

Some of the contents in this manual may differ from your phone depending on the software of the phone or your service provider.

SAMSUNG ELECTRONICS



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SGH-P960
user manual



using this manual

This user manual has been specially designed to guide you through the functions and features of your mobile phone. To get started quickly, refer to “introducing your mobile phone,” “assembling and preparing your mobile phone,” and “using basic functions.”

Instructional icons

Before you start, familiarise yourself with the icons you will see in this manual:



WARNING

Warning—situations that could cause injury to yourself or others



CAUTION


Caution—situations that could cause damage to your phone or other equipment



Note—notes, usage tips, or additional information



Refer to—pages with related information; for example: ► p.12 (represents “see page 12”)

- **Followed by**—the order of options or menus you must select to perform a step; for example: Press <Menu> → **Messages** → **Create message** (represents **Menu**, followed by **Messages**, followed by **Create message**)
- [] **Square brackets**—phone keys; for example: [

< > **Angled brackets**—softkeys that control different functions at each screen; for example: <OK> (represents the **OK** softkey)

Copyright information

Rights to all technologies and products that comprise this device are the property of their respective owners:

- Bluetooth® is a registered trademark of the Bluetooth SIG, Inc. worldwide—Bluetooth QD ID: B013822.
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- Windows Media Player® is registered trademark of Microsoft Corporation.

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safety and usage information

Comply with the following precautions to avoid dangerous or illegal situations and ensure peak performance of your mobile phone.



Safety warnings

Keep your phone away from small children and pets

Keep your phone and all accessories out of the reach of small children or animals. Small parts may cause choking or serious injury if swallowed.

Protect your hearing



Listening to a headset at high volumes can damage your hearing. Use only the minimum volume setting necessary to hear your conversation or music.

Install mobile phones and equipment with caution

Ensure that any mobile phones or related equipment installed in your vehicle are securely mounted. Avoid placing your phone and accessories near or in an air bag deployment area. Improperly installed wireless equipment can cause serious injury when air bags inflate rapidly.

Handle and dispose of batteries and chargers with care

- Use only Samsung-approved batteries and chargers specifically designed for your phone. Incompatible batteries and chargers can cause serious injuries or damage to your phone.
- Never dispose of batteries in a fire. Follow all local regulations when disposing used batteries.

- Never place batteries or phones on or in heating devices, such as microwave ovens, stoves, or radiators. Batteries may explode when overheated.
- Never crush or puncture the battery. Avoid exposing the battery to high external pressure, which can lead to an internal short circuit and overheating.

Avoid interference with pacemakers

Maintain a minimum of 15 cm (6 inches) between mobile phones and pacemakers to avoid potential interference, as recommended by manufacturers and the independent research group, Wireless Technology Research. If you have any reason to suspect that your phone is interfering with a pacemaker or other medical device, turn off the phone immediately and contact the manufacturer of the pacemaker or medical device for guidance.

Turn off the phone in potentially explosive environments

Do not use your phone at refuelling points (service stations) or near fuels or chemicals. Turn off your phone whenever directed by warning signs or instructions. Your phone could cause explosions or fire in and around fuel or chemical storage and transfer areas or blasting areas. Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the phone, its parts, or accessories.

Reduce the risk of repetitive motion injuries

When sending text messages or playing games on your phone, hold the phone with a relaxed grip, press the keys lightly, use special features that reduce the number of keys you have to press (such as templates and predictive text), and take frequent breaks.



Safety precautions

Drive safely at all times

Avoid using your phone while driving and obey all regulations that restrict the use of mobile phones while driving. Use hands-free accessories to increase your safety when possible.

Follow all safety warnings and regulations

Comply with any regulations that restrict the use of a mobile phone in a certain area.

Use only Samsung-approved accessories

Using incompatible accessories may damage your phone or cause injury.

Turn off the phone near medical equipment

Your phone can interfere with medical equipment in hospitals or health care facilities. Follow all regulations, posted warnings, and directions from medical personnel.

Turn off the phone or disable the wireless functions when in an aircraft

Your phone can cause interference with aircraft equipment. Follow all airline regulations and turn off your phone or switch to a mode that disables the wireless functions when directed by airline personnel.

Protect batteries and chargers from damage

- Avoid exposing batteries to very cold or very hot temperatures (below 0° C/32° F or above 45° C/113° F). Extreme temperatures can reduce the charging capacity and life of your batteries.
- Prevent batteries from contacting metal objects, as this can create a connection between the + and - terminals of your batteries and lead to temporary or permanent battery damage.
- Never use a damaged charger or battery.

CAUTION

Handle your phone carefully and sensibly

- Do not allow your phone to get wet—liquids can cause serious damage. Do not handle your phone with wet hands. Water damage to your phone can void your manufacturer's warranty.
- Avoid using or storing your phone in dusty, dirty areas to prevent damage to moving parts.
- Your phone is a complex electronic device—protect it from impacts and rough handling to avoid serious damage.
- Do not paint your phone, as paint can clog moving parts and prevent proper operation.
- Avoid using the phone's camera flash or light close to the eyes of children or animals.
- Your phone and memory cards may be damaged by exposure to magnetic fields. Do not use carrying cases or accessories with magnetic closures or allow your phone to come in contact with magnetic fields for extended periods of time.

Avoid interference with other electronic devices

Your phone emits radio frequency (RF) signals that may interfere with unshielded or improperly shielded electronic equipment, such as pacemakers, hearing aids, medical devices, and other electronic devices in homes or vehicles. Consult the manufacturers of your electronic devices to solve any interference problems you experience.



Important usage information

Use your phone in the normal position

Avoid contact with your phone's internal antenna.

Allow only qualified personnel to service your phone

Allowing unqualified personnel to service your phone may result in damage to your phone and will void your warranty.

Ensure maximum battery and charger life

- Avoid charging batteries for more than a week, as overcharging may shorten battery life.
- Over time, unused batteries will discharge and must be recharged before use.

