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Video Calling	3-5
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Troubleshooting.....	3-17

3

Calling



Emergency Calls

3

Calling

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)

840SH 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.

Handset Restrictions & Emergency Calls

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

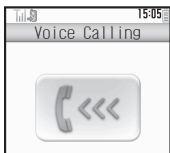
Active Restriction	Emergency Calls
Function Lock	Possible
Bar Outgoing Calls	
Offline Mode	Restricted
Keypad Lock	
PIN Entry	



Voice Calling

Answering a Voice Call

Incoming Call window opens for a call.



Incoming Voice Call Window

1 to accept the call

- Call connects.

2 ➔ Call ends

Muting Ringer Temporarily

When a call arrives,

Earpiece Volume

During a call,

After Calls to/from Unsaved Numbers

- Save to Phone Book confirmation appears.

Placing a Voice Call

1 Enter phone number with area code

- To correct entry, use to place cursor under the digit and press . To delete the digits above and after the cursor, Long Press .

2



- Wait for receiver to accept the call.

3 ➔ Call ends

Placing an International Call

Handset is designed exclusively for use in Japan (not made for use abroad).

1 Enter phone number with area code ➔

2 Int'l Call ➔

3 Select country ➔ ➔

- Handset dials the number.

4 ➔ Call ends

Calling Unlisted Countries

In , Enter Code ➔ ➔ Enter country code ➔

Advanced

- Rejecting calls
- Placing calls on hold
- Answering with Headphones (P.3-11)
- Adjusting Earpiece Volume
- Sending/blocking Caller ID (P.3-12)
- Muting Microphone
- Recording caller voice
- Opening messages (And more on P.3-12 - 3-13)
- Answering calls automatically when using Headphones (P.3-16)



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.

1  **(Long)**

- Answer Phone is set.

Canceling Answer Phone
 **(Long)**
Answering Calls while Recording

- No message will be recorded.








Playing Messages**1** **2** **Select record** ➔ 

- Playback stops automatically at the end of message.

Deleting All Records

After **1**,  ➔ **Delete All** ➔  ➔ **Enter Handset Code** ➔  ➔ **Yes** ➔ 

Playback Operations

Volume Control	
Replay/Skip Backward	
Stop	
Skip Forward	
Delete	 ➔ Yes ➔ 
Loudspeaker On/Off	

Advanced

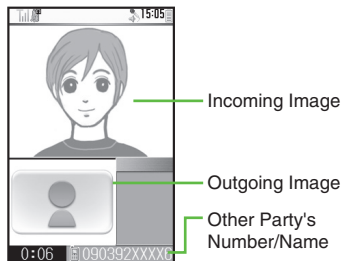
-  ● Recording caller messages ● Changing ring time ● Sampling outgoing message ● Muting Earpiece (P.3-11)
- Placing calls by entering country code directly ● Adding/changing/deleting country codes (And more on P.3-12)



Video Calling

View the other party's image or send an Outgoing Image to compatible handsets. Handle Video Calls like Voice Calls. This page describes functions/operations unique to Video Call.

Window Description



Incoming Image

Outgoing Image

Other Party's Number/Name

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.)

Advanced

- 👉 ● Answering Video Calls automatically (And more on P.3-11)
- Adjusting Outgoing Image brightness ● Disabling touch tone sending (P.3-13)
- Sending camera image when initiating Video Calls ● Disabling Loudspeaker for Video Calls ● Muting Microphone when initiating Video Calls (And more on P.3-16)

Answering a Video Call

Incoming Call window opens for a call.



Incoming Video Call Window

- 1 **to accept the call**
 - Alternative Image is sent. (Video Call charges apply to the caller.)

- 2 **Call ends**

Answering with Camera Image

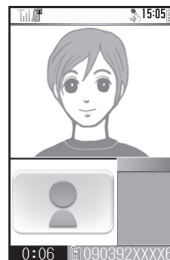
[Incoming Video Call Window]
 No

Engaged Video Call Operations

Toggle View	
Toggle Outgoing Image	
Open Help	Help

Placing a Video Call

- 1 Enter phone number
- 2 Video Call



● Image appears when call is accepted.

- 3 **Call ends**



Speed Dial

Saving Phone Numbers

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

- 1 ➔ **Phone** ➔
- 2 **Speed Dial/Mail** ➔
- 3 **<Empty>** ➔ ➔ **Select entry** ➔
- 4 **Select phone number** ➔



- Select mail address prompt appears. To save mail address for easy messaging, select one and press . (Omit .)

- 5 **Do not Assign** ➔

6 ➔ **Saved**

- To save additional phone numbers, repeat - .

Using Headphones for Speed Dial

- Save a phone number to .

Canceling Speed Dial Entries

- In , select entry ➔ ➔ **Remove Selected or Remove All** ➔ ➔ **Yes** ➔
- Omit entry selection step when canceling all entries.

