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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)

841SH 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.
- Location Information is not reported during international roaming.

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,  (or  / )

After Calls to/from Unsaved Numbers

- Save to Phone Book confirmation appears. Select **New Entry** or **New Detail** and press  to save number; Phone Book entry window or entry search window opens, respectively.

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

Specifying Line in Dual Mode

- After ,  ➔ **Select Line(Voice)** ➔  ➔ **Select line** ➔ 

Placing an International Call

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
-  Adjusting Earpiece Volume
-  Sending/blocking Caller ID
-  Muting Microphone
-  Recording caller voice (And more on **P.3-14 - 3-16**)
-  Answering calls automatically when using Headphones (And more on **P.3-20**)



Placing Calls from Outside Japan

See below to place a call to Japan from abroad. Apply for Global Roaming beforehand. See SoftBank Mobile Website for details: http://mb.softbank.jp/en/global_services/ Access roaming area/rate information or print it out to carry with you while traveling abroad.

1 Enter phone number with area code ➔  ➔ *Int'l Call* ➔ 

2 *日本(JPN)* ➔  ➔ 

- Handset dials the number.
- To call other countries, select the target country instead of *日本(JPN)*.

3  ➔ **Call ends**

Calling SoftBank Handsets

- In **2**, always select *日本(JPN)*.

Calling Landlines & Mobiles within the Same Country

Enter phone number with area code ➔  ➔ *Dial to Your Stay* ➔ 

Calls Overseas

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

Answer Phone

Caller messages are recorded on handset. Answer Phone cannot be used while 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	 (or  / )
Replay/Skip Backward	
Stop	
Skip Forward	
Delete	 ➔ <i>Yes</i> ➔ 
Loudspeaker On/Off	

Advanced

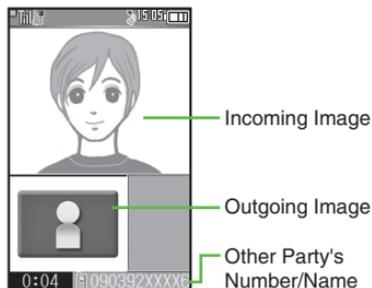
- Recording caller messages ● Changing ring time ● Sampling outgoing message ● Muting Earpiece (P.3-14)
- Placing calls by entering country code directly ● Using Roaming Dial Assistant to place international calls while outside Japan (And more on P.3-15)



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



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.3-14)
- Adjusting Outgoing Image brightness ● Disabling touch tone sending (P.3-16)
- Sending camera image when initiating Video Calls ● Disabling Loudspeaker for Video Calls ● Muting Microphone when initiating Video Calls (And more on P.3-20)

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

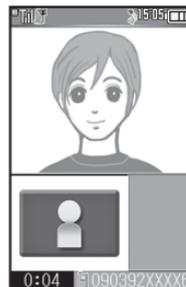
[Incoming Video Call Window] ● ➔
No ➔ ●

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

Specifying Line in Dual Mode

After 1, Select Line(Video) ➔ ● ➔
Select line ➔ ●



Placing Calls Easily

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

Using Speed Dial

Saving Entries

- 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 entries, repeat - .

Using Headphones for Speed Dial

- Save a phone number to .
- #### Removing Speed Dial Entries
- In , select entry → → *Remove Selected or Remove All* → → *Yes* →
- Omit entry selection step when removing all entries.

Placing a Call

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.



Using Rakutomo Link

Saving Entries

Follow these steps to save entries from Phone Book:

(Entries saved to Rakutomo Link are saved to Speed Dial list as well.)



Saving Entries Directly

In , *Direct Entry* Complete fields From

Saving Note

After , *<Note Empty>* Enter text

Editing Entries (Phone Number)

Select entry *Change Registered Contents* *Change the use address* Select phone number Select new phone number

Placing a Call



Placing Video Calls

In 2, Select entry Video Call

Deleting Note

Select entry *Delete the Note* Yes

Removing Rakutomo Link Entries

Select entry *Remove* Yes



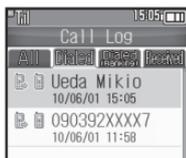
Call Log

Open recent dialed/received call records.

3

Calling

1 (Dialed) or (Received)



2 Select record

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.)

Hiding Dialed Ranking

In ,  *Dialed or Dialed (Ranking)*

  *Hide Dialed Ranking* 

- To show Dialed Ranking again, follow these steps:

In ,  *Dialed* 

 *Show Dialed Ranking* 

 *Enter Handset Code* 



Advanced

-   Dialing from records (And more on P.3-17)

Call Time

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 or Received Call Timer

After 4, ➔ Enter Handset Code
➔ ➔ **Yes** ➔

Call Time Count

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

Advanced

- Setting handset to beep during Voice Calls Checking accumulated data transmission volume Resetting Data Counter (And more on P.3-17)



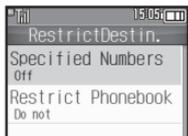
Restrict Destinations

Allow calls to numbers saved in Phone Book or Call Permitted List only.