- Disconnect chargers from power sources when not in use.
- Use batteries only for their intended purpose.

Handle SIM cards and memory cards with care

- Do not remove a card while the phone is transferring or accessing information, as this could result in loss of data and/or damage to the card or phone.
- Protect cards from strong shocks, static electricity, and electrical noise from other devices.
- Frequent writing and erasing will shorten the life span of memory cards.
- Do not touch gold-coloured contacts or terminals with your fingers or metal objects. If dirty, wipe the card with a soft cloth.

Ensure access to emergency services

Emergency calls from your phone may not be possible in some areas or circumstances. Before travelling in remote or undeveloped areas, plan an alternate method of contacting emergency services personnel.

Specific Absorption Rate (SAR) certification information

Your phone conforms to European Union (EU) standards that limit human exposure to radio frequency (RF) energy emitted by radio and telecommunications equipment. These standards prevent the sale of mobile phones that exceed a maximum exposure level (known as the Specific Absorption Rate, or SAR) of 2.0 watts per kilogram of body tissue.

During testing, the maximum SAR recorded for this model was 0.424 watts per kilogram. In normal use, the actual SAR is likely to be much lower, as the phone has been designed to emit only the RF energy necessary to transmit a signal to the nearest base station. By automatically emitting lower levels when possible, your phone reduces your overall exposure to RF energy.


The Declaration of Conformity at the back of this manual demonstrates your phones compliance with the European Radio & Terminal Telecommunications Equipment (R&TTE) directive. For more information about the SAR and related EU standards, visit the Samsung mobile phone website.

Correct disposal of this product

(Waste Electrical & Electronic Equipment)



(Applicable in the European Union and other European countries with separate collection systems)

 This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

introducing your mobile phone

In this section, learn about your mobile phone's layout, keys, display, and icons.

Unpack

Check your product box for the following items:

- Mobile phone
- Battery
- Travel adapter (charger)
- User manual



The items supplied with your phone may vary depending on the software and accessories available in your region or offered by your service provider.

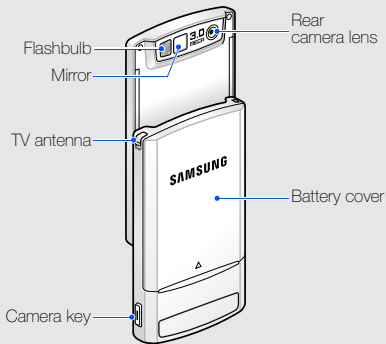
You can obtain additional accessories from your local Samsung dealer.

Phone layout

The front of your phone includes the following keys and features:














The rear of your phone includes the following keys and features:




Closing the phone automatically locks the exposed keys to prevent you from accidentally pressing them. To unlock these keys, press **<Unlock>** → **<OK>**.

Keys

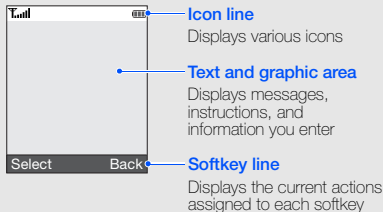
Key	Function
 Softkeys	Perform actions indicated at the bottom of the display
 4-way navigation	In Idle mode, access user-defined menus; In Menu mode, scroll through menu options
 Confirm	In Idle mode, launch the web browser; In Menu mode, select the highlighted menu option or confirm an input
 Application switch	Open the application switch window to access other applications without exiting the current application
 TV	In Idle mode, turn on the TV
 Dial	Make or answer a call; In Idle mode, retrieve recently dialed, missed, or received numbers

Key	Function
 Delete	Delete characters or items in an application
 Power/ Menu exit	Turn the phone on and off (press and hold); End a call; In Menu mode, cancel input and return to Idle mode
 Alpha- numeric	Enter numbers, letters and special characters; In Idle mode, press and hold [1] to access voice mails and [0] to enter an international call prefix
 Special function	Enter special characters or perform special functions; In Idle mode, press and hold [#] for Silent profile; Press and hold [*] to enter a pause between numbers
 Volume	Adjust the phone's volume

Key	Function
	Camera
	In Idle mode, turn on the camera (press and hold); In Camera mode, take a photo or record a video; From the dialling screen, make a video call










Display











Your phone's display consists of three areas:























Icons







Learn about the icons that appear on your display.

Icon	Definition
	Signal strength
	Digital TV connected
	GPRS network connected
	Transferring data in GPRS network
	EDGE network connected
	Transferring data via EDGE network
	UMTS network connected
	Transferring data via UMTS network
	HSDPA network activated

Icon	Definition
	Transferring data via HSDPA network
	Voice call in progress
	Video call in progress
	Bluetooth hands-free car kit or headset connected
	Bluetooth activated
	Music playback in progress
	Music playback paused
	Music playback stopped
	FM radio on
	FM radio suspended

Icon	Definition
	Connected with PC
	Alarm activated
	Memory card inserted
	Browsing the web
	Connecting to secured web page
	Call diverting activated
	Roaming (outside of normal service area)
	Normal profile activated
	Silent profile activated
	Car profile activated

Icon	Definition
	Meeting profile activated
	Outdoor profile activated
	Offline profile activated
	New text message (SMS)
	New multimedia message (MMS)
	New email message
	New voice mail message
	New push message
	New configuration message
	Text message full

Icon	Definition
	Multimedia message full
	Email message full
	Voice mail message full
	Push message full
	Configuration message full
	Battery power level
10:00	Current time

assembling and preparing your mobile phone

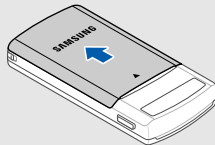
Get started by assembling and setting up
your mobile phone for its first use.

Install the SIM or USIM card and battery

When you subscribe to a cellular service, you will receive a Subscriber Identity Module, or SIM card, with subscription details, such as your personal identification number (PIN) and optional services. To use UMTS or HSDPA services, you can purchase a Universal Subscriber Identity Module (USIM) card.

