

Sony Ericsson

# User guide

# W395

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## Instruction symbols

The following appear in this User guide:

> Use the navigation key to scroll and select

 Press the centre selection key

 Press the navigation key up

 Press the navigation key down

 Press the navigation key to the left

 Press the navigation key to the right

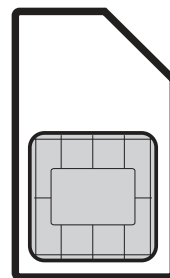
 Note

 Tip

 Warning

# SIM card

The SIM (Subscriber Identity Module) card, which you get from your network operator, contains information about your subscription. Always turn off your phone and detach the charger and the battery before you insert or remove the SIM card.



 You can save contacts on the SIM card before you remove it from your phone. See *Contacts* on page 26.

## PIN code (SIM card lock)

You may need a PIN (Personal Identification Number) to activate the services and functions in your phone. Your PIN is supplied by your network operator. Each PIN digit appears as \*, unless it starts with emergency number digits, for example, 112 or 911. You can see and call an emergency number without entering a PIN. To use the SIM card lock or change your PIN code, see *SIM card lock* on page 34.

 If you enter the wrong PIN three times in a row, the SIM card is blocked. See *SIM card lock* on page 34.

# Memory card

Your phone supports a Memory Stick Micro™ (M2™) memory card, adding more storage space to your phone. It can also be used as a portable memory card with other compatible devices. You can move content between the memory card and the phone memory. See *Entertainment* on page 14 and *Bluetooth™ wireless technology* on page 29.

## *To insert a memory card*



- 1 Open the cover.
- 2 Insert the memory card with the gold-coloured contacts facing towards you.

## *To remove a memory card*

- 1 Open the cover.
- 2 Press the edge of the memory card to release and remove it.

# Charging the battery

The phone battery is partly charged when you buy it.

## *To charge the battery*



- 1 Connect the charger to the phone with the power icon on the charger facing upwards. It takes approximately 3 hours to fully charge the battery. Press a key to view the screen and see the charging status.
  - 2 To remove the charger, tilt the plug upwards.
- ! *It may take a few minutes before the battery icon appears on the screen.*
  - 💡- *You can use your phone while it is charging. You can charge the battery at any time and for more or less than 3 hours. You can interrupt the charging without damaging the battery.*

# Turning on the phone

*To turn on the phone*



- 1 Press and hold down .
- 2 Enter your PIN, if requested.
- 3 Select **OK** to use the setup wizard.

 If you want to correct a mistake when you enter your PIN, press .

## Standby

After you have turned on the phone and entered your PIN, the name of your network operator appears. This view is called standby. Your phone is now ready for use.

*To turn off the phone*

- Press and hold down .

# Screen icons



## Network coverage

The network bars show the strength of the GSM network in your area. You should move to another location if you have problems calling and network coverage is poor. **No network** means you are not in range of a network.

 = Good network coverage

 = Average network coverage

## Battery status

 = The phone battery is fully charged

 = The phone battery is empty

These icons may appear on the screen.

| Icon | Description |
|------|-------------|
|------|-------------|



|             |
|-------------|
| Missed call |
|-------------|



|                     |
|---------------------|
| Handsfree connected |
|---------------------|



|                     |
|---------------------|
| Phone set to silent |
|---------------------|



|                       |
|-----------------------|
| Text message received |
|-----------------------|



|                          |
|--------------------------|
| Picture message received |
|--------------------------|



|                        |
|------------------------|
| Email message received |
|------------------------|



|                                 |
|---------------------------------|
| Predictive text input activated |
|---------------------------------|



|                        |
|------------------------|
| Voice message received |
|------------------------|



|              |
|--------------|
| Ongoing call |
|--------------|



|                  |
|------------------|
| FM radio playing |
|------------------|



|                 |
|-----------------|
| Alarm activated |
|-----------------|



|                              |
|------------------------------|
| Bluetooth function activated |
|------------------------------|