3 Calling

Limiting to Phone Book

- 1 → **Settings** → → → **Call** → **Call Barring** →
- 2 **Restrict Destinations** → → **Enter Handset Code** →



Restrict Destinations Menu

- 3 **Restrict Phonebook** → → **Do** →

When Restrict Phonebook is Do

- Handset Code is required to add/edit Phone Book entries.

Limiting to Call Permitted List

Specifying Numbers

- 1 In Restrict Destinations menu, **Specified Numbers** →



Specified Numbers Menu

- 2 **Call Permitted List** →
- 3 **<Empty>** →
- 4 **Enter phone number** →
 - Repeat - to add phone numbers.

Activating Call Permitted List

- 1 In Specified Numbers menu, **Switch On/Off** →
- 2 **On** →



Advanced

- Designating Call Permitted List numbers from saved information
- Editing Call Permitted List (P.3-18)

Reject Numbers

Reject calls from specified/unsaved numbers or calls without Caller ID.

Rejecting Specified Numbers

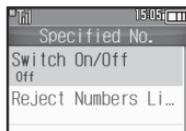
Specifying Numbers

- 1 → **Settings** → → → **Call** → **Call Barring** →
- 2 **Reject Numbers** → → → **Enter Handset Code** →



Reject Numbers Menu

3 **Specified Numbers** →



Specified Numbers Menu

- 4 **Reject Numbers List** →
- 5 **<Empty>** →

- 6 **Enter phone number** →
 - Repeat - to add phone numbers.

Activating Rejection

- 1 **In Specified Numbers menu, Switch On/Off** →
- 2 **On** →

Rejecting Unsaved Numbers

- 1 **In Reject Numbers menu, Not registered Numbers** →

- 2 **Reject** →

Saved Numbers Containing P (Pause)

- Calls from the number before *P* are rejected.

Rejecting Withheld Caller ID

Calls from public phones or with undisplayable Caller ID are also rejected.

- 1 **In Reject Numbers menu, Withheld Call** →

- 2 **Reject** →

Advanced

- Designating numbers to reject from saved information Editing Reject Numbers List Excluding rejected calls from Call Log (P.3-18)



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.

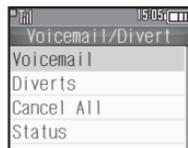
Initiating Call Forwarding

Follow these steps to divert calls to a phone number saved in Phone Book after selected ring time (**No Answer** set): (Numbers starting with **1, 00, 0120** or **0990** cannot be saved.)

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** →



Advanced

Checking service status (P.3-19)

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 **e**, **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** → ● → ● → **Call**
 - 2 **out** **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 **e**, **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 ● Setting/canceling outgoing call restriction ● Setting/canceling incoming call restriction (And more on P.3-19)



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	● → Settings → ● → In Sound/Display menu, <i>Earpiece Volume</i> → ● → Adjust level → ●
Sending/blocking Caller ID	After phone number entry, ☎ → Hide My ID or Show My ID → ●

International Calls

Placing calls by entering country code directly	☎ ☎ (+ appears) → Enter country code → Enter phone number with area code → ☎ <ul style="list-style-type: none"> • Omit the first 0 of the area code except when calling Italy or some other countries. • Pressing ☎ ☎ during a call does not enter +.
Using Roaming Dial Assistant to place international calls while outside Japan	Start Here Enter phone number with area code → ☎ → See below <ul style="list-style-type: none"> • Prompts do not appear for numbers with country codes. • To disable Roaming Dial Assistant automatically after a call, press ☎ to check box next to <i>Don't use this tool again..</i> <p>Calling Japan (Landlines & Mobiles) <i>Dial to Japan</i> → ● → ☎</p> <p>Calling Other Countries (Landlines & Mobiles) <i>Dial to Other Country</i> → ● → Select country → ● → ☎</p>

Disabling Roaming Dial Assistant

● → Settings → ● → ☎ Call → Int'l Calling → ● → Roaming Dial Assistant → ● → Off → ●

- When *Off*, handset dials the entered phone number as-is even while outside Japan.

