Sony Ericsson

Thank you for purchasing a Sony Ericsson W995 Wa For additional phone content, go to www.sonyericsson.com/fun. Register now to get free online storage and special offers at www.sonvericsson.com/mvphone For product support, go to www.sonyericsson.com/support Please read the Important information before you use your phone.

# Instruction symbols

To navigate the phone menus

the menus.

To end a function

To return to standby

pictures and sounds.

• Press ( .

• Press 🗻.

To delete items

Memory card

compatible devices.

page 22.

These symbols may appear in the User guide.

- User guide
- Warning

Note

Tip

Use a selection or navigation key to scroll and select. See Navigation on page 8.

Press the navigation key (€), (€), (⊕) or (⊕) to move through

Press 
 to delete items such as numbers, letters,

You may have to purchase a memory card separately.

memory card adding more storage space to your phone. It

can also be used as a portable memory card with other

You can move content between a memory card and the

phone memory. See Handling content in the phone on

Your phone supports Memory Stick  $\mathsf{Micro^{TM}}\ (\mathsf{M2^{TM}})$ 

# **Getting started**

Assembly Before you start using your phone, you need to insert a SIM card and the battery. To insert the SIM card



1 Unlock the battery cover lock. emove the battery cove 3 Slide the SIM card into its holder with the gold-coloured contacts facing down



- 1 Insert the battery with the label side up and the connectors facing each other 2 Attach the battery cover and lock it.
- Help
- 4 When a word is written, press (#--) to add a space. When you enter text, press and hold down (\*a/A). To shift between capitals and lower-case letters Calling Making and Receiving Calls • When you enter text, press and hold down  $(D_+) - (9_-)$ . You need to turn on your phone and be within range of a network. To make a call 1 Enter a phone number (with international country code and area code, if applicable). 1 When you enter text, select **Options** > **Add symbol**. 2 Scroll to a symbol and select **Insert**. 2 Press (?). -- You can call numbers from your contacts and call list. See Contacts on page 14, and Call List on page 13.
- To enter text using T9™ Text Input 1 Select, for example, Menu > Messaging > Write new > Message. 2 If To is not displayed, press and hold down (\*\*\*) to
- change to T9 Text Input.
- 3 Press each key only once, even if the letter you want is not the first letter on the key. For example, to write the word "Jane", press (5), (2), (6), (3). Write the whole word before looking at the suggestions. 4 Use (a) or (a) to view suggestions.
- To enter text using multitap

To change text input method

To enter numbers

To enter a symbol

• When you enter text, press (\*a/A).

To enter periods and commas • When you enter text, press 1.

- 1 From standby select, for example, Menu > Messaging > Write new > Message.
- 2 If 19 is displayed, press and hold down (\*all) to change
- to multitap text input. 3 Press 2 - 9 repeatedly until the desired letter
- appears.

more information, see Transferring content to and from a computer on page 24

## Headphones



You can connect both a handsfree and headphones with a 0.14 inch (3.5 mm) plug to the phone. They can be connected to the phone at the same time.

Media player keys



You can use the media player keys to control the Walkman™ player, video player and radio. The keys work even if the key lock is on when a handsfree is attached, and also when the Walkman<sup>™</sup> player is minimized.

# Walkman<sup>™</sup> player

You can use the media player keys to control the Walkman™ player. For more information, see Media player keys on page 16. When listening to music through the loudspeaker you can

use the integrated stand to place the phone on a table. For more information about the integrated stand, see Integrated stand on page 31.

#### To play music

1 Select Menu > Media > Music. 2 Browse by category using the navigation key.
3 Scroll to a title and press II.

To stop playing music • Press **II**.

- 1 When music is playing, press and hold down 🐼 and to the next track





1 When music is playing, hold the phone out in front of you facing upwards.



previous/rewind 20 Media player key - play/ 21 pause 21 Media player key - next/ 22 fast forward

23

- 22 Volume, digital zoom
- 23 Camera key

**W995** 

# Navigation

To access the main menu

- When Menu appears on the screen, press the center selection key to select Menu.
- If Menu does not appear on the screen, press ( ), and then press the center selection key to select Menu.

