- When Answer Phone is active,  appears in Standby.
- Unavailable when: handset is off or in Emission OFF Mode; **OUT** or  (red) appears. Use Voice Mail ( P.2-15).


Activating/Canceling Answer Phone

<Default> ON

- 1 Press and hold  Toggles **ON** and **OFF**.




Redirect a Call to Answer Phone

- > 
- Answer Phone is activated and recording starts. Answer Phone remains active after call is ended.

Note

- Alternatively, activate/cancel from **Main Menu** ▶ **Tools** ▶ **Answer Phone** ▶ **Settings** ▶ **ON/OFF**.
- When full, new messages cannot be recorded even if Answer Phone is activated. Delete old messages.
- Answer Phone does not respond to Video Calls.


Playing Messages

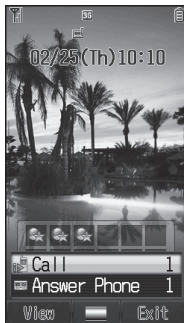
When a new message is recorded, Information window opens (☞ P.1-19) and  appears in Standby.

1 In Information window,
Answer Phone

2 Select a message

Playback starts.

After playback ends, Information window and  disappear.



Note

- Alternatively, press  in Standby, or **Main Menu** ► **Tools** ► **Answer Phone** ► **Message List** ► Select a message.

Answer Phone Functions

From ► **Main Menu** ► **Tools** ► **Answer Phone**

■ Set Answer Time

<Default> 18 seconds

Set time before which call is redirected to Answer Phone.

> **Settings** → **Answer Time** → Enter ring time

- When Answer Phone and an Optional Service (Voice Mail or Call Forwarding) are both active, function with shorter ring time takes priority. For example, if Answer Time is 18 seconds and Optional Service is 20 seconds, Answer Phone responds first. (Priority may change due to signal conditions.)
- Even if Answer Phone takes priority, call is forwarded to Voice Mail or forwarding number when Answer Phone is full.

■ Call Sender

> **Message List** → Highlight a message →  [Menu] → **Call**

■ Delete Messages

> **Message List** → (Highlight a message →)  [Menu] → **Delete** or **Delete All** →  [YES] (→ For **Delete All**, enter Phone Password)

■ Save to Phone Book

> **Message List** → Highlight a message →  [Menu] → **Add to Phone Book** → **Create New Entry** or select an entry to add → (☞ From Step 2 on P.4-3)

Optional Services

Overview

- For details, visit SOFTBANK MOBILE Corp. Website (<http://www.softbank.jp>).

Call Forwarding (☞ Right)	Forward unanswered calls to a preset number when handset is off, out-of-range, etc.
Voice Mail (☞ P.2-15)	Unanswered calls are forwarded to Voice Mail Center as set or when handset is off, out-of-range, engaged, etc. <ul style="list-style-type: none"> • Missed Call Notification (☞ P.2-16)
Call Waiting* (☞ P.2-17)	Place the current call on hold and answer a second, or alternate between calls.
Group Calling* (☞ P.2-18)	Call another party during a call and alternate between calls. Add other parties to talk on up to five lines simultaneously.
Call Barring (☞ P.2-19)	Restrict incoming/outgoing Voice Calls, Video Calls or SMS messages.
Caller ID (☞ P.2-20)	Show or hide your number when calling.

* Separate subscription required

Call Forwarding

- Call Forwarding and Voice Mail cannot be set simultaneously.
- When forwarding Video Calls, set a destination phone that supports 3G-324M standard video calls. If not, Video Calls are not forwarded.

Activating Call Forwarding

Main Menu ▶ **Settings** ▶ **Call Settings**
 ▶ **Optional Services** ▶ **Voice Mail/Call Forwarding**
 ▶ **Call Forwarding ON**

- 1 Select a type
- 2 Select an item (See below)

Item	Operation/Description
Ringer Off	Forward all calls without ringing/vibrating
Ringer On	Forward missed calls

- 3 **Select from Phone Book**
Phone Book → Select an entry → Select a phone number
Direct Entry
Direct Entry → Enter a phone number
- 4 If **Ringer On** is selected in step 2, select ring time



■ Check Call Forwarding Status

> **Main Menu** ▶ **Settings** ▶ **Call Settings** ▶ **Optional Services** ▶
Voice Mail/Call Forwarding ▶ **Confirm Status**

■ Cancel Call Forwarding

> **Main Menu** ▶ **Settings** ▶ **Call Settings** ▶ **Optional Services** ▶
Voice Mail/Call Forwarding ▶ **Cancel All** ▶ 

Note

- Toll free numbers and international call numbers cannot be saved as a destination number.
- When using Call Forwarding together with Answer Phone, the function with shorter ring time takes priority. (Priority may change due to signal conditions.)
- When **Ringer On** is set, following operations are available while handset is ringing/vibrating (within ring time).
 - To answer a call: 
 - To forward a call:  **[Forward]**

Voice Mail

- Calls are forwarded to Voice Mail Center via Call Forwarding function; Call Forwarding and Voice Mail cannot be set simultaneously.
- Voice Mail is not available for Video Calls.