Saving frequently used international prefix

● → Settings → ● → ☎ Call → Int'l Calling → ● → Int'l Prefix → ● → Enter Handset Code → ● → Enter prefix → ●

Adding/changing/deleting country codes

Start Here ● → Settings → ● → ☎ Call → Int'l Calling → ● → Country Codes → ● → See below

Adding

<Empty> → ● → Enter name → ● → Enter country code → ●

Changing

Select country → ● → Change → ● → Enter name → ● → Enter country code → ●

Deleting

Select country → ● → Delete → ● → Yes → ●



During a Call

■ Voice Call & Video Call

Muting Microphone	Voice Call During a call, (☺) (press again to cancel)
	Video Call During a call, (☺) → Mute → ● ● To cancel, select Unmute .
Activating/canceling Loudspeaker	Activating Loudspeaker for Voice Call During a call, ● → While message appears, ● ● To cancel, press ●.
	Canceling Loudspeaker for Video Call During a call, (☺) (press again to activate)
Switching sound output	During a call, (☺) → Transfer Audio → ● → To Phone or To Bluetooth → ● ● For To Bluetooth , select a device and press ●.
Opening Phone Book	During a call, (☺) → Phone Book → ● → Select entry → ● ● Press (☺) twice to return to call window.
Saving Phone Book entries	During a call, (☺) → Phone Book → ● → Add New Entry → ● → Complete fields → (☺) ● Press (☺) to return to call window.
Placing calls on hold	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 Retrieve and press ●. ● To resume Video Calls, press (☺).

■ Voice Call Only

Recording caller voice	During a call, (☺) → Record Caller Voice → ● → Recording starts → ● → Recording ends ● To play recorded messages, see P.3-4 "Playing Messages."
Opening messages	During a call, (☺) → Messaging → ● → Select Messaging folder → ● → Select folder → ● → Select message → ● ● Press (☺) three times to return to call window.
Creating messages	During a call, (☺) → Messaging → ● → Create Message or Create New SMS → ● → Complete message → (☺)
Sending saved touch tones	During a call, (☺) → Touch-Tone Signal List → ● → Select number → (☺)
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	Ⓜ or Ⓜ → Select record → Ⓜ → Create Message → ● → S! Mail or SMS → ● → Complete message → Ⓜ
Saving Phone Book entries from records	Ⓜ or Ⓜ → Select record → Ⓜ → Save to Phone Book → ● → As New Entry → ● → Complete other fields → Ⓜ • To add to an existing entry, select As New Detail .
Opening Phone Book entries from records	Ⓜ or Ⓜ → Select record → Ⓜ → Display Phone Book → ● • Available when selected record (phone number) is saved in Phone Book.
Initiating S! Circle Talk from records	Ⓜ or Ⓜ → Select record → Ⓜ → Call S! Circle Talk → ● → ● • Set Connection status to Online first.
Deleting log records	One Record Ⓜ or Ⓜ → Select record → Ⓜ → Delete → ● → Yes → ●
	All Records Ⓜ or Ⓜ → Ⓜ → Delete All → ● → Enter Handset Code → ● → Yes → ●
Hiding Dialed Ranking	● → Phone → ● → Settings/Manage → ● → Call Log Setting → ● → Hide Dialed Ranking → ● • Handset Code is required to re-select Show Dialed Ranking .

Call Time & Data Communication

Call Time

Setting handset to beep during Voice Calls	● → Settings → ● → Ⓜ → Call → Call Time/Data Counter → ● → Minute Minder → ● → On → ●
Hiding Call Time during calls	● → Settings → ● → Ⓜ → Call → Call Time/Data Counter → ● → Call Time Counter → ● → Off → ●
Resetting Call Timers	● → Settings → ● → Ⓜ → Call → Call Time/Data Counter → ● → Call Timers → ● → Clear Timers → ● → Enter Handset Code → ● → Yes → ●

Data Communication

Checking accumulated data transmission volume	● → Settings → ● → Ⓜ → Call → Call Time/Data Counter → ● → Data Counter → ● → All Data → ●
Resetting Data Counter	● → Settings → ● → Ⓜ → Call → Call Time/Data Counter → ● → Data Counter → ● → Clear Counter → ● → Yes → ●



Restrict Destinations

Designating Call Permitted List numbers from saved information	<p>Start Here → Settings → Call → Call Barring → Restrict Destinations → Enter Handset Code → Specified Numbers → Call Permitted List → <Empty> → See below</p>
	<p>From Phone Book Ph.Book List → Select entry → Select phone number</p>
	<p>From Call Log Records From Call Log → Select record</p> <p>From S! Friend's Status Member List From Friend's Status → Select member</p>
Editing Call Permitted List	<p>Start Here → Settings → Call → Call Barring → Restrict Destinations → Enter Handset Code → Specified Numbers → Call Permitted List → See below</p>
	<p>Editing Numbers Select number/name → Edit</p>
	<p>Deleting Numbers Select number/name → Delete → Yes</p>