# Phone overview

- 1 Ear speaker
- 2 Screen
- 3 Selection keys
- 4 Call key
- 5 Walkman™ key
- 6 Centre selection key
- 7 Navigation key, Walkman player controls
- 8 Volume, digital zoom keys
- 9 End key, on/off key
- 10 Camera key
- 11 C key (Clear)
- 12 Main camera
- 13 Memory card slot
- 14 Stereo speakers
- 15 Connector for charger, handsfree and USB cable



# Keys

|                                                                                    |                                                                                                                     |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|    | Go to the main menu or select items                                                                                 |
|    | Scroll between the menus and tabs                                                                                   |
|    | Select options shown immediately above these keys on the screen                                                     |
|    | Delete items, such as pictures, sounds and contacts                                                                 |
|    | Open the Walkman™ player. Press to move between the Walkman player and standby                                      |
|    | Stop, pause and play (music key). Press to mute or unmute the radio. Press up or down to search for preset channels |
|  | Skip to the previous track when using the Walkman player. Search for radio channels                                 |
|  | Skip to the next track when using the Walkman player. Search for radio channels                                     |
|  | Camera and video recorder                                                                                           |
|  | Turn on or off the phone                                                                                            |

# Navigation

The main menus are shown as icons. Some submenus include tabs.

## *To navigate the phone menus*

- 1 From standby select **Menu**.
- 2 Use the navigation key to move through the menus.

## *To scroll between the tabs*

- Press the navigation key left or right.

## *To go back one step in the menu*

- Select **Back**.

## *To return to standby*

- Press .

## *To set the phone to silent*

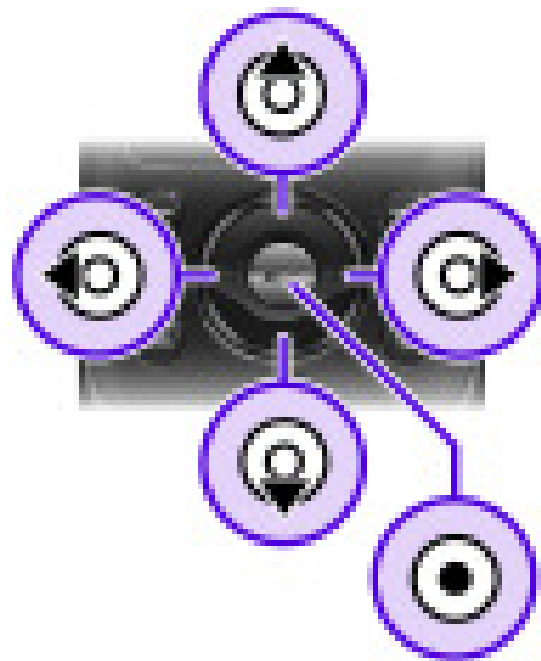
- From standby press and hold down .

## *To call your voicemail service*

- From standby press and hold down .

## *To end a function*

- Press .



# Menu overview



PlayNow™\*



Internet\*

Homepage, Enter address, Bookmarks, History, Saved pages, InternetSettings



Entertainment

Online services\*, Games, TrackID™, Video player, Record sound



Camera



Messaging

Write new, Inbox, Email, Drafts, Outbox, Sent messages, Call voicemail, Templates, Settings



WALKMAN



File manager\*\*

Music, Camera album, Pictures, Videos, Other

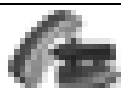


Contacts

New contact



FM radio



Calls\*\*



All



Answered



Dialled



Missed



Organiser

Alarm, Applications, Calendar, Tasks, Synchronisation\*, Timer, Stopwatch, Calculator



## Settings\*\*



### General

Profiles  
Time & date  
Phone language  
Shortcuts  
Flight mode  
Security  
Phone status  
Reset all



### Sounds & alerts

Ring volume  
Ringtone  
Silent mode  
Vibrating alert  
Message alert  
Key sound



### Display

Wallpaper  
Themes  
Startup screen  
Screen saver  
Brightness



### Calls

Speed dial  
Divert calls  
Manage calls  
Time & cost\*  
Show/hide no.  
Handsfree  
Open to answer  
Close to end call



### Connectivity

Bluetooth  
USB  
Synchronisation\*  
Mobile networks  
InternetSettings

\* Some menus are operator-, network- and subscription-dependent.