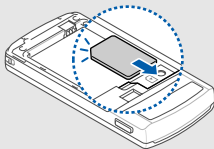
To install the SIM or USIM card and battery,

1. Remove the battery cover.



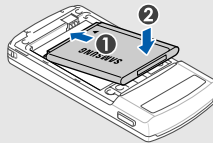
If the phone is on, press and hold [📞] to turn it off.

2. Insert the SIM or USIM card.

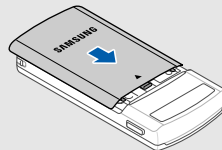


Place the SIM or USIM card in the phone with the gold-coloured contacts facing down.

3. Insert the battery.



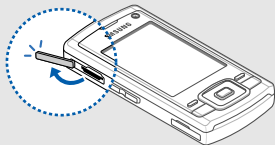
4. Replace the battery cover.



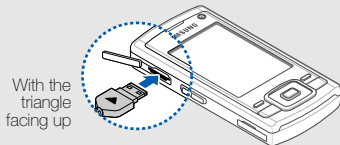
Charge the battery

Before using the phone for the first time, you must charge the battery.

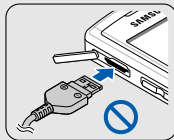
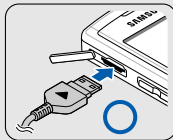
1. Open the cover to the multifunction jack on the side of the phone.




2. Plug the small end of the travel adapter into the multifunction jack.



Improperly connecting the travel adapter can cause serious damage to the phone. Any damages by misuse are not covered by the warranty.



3. Plug the large end of the travel adapter into a power outlet.
4. When the battery is fully charged (the  icon is no longer moving), unplug the travel adapter from the power outlet.
5. Unplug the travel adapter from the phone.

6. Close the cover to the multifunction jack.



About the low battery indicator

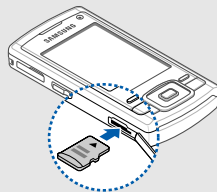
When your battery is low, the phone will emit a warning tone and a low battery message. The battery icon will also be empty and blinking. If the battery level becomes too low, the phone will automatically power off. Recharge your battery to continue using your phone.

Insert a memory card (optional)

To store additional multimedia files, you must insert a memory card. Your phone accepts microSD™ memory cards up to 8 GB (depending on memory card manufacturer and type).

1. Open the cover to the memory card slot on the side of the phone.

2. Insert a memory card with the label side facing up.



3. Push the memory card in the memory card slot until it locks in place.


To remove the memory card, push it gently until it disengages from the phone, and then pull the memory card out of the memory card slot.

using basic functions

Learn how to perform basic operations and use the main features of your mobile phone.

Turn your phone on and off

To turn your phone on,

1. Slide open the phone.
2. Press and hold .
3. Enter your PIN and press <**Confirm**> (if necessary).

To turn your phone off, repeat steps 1 and 2 above.

Switch to the Offline profile

By switching to the **Offline** profile, you can use your phone's non-network services in areas where wireless devices are prohibited, such as aeroplane and hospitals.


To switch to the **Offline** profile, press <**Menu**> → **Settings** → **Phone profiles** → **Offline**.



Follow all posted warnings and directions from official personnel when in areas where wireless devices are prohibited.


Access menus

To access your phone's menus,

1. Press a softkey for the menu you want.
2. Use the navigation key to scroll to a menu or option.
3. Press <**Select**>, <**Confirm**>, or the Confirm key to confirm the highlighted option.
4. Press <**Back**> to move up one level; Press [> to return to Idle mode.

Switch applications

Learn to switch to other applications from a menu, without closing the menu screen you are using.

1. While using a menu, press []. The following applications are available:
 - **Call**: open the dialling screen
 - **Messages**: access the **Messages** menu

- **Internet**: launch the web browser
- **Music player**: launch the music player

2. Scroll to the application and press <**Select**>.
3. When you are finished, scroll to **End all?** and press <**Yes**>.

Customise your phone

Get more from your phone by customising it to match your preferences.

Adjust the volume of the key tones

In Idle mode, press the Volume key up or down to adjust the key tone volume.

Switch to or from the Silent profile

In Idle mode, press and hold [**#**] to silence or unsilence your phone.

Change your ringtone

1. In Idle mode, press **<Menu>** → **Settings** → **Phone profiles**.
2. Scroll to the profile you are using.
3. Press **<Options>** → **Edit** → **Voice call ringtone** or **Video call ringtone**.
4. Scroll left or right to a memory location (if necessary).
5. Select a ringtone category → a ringtone.
6. Press **<Options>** → **Save**.

To switch to another profile, select it from the list.

Select a wallpaper (Idle mode)

1. In Idle mode, press **<Menu>** → **Settings** → **Display and light settings** → **Homescreen**.
2. Scroll left or right to **Image**.
3. Scroll down and select **Wallpaper**.

4. Scroll left or right to a memory location (if necessary).
5. Select an image category → an image.
6. Press **<Options>** → **Save**.

Select a theme for the display

To create a theme,

1. In Idle mode, press **<Menu>** → **Settings** → **Display and light settings** → **My theme** → **Create theme (Easy)** or **Create theme (Expert)**.
2. Customise the theme as desired by following the screen.
3. When you have finished, enter a name for the theme and press **<Save>**.
4. Press **<Yes>** to apply the theme.



If you select the same colour for the entire theme, you may not be able to recognise the display.

After you have created a theme,

1. In Idle mode, press **<Menu>** → **Settings** → **Display and light settings** → **My theme** → **Select theme**.
2. Select a theme and press **<Save>**.
3. Press **<Yes>** to apply the theme.

Set menu shortcuts

1. In Idle mode, press **<Menu>** → **Settings** → **Phone settings** → **Shortcuts**.
2. Select a key to use as a shortcut.
3. Select a menu to assign to the shortcut key.

Lock your phone



1. In Idle mode, press **<Menu>** → **Settings** → **Security** → **Phone lock**.
2. Select **On**.

3. Enter a new 4- to 8-digit password and press **<Confirm>**.
4. Enter the new password again and press **<Confirm>**.



Use basic call functions

Learn to make or answer calls and use basic call functions.

