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5

Calling



Emergency Calls

Your location is automatically reported to the corresponding agency (police, etc.) when you place emergency calls (110, 119 or 118) with SoftBank 3G handsets. (Emergency Location Report) 931SH reports Location Information based on positioning signals from radio stations.

- Registration/transmission fees do not apply.
 Positioning accuracy is affected by
 - location/signal conditions. Always provide your location and purpose on the phone.
- Location Information is not reported when emergency calls are placed without Caller ID (such as when the number is prefixed with 184). However, the corresponding agency may obtain your Location Information in a life threatening situation.
- Not available during international roaming.

Handset Restrictions & Emergency Calls

Emergency calls are possible even while some handset restrictions are active.

Active Restriction	Emergency Calls
Max Cost (P.5-18)	
Function Lock (P.2-24)	Possible
Outgoing Calls (P.5-20)	
Offline Mode (P.2-17)	
Keypad Lock (P.2-2)	Restricted
PIN Entry (P.2-24)	



Answering a Voice Call

Incoming Call window opens for a call.



Incoming Voice Call Window

- Answer or 🗈 to accept the call
 - · Call connects.

Incoming Calls while Keypad Lock is Active

- To answer calls with Touch Panel, press to cancel Keypad Lock.
- Muting Ringer Temporarily
 [Incoming Voice Call Window]
 Rinrger Off or

After Calls to/from Unsaved Numbers

Save to Phone Book confirmation appears.

Placing a Voice Call

Follow these steps to dial via Phone Book:

- ☐ ☐ or ② → Highlight katakana row
- Select entry → Select phone number
- Call
 - Handset dials the number; wait for connection.

Specifying Lines in Dual Mode (P.2-27) In ⑤, Select Line(Voice) ➡ Select line

Earpiece Volume
During a call, ③ or

- Entering Phone Numbers Directly
- Enter phone number with area code
 - 🤰 Call or 💿 🖈 Call
 - Handset dials the number.

- ® Rejecting calls Placing calls on hold Answering with Headphones (P.5-14)
 - Sending/blocking Caller ID Muting Microphone Placing calls on hold (And more on P.5-15 5-16)
 - Activating auto call answer upon Slider open (P.5-21)



Enter phone number with area code ▶ ② or ♠ △

Int' | Call
Enter Code

I | En

- Select country → Call or ●

 Call
 - Handset dials the number.

Calling Unlisted Countries

In \bigcirc , Enter Code \Rightarrow Enter country code \Rightarrow OK or \bigcirc \Rightarrow Call or \bigcirc \Rightarrow Call

Placing Calls while Abroad

See below to place a call to Japan from abroad. Apply for Global Roaming beforehand. http://mb.softbank.jp/mb/en/global_service/

- Enter phone number with area code → ℚ or ܕⴷⴰً०
- 日本(JPN) → Call or → Call

 Handset dials the number.
- End Call or 🕝 ➡ Call ends

Calling SoftBank Handsets

Calling Landlines & Mobiles within the Same Country

 Perform steps in "Placing a Voice Call" on P.5-3.

Calls Overseas

 Calling may not be possible outside Japan.
 Connections depend on available network, signal strength, and handset settings.

Advanced



Calling

Answer Phone

Record caller messages on handset. Answer Phone cannot be used when handset is off or out-of-range. Use Voicemail to record caller messages when Answer Phone is not available.





Answering Calls while Recording

No message will be recorded.
 Using a Single Key

Long Press to activate/cancel
 Answer Phone.

Playing Messages



Select record

 Playback ends automatically after all messages have played.

Using a Single Key □ ♣

■ Playback Operations

- Flayback Operations	
Volume Control	③ or 🖜
Replay/ Skip Backward	or 💿
Stop	or •
Skip Forward	■ or ⊙
Delete	Delete or ☑ → Yes

Calling

Window Description

Incoming Image
Outgoing Image
Other Party's
Number/Name

- Engaged Video Call Operations
- Toggle View

 Options or ✓ → Switch Images →

 Select option
- Toggle Outgoing Image SW or ●
- Open Help Options or Help

Important Video Call Usage Notes

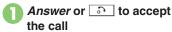
- If both parties are using handset models without internal cameras, Video Call cannot be used as intended.
- If both parties are not using the same Video Call system, call may be interrupted. (Video Call charges apply.)
- Video Calls cannot be placed while TV is active.