\*\* You can use the navigation key to scroll between tabs in submenus.  
For more information, see *Navigation* on page 11.

## Walkman™ player

### *To play music*

- 1 From standby press .
- 2 Browse by artist, track, or playlist. Scroll to a list and select **Open**.
- 3 Scroll to a title and select **Play**.

### *To stop playing music*

- Press .

### *There are several ways to control the Walkman player:*

- Press  to open or minimise the Walkman player during playback.
- Press  to go to the next music file.
- Press  to go to the previous music file.
- Press and hold down  or  to fast forward or rewind when playing music files.
- Press  or  to view and scroll files in the current playlist during playback.
- Press  to select a highlighted file in a list.
- Select **Back** to go to the main menu during playback.
- Press  to exit.

## Playlists

You can create playlists to organise your music.

### *To create a playlist*

- 1 From standby select **Menu** > **WALKMAN** > **Options** > **My music** > **My playlists** > **New playlist** > **Add**.
- 2 Enter a name and select **OK**.
- 3 Scroll to a track and select **OK**.

### *To add tracks to a playlist*

- 1 From standby select **Menu** > **WALKMAN** > **Options** > **My music** > **My playlists**.
- 2 Scroll to a playlist and select **Open** > **Options** > **Add media**.
- 3 Scroll to a track and select **OK**.

### *To remove tracks from a playlist*

- 1 From standby select **Menu** > **WALKMAN** > **Options** > **My music** > **My playlists**.
- 2 Scroll to and select a playlist, then select **Open**.
- 3 Select a file and select **Options** > **Delete** > **Yes**.

## **PlayNow™**

With PlayNow™ you can preview, buy and download music using the Internet. You can find PlayNow™ in **Menu** > **PlayNow™**.

- ! You need the correct Internet settings in your phone to use this function. See Internet on page 30.

## **TrackID™**

TrackID™ 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.

- ! You need the correct Internet settings in your phone to use this function. See Internet on page 30. For cost information contact your service provider.

### *To search for song information*

- When you hear a song through a loudspeaker, from standby select **Menu** > **Entertainment** > **TrackID™** > **Start**.
- When the radio is playing, select **Options** > **TrackID™**.

## Transferring music

You can transfer music from your computer to your phone memory or Memory Stick Micro™ (M2™). There are two ways to connect the phone to a computer:

- Using a USB cable
- With a Bluetooth wireless technology connection

You can drag and drop files between your phone or memory card and a computer in Microsoft® Windows Explorer. More information about transferring files to your Walkman™ phone is available at [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

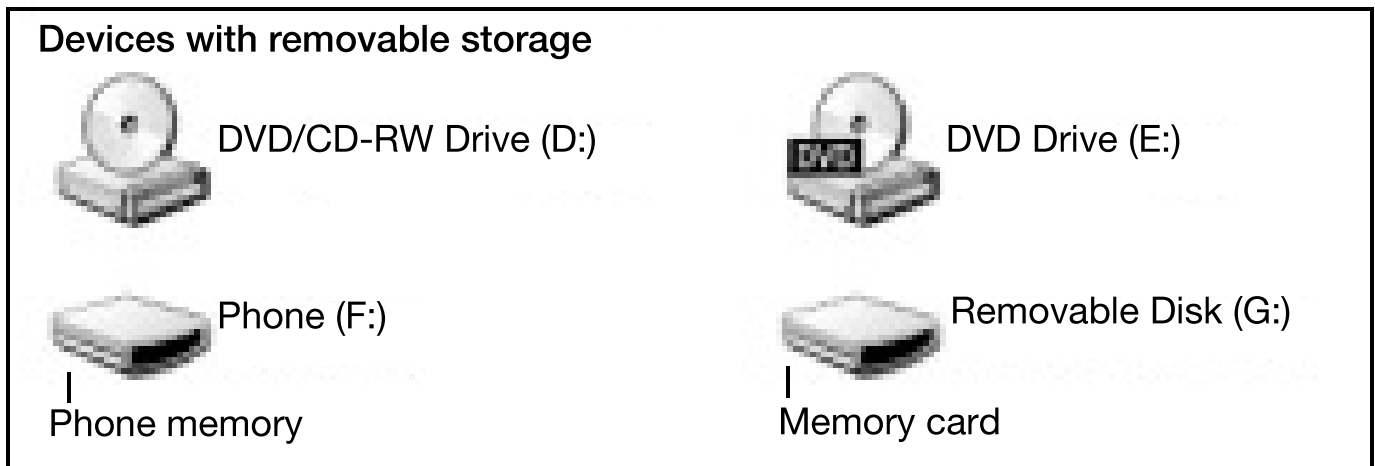
### ***To connect your phone to a computer using a USB cable***