# You can use multitap text input or T9<sup>™</sup> Text Input Tg to enter text. The T9 Text Input method uses a built-in dictionary

· Remove the battery cover and insert the memory card

• Remove the battery cover and press the edge of the

memory card to release and remove it.

with the gold-coloured contacts facing up.

To fast forward and rewind

Press and hold down (>>>) or (>>>)

To move between tracks



move the phone to the right with a flick of your wrist to go 2 To go to the previous track, use the same action to the



To shuffle tracks









Entering Text

To insert a memory card

To remove a memory card



• Press 🗭 or 🔫. Shake control

To switch tracks









### Turning on the phone

To turn on the phone



1 Press and hold down (

- 2 Enter your SIM card PIN, if requested, and select OK. 3 Select a language.
- 4 Follow the instructions to use the setup wizard for basic settings and useful tips.
- PIN, press C.

- In addition to this User guide, an extended User guide, Feature guides and more information are available at www.sonyericsson.com/support. Help and information are also available in your phone.
- To access the User guide

  Select Menu > Settings > User help > User guide.

# To view tips and tricks • Select Menu > Settings > User help > Tips and tricks.

To view information about functions · Scroll to a function and select Info, if available. In som cases, **Info** appears under **Options**.

#### Charging the battery





- 1 Connect the charger to the phone. It takes approximately 2.5 hours to fully charge the battery. Press a key to view the screen
- 2 Remove the charger by tilting the plug upwards.
- You can use your phone while it is charging. You can charge the battery at any time and for more or less than 2.5 hours. You can interrupt the charging without damaging the battery.

#### Phone overview

- 1 Ear speaker
- 2 Screen light sensor
- 3 Screen
- 4 Connector for charger, handsfree and USB cable
- 5 Selection keys
- 6 Navigation key
- 7 Call kev
- Activity menu key
- 9 Walkman™ kev
- 10 Video call camera
- 11 End, On/off kev
- 12 C kev (Clear)
- 13 Silent kev



To end a call • Press 🗻.

## To make international calls

- Press and hold down ( + ) until a "+" sign appears. 2 Enter the country code, area code (without the first zero) and phone number.
- 3 Press (?). To answer a call
- Press 🕜. To reject a call
- Press 👝.
- To change the ear speaker volume during a call · Press the volume key up or down.

# 2 Press and hold down ( ) and bend your arm upwards towards you to increase the volume. To decrease the volume, repeat the action in the opposite direction.

## TrackID™

 $\mathsf{TrackID^{\mathsf{TM}}}$  is a music recognition service. You can search for title, artist and album name for a track you hear playing through a loudspeaker or on the radio in your phone. If you cannot use TrackID<sup>™</sup>, see *I cannot use Internet-based* services on page 34.

#### To search for track information

• When you hear a track through a loudspeaker, select Menu > Entertainment > TrackID<sup>™</sup> > Start • When the radio in your phone is playing select Options > TrackID™

-- For best results, use TrackID™ in a quiet area

You can use the media player keys to control the radio. For more information, see *Media player keys* on page 16. Do not use your phone as a radio in places where this is prohibited.

- To turn on the radio 1 Connect a handsfree to the phone 2 Select Menu > Entertainment > Radio.
- -↓-You can use ►II) to turn on the radio. ►II) starts the last used music application, that is the radio or the Walkman<sup>™</sup> player.

# To mute the microphone during a call **1** Press and hold down <u>C</u>. **2** Press and hold down <u>C</u> again to resume.

- To turn on the loudspeaker during a call Press SpkrOn.
- ▲ Do not hold your phone to your ear when using the loudspeaker. This could damage your hearing.

## Emergency calls

Your phone supports international emergency numbers, for example, 112 or 911. You can normally use these numbers to make emergency calls in any country, with or without the SIM card inserted, if you are within range of a network.

In some countries, other emergency numbers may also be promoted. Your network operator may therefore have saved additional local emergency numbers on the SIM card.