Make a call

1. In Idle mode, enter an area code and a phone number.
2. Press [] to dial the number.
For a video call, press the Camera key.
3. To end the call, press [].

Answer a call

1. When a call comes in, press [].
For a video call, press <Show me>.
2. To end the call, press [].

Adjust the volume

To adjust the volume during a call, press the Volume key up or down.

Use the speakerphone feature

1. During a call, press the Confirm key to activate the speaker.
2. To switch back to the earpiece, press the Confirm key again.



Closing the phone while using the speakerphone ends the current call.

Use the headset

By plugging the supplied headset into the multifunction jack, you can make and answer calls:

- To redial the last call, press the headset button, and then press again and hold.
- To answer a call, press and hold the headset button.
- To end a call, press and hold the headset button.

Send and view messages

Learn to send or view text (SMS), multimedia (MMS), or email messages.

Send a text or multimedia message

1. In Idle mode, press <Menu> → **Messages** → **Create message** → **Message**.
2. Enter a destination number and scroll down.

3. Enter your message text. ► p. 25
For sending as a text message, skip to step 7.
For attaching multimedia, continue with step 4.
4. Press <Options> → **Add multimedia** and add an item.
5. Press <Options> → **Advanced** → **Add subject**.
6. Enter a subject.
7. Press <Options> → **Send** to send the message.

Send an email

1. In Idle mode, press <Menu> → **Messages** → **Create message** → **Email**.
2. Enter an email address and scroll down.
3. Enter a subject and scroll down.
4. Enter your email text.

5. Press <Options> → **Attach multimedia** or **Attach organiser** and attach a file (if necessary).
6. Press <Options> → **Send** to send the email.

Enter text

When entering text, you can change the text input mode:

- Press and hold [*****] to switch between T9 and ABC modes.
- Press [*****] to change case or switch to Number mode.
- Press and hold [**#**] to switch to Symbol mode.

Enter text in one of the following modes:

Mode	Function
ABC	Press the appropriate alphanumeric key until the character you want appears on the display.

Mode	Function
T9	<ol style="list-style-type: none"> 1. Press the appropriate alphanumeric keys to enter an entire word. 2. When the word displays correctly, press [#] to insert a space. If the correct word does not display, press [0] to select an alternate word.
Number	Press the appropriate alphanumeric key to enter a number.
Symbol	Press the appropriate alphanumeric key to select a symbol.

View text or multimedia messages

1. In Idle mode, press <Menu> → **Messages** → **Inbox**.
2. Select a text or multimedia message.

View an email

1. In Idle mode, press <Menu> → **Messages** → **Email inbox**.
2. Press <Options> → **Download**.
3. Select an email or a header.
4. If you selected a header, press <Options> → **Retrieve** to view the body of the email.

Add and find contacts

Learn the basics of using the **Phonebook** feature.

Add a new contact

1. In Idle mode, enter a phone number and press <Options>.
2. Select **Add to Phonebook** → a memory location (phone or SIM) → **New**.

3. Select a number type (if necessary).
4. Enter contact information.
5. Press the Confirm key, or press **<Options>** → **Save** to add the contact to memory.

Find a contact

1. In Idle mode, press **<Menu>** → **Phonebook**.
2. Enter the first few letters of the name you want to find.
3. Select the contact's name from the search list.



Once you have found a contact, you can:

- call the contact by pressing [**Call**]
- edit the contact information by pressing **<Options>** → **Edit**

Watch digital TV

Learn to watch digital TV with your phone.

Watch TV

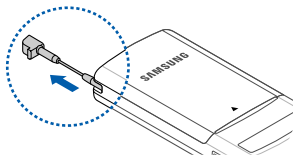
1. In Idle mode, press [**TV**] to turn on the TV.
The phone scans and saves the available TV channels.




- You will be prompted to set a PIN for watching age-restricted programmes, depending on your service provider.
- If you enter an incorrect PIN three times, the TV's PIN code is blocked. To restore the default PIN code (1234), reset TV settings.
▶ p. 28

2. Rotate the phone anti-clockwise to view the TV in landscape view.

3. Pull out the TV antenna and adjust it to receive a stronger broadcast signal.




4. Select a programme.
5. While watching TV, use the following keys and functions:

Key	Function
Navigation up or down	Change the channel
Alphanumeric	Select a channel
*, #	Adjust the brightness
	Access connected interactive services

Key	Function
Volume	Adjust the volume up or down
<Options>	Access TV options

6. To turn off the TV, press [].

Update the channel list

1. In Idle mode, press [] to turn on the TV.
2. Press <Options> → **View programmes on all channels** → <Options> → **Update**.
The updated channels are automatically saved in the channel list.

Reset TV settings

1. In Idle mode, press <Menu> → **Settings** → **Master reset** → **TV settings** → <OK>.
2. Enter your phone password and press <Confirm> → <Yes>.
The phone will restart automatically.

Use basic camera functions

Learn the basics to capture and view photos and videos.

Capture photos

1. In Idle mode, press and hold the Camera key to turn on the camera.
2. Aim the lens at the subject and make any adjustments.
3. Press the Confirm key or the Camera key to take a photo.
The photo is saved automatically.
4. Press <🔄> to take another photo (step 2).

View photos

In Idle mode, press <Menu> → **My files** → **Images** → **My photos** → a photo file.

Capture videos

1. In Idle mode, press and hold the Camera key to turn on the camera.
2. Press [1] to switch to Recording mode.
3. Aim the lens at the subject and make any adjustments.
4. Press the Confirm key or the Camera key to start recording.
5. Press the Confirm key or the Camera key to stop recording.
The video is saved automatically.
6. Press <Back> to record another video (step 3).


View videos

In Idle mode, press <Menu> → **My files** → **Videos** → **My video clips** → a video file.

Listen to music

Learn how to listen to music via the music player or FM radio.