- 1 Make sure your phone is turned on.
- 2 Connect the USB cable to your phone and the computer.
- 3 Phone: select **Mass storage**.
- 4 Computer: Wait for the drivers to be installed automatically. The first time you connect your phone to the computer, you may need to identify and name the phone.

 ***One of these operating systems is required:***

- *Microsoft® Windows® 2000*
- *Microsoft Windows XP (Pro or Home)*
- *Microsoft Windows Vista™ (All versions)*

## To transfer files in Mass storage mode



- 1 Connect the USB cable to the phone and the computer.
- 2 Phone: From standby select **Menu** > **Settings** > the **Connectivity** tab > **USB** > **Mass storage**.
- 3 Computer: Wait until the phone memory and memory card appear as external disks in Microsoft Windows Explorer.
- 4 Computer: On the computer desktop, double-click the *My Computer* icon.
- 5 Computer: In the *My Computer* window, double-click the icon representing your phone under *Devices with removable storage* to view the phone memory and memory stick folders.
- 6 Computer: Copy and paste your file, or drag and drop it, into a folder on your computer, in your phone memory or on your memory card.



*Do not remove the USB cable from the phone or computer during transfer, as this may corrupt the memory card and the phone memory.*



*You cannot view the transferred files in your phone until you have removed the USB cable from the phone. To safely disconnect the USB cable, right-click the Removable Disk icon in Windows Explorer and select Eject.*

## Video player

### *To play a video*

- 1 From standby select **Menu** > **Entertainment** > **Video player**.
- 2 Scroll to a title and select **View**.

### *To stop playing a video*

- Press

### *To resume playing a video*

- Press

### *To play a video in full screen mode*

- Press

### *To exit full screen mode*

- Press

### *To exit the video player*

- Press

# Radio

- ! *Do not use your phone as a radio in places where it is prohibited.*

Your phone has a radio and the handsfree works as an antenna.

## *To listen to the radio*

- 1 Connect the handsfree to the phone.
- 2 From standby select **Menu** > **FM radio**.



## *To search for FM radio channels*

- When the radio is playing, press and hold down ◀ or ▶.

## *To save an FM radio channel*

- 1 Select **Options** > **Save**.
- 2 Scroll to and select a position.

## *To select a saved FM radio channel*

- 1 When the radio is playing, select **Options** > **Channels**.
- 2 Select a radio channel.

## *To exit the FM radio*

- 1 Select **Back** or press .
- 2 **Minimise radio?** appears. Select **No**.

## *To turn off the FM radio when minimised*

- 1 Select **Menu** > **FM radio**.
- 2 Select **Back** or press .
- 3 **Minimise radio?** appears. Select **No**.