- To make an emergency call

  Enter 112 (the international emergency number) and press 🌈.
- To view your local emergency numbers
- Select Menu > Contacts.
   Scroll to New contact and select Options > Special numbers > Emergency nos..

You can take photos and record video clips to view, save

or send. You find saved photos and video clips in Media

• From standby press and hold down 🚁.

### Call List

Saving channels

• Press (3) or (2).

Imaging

and in File manager.

Using the camera

To activate the camera

- You can view information about recent calls
- To call a number from the call list
- 1 Press 🕜 and scroll to a tab. 2 Scroll to a name or a number and press (

You can save up to 20 preset channels.

To save channels automatically

Select Options > Auto save.

To switch between saved channels

### Contacts

You can save names, phone numbers and personal information in Contacts. Information can be saved in the phone memory or on the SIM card.

-- You can synchronize your contacts using the Sony Ericsson PC Suite

### To add a phone contact

- Select Menu > Contacts.
   Scroll to New contact and select Add.
- 3 Enter the name and select OK.
  4 Scroll to New number: and select Add.
- 5 Enter the number and select OK.
- 6 Select a number option
- 7 Scroll between the tabs and add information to the fields. 8 Select Save.

# Calling contacts

## To call with Smart search

- **1** Press 0 + -9 to enter a sequence of (at least two) digits. All entries which match the sequence of digits or corresponding letters are shown in a list.
- 2 Scroll to a contact or a phone number and press 7.
- To turn on or off Smart search
- Select Menu > Settings > Calls > Smart search. 2 Select an option.

# Walkman™

You can listen to music, audio books and podcasts. Use Media Go  $^{\rm TM}$  to transfer content to and from your phone. For

#### Viewfinder and camera keys



Activate the camera/Take photos/Record video

1 Activate the camera and press the navigation key to scroll

2 Press @ halfway down to use auto focus.
3 When the dot and focus frame are green, press @ fully

down to take a photo. The photo is automatically saved.

1 Activate the camera and press the navigation key to scroll

to 1. 2 Press 1 fully down to start recording.

Zoom in or out

To record a video clip

To take a photo

to 💽.

3 To stop recording, press ( ) fully down. The video clip is automatically saved.

#### To view photos

- 1 Activate the camera and press the navigation key to scroll to 🗖.
- 2 Scroll through the photos.
- To view video clips
- 1 Activate the camera and press the navigation key to scroll to 🗖
- 2 Scroll to a video clip and press the center selection key. To change setting
- Activate the camera and select . To view information about settings
- Scroll to a setting and select .

# **Transferring and handling** content

You can transfer and handle content such as pictures and

You are not allowed to exchange some copyright-protected material. 
a identifies a protected item.

#### Handling content in the phone

You can use **File manager** to handle content saved in the phone memory or on a memory card. Tabs and icons in **File** manager show where the content is saved. If the memory is full, delete some content to create space.

#### To move items between the phone memory and the memory card

1 Select Menu > Organizer > File manage 2 Find an item and select Options > Manage file > Move

3 Select Memory card or Phone 4 Scroll to a folder and select Open. 5 Select Paste

# Sending content to another phone

You can send content, for example, in messages or using Bluetooth<sup>™</sup> wireless technology.

- To send content 1 Scroll to an item and select Options > Send.
- 2 Select a transfer method.
- Make sure the receiving device supports the transfer method you select.

#### Using a USB cable

You can connect your phone to a computer with a USB cable to synchronize, transfer and back up phone content and use your phone as a modern. For more information, go to www.sonyericsson.com/support to read Feature guides. You may have to purchase a USB cable separately.

### Before using a USB cable

To set when to use Assisted start

See Required operating systems on page 25. Only use a USB cable supported by your phone. Do not remove the USB cable from your phone or computer during transfer as this may corrupt the memory card or the phone memory.

1 Select Menu > Location services > Settings > Assisted

# To disconnect the USB cable safely **1 Computer:** Close any software that you are using with

your phone. 2 Disconnect the USB cable.