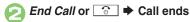
Answering a Video Call

Incoming Call window opens for a call.



Incoming Video Call Window





Incoming Calls while Keypad Lock is Active

To answer calls with Touch Panel, press
 to cancel Keypad Lock.

Answering with External Camera Image [Incoming Video Call Window] ● → No Muting Ringer Temporarily [Incoming Video Call Window]

**Ringer Off or **Line Camera Image
**Ringer Off or **Line Camera Image
**Incoming Video Call Window]

After Calls to/from Unsaved Numbers

Save to Phone Book confirmation appears.

Advanced



Rejecting calls Placing calls on hold Answering with Headphones Answering Video Calls automatically Editing Auto Answer List Changing ring time (P.5-14)

Placing a Video Call

Follow these steps to dial via Phone Book:

- Select entry

 Select phone number
- Video Call

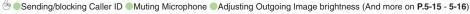


- Call is accepted and image appears.

Specifying Lines in Dual Mode (P.2-27)
In ⑤, Select Line(Video) → Select line

- Entering Phone Numbers Directly
- Enter phone number with area code
- R End Call or 🕝 🕈 Call ends

Using Touch Panel
With Slider closed, ₩ ➤ Enter
phone number with area code ➤
Options ➤ Video Call







Show decorative message in incoming call windows on recipient's handset.

- Available without a separate contract.
- Recipient's handset must be Decoration Call-compatible.
- Charges apply to the caller when Decoration Call is placed successfully.

Answering a Decoration Call

Incoming Call window opens for a call.



Incoming Decoration Call Window

If Softkeys do not appear, handle incoming Decoration Call like any other call.



- · Call connects.
- received call records.

Incoming Calls while Keypad Lock is Active

• To answer calls with Touch Panel, press to cancel Keypad Lock.

Note

 Decoration Call file may not play depending on recipient handset settings.

Placing a Decoration Call

Follow these steps to place a Decoration Call by entering a phone number:

- Enter phone number → Call or → Deco. Call
- Deco. Call File

Deco. Call Folder Select file

- To check selected file, press *Play* or \(\sum_{\textit{Y'}}\)].
- Call or
 - Handset dials the number. (It may take some time.)
- 🕞 *End Call* or 😚 ➡ Call ends

Placing Your First Decoration Call

- A confirmation appears. Follow onscreen instructions.
 - To disable confirmation, press *Cancel* or <a>O (□).

Placing Decoration Video Calls

After ③, Call Type → Video Call → ②



Treating Decoration Call files Editing Decoration Call files Saving received Decoration Call files Restricting incoming/outgoing Decoration Calls (And more on P.5-16)

Speed Dial

Saving Phone Numbers

Save phone numbers to Speed Dial/Mail list for easy dialing.

- MENU or Phone
- Speed Dial/Mail
 Select number → Highlight
- katakana row → Select entry
- Select phone number



Select mail address prompt appears.

Do not Assign

To save mail address instead, select one.

Save or ∑ → Saved

 To save additional phone numbers, repeat € - ⑤.

Using Headphones for Speed Dial

• Save a phone number to **①**.

Canceling Speed Dial Entries

Omit entry selection step when canceling all entries.

Using Speed Dial

Enter 0 - 99 (entry number)

🤦 Call or 🂿 🕈 Speed Dial

Placing Video Calls

In ②, Call or ● Speed Video
Placing Decoration Calls

In ②, Call or ③ → Speed Deco. Call → Deco. Call File → Select/create

file **→** Call or 🖾

Using Headphones

 In Standby, Long Press Call Button until a double beep sounds; handset dials the number saved in 1. To end the call, Long Press Call Button until a beep sounds.



Calling

Call Log

Open recent dialed/received call records.









- All Calls. Dialed Numbers. Dialed Frequency and Received Calls are separated by tabs.
- When using Double Number in Dual Mode (P.2-27), Line indicators appear except for Dialed Frequency.