Activating Voice Mail

Main Menu ▶ **Settings** ▶ **Call Settings**
 ▶ **Optional Services** ▶ **Voice Mail/Call Forwarding**
 ▶ **Voice Mail ON**

1 Select an item (See below)

Item	Operation/Description
Ringer Off	Forward all calls without ringing/vibrating
Ringer On	Forward missed calls > Select a ring time



■ Check Voice Mail Status

> **Main Menu** ▶ **Settings** ▶ **Call Settings** ▶ **Optional Services** ▶
Voice Mail/Call Forwarding ▶ **Confirm Status**

■ Cancel Voice Mail

> **Main Menu** ▶ **Settings** ▶ **Call Settings** ▶ **Optional Services** ▶
Voice Mail/Call Forwarding ▶ **Cancel All** ▶ 

Note


- When using Voice Mail together with Answer Phone, the function with shorter ring time takes priority. (Priority may change due to signal conditions.)
- When **Ringer On** is set, following operations are available while handset is ringing/vibrating (within ring time).
 - To answer a call: 
 - To forward a call:  **[Forward]**

Checking Voice Mail Messages

Information window ( P.1-19) and  appear in Standby when new messages are recorded.

1 In Information window, **Voice Mail**




Follow voice guidance.

Information window and  disappear after messages are checked.



View Details

View callers' phone numbers and date/time Voice Mail messages were left before playing messages.

- Activate **Missed Call Notification** beforehand. ( Right)
- >  to open Incoming Call Log → Select a Voice Mail notification → View details →  **[Menu]** → **Listen to Voice Mail**

Note

- Alternatively, follow these steps to check Voice Mail:
Main Menu ▶ **Settings** ▶ **Call Settings** ▶ **Optional Services** ▶ **Voice Mail/Call Forwarding** ▶ **Listen to Voice Mail**

Missed Call Notification

When Missed Call Notification function is active, Information window appears for calls missed while handset was off, out-of range, engaged etc.

- Available only when Voice Mail is active.

Main Menu ▶ **Settings** ▶ **Call Settings**
 ▶ **Optional Services** ▶ **Missed Call Notification**


1

Handset connects to the Network.
Follow voice guidance.

When Calls are Received while Missed Call Notification is Active...

Information window appears for missed calls when handset is turned on or comes into range.

Select **Missed Call** in Information window to view Incoming Call Log.

- **Voice Mail** appears in Information window when Voice Mail messages were recorded ( Left).



Call Waiting

Activating/Canceling Call Waiting

Main Menu ► Settings ► Call Settings
► Optional Services ► Call Waiting


Current status appears.




1  [Menu] → **Activate** or **Deactivate**

■ Check Call Waiting Status

> Main Menu ► Settings ► Call Settings ► Optional Services
► Call Waiting

Answering Second Call

1 When tone sounds, 

- Press  to alternate between calls.
- When the party hangs up, active call ends.
- Press  to re-engage the party on hold.
- Press  to disconnect all lines.

■ Reject Second Call

> When tone sounds,  [Reject]


Note

- When Voice Mail or Call Forwarding is set to **Ringer On** while Call Waiting is active, unanswered calls are transferred to Voice Mail Center or the forwarding number.
- When Voice Mail or Call Forwarding is set to **Ringer Off**, Call Waiting is disabled.

Group Calling

- Separate subscription is required for this service.





Dialing New Number during a Call

- 1 Enter a phone number during a call → 
The line switches. The other line is placed on hold.



■ Use Phone Book

- > During a call,  [Menu] → *Phone Book* → Select an entry →
Select a number → 

Swap Calls

- 1 During a call, 
 - Press  to toggle lines.
 - When the party hangs up, the call ends.
 - Press  to re-engage the line on hold.
 - Press  to disconnect all lines.


Connecting to Multiple Parties

- 1 While switching between two lines,  [Menu] →
Speak with All
 - Connect up to five lines simultaneously.
 - Press  to disconnect all lines.


■ Add a New Party to a Call

- > Enter a number during Group Calling →  → After the party is connected,  [Menu] → ***Speak with All***

■ Check Members

- > During Group Calling,  [Menu] → ***Member***

■ Talk with One Party

- > Highlight a member →  [Menu] → ***Split***

■ End Calls Individually

- > Highlight a member →  [End]

Call Barring


- When Call Forwarding or Voice Mail is active, **Bar All Outgoing Calls** and **Bar All Incoming Calls** are not available. (Call Forwarding or Voice Mail takes priority.)
- Call Barring Password specified at initial subscription (☞ P.1-25) is required to change Call Barring settings.

Activating/Deactivating Call Barring

Main Menu ► Settings ► Call Settings
► Optional Services ► Call Barring

- 1 **Outgoing Calls** or **Incoming Calls** → Select an item (See below)

Item	Operation/Description
Bar All Outgoing Calls	Restrict all non-emergency calls
Bar All International Calls	Allow only domestic calls
Bar International Calls	Restrict all international calls except to Japan
Bar All Incoming Calls	Reject all calls
Bar All If Roamed	Reject calls when outside Japan

- 2  [Menu] → **ON** or **OFF**

- 3 Enter Call Barring Password

■ Check Call Barring Status

- > In Step 1, **Confirm Status** → Select an item (☞ Above)

■ Cancel All Call Barring

- > In Step 1, **Cancel All Barring** → Enter Call Barring Password

■ Change Call Barring Password

- > In Step 1, **Call Barring Password** → Enter current Call Barring Password → Enter new Call Barring Password → Reenter new Call Barring Password

Note

- Emergency numbers (110, 119, 118) are dialable when Call Barring for outgoing calls is active.
- If call is attempted when Call Barring is active, warning message appears. It may take longer to appear in some areas. Check Call Barring settings if the message does not appear.

Caller ID

<Default> Network Set

Main Menu ► Settings ► Call Settings
► Show My Number

1 Select an item

- **Network Set** Caller ID setting varies by subscription.

Note

- Alternatively, enter these numbers/symbols before the phone number to show or hide Caller ID:

Show: (1) (8) (6) or (*) (3) (1) (#)

Hide: (1) (8) (4) or (#) (3) (1) (#)