#### Drag and drop content

You can drag and drop content between your phone, a memory card and a computer in Microsoft Windows **Explorer** 

#### To drag and drop content

- Connect your phone to a computer using a USB cable.
   Phone: Select Media transfer. The phone will remain activated during file transfer
- 3 Computer: Wait until the phone memory and memory card appear as external disks in Windows Explorer. 4 Drag and drop selected files between the phone and the

### Transferring content to and from a computer

You can use Media Go™ to transfer media content between your phone and a computer.

- Media Go™ is available for download at www.sonyericsson.com/support
- ♥ When using Media Go<sup>™</sup> to transfer video clips to vour phone, the video clips are automatically transcoded for best viewing experience. If you transfer video clips using another program than Media Go™, we recommend that you select H.264 Baseline profile video, up to QVGA at 30 fps, VBR 384 kbps (max 768

kps) with AAC+ audio at 128 kbps (max 255 kbps), 48 kHz and stereo audio in mp4 file format.

# Required operating systems

You need one of these operating systems to use Sony Ericsson PC software:

- Microsoft® Windows Vista™ Microsoft® Windows XP, Service Pack 2 or higher
- To download Media Go™

Locks

SIM card lock

network operator.

To edit the PIN

LM Ericsson.

To unblock the SIM card

third party content. Under no circu

a PIN (Personal Identity Number).

- 1 Computer: In your Internet browser, go to www.sonvericsson.com/support.
- 2 Select a region and country.
- 3 Select Software downloads 4 Select a phone from the list.
- 5 Select Read more and download under Media Go™.
  6 Select Download now and save the file to your computer.

#### - Remember where you save the file

- To install Media Go<sup>™</sup> from the downloaded file
- Locate the downloaded Media Go<sup>™</sup> file on the computer.
- 2 Double-click the file and follow the instructions.
- To transfer content using Media Go™
- Do not remove the USB cable from your phone or computer during transfer, as this may corrupt the memory card or the phone memory.
- 1 Connect the phone to a computer with a USB cable
- supported by your phone. 2 Computer: Select Start/Programs/Sony/Media Go™ 3 Phone: Select Media transfer

This lock only protects your subscription. Your phone will

work with a new SIM card. If the lock is on, you have to enter

If you enter your PIN incorrectly three times in a row, the SIM

card is blocked and you need to enter your PUK (Personal

Unblocking Key). Your PIN and PUK are supplied by your

1 When PIN blocked appears, enter your PUK and select

2 Enter a new four-to-eight-digit PIN and select OK.3 Re-enter the new PIN and select OK.

1 Select Menu > Settings > General > Security > Locks > SIM Protection > Change PIN.

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# GPS

Your phone has a GPS receiver that uses satellite signals to calculate your location.

If you cannot use some GPS features, see I cannot use nternet-based services on page 34.

#### Using GPS

Your location can be found when you have a clear view of the sky. If your location is not found after a few minutes, move to another location. To help the search, stand still and do not cover the GPS antenna.

The first time you use the GPS it may take up to 10 minutes before your location is found.



#### Assisted start

With Assisted start your location is calculated more quickly. If not turned off, Assisted start will automaticall be used to find your location when Assisted GPS (A-GPS) technology is available.

Sony Ericsson

SE-221 88 Lund, Sweden

Preflighted by **Elanders** 🗵 PASSED 🗆 FAILE

1224-1215.1



More Features

start.

2 Select an option

- Normal mode full functionality
- Flight mode limited functionality
- To activate the flight mode menu Select Menu > Settings > General > Flight mode > Continue > Show at startup.

# To select flight mode

1 When the flight mode menu is activated, turn off your phone.

# 2 Turn on your phone and select Flight mode.

Update Service You can update your phone with the latest software using your phone or a PC.

Updating using your phone is not possible in all countries/regions.

To view the current software in the phone 1 Select Menu > Settings > General > Update service

I cannot synchronize or transfer content between my phone and my computer, when using a USB cable

The cable or software has not been properly installed. Go to www.sonyericsson.com/support to read Feature guides which contain detailed installation instructions and troubleshooting sections.