Highlight tab (log type) ▶ Select record

 Select Decoration Call record and press Play or Y to open the corresponding file.

When the Same Number is Dialed More Than Once Using the Same Call Option

• Only the last record appears. (All records appear for S! Circle Talk and Decoration Call.)

Advanced



🥙 Dialing from records Sending messages from records Saving Phone Book entries from records Deleting records Placing Decoration Calls from records Initiating S! Circle Talk from records Hiding Dialed Frequency (P.5-17 - 5-18)

Call Time & Call Cost

Call Time

Check estimated time of the most recent call and all calls.

- MENU or Settings → Highlight Call tab
- Call Time & Cost



Call Time & Cost Menu

Call Timers



Dialed Calls or Received Calls

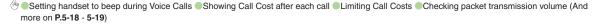
Call Cost

Check estimated call charges of the most recent call and all calls.

Call Costs (including Max Cost) may be unavailable depending on subscription status.

- In Call Time & Cost menu, Call Costs
- Show Call Cost







Calling

Optional Services

Call Forwarding and Voicemail can only be set simultaneously when Call Forwarding is set to Video Calls.

Call Forwarding	Automatically divert all or all unanswered incoming calls to another preset phone number
Voicemail	Redirect all or unanswered calls to Voicemail Center; access messages from handset/touchtone phones
Call Waiting*	Answer incoming calls or open another line during a call
Group Calling [*]	Switch between open lines or connect multiple lines at once for teleconferencing
Call Barring	Restrict incoming/outgoing calls depending on conditions
Caller ID	Show or hide your own number when placing calls

^{*}A separate contract is required.

Initiating Call Forwarding

Follow these steps to divert calls to a phone number saved in Phone Book after selected ring time (No Answer set):

- *MENU* or **●** *Settings* **→** Highlight Call tab
- Voicemail/Divert



Voicemail/Divert Menu

- Diverts → Select call type
- No Answer
- Phone Book → Highlight katakana row **→** Select entry
- Select phone number
 - Omit 3 if only one number is saved.



Done or



Select ring time

Diverting Calls without Handset Response In ②, Always ⇒ 🖯 - 🕢 **Entering Forwarding Number Directly** In ⑤, Enter Number → Enter phone number **→** *Done* or **(•) → (3)**

Initiating Voicemail

Follow these steps to divert calls to Voicemail Center after selected ring time (No Answer set):





No Answer → Select ring time

Diverting Calls without Handset Response In @, Always



Missed Call Notification

Activate this function for records of calls missed while handset is off/out-of-range and Voicemail is active.

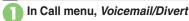




Call Menu

- 🔁 🏧 Missed Calls 🕈 Call or 💿
 - When using Double Number in Dual Mode (P.2-27), select a line.
 - Follow the voice guidance for further operations.

Playing Messages





Voicemail/Divert Menu

- Voicemail
- Call Voicemail
 - When using Double Number in Dual Mode, select a line.
 - Follow the voice guidance for further operations.

Hiding New Voicemail Message Indicator In ⓒ, Delete Icon ▶ Yes

Canceling Call Forwarding/Voicemail

In Voicemail/Divert menu, Cancel All



Yes





Receiving a Call

■ Handling Incoming Calls

Rejecting calls	Voice Call When a call arrives, <i>Options</i> or ☑ → <i>Reject</i>
nejecting cans	Video Call When a call arrives, <i>Reject</i> or ∑✓
Placing calls on hold	When a call arrives, Hold or ③ • Press Answer or ● to answer the call on hold.
Answering with Headphones	When a call arrives, Long Press Call Button ■ To end the call, Long Press Call Button.