Reject Numbers

Designating numbers to reject from saved information	<p>Start Here → Settings → Call → Call Barring → Reject Numbers → Enter Handset Code → Specified Numbers → Reject Numbers List → <Empty> → See below</p>
	<p>From Phone Book Ph.Book List → Select entry → Select phone number</p>
	<p>From Call Log Records From Call Log → Select record</p> <p>From S! Friend's Status Member List From Friend's Status → Select member</p>
Editing Reject Numbers List	<p>Start Here → Settings → Call → Call Barring → Reject Numbers → Enter Handset Code → Specified Numbers → Reject Numbers List → See below</p>
	<p>Editing Numbers Select number/name → Edit</p>
	<p>Deleting Numbers Select number/name → Delete → Yes</p>
Excluding rejected calls from Call Log	<p>Settings → Call → Call Barring → Reject Numbers → Enter Handset Code → Record on Call Log → Do not Record</p>



Optional Services

■ All Services

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

■ Call Waiting (Contract Required)

Activating Call Waiting	<p>● → Settings → ● → ☺ Call → Call Waiting → ● → On → ●</p>
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 dial via Rakutomo Link.
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	<p>During Group Calling, select number/name → ● → Private → ●</p>

■ Call Barring

Setting/canceling outgoing call restriction	<p>[Start Here] ● → Settings → ● → ☺ Call → Call Barring → ● → Bar Outgoing Calls → ● → See below</p> <p>Setting Restriction</p> <p>Select restriction → ● → On → ● → Enter Center Access Code → ●</p> <ul style="list-style-type: none"> Outgoing SMS messages are also restricted. Outgoing S! Circle Talk requests are not affected. Following restrictions are available: <ul style="list-style-type: none"> 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 <p>Canceling All Restrictions</p> <p>Cancel All → ● → Enter Center Access Code → ●</p>
	Setting/canceling incoming call restriction

■ Caller ID

Showing/hiding Caller ID	<p>● → Settings → ● → ☺ Call → Show My Number → ● → On or Off → ●</p>
--------------------------	---



Settings

Voice Call

Answering calls automatically when using Headphones	<p>Start Here → Settings → Call → Auto Answer → Enter Handset Code → See below</p> <p>Activating Auto Answer Switch On/Off → On</p> <ul style="list-style-type: none"> When Auto Answer is active, Auto Answer tone sounds after ringtone even in Manner mode; cancel afterward. <p>Changing Ring Time Answer Time → Enter time</p>
	<p>Phone → Touch-Tone Signal List → Select number → Enter name → Enter digits</p> <ul style="list-style-type: none"> Send saved tones from Voice Call window via Options menu.
	<p>Phone → Touch-Tone Signal List → Change to White Office Tone</p> <ul style="list-style-type: none"> Touch tones for White Office are saved to 1 - 5. When touch tones are already saved in 1 - 5, choose Yes and press.
Deleting touch tones	<p>Start Here → Phone → Touch-Tone Signal List → See below</p> <p>One Entry Select number → Delete → Yes</p> <p>All Entries Reset → Enter Handset Code → Yes</p>

Video Call

Sending camera image when initiating Video Calls	<p>Settings → Call → Video Call → Camera Picture → Default Image → External Camera</p>
Disabling Loudspeaker for Video Calls	<p>Settings → Call → Video Call → Loudspeaker → Off</p>
Muting Microphone when initiating Video Calls	<p>Settings → Call → Video Call → Mute Microphone → On</p>
Changing Alternative Image that is sent when initiating Video Calls	<p>Settings → Call → Video Call → Camera Picture → Alternative Image → Select folder → Select file</p>
Changing Incoming/Outgoing Image quality	<p>Settings → Call → Video Call → Incoming Picture or Outgoing Picture → Select option</p>
Setting image that is sent while call is on hold	<p>Settings → Call → Video Call → Hold Guidance Pict → Select folder → Select file</p> <ul style="list-style-type: none"> Omit file selection step when using Customized Screen image.
Setting Backlight status	<p>Settings → Call → Video Call → Backlight → Select option</p> <ul style="list-style-type: none"> Selecting Normal Setting applies Display Backlight settings.



Receiving a Call

? Cannot use Answer Phone or Record Caller Voice

- Answer Phone and Record Caller Voice are disabled when less than 12 seconds of recording capacity remain or 20 messages are recorded. Delete messages.
- Answer Phone and Record 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 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.

? 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).
- Sound output may be set to use handsfree device. Set Transfer Audio (P.3-16) to *To Phone*.