Listen to the FM radio

1. Plug the supplied headset into the phone's multifunction jack.
 2. In Idle mode, press <Menu> → **Applications** → **FM radio**.
 3. Press <Yes> to start automatic tuning.
The radio scans and saves available stations automatically.
-  The first time you access **FM radio**, you will be prompted to start automatic tuning.
4. Press the Confirm key to turn on the FM radio.
 5. Scroll up or down to a radio station.

6. If you want to get information about the song you hear, press <Options> → **Song recognition**.
▶ p. 41
7. To turn off the FM radio, press the Confirm key.

Listen to music files

Start by transferring files to your phone or memory card:

- Download from the wireless web. ▶ Browse the web
- Download from a PC with the optional Samsung PC Studio. ▶ p. 39
- Receive via Bluetooth. ▶ p. 43
- Copy to your memory card.
- Synchronise with Windows Media Player 11.
▶ p. 39

After transferring music files to your phone or memory card,

1. In Idle mode, press **<Menu>** → **Music player**.
2. Select a music category → a music file.
3. Control playback using the following keys:

Key	Function
Confirm	Pause or resume playback
Volume	Adjust the volume up or down
Navigation	<ul style="list-style-type: none">• Left: Restart playback; Skip backward (press within 3 seconds); Scan backward in a file (press and hold)• Right: Skip forward; Scan forward in a file (press and hold)• Up: Open the playlist• Down: Stop playback

Browse the web

Learn to access and bookmark your favourite web pages.

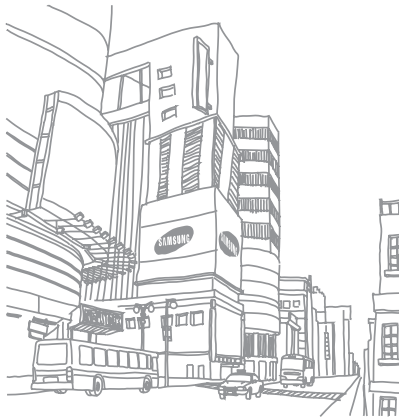
Browse web pages

1. In Idle mode, press the Confirm key to launch your service provider's homepage.
2. Navigate web pages using the following keys:

Key	Function
Navigation	Scroll up or down on a web page
Confirm	Select an item
<Back>	Return to the previous page
<Options>	Access a list of browser options

Bookmark your favourite web pages

1. In Idle mode, press <Menu> → **Browser** → **Bookmarks**.
2. Press <Options> → **Add bookmark**.
3. Enter a page title and a web address (URL).
4. Press <Save>.



using advanced functions


Learn how to perform advanced operations and use additional features of your mobile phone.

Use advanced call functions



Learn about your phone's additional calling capabilities.

View and dial missed calls

Your phone will display calls you have missed on the display. To dial the number of a missed call,

1. Press <View>.
2. Scroll to the missed call you want to dial.
3. Press [>] to dial.

Call a recently dialled number



1. In Idle mode, press [>] to display a list of recent numbers.
2. Scroll to the number you want and press [>] to dial.

Hold a call or retrieve a held call

Press <**Hold**> to place a call on hold or press <**Retrieve**> to retrieve a held call.

Dial a second call

If your network supports this function, you can dial another number during a call:

1. Press <**Hold**> to place the first call on hold.
2. Enter the second number to dial and press [.
3. Press <**Swap**> to switch between the two calls.
4. To end the call on hold, press <**Options**> → **End call** → **Held**.
5. To end the current call, press [.


Answer a second call

If your network supports this function, you can answer a second incoming call:


1. Press <**Accept**> → **Hold active call** to answer the second call.
The first call is automatically placed on hold.
2. Press <**Swap**> to switch between the calls.

Make a multiparty call (conference call)

1. Call the first party you want to add to the multiparty call.
2. While connected to the first party, call the second party.
The first party is automatically placed on hold.
3. When connected to the second party, press <**Options**> → **Conference call**.


4. Repeat steps 1 and 3 to add more parties (if necessary).
5. To end the multiparty call, press [].

Call an international number

1. In Idle mode, press and hold [0] to insert the + character.
2. Enter the complete number you want to dial (country code, area code, and phone number), and then press [] to dial.

Call a contact from Phonebook

You can call numbers directly from **Phonebook** using stored contacts. ► p. 26

1. In Idle mode, press <Menu> → **Phonebook**.
2. Scroll to the number you want to dial and press [] to dial.

Use advanced Phonebook functions

Learn to create namecards, set speed dial numbers, and create groups of contacts.

Create a namecard

1. In Idle mode, press <Menu> → **Phonebook**.
2. Press <Options> → **My name card**.
3. Enter your personal details, and press the Confirm key or press <Options> → **Save**.



You can send your namecard by attaching it to a message or email or transferring it via the Bluetooth wireless feature.

Set speed dial numbers

1. In Idle mode, press <Menu> → **Phonebook**.
2. Scroll to a contact to assign.
3. Press <Options> → **Assign speed dial**.
4. Scroll to a number you want to set (2-9) and press <Select>.

The contact is saved to the speed dial number.



You can now call this contact from Idle mode by pressing and holding the assigned speed dial number.

Create a group of contacts

By creating groups of contacts, you can assign ringtones and caller ID photos to each group or send messages and emails to an entire group. Start by creating a group:

1. In Idle mode, press <Menu> → **Phonebook**.
2. Scroll left or right to **Groups**.
3. Press <Options> → **Create group**.
4. Enter a group name and press <Save>.
5. Press <Options> → **Group settings**.
6. To set the caller ID image, press the Confirm key → an image category → an image.
7. To set a group ringtone, scroll down and press the Confirm key → a ringtone category → a ringtone.
8. Press <Options> → **Save**.

Use advanced messaging functions

Learn to create templates and use templates to create new messages.

Create a text template

1. In Idle mode, press **<Menu>** → **Messages** → **Templates** → **Text templates**.
2. Press **<Create>** to open a new template window.
3. Enter your text and press the Confirm key to save the template.