## Error Messages

#### Insert SIM

There is no SIM card in your phone or you may have inserted it incorrectly

See *To insert the SIM card* on page 3. The SIM card connectors need cleaning. If the card is damaged, contact your network operator.

## Insert correct SIM card

Your phone is set to work only with certain SIM cards Check if you are using the correct operator SIM card.

# Wrong PIN/Wrong PIN2 You have entered your PIN or PIN2 incorrectly. Enter the correct PIN or PIN2 and select **Yes**.

PIN blocked/PIN2 blocked

You have entered your PIN or PIN2 code incorrectly three times in a row To unblock, see SIM card lock on page 32.

## No net, coverage

Your phone is in flight mode. See *Flight mode* on page 30. Your phone is not receiving any network signal, or the received signal is too weak. Contact your network operator

Update Service using a PC You can update your phone using a USB cable and an Internet-connected PC.

2 Select Software version

Make sure all personal data in your phone memory is backed up before you perform an update using a PC. See Backing up and restoring on page 26.

To use Update Service using a PC

Go to www.sonyericsson.com/updateservice.

# Ringtones

jack.

To set a rington 1 Select Menu > Settings > Sounds & alerts > Ringtone.

## 2 Find and select a ringtone.

## To turn off the ringtone

 Press and then press and hold down (#-3). The alarm signal is not affected.

## Integrated stand

The integrated stand is on the back of your phone. You can use it to place the phone on a table and enjoy multimedia content. To listen to music or view video clips when using the

connect the heaphones to the 0.14 inch (3.5 mm) audio

and make sure that the network has coverage where you

The SIM card is not working properly. Insert your SIM card

in another phone. If this works, it is probably your phone that

You are within range of a network, but you are not allowed

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Publication number: 1224-1215.1 Attention: Some of the services and features described in this User guide are not supported by all networks and/or service providers in a areas. Without limitation, this applies to the GSM International Emergency Number 112. Please contact your network operator or service provider to determine availability of any specific service or feature and whether additional access or usage fees apply.

Your phone has the capability to download, store and forward additional

restricted or prohibited by rights of third parties, including but not limited to restriction under applicable copyright laws. You, and not

ontent, for example ringtones. The use of such content may be

s causing the problem. Please contact the nearest

to use it. However, in an emergency, some network operators allow you to call the international emergency

number 112. See *Emergency calls* on page 13.

Sony Ericsson service location.

Legal information

Sony Ericsson W995 Walkman™

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Emergency calls only

integrated stand and headphones, you need to

4 Computer: Select Transfer to or from Device using Media Go<sup>™</sup> and click OK.

5 Wait until the phone appears in Media Go™. 6 Move files between your phone and the computer in Media Go™.

## Backing up and restoring

You can backup and restore contacts, the calendar, tasks, notes and bookmarks using the Sony Ericsson PC Suite. Before backing up and restoring, you need to install the Sony Ericsson PC Suite, which is available from www.sonyericsson/support.

You can backup and restore contacts within your phone using a Memory Stick Micro<sup>TM</sup> (M2<sup>TM</sup>) memory card. You can move content between the memory card and the phone memory. See Handling content in the phone on page 22.

- Back up your phone content regularly to make sure you do not lose it.

#### To make a backup using the Sony Ericsson PC Suite

1 Computer: Start the Sony Ericsson PC Suite from Start/ Programs/Sony Ericsson/Sony Ericsson PC Suite. 2 Follow the instructions in the Sonv Ericsson PC Suite for how to connect

3 Phone: Select Phone mode. 4 Computer: Go to the backup and restore section in the Sony Ericsson PC Suite and make a backup.

# Messaging

To view a message from the inbox 1 Select Menu > Messaging > Inbox.

2 Enter your PIN and select OK. 3 Enter a new four-to-eight-digit PIN and select OK.

4 Re-enter the new PIN and select OK. If Codes do not match appears, you entered the new

PIN incorrectly. If Wrong PIN appears, followed by Old PIN:, you entered your old PIN incorrectly.

# Troubleshooting

Some problems can be fixed using Update Service. Using Update Service on regular basis will optimize the phone's performance. See Update Service on page 30. Some problems will require you to call your network

For more support go to www.sonyericsson.com/support.