Using Speed Dial

- 1 - (entry number)

- 2

Placing Video Calls

- In , ➔ **Speed Video** ➔

Using Headphones

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




Call Log

Open recent dialed/received call records.

1 



- All Calls opens; press  to open Dialed Numbers, Dialed Ranking and then Received Calls.

2 Select record ➔ 

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

- Only the last record appears.

Advanced

-  Dialing from records (And more on **P.3-13**)



Call Time

Call Time

3

Calling

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

1  ➔ **Settings** ➔  ➔ 

Call





2 **Call Time/Data Counter** ➔ 

3 **Call Timers** ➔ 

4 **Dialed Calls or Received Calls** ➔ 

Resetting Dialed & Received Call Timers
After , **Clear Timers** ➔  ➔ **Enter**
Handset Code ➔  ➔ **Yes** ➔ 

Advanced

  Setting handset to beep during Voice Calls  Checking accumulated data transmission volume  Resetting Data Counter (And more on **P.3-14**)



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/touch tone 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
Caller ID	Show or hide your own number when placing calls
Call Barring	Restrict incoming/outgoing calls depending on conditions

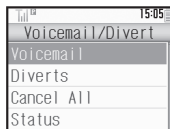
*A separate contract is required.

Initiating Call Forwarding

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

1 ➔ **Settings** ➔ ➔ ➔ **Call**

2 **Voicemail/Divert** ➔



Voicemail/Divert Menu

3 **Diverts** ➔

4 **Select call type** ➔

5 **No Answer** ➔

6 **Phone Book** ➔ ➔ **Select entry** ➔

7 **Select phone number** ➔
 • Omit 7 if only one number is saved.

8

9 **Select ring time** ➔

Diverting Calls without Handset Response
 In , **Always** ➔ ➔ -

Entering Forwarding Number Directly
 In , **Enter Number** ➔ ➔ **Enter phone number** ➔ ➔ **Select ring time** ➔

3

Calling

Advanced

Checking service status (P.3-14)



Initiating Voicemail

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

- 1 In Voicemail/Divert menu, *Voicemail* → → *Activate* →
- 2 *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.

- 1 → *Settings* → →
 - 2 *Missed Calls* → →
- Follow the voice guidance for further operations.

Playing Messages

- 1 In Voicemail/Divert menu, *Voicemail* →
 - 2 *Call Voicemail* →
- Follow the voice guidance for further operations.

Deleting New Voicemail Message Indicator
In , *Delete Icon* → → *Yes* →

Canceling Call Forwarding/Voicemail

- 1 In Voicemail/Divert menu, *Cancel All* →
- 2 *Yes* →

Advanced

- Activating Call Waiting
- Talking on multiple lines simultaneously
- Rejecting calls by number
- Setting/canceling outgoing call restriction
- Setting/canceling incoming call restriction (And more on P.3-14 - 3-16)



Receiving a Call	
■ Handling Incoming Calls	
Rejecting calls	Voice Call When a call arrives, → Reject →
	Video Call When a call arrives,
Placing calls on hold	When a call arrives, • Press 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, → Record Message →
Changing ring time	→ Settings → → Call → Answer Phone → → Answer Time → → Enter time →
Sampling outgoing message	→ Settings → → Call → Answer Phone → → Outgoing Message → • Press to stop playback.
Muting Earpiece	→ Settings → → Call → Answer Phone → → Volume → → Silent →

■ Remote Monitor (Video Call)

Answering Video Calls automatically	Start Here → Settings → → Call → Video Call → → Remote Monitor → → Enter Handset Code → → See below
	Saving Numbers from Phone Book Auto Answer List → → <Empty> → → Change → → From Phone Book → → Select entry → → Select phone number → • To enter a phone number directly, select <Empty> and press .
	Saving Numbers from Call Log Auto Answer List → → <Empty> → → Change → → From Call Log → → Select record →
Editing Auto Answer List	Start Here → Settings → → Call → Video Call → → Remote Monitor → → Enter Handset Code → → Auto Answer List → → See below
	Editing Numbers Select entry → → Edit →
Changing ring time	Deleting Entries Select entry → → Delete → → Yes →
	→ Settings → → Call → Video Call → → Remote Monitor → → Enter Handset Code → → Answer Time → → Enter time →



Placing a Call

Basic Operations

Adjusting Earpiece Volume	<ul style="list-style-type: none"> Settings → In Sound/Display menu, <i>Earpiece Volume</i> → Adjust level
Sending/blocking Caller ID	<ul style="list-style-type: none"> After phone number entry, <i>Hide My ID</i> or <i>Show My ID</i>