Create a multimedia template

1. Create a multimedia message, with a subject and desired attachments, to use as your template. ► p. 24
2. From the message screen, press **<Options>** → **Save in** → **Templates**.
The message is now saved as a multimedia template with a preset name, such as 'Birthday.'

Insert text templates in new messages

1. To start a new message, press **<Menu>** → **Messages** → **Create message** → a message type.
2. Scroll down to the text field, and press **<Options>** → **Insert** → **Text template** → a template.

Create a message from a multimedia template

1. In Idle mode, press <Menu> → **Messages** → **Templates** → **Multimedia templates**.
2. Scroll to the template you want and press <Options> → **Send**.
Your template opens as a new multimedia message.

Use advanced TV functions

Learn to use the Picture-in-Picture or PIP feature and customise TV settings.

View two programmes with the PIP feature

1. In Idle mode, press <📺> to turn on the TV.

2. Press <☰> → **PIP on** to watch another programme on the PIP screen at the bottom left of the display.
3. To swap programmes from one screen to the other screen, press <📺>.
4. To change the channel, press <☰> → **Switch control to PIP** or **Switch control to main channel** to highlight one of the screens, and then press <◀> or <▶>.
5. To close the PIP screen, press <☰> → **PIP off**.


Customise TV settings

1. In Idle mode, press <Menu> → **Settings** → **Appication settings** → **TV settings**.
2. Adjust the settings as desired.

Use advanced music functions

Learn to prepare music files, create playlists, and store radio stations.

Copy music files via Samsung PC Studio

1. In Idle mode, press <Menu> → **Settings** → **Phone settings** → **PC connections** → **Samsung PC studio**.
2. Press [>] to return to Idle mode.
3. Using an optional PC data cable, connect the multifunction jack on your phone to a PC.
4. Run Samsung PC Studio and copy files from the PC to the phone.
Refer to the Samsung PC Studio help for more information.

Synchronise your phone with Windows Media Player

1. In Idle mode, press <Menu> → **Settings** → **Phone settings** → **PC connections** → **Media player**.
2. Press [>] to return to Idle mode.
3. Using an optional PC data cable, connect the multifunction jack on your phone to a PC with Windows Media Player installed.
When connected, a pop-up window will appear on the PC.
4. Select **Sync digital media files to this device** in the pop-up window on the PC.
5. Edit or enter your phone's name in the pop-up window (if necessary), and then click **Finish**.
6. Select and drag the music files you want to the sync list.
7. Click **Start Sync**.

Create a playlist

1. In Idle mode, press **<Menu>** → **Music player** → **Playlists**.
2. Press **<Options>** → **Create playlist**.
3. Enter a title for your new playlist and press **<Save>**.
4. Select the new playlist.
5. Press **<Options>** → **Add** → **Tracks**.
6. Select the files you want to include and press **<OK>**.

Customise your music player settings

Learn to adjust the playback and sound settings for your music player.

1. In Idle mode, press **<Menu>** → **Music player**.
2. Press **<Options>** → **Settings**.
3. Adjust the settings to customise your music player.
4. Press **<Save>**.

Store radio stations automatically

1. Plug the supplied headset into the phone's multifunction jack.
2. In Idle mode, press <Menu> → **Applications** → **FM radio**.
3. Press the Confirm key to start the FM radio.
4. Press <Options> → **Self-tuning**.
5. Press <Yes> to confirm (if necessary).
The radio scans and saves available stations automatically.

Find information of music

Learn to access an online music service and get information about the songs you hear while on the move.

1. In Idle mode, press <Menu> → **Applications** → **Music recognition** → **Music recognition**.
2. Your phone connects to the server.
3. When the phone is successfully registered, press <Record> to record a part of music you want to find.



Some service providers may not support this service and the database may not have information for all songs.

using tools and applications

Learn how to work with your mobile phone's tools and additional applications.

Use the Bluetooth wireless feature

Learn about your phone's ability to connect to other wireless devices for exchanging data and using hands-free features.

Turn on the Bluetooth wireless feature

1. In Idle mode, press <Menu> → **Applications** → **Bluetooth**.
2. Press <Options> → **Settings**.
3. Scroll down to **Activation**.
4. Scroll left or right to **On**.
5. To allow other devices to locate your phone, scroll down and scroll left or right to **On**.
6. Press <Save>.

Find and pair with other Bluetooth-enabled devices

1. In Idle mode, press **<Menu>** → **Applications** → **Bluetooth** → **Search for new devices**.
2. Scroll to a device and press **<Select>**.
3. Enter a PIN for the Bluetooth wireless feature or the other device's Bluetooth PIN, if it has one, and press **<OK>**.

When the owner of the other device enters the same code or accepts the connection, pairing is complete.

Send data using the Bluetooth wireless feature

1. Select the file or item from one of your phone's applications that you want to send.
2. Press **<Options>** → **Send name card via**, **Send via**, or **Send URL via** → **Bluetooth** (when sending contact data, specify which data to send).

Receive data using the Bluetooth wireless feature

1. Enter the PIN for the Bluetooth wireless feature and press **<OK>** (if necessary).
2. Press **<Yes>** to confirm that you are willing to receive data from the device (if necessary).

Use Remote SIM mode

In Remote SIM mode, you can make or answer calls only with a connected Bluetooth hands-free car kit via the SIM card on your phone.

To activate Remote SIM mode,

1. In Idle mode, press <Menu> → **Applications** → **Bluetooth**.
2. Press <Options> → **Settings**.
3. Scroll down to **Remote SIM mode**.
4. Scroll left or right to **On** and press <Save>.

To use Remote SIM mode, start the Bluetooth connection from a Bluetooth hands-free car kit.




The Bluetooth hands-free car kit must be authorised. To authorise, press <Options> → **Authorise device**.


Print images

Learn to print your image with an optional PC data cable or the Bluetooth wireless feature.