Answer Phone

Recording caller messages	When a Voice Call arrives, <i>Options</i> or <a>
Changing ring time	MENU or ● → Settings → Highlight Call tab → Answer Phone → Answer Time → Enter time → OK or ●
Sampling outgoing message	MENU or → Settings → Highlight Call tab → Answer Phone → Outgoing Message → Press CLEAR/BACK or → to stop playback.
Muting Earpiece	MENU or ● → Settings → Highlight Call tab → Answer Phone → Volume → Silent

■ Remote Monitor

	Start Here MENU or ● → Settings → Highlight Call tab → Video Call → Remote Monitor → Enter Handset Code → OK or ● → See below	
Answering Video Calls automatically	Saving Numbers from Phone Book Auto Answer List → Highlight <empty> → Options or → Change → From Phone Book → Highlight katakana row → Select entry Select phone number To enter a phone number directly, select <empty>.</empty></empty>	
Can's automatically	Saving Numbers from Call Log Auto Answer List → Highlight <empty> → Options or ☑ → Change → From Call Log → Select record</empty>	
	Activating Remote Monitor Switch On/Off ⇒ On ⇒ OK or ● • A tone sounds for calls answered via Remote Monitor. (Tone and volume are fixed.)	
Editing Auto	Start Here MENU or ● → Settings → Highlight Call tab → Video Call → Remote Monitor → Enter Handset Code → OK or ● → Auto Answer List → See below	
Answer List	Editing Numbers Select entry → Edit → Done or ●	
	Deleting Entries Highlight entry → Options or ☑ → Delete → Yes	
Changing ring time	MENU or ● → Settings → Highlight Call tab → Video Call → Remote Monitor → Enter Handset Code → OK or ● → Answer Time → Enter time → OK or ●	



Placing a Call

■ Basic Operations

Adjusting Earpiece Volume	MENU or
	After phone number entry, Options or Hide My ID or Show My ID

■ International Calls

Placing calls by entering country code directly	Enter country code Enter phone number with area code Call or Call Omit the first 0 of the area code except when calling ltaly or some other countries.
	Start Here MENU or ● → Settings → Highlight Call tab → Int'l Calling → Auto Add Code → See below
Adding a country code automatically when placing calls	Activating Auto Add Code Switch On/Off → On • When Auto Add Code is active, preset country code is added to all phone numbers (except emergency call numbers) unless + is included.
	Selecting a Country from List Country Code Select country
	Specifying a Country Code Country Code
Saving frequently used international prefix	MENU or ● → Settings → Highlight Call tab → Int'l Calling → Int'l Prefix → Enter Handset Code → OK or ● → Enter prefix → Done or ●

	Start Here MENU or ● → Settings → Highlight Call tab → Int'l Calling → Country Codes → See below
Adding/changing/ deleting country	Adding <empty> → Enter name → Done or ● → Enter country code → Done or ●</empty>
codes	Changing Select country → Change → Enter name → Done or ● → Enter country code → Done or ●
	Deleting Select country <i>→</i> Delete <i>→</i> Yes

Muting Microphone	Voice Call During a call, <i>Mute</i> or ∑♡ (press again to cancel) Video Call During a call, <i>Options</i> or ☒️ ❖ <i>Mute</i>
- " "	To cancel, select <i>Unmute</i> .
Recording caller voice (Voice Call only)	During a call, <i>Options</i> or ☑ / → <i>Record Caller Voice</i> → Recording starts → <i>Stop</i> or
Activating/canceling Loudspeaker	Activating Loudspeaker for Voice Call During a call, ¶ or ● ▶ While message appears, OK or ● To cancel, press ℜ or ●.
	Canceling Loudspeaker for Video Call During a call, ⋪ or 🐨 (press again to activate)
Switching sound	During a call, <i>Options</i> or ☑ → <i>Transfer</i>

Audio ⇒ To Phone or To Bluetooth

During a Call

output



During a call, Options or ☑ → Phone Book → Highlight katakana row → Select entry • Press CLEAR/BACK or twice to return to call window.
During a call, <i>Options</i> or
During a call, Options or → Phone Book → Options or → Add New Entry Complete fields → Save or → Press CLEAR/BACK or → Press CLEAR/BACK or → Press CLEA
During a call, <i>Options</i> or ☑ → <i>Disable DTMF</i>
During a call, Options or
During a call, Options or ☑ → Messaging → Select Messaging folder → Select folder → Select message • Press CLEAR/BACK or three times to return to call window.
During a call, <i>Options</i> or ☑ → <i>Messaging</i> → <i>Create Message</i> or <i>Create New SMS</i> → Complete message → <i>Send</i> or ☑
During a Video Call, <i>Options</i> or ☑ <i>→ Exposure</i> → Adjust level → <i>OK</i> or ● • Alternative Image brightness is fixed.