International Calls

Placing calls by entering country code directly	<ul style="list-style-type: none"> + (+ appears) → Enter country code → Enter phone number with area code • Omit the first 0 of the area code except when calling Italy or some other countries. • Pressing during a call does not enter +.
Saving frequently used international prefix	<ul style="list-style-type: none"> Settings → Call → Int'l Calling → Int'l Prefix → Enter Handset Code → Enter prefix
Adding/changing/deleting country codes	<ul style="list-style-type: none"> Start Here → Settings → Call → Int'l Calling → Country Codes → See below <p>Adding</p> <ul style="list-style-type: none"> <Empty> → Enter name → Enter country code <p>Changing</p> <ul style="list-style-type: none"> Select country → Change → Enter name → Enter country code <p>Deleting</p> <ul style="list-style-type: none"> Select country → Delete → Yes

During a Call

Voice Call & Video Call

Muting Microphone	<p>Voice Call</p> <ul style="list-style-type: none"> During a call, (press again to cancel)
	<p>Video Call</p> <ul style="list-style-type: none"> During a call, Mute • To cancel, select <i>Unmute</i>.
Activating/canceling Loudspeaker	<p>Activating Loudspeaker for Voice Call</p> <ul style="list-style-type: none"> During a call, While message appears, • To cancel, press .
	<p>Canceling Loudspeaker for Video Call</p> <ul style="list-style-type: none"> During a call, (press again to activate)
Opening Phone Book	<ul style="list-style-type: none"> During a call, Phone Book → Select entry • Press twice to return to call window.
Saving Phone Book entries	<ul style="list-style-type: none"> During a call, Phone Book → Add New Entry → Complete fields • Press to return to call window.
Placing calls on hold	<ul style="list-style-type: none"> During a call, Hold • Subscription to Call Waiting or Group Calling is required to place Voice Calls on hold. • To resume Voice Calls, press, select <i>Retrieve</i> and press . • To resume Video Calls, press .



Voice Call Only

Recording caller voice	During a call, → Record Caller Voice → → • To play recorded messages, see P.3-4 "Playing Messages."
Opening messages	During a call, → Messaging → → Select Messaging folder → → Select folder → • Press three times to return to call window.
Creating messages	During a call, → Messaging → → Create Message or Create New SMS → → Complete message →
Sending touch tones via Phone Book	During a call, → Phone Book → → Select entry → → Send Push Tone → → Select phone number →

Video Call Only

Adjusting Outgoing Image brightness	During a call, → Exposure → → Adjust level → • Alternative Image brightness is fixed.
Disabling touch tone sending	During a call, → Disable DTMF →

Call Log

Dialing from records	Calling Dialed Numbers (Redial) → Select record → • To place Video Calls, press instead of , then select Video Call and press .
	Calling from Received Call Records → Select record → • To place Video Calls, press instead of , then select Video Call and press .
Sending messages from records	→ Select record → → Create Message → → S! Mail or SMS → → Complete message →
Saving Phone Book entries from records	→ Select record → → Save to Phone Book → → As New Entry → → Complete other fields → • To add to an existing entry, select As New Detail .
Deleting records	One Record → Select record → → Delete → → Yes →
	All Records → → Delete All → → Enter Handset Code → → Yes →
Hiding Dialed Ranking	→ Phone → → Call Log Settings → → Set Dialed Ranking → → Hide Dialed Ranking → • Handset Code is required to re-select Show Dialed Ranking .
Excluding rejected incoming calls	→ Phone → → Call Log Settings → → Record on Call Log → → Do not Record → → Enter Handset Code →



Call Time & Data Communication

■ Call Time

Setting handset to beep during Voice Calls	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Call Time/ Data Counter → ☐ → Minute Minder → ☐ → ☐ → On → ☐
Hiding Call Time during calls	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Call Time/ Data Counter → ☐ → ☐ → Call Time Counter → ☐ → ☐ → Off → ☐
Resetting Call Timers	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Call Time/ Data Counter → ☐ → ☐ → Call Timers → ☐ → ☐ → Clear Timers → ☐ → Enter Handset Code → ☐ → Yes → ☐

■ Data Communication

Checking accumulated data transmission volume	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Call Time/ Data Counter → ☐ → ☐ → Data Counter → ☐ → ☐ → All Data → ☐
Resetting Data Counter	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Call Time/ Data Counter → ☐ → ☐ → Data Counter → ☐ → ☐ → Clear Counter → ☐ → Yes → ☐

Optional Services

■ All Services

Checking service status	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Select service → ☐ → ☐ → Status → ☐ • Available for Voicemail/Divert, Show My Number, Call Barring and Call Waiting. • For Call Barring, select restriction and press ☐.
-------------------------	---

■ Call Waiting (Contract Required)

Activating Call Waiting	<ul style="list-style-type: none"> ☐ → Settings → ☐ → ☐ → ☐ → Call → Call Waiting → ☐ → ☐ → On → ☐
Placing Line 1 on hold to answer Line 2	<p>A tone sounds during a Voice Call → ☐</p> <ul style="list-style-type: none"> • Press ☐ to switch between lines. • Press ☐ to end active line and re-engage the party on hold.