To print an image using an optional PC data cable,

1. Connect the multifunction jack on your phone to a compatible printer.
2. Open an image. ► p. 29
3. Press <Options> or  → **Print via** → **USB**.
4. Set print options and print the image.

To print an image using the Bluetooth wireless feature,

1. Open an image. ► p. 29
2. Press <Options> or  → **Print via** → **Bluetooth**.
3. Select a Bluetooth-enabled printer and pair with the printer. ► p. 43
4. Set print options and print the image.

Activate the mobile tracker

When someone inserts a new SIM or USIM card in your phone, the mobile tracker feature will automatically send the contact number to two recipients to help you locate and recover your phone.

To activate the mobile tracker,

1. In Idle mode, press <Menu> → **Settings** → **Security** → **Mobile tracker**.

2. Enter your password and press <Confirm>.



The first time you access **Mobile tracker**, you will be prompted to create and confirm a password.

3. Scroll left or right to **On**.
4. Scroll down and press the Confirm key to open the recipient list.

5. Press <Options> → **Phonebook** to open your contact list.
6. Scroll to a contact and press the Confirm key.
7. Select a number.
8. Press <Options> → **OK** to save the recipients.
9. Scroll down and enter the sender's name.
10. Press <Options> → **Save** → <Accept>.

Record and play voice memos

Learn to operate your phone's voice recorder.

Record a voice memo

1. In Idle mode, press <Menu> → **Applications** → **Voice recorder**.
2. Press the Confirm key to start recording.

3. Speak your memo into the microphone.
4. When you are finished speaking, press the navigation key down.

Play a voice memo

1. From the voice recorder screen, press **<Options> → My voice clips**.
2. Select a file.
3. Control the playback using the following keys:

Key	Function
Confirm	Pause or resume playback
Volume	Adjust the volume up or down
Navigation	<ul style="list-style-type: none"> • Left: Scan backward in a file • Right: Scan forward in a file • Down: Stop playback

Use Java-powered games and applications

Learn to use games and applications powered by award-winning Java technology.

Play games

1. In Idle mode, press **<Menu> → My files or Applications → Games and more**.
2. Select a game from the list and follow the onscreen instructions.



Available games may vary, depending on your service provider or region. Game controls and options may vary.

Launch applications

1. In Idle mode, press **<Menu>** → **My files** or **Applications** → **Games and more** → an application.
2. Press **<Options>** to access a list of various options and settings for your application.

Use the RSS reader

Learn to use the RSS reader to get the latest news and information from your favourite websites.

Create feeds

1. In Idle mode, press **<Menu>** → **Applications** → **RSS reader**.
2. Press **<Options>** → **Add**.

3. Enter the address of an RSS feed and press **<OK>**.
4. To add more feeds, repeat steps 2-3 above.

Read RSS feeds

1. In Idle mode, press **<Menu>** → **Applications** → **RSS reader**.
2. Press **<Options>** → **Update** → **Selected** or **All** to get the latest contents.
3. Select a feed → an updated post.

Download multimedia

1. In Idle mode, press <Menu> → **Applications** → **RSS reader**.
2. Scroll a feed and press <Options> → **Open**.
3. Scroll a post containing multimedia.
4. Press <Options> → **Media** → **Download**.



To download the multimedia later, press **Put into Wishlist**.

Customise RSS reader settings

1. In Idle mode, press <Menu> → **Applications** → **RSS reader**.
2. Press <Options> → **Setting**.
3. Customise the settings as desired.

Upload photos and videos to the web

Learn to post your photos and videos to photo sharing websites and blogs.

Activate the ShoZu account

1. In Idle mode, press <Menu> → **Settings** → **Appication settings** → **MobileBlog settings** → **ShoZu activation**.
2. Select **On**.
3. Press <Yes> to confirm.
4. Follow the onscreen instructions to activate the account.

Create a new destination

1. In Idle mode, press **<Menu>** → **Settings** → **Appication settings** → **MobileBlog settings** → **Destination**.
2. Press **<Options>** → **Create new**.
3. Follow the onscreen instructions to add a new destination site.
4. Repeat steps 2 and 3 above to add more destinations.

Upload a file

1. From an application, such as **My files** or **Camera**, select or capture a new photo or video.
2. Press **<Options>** → **Upload to web**.
3. Select a destination you want to post to.
4. Enter a new file name and information and press **<Upload>**.

Create and view world clocks

Learn to view the time in another country or city and set world clocks to appear on your display.

Create a world clock

1. In Idle mode, press **<Menu>** → **Applications** → **World clock**.
2. Press **<Options>** → **Add**.
3. Scroll left or right to a time zone.
4. To set daylight saving time, scroll down and press the Confirm key.
5. Press **<OK>** to save your world clock.
6. To add more world clocks, repeat steps 2-5 above.

Add a world clock to your display

In Dual Clock Display mode, you can view clocks with two different time zones on your display.

After you have saved world clocks,

1. In Idle mode, press <Menu> → **Applications** → **World clock**.
2. Scroll to the world clock you want to add and press <Options> → **Set as second clock**.
3. Press <Options> → **Display settings**.
4. Scroll left or right to **Dual**.
5. Scroll down, and then scroll left or right to a dual clock style.
6. Press <Save>.

Set and use alarms

Learn to set and control alarms for important events.

Set a new alarm

1. In Idle mode, press <Menu> → **Alarms**.
2. Scroll to an empty alarm location and press the Confirm key.
3. Set alarm details.
4. Press <Options> → **Save**.



The auto power-up feature sets the phone to automatically turn on and sound the alarm at the designated time if the phone is turned off.

Stop an alarm

When the alarm sounds,

- Press any key to stop an alarm without snooze.
- Press <OK> or the Confirm key to stop an alarm with snooze, or press <Snooze> or any key to silence the alarm for the snooze period.

Deactivate an alarm

1. In Idle mode, press <Menu> → **Alarms**.
2. Scroll to the alarm you want to deactivate and press the Confirm key.
3. Scroll down (if necessary).
4. Scroll left or right to **Off**.
5. Press the Confirm key.