Decor	ation	Call
DCCOI	auvii	Call

	Start Here MENU or ● → Data Folder → Decoration Call → Options or ☑ → Create New File → Text Input → Enter text → Done or ● → Images → See below
Creating Decoration Call files	Using Still Images Picture → Pictures → Select file → Sounds → Select folder → Select file → Save or ∑ → Save here
	Using Video Video Video Video Video Save or ✓ Save here
	Using Animation Flash® → Select file → Save or ∑Y → Save here
Editing Decoration Call files	MENU or ● Data Folder Decoration Call Highlight file Doptions or □ Edit Edit Save or ☑ Save as New or Overwrite For Save as New, select Save here.
Saving received Decoration Call files	용 or 의 → Highlight tab (log type) → Highlight record → Options or ☑ → Save File → Save here
Restricting incoming/outgoing Decoration Calls	MENU or → Settings → Highlight Call tab → Decoration Call → Switch On/Off → Off → Enter Handset Code → OK or →
Hiding incoming Decoration Call window	MENU or

	Start Here MENU or ● → Data Folder → Decoration Call → Options or ☑ → Create New File → Text Input → Enter text → Done or ● → Images → See below
Using mobile camera to create Decoration Call files	Capturing Still Images Picture → Take Picture → Capture image → ⊕ or ● → Save or ☑ → Save here • Combine image with sound as needed.
	Recording Video Video Record Video Record video Save Save Save Save here
	Start Here MENU or ● Data Folder ⇒ Decoration Call ⇒ Highlight file ⇒ Options or □ ⇒ Edit ⇒ See below
Removing image/ video/sound	Removing Image/Video Images ⇒ Remove Image ⇒ Save or ∑y ⇒ Save as New or Overwrite For Save as New, select Save here.
	Removing Sound Sounds → Remove Sound → Save or ∑r → Save as New or Overwrite For Save as New, select Save here.
Showing options upon Decoration Call failure	MENU or → Settings → Highlight Call tab → Decoration Call → Notice → On

Call Log	
Dialing from records	Calling Dialed Numbers (Redial) ☐ or ☐ → Highlight Dialed or Dialed (Freq.) tab → Select record → Call or ● → Call ■ To place Video Calls, select Video Call.
	Calling from Received Call Records to r → Highlight Received tab → Select record → Call or ● → Call To place Video Calls, select Video Call.
Sending messages from records	E or → Highlight tab (log type) → Highlight record → Options or ✓ → Create Message → S! Mail or SMS → Complete message → Send or ✓ >
Saving Phone Book entries from records	to r → Highlight tab (log type) → Highlight record → Options or ✓ → Save to Phone Book → As New Entry → Complete other fields → Save or ☑ → To add to an existing entry, select As New Detail.
Deleting records	One Record 당 or ③ → Highlight tab (log type) → Highlight record → Options or ☑ → Delete → Yes
	All Records 당 or
Placing Decoration Calls from records	to r → Highlight tab (log type) → Highlight record → Options or ✓ → Deco. Call → Deco. Call File → Select/create file → Call or ☑



Initiating S! Circle Talk from records	E or Highlight tab (log type) Highlight record Options or Call S! Circle Talk Call or Set My Status to Online first.
Hiding Dialed Frequency	MENU or → Phone → Call Log Setting → Hide Dialed Freq. → Handset Code is required to re-select Show Dialed Freq.

Call Time/Call Cost/Data Communication

■ Call Time

Setting handset to beep during Voice Calls	MENU or → Settings → Highlight Call tab → Minute Minder → On
Hiding Call Time during calls	MENU or ● → Settings → Highlight Call tab → Disp. Time/Cost → Call Time Counter → Off
Resetting Call Timers	MENU or ● Settings → Highlight Call tab → Call Time & Cost → Call Timers → Clear Timers → Enter Handset Code → OK or ● Yes