#### **Common Questions**

I have problems with memory capacity or the phone is working slowly

estart your phone every day to free memory or do a Master reset

#### Master reset

If you select Reset settings, the changes that you have made to settings will be deleted. If you select Reset all, your settings and content, such as

contacts, messages, pictures, sounds and downloaded games, will be deleted. You may also lose content that was in the phone at purchase. To reset the phone

1 Select Menu > Settings > General > Master reset.

2 Scroll to the message and select View.

#### Sending messages

You can send messages from your phone. The maximum size of a standard text message is 160 characters including spaces if no other items are added to the message. If you enter more than 160 characters, a second message is created. Your messages are sent as one concatenated message.

# To create and send a message

- Select Menu > Messaging > Write new > Message.
   Enter text. To add items to the message, press , scroll
- (and select an item
- 3 Select Continue > Contacts lookup
- 4 Select a recipient and select Send.
- → If you send a message to a group, you will be charged for each member.

## Internet

If you cannot use the Internet, see I cannot use Internetbased services on page 34.

#### To start browsin 1 Select Search

- 2 Enter a Web address, a search phrase or the name of a
- bookmark 3 Scroll to an item in the list and select Go to or Search
- To exit the brows Select Options > Exit browser

# 2 Select an option

3 Follow the instructions that appear

#### I cannot charge the phone or battery capacity is low The charger is not properly connected or the battery connection is poor. Remove the battery and clean the

connectors. The battery is worn out and needs to be replaced. See Charging the battery on page 6.

#### No battery icon appears when I start charging the phone

t may take a few minutes before the battery icon appears on the screen.

Some menu options appear in gray A service is not activated. Contact your network operator. I cannot use Internet-based services Your subscription does not include data capability. Settings

are missing or incorrect. You can download settings using the setup wizard or by going to www.sonyericsson.com/support.

## To download settings

- 1 Select Menu > Settings > User help > Settings
- download.
- 2 Follow the instructions that appear
- Contact your network operator or service provider for more information

#### I cannot send messages from my phone

Most messages require a service center number to send them. The number is supplied by your service provider and

Wi-Fi™

Using Wi-Fi™ you can access the Internet wirelessly with your phone. You can browse the Internet at home (personal networks) or in public access zones (hot spots):

- Personal networks usually protected. A pass phrase or a key is required from the owner.
- Hot spots usually non-protected but often requires you to log on to the operator's service before you get Internet access

#### Usina Wi-Fi

To be able to browse the Internet using Wi-Fi you need to search for and connect to an available network and then open the Internet browser.

#### To turn on Wi-F

Select Menu > Settings > Connectivity > Wi-Fi > Turn

#### To connect to a networ

- Select Menu > Settings > Connectivity > Wi-Fi.
   Scroll to a network and select Connect.

- To start browsing using Wi-Fi 1 Make sure 🕎 is showing in the status bar. 2 Select Menu > Internet.
- will connect automatically when you are within range if you turn on **Auto connect**.

is usually saved on the SIM card. If the number to you service center is not saved on your SIM card, you must enter he number yourself

To send most picture messages, you must set an MMS profile and the address of your message server. If no MMS profile or message server exists, you can receive all the settings automatically from your network operator, download settings using the setup wizard or at www.sonyericsson.com/support

- To enter a service center number 1 Select Menu > Settings > Connectivity > Message settings > Text message and scroll to Service center. The number is shown if it is saved on the SIM card.
- 2 If there is no number shown, select Edit.
- 3 Scroll to New Service Center and select Add. 4 Enter the number, including the international "+" sign and country code
- 5 Select Save.

- To select an MMS profile 1 Select Menu > Settings > Connectivity > Message settings > Picture message.
- 2 Select an existing profile or create a new one.
- To set the message server addres 1 Select Menu > Settings > Connectivity > Message
- settings > Picture message.
- 2 Scroll to a profile and select Options > Edit.
- 3 Scroll to Message server and select Edit.
- 4 Enter the address and select OK > Save.

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