■ Group Calling (Contract Required)

Opening another line during a call	<p>During a Voice Call, enter phone number → ☐</p> <ul style="list-style-type: none"> • Long Press ☐ to select a number from Call Log records.
Switching between open lines (Swap Calls)	<p>During a Voice Call, ☐</p> <ul style="list-style-type: none"> • Press ☐ to switch between lines.
Talking on multiple lines simultaneously	<p>While switching between lines, ☐ → Group Calling → ☐ → Conference All → ☐</p>



Switching to private conversation during Group Calling	During a Voice Call, select number/name → → Private →
--	---

Call Barring

Rejecting calls by number	<p>Start Here → Settings → Call → Call Barring → Reject Numbers → Specified Numbers → See below</p> <p>Saving Numbers Set Reject Number → <Empty> → Enter phone number </p> <p>Activating Rejection Switch On/Off → On </p>
	<p>Start Here → Settings → Call → Call Barring → Reject Numbers → See below</p> <p>Calls from Unsaved Numbers Except Phonebook Entries → On </p> <ul style="list-style-type: none"> • If saved numbers contain P (pause), calls from the number before P are rejected. <p>Withheld Caller ID Calls Withheld → On </p> <ul style="list-style-type: none"> • Calls from public phones or with undisplayable Caller ID are also rejected.
Rejecting calls without designating numbers	<p> → Settings → Call → Call Barring → Change NW Password → Enter current Network Password → Enter new Network Password → Re-enter new Network Password </p>

Designating numbers to reject from saved information

Start Here → **Settings** → **Call** → **Call Barring** → **Reject Numbers** → **Specified Numbers** → **Set Reject Number** → **<Empty>** → See below

From Phone Book

Ph.Book List → Select entry

From Call Log Records

From Call Log → Select record

Editing Reject Numbers list

Start Here → **Settings** → **Call** → **Call Barring** → **Reject Numbers** → **Specified Numbers** → **Set Reject Number** → See below

Editing Numbers

Select number/name → Edit

Deleting Numbers

Select number/name → **Delete** → **Yes**

Setting/canceling outgoing call restriction

Start Here → **Settings** → **Call** → **Call Barring** → **Bar Outgoing Calls** → See below

Setting Restriction

Select restriction → **On** → Enter Network Password

• Outgoing SMS messages are also restricted.

• 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

*Calls cannot be placed when outside Japan.
(840SH does not support international roaming.)

Canceling All Restrictions

Cancel All → Enter Network Password



Setting/canceling incoming call restriction

Start Here → Settings → Call → Call Barring → Bar Incoming Calls → See below

Setting Restriction

Select restriction → On → Enter Network Password →

- Incoming SMS messages are also restricted.
- Following restrictions are available:
 - All Incoming Calls: Reject all calls
 - Bar if 'Abroad': Reject calls when outside Japan
*Even if **Off**, 840SH will not receive calls abroad. (840SH does not support international roaming.)

Canceling All Restrictions

Cancel All → Enter Network Password →

■ Caller ID

Showing/hiding Caller ID

Settings → Call → Show My Number → On or Off →

Settings

■ Voice Call

Answering calls automatically when using Headphones

Start Here → Settings → Call → Auto Answer → Enter Handset Code → 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 →

■ Video Call

Sending camera image when initiating Video Calls

Settings → Call → Video Call → Camera Picture → Default Image → External Camera →

Disabling Loudspeaker for Video Calls

Settings → Call → Video Call → Loudspeaker → Off →

Muting Microphone when initiating Video Calls

Settings → Call → Video Call → Mute Microphone → On →

Changing Alternative Image that is sent when initiating Video Calls

Settings → Call → Video Call → Camera Picture → Alternative Image → Select folder → Select file →

- Omit file selection step when using Customized Screen image.

Changing quality of Incoming/Outgoing Images

Settings → Call → Video Call → Incoming Picture or Outgoing Picture → Select quality →

Setting image that is sent while call is on hold

Settings → Call → Video Call → Hold Guidance Pict → Select folder → Select file →

- Omit file selection step when using Customized Screen image.

Setting Backlight status

Settings → Call → Video Call → Backlight → Select option →

- Selecting **Normal Setting** applies Display Backlight settings.



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

- Cancel Keypad Lock, Function Lock and Offline Mode, if active.

? Call won't connect

- 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.

? Camera image switches to Alternative Image during Video Calls

- Prolonged camera use may cause camera area to heat up, resulting in automatic shutdown; wait a while and retry.

? 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.3-3).



Other

**Call 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.