■ Call Cost

■ Call Cost	
Showing Call Cost after each call	MENU or → Settings → Highlight Call tab → Disp. Time/Cost → Display Call Cost → On
Resetting Call Costs	MENU or → Settings → Highlight Call tab → Call Time & Cost → Call Costs → Show Call Cost → Reset or ✓ → Enter PIN2 → OK or → Yes
	Start Here MENU or ● → Settings → Highlight Call tab → Call Time & Cost → Call Costs → See below
Limiting Call Costs	Setting a Limit Max Cost/Residual → Set or ☑ → Set → Enter PIN2 → OK or ● → Enter amount → Accept or ● • May be unavailable depending on subscription status.
	Changing the Limit Max Cost/Residual → Edit or ☑ → Enter PIN2 → OK or ● → Enter amount → Accept or ●
	Checking Remaining Amount Max Cost/Residual
Showing amount in another currency	MENU or ● Settings Highlight Call tab Call Time & Cost Call Costs Cost Units Edit or ☑ ► Enter PIN2 OK or ● Enter currency Done or ● Enter exchange rate (per yen) Accept or ● OK or ● OK or ●

■ Data Communication

Checking packet	Start Here MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒ Call Time & Cost ⇒ Data Counter ⇒ See below	
	transmission volume	Most Recent Volume Last Data
		All Volume All Data
	Resetting Data Counter	MENU or → Settings → Highlight Call tab → Call Time & Cost → Data Counter → Clear Counter → Yes

Optional Services

All Services

Checking service	MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒
status	Select service ⇒ Status • For Call Barring, select restriction.

Call Waiting (Contract Required)

Call Waiting (Contract Required)	
Activating Call	MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒
Waiting	Call Waiting → On
	A tone sounds during a Voice Call ⇒ Hold &
Placing Line 1 on	Answer or 🙃
hold to answer	 Press Swap or to switch between lines.
Line 2	 Press End Call or to end active line and
	re-engage the party on hold.

■ Group Calling (Contract Required)

Opening another line during a call	During a Voice Call, enter phone number → Call or ● Alternatively, select a number from Call Log records.
Switching between open lines (Swap Calls)	During a Voice Call, Swap or Press Swap or to switch between lines.
Talking on multiple lines simultaneously	While switching between lines, Options or ☑ → Group Calling → Conference All
Switching to private conversation during Group Calling	During a Voice Call, select number/name ⇒ Private

■ Call Barring

Rejecting calls by number	Start Here MENU or
	Saving Numbers Set Reject Number → ● → <empty> → ● Enter phone number → ● • When using Double Number in Dual Mode (P.2-27), select a line type.</empty>
	Activating Black List Switch On/Off → On

Rejecting calls without designating numbers	Start Here MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒ Call Barring ⇒ Rejected Numbers ⇒ See below
	Calls from Unsaved Numbers Unknown On
	Calls with No/Undisplayable Caller ID or from Public Phones Withheld >> On
Changing Network Password	MENU or ● → Settings → Highlight Call tab → Call Barring → Change NW Password → Enter current Network Password → OK or ● → Enter new Network Password → OK or ● → Re-enter new Network Password → OK or ●
Designating numbers to reject from saved information	Start Here MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒ Call Barring ⇒ Rejected Numbers ⇒ Black List ⇒ Set Reject Number ⇒ Highlight <empty> ⇒ Options or □ ✓ ⇒ See below</empty>
	From Phone Book Ph. Book List Select entry
	From Call Log Records From Call Log Select record
	From S! Friend's Status Member List From Friend's Status → Select member

Editing Black List	Start Here MENU or
	Editing Numbers Select number/name → Edit → Done or ●
	Deleting Numbers Highlight number/name → Options or ☑ → Delete → Yes
Setting/canceling outgoing call restriction	Start Here MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒ Call Barring ⇒ Outgoing Calls ⇒ See below
	Setting Restriction Select restriction → On → Enter Network Password → OK or ● • Outgoing SI Circle Talk requests are not affected. • Following restrictions are available: ■ All Outgoing Calls: Restrict all non-emergency calls ■ Bar Int'l Call: Restrict all international calls ■ Local & Home Only: Restrict all international calls except to Japan
	Cancel All Enter Network Password OK Or O O O O O O O O O O O O O