Use the calculator

1. In Idle mode, press <Menu> → **Applications** → **Calculator**.
2. Use the keys that correspond to the calculator display to perform basic mathematical operations.

Convert currencies or measurements

1. In Idle mode, press <Menu> → **Applications** → **Convertor** → a conversion type.
2. Enter the currencies or measurements and units in the appropriate fields.

Set a countdown timer

1. In Idle mode, press <Menu> → **Applications** → **Timer**.
2. Press <Set>.
3. Enter hours or minutes to count down and press <OK>.
4. Press the Confirm key to begin or pause the countdown.
5. When the timer expires, press <OK> to stop the alert.

Use the stopwatch

1. In Idle mode, press <Menu> → **Applications** → **Stopwatch**.
2. Press the Confirm key to begin and record lap times.
3. When you are finished, press <Stop>.

4. Press <Reset> to clear recorded times.

Create a new task

1. In Idle mode, press <Menu> → **Applications** → **Task**.
2. Press <Options> → **Create**.
3. Enter the details of the task.
4. Press the Confirm key, or press <Options> → **Save**.

Create a text memo

1. In Idle mode, press <Menu> → **Applications** → **Memo**.
2. Press <Options> → **Create**.
3. Enter your memo text and press the Confirm key.

Manage your calendar

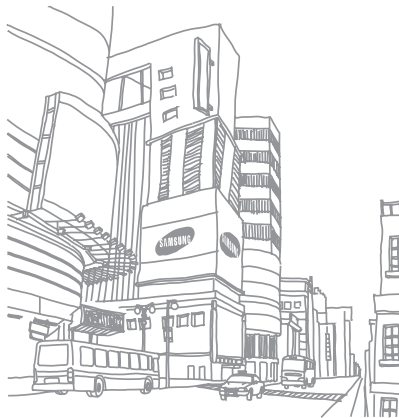
Learn to change the calendar view and create events.

Change the calendar view

1. In Idle mode, press **<Menu>** → **Calendar**.
2. Press **<Options>** → **View by** → **Day** or **Week**.

Create an event

1. In Idle mode, press **<Menu>** → **Calendar**.
2. Press **<Options>** → **Create** → an event type.
3. Enter the details of the event as required.
4. Press the Confirm key, or press **<Options>** → **Save**.



troubleshooting

If you are having trouble with your mobile phone, try these troubleshooting procedures before contacting a service professional.

While using your phone, the following messages may appear:

Message	Try this to solve the problem:
Insert SIM card to access network services	Ensure that the SIM or USIM card is installed correctly.
Phone lock	When the phone lock feature is enabled, you must enter the password you set for the phone.

Message	Try this to solve the problem:
PIN lock	When using the phone for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM or USIM card. You can disable this feature by using the PIN lock menu.
PUK lock	Your SIM or USIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.

Your phone displays “No service,” “Network error,” or “Network unavailable.”

- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again.
- You cannot access some options without a subscription. Contact your service provider for more details.

You enter a number, but the call is not dialed.

- Ensure that you have pressed the Dial key: [📞].
- Ensure that you have accessed the right cellular network.
- Ensure that you have not set call barring for the phone number.

Another caller cannot reach you.

- Ensure that your phone is turned on.
- Ensure that you have accessed the right cellular network.
- Ensure that you have not set call barring for the phone number.

Another caller cannot hear you speaking.

- Ensure that you are not covering the built-in microphone.
- Ensure that the microphone is close to your mouth.
- If using a headset, ensure that it is properly connected.

The phone beeps and the battery icon flashes.

Your battery is low. Recharge or replace the battery to continue using the phone.

The audio quality of the call is poor.

- Ensure that you are not blocking the phone's internal antenna.
- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again.

You select a contact to call, but the call is not dialed.

- Ensure that the correct number is stored in the contact list.
- Re-enter and save the number, if necessary.

The battery does not charge properly or sometimes the phone turns itself off.

- The battery terminals may be dirty. Wipe both gold-coloured contacts with a clean, soft cloth and try charging the battery again.
- If the battery will no longer charge completely, dispose of the old battery properly and replace it with a new battery.

Your phone is hot to the touch.

When you use several applications at once, your phone requires more power and may heat up.

This is normal and should not affect your phone's lifespan or performance.

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Declaration of Conformity (R&TTE)

We, **Samsung Electronics**

declare under our sole responsibility that the product

GSM Mobile Phone : SGH-P960

to which this declaration relates, is in conformity with the following standards and/or other normative documents.

SAFETY	EN 60950- 1 : 2001+A11:2004
EMC	EN 301 489- 01 V1.5.1 (11-2004)
	EN 301 489- 07 V1.2.1 (08-2002)
	EN 301 489- 17 V1.2.1 (08-2002)
	EN 301 489- 24 V1.2.1 (11-2002)
SAR	EN 50360 : 2001
	EN 62209-1 : 2006
RADIO	EN 301 511 V9.0.2 (03-2003)
	EN 300 328 V1.6.1 (11-2004)
	EN 301 908- 1 V3.2.1 (05-2007)
	EN 301 908- 2 V3.2.1 (05-2007)

We hereby declare that [all essential radio test suites have been carried out and that] the above named product is in conformity to all the essential requirements of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex[IV] of Directive 1999/5/EC has been followed with the involvement of the following Notified Body(ies):

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Walton-on-Thames, Surrey, KT12 2TD, UK*
Identification mark: 0168

CE 0168

The technical documentation kept at :

Samsung Electronics QA Lab.

which will be made available upon request.
(Representative in the EU)

Samsung Electronics Euro QA Lab.
Blackbushe Business Park, Saxony Way,
Yateley, Hampshire, GU46 6GG, UK*

2008.04.28


Yong-Sang Park / S. Manager

(place and date of issue)

(name and signature of authorised person)

* It is not the address of Samsung Service Centre. For the address or the phone number of Samsung Service Centre, see the warranty card or contact the retailer where you purchased your phone.