Setting/canceling incoming call restriction	Start Here MENU or ● → Settings → Highlight Call tab → Call Barring → Incoming Calls → See below	
	Setting Restriction Select restriction → On → Enter Network Password → OK or ⑥ Incoming S! Circle Talk requests are not affected. Following restrictions are available: All Incoming Calls: Reject all calls Bar if Abroad: Reject calls when outside Japan	
	Canceling All Restrictions Cancel All → Enter Network Password → OK or O	
■ Caller ID		
Showing/hiding Caller ID	MENU or ● > Settings > Highlight Call tab > Show My Number > On or Off	

Settings		
■ Voice Call & Video Call		
Activating auto call answer upon Slider open	MENU or → Settings → Highlight Call tab → Slider Settings → Open to Answer → On	
Activating auto end call upon Slider close	MENU or → Settings → Highlight Call tab → Slider Settings → Close to → End Call	
■ Voice Call		
Answering Voice Calls automatically when using Headphones	Start Here MENU or ● ⇒ Settings ⇒ Highlight Call tab ⇒ Auto Answer ⇒ Enter Handset Code ⇒ OK or ● ⇒ See below	
	Activating Auto Answer Switch On/Off → On • When Auto Answer is active, Auto Answer tone sounds after ringtone even in Manner mode; cancel afterward.	
	Changing Ring Time Answer Time Enter time OK or OK	



■ Video Call	
Changing Alternative Image	MENU or ● Settings → Highlight Call tab → Video Call → Camera Picture → Alternative Image → Select folder → Select file → Assign or ● • Omit file selection step when using Customized Screen images.
Changing quality of Incoming/ Outgoing Images	MENU or → Settings → Highlight Call tab → Video Call → Incoming Picture or Outgoing Picture → Select quality
Disabling Loudspeaker for Video Calls	MENU or → Settings → Highlight Call tab → Video Call → Loudspeaker → Off
Sending External Camera image when initiating Video Calls	MENU or
Setting image that is sent while call is on hold	MENU or ● Settings → Highlight Call tab → Video Call → Hold Guidance Pict → Select folder → Select file → Assign or ● Omit file selection step when using Customized Screen images.
Setting Backlight status	MENU or → Settings → Highlight Call tab → Video Call → Backlight → Select option • Selecting Normal Setting applies Display Backlight setting.
Muting Microphone when initiating Video Calls	MENU or → Settings → Highlight Call tab → Video Call → Mute Microphone → On

Receiving a Call



Cannot use Answer Phone or Caller Voice

- Answer Phone and Caller Voice are disabled when less than 12 seconds remain or 20 messages are recorded. Delete messages.
- Answer Phone and Caller Voice are not available for Video Calls

Placing a Call



Cannot place call via Speed Dial

· Speed Dial is not available when Phone Book access is restricted by Application Lock.



Cannot place call

- If # appears, cancel Keypad Lock (P.2-2).
- If 🖺 appears, cancel Function Lock (P.2-24).
- If M appears, cancel Offline Mode (P.2-17)

Call won't connect and there's a beeping tone

- Did you include the area code or the first 0? Dial the number including the area code or 0.
- Handset may be out-of-range (out appears). Move to a place where signal is strong and retry.

During a Call



Outgoing Image is distorted during Video Calls

 Rapid motion can make images appear choppy or distorted.



Conversation is hampered

- Conversations may be hampered by ambient noise.
- Check Earpiece Volume when using Loudspeaker. Increasing Earpiece Volume may cause feedback/interference.



Call is choppy or cut off

- Network signal may be weak. Move to a place where signal is strong and retry.
- Battery may need to be charged or replaced. Charge battery or install a charged battery.



Clicking noise is heard during call

 Handset may be moving into another service area. Noise is heard when Network signal switches. This is normal.



Cannot hear other party's voice

- Earpiece Volume may be low. Increase Earpiece Volume (P.5-15).
- · Sound output may be set to use handsfree device. Set Transfer Audio (P.5-15) to To Phone.

Other



Talk Time on Display seems incorrect

 Ring time for incoming or outgoing calls is not counted. (On hold time is counted.)



Cannot save phone number for **Call Forwarding**

 Does the number start with 1. 00. 0120 or 0990? Public service numbers. international call numbers starting with 00, toll-free numbers and fee-based service numbers cannot be saved