## *To view FM radio options*

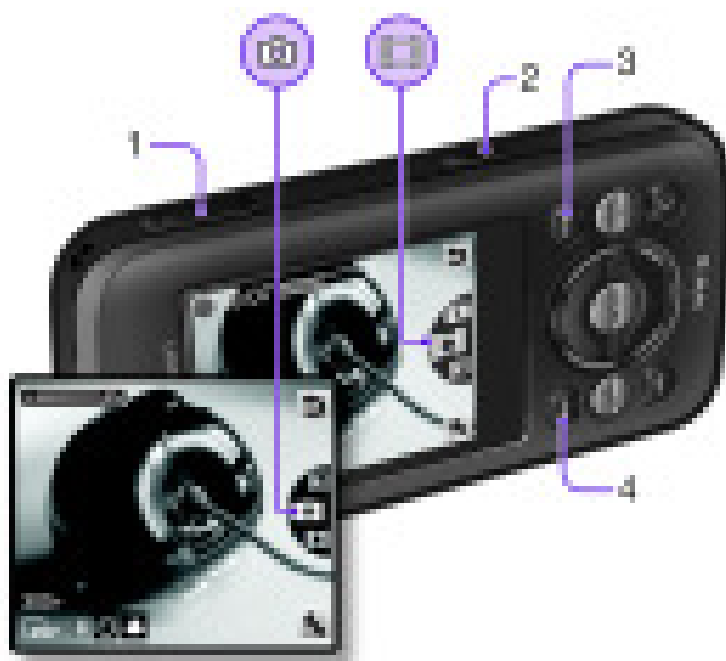
- When the radio is playing, select **Options**.

## Camera and video recorder

You can take pictures and record video clips to view, save or send. Photos and video clips are automatically saved on the memory card, if a memory card is inserted. If not, they are saved in the phone memory. You can find your saved pictures and video clips in [Menu](#) > [File manager](#) > [Camera album](#).

## Using the camera

- |   |                                      |
|---|--------------------------------------|
| 1 | Zoom in or out                       |
| 2 | Take pictures/<br>Record video clips |
| 3 | Back                                 |
| 4 | Settings                             |



### To take a picture

- 1 To activate the camera, from standby press .
- 2 Press  or  to scroll to .
- 3 To take a picture, press .

 *Do not record with a strong light source in the background.*

 *To avoid a blurred picture, use the self-timer or a support such as a tripod.*

### ***To record a video clip***

- 1 To activate the camera, from standby press .
- 2 Press  or  to scroll to .
- 3 To start recording, press  fully down.

### ***To stop recording***

- Press . The video clip is automatically saved.

### ***To zoom in or out***

- Press the volume keys up or down.

 *When you take a picture, zoom is only available in VGA mode.*

### ***To change camera settings***

- 1 To activate the camera, from standby press .
- 2 Select .

## **Transferring pictures**

You can use Bluetooth™ wireless technology and the USB cable to transfer pictures and video clips between a computer and your phone. See *Bluetooth™ wireless technology* on page 29 and *To transfer files in Mass storage mode* on page 17 for more information.

# Calling

You must turn on the phone and be within range of a network.

## ***To make a call***

- 1 From standby enter the area code, if applicable, and the phone number.
- 2 Press .

 You can call numbers from your contacts and call list. See *Contacts* on page 26 and *Call list* on page 23.

## ***To end a call***

- 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.

## ***To turn on the loudspeaker during a call***

- Select **SpkrOn**.



*Do not hold the phone to your ear when using the loudspeaker. This could damage your hearing.*

## ***To view missed calls from standby***

- When **Missed calls:** is displayed, select **View**.



## ***To make international calls***

- 1 From standby press and hold down  until a + sign appears.
- 2 Enter the country code, area code (without the first zero) and phone number.
- 3 Press .

## **Call list**

You can view information about recent calls.

### ***To call a number from the call list***

- 1 From standby press .
- 2 Scroll to a name or number and press .

### ***To delete a number from the call list***

- 1 From standby press .
- 2 Scroll to a name or number and select **Options** > **Delete**.

## **Emergency calls**

Your phone supports international emergency numbers, for example, 112 and 911. These numbers can normally be used to make emergency calls in any country, with or without the SIM card inserted, if a GSM network is within range.

### ***To make an emergency call***

- From standby enter the international emergency number, for example, 112 and press .
-  *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.*

# Messaging

## Text messages (SMS)

You must have a valid service centre number in your phone. This is supplied by your service provider and saved on the SIM card. You may have to enter the number yourself.

### *To write and send a text message*

- 1 From standby select **Menu** > **Messaging** > **Write new** > **Text message**.
- 2 Write the message and select **Cont.**
- 3 Select an option.
- 4 Select **OK** > **Send**.

 See *Entering text* on page 31.

### *To add items in a text message*

- 1 When writing the message, select **Options** > **Insert item**.
- 2 Select an option.

### *To view a received text message*

- 1 When **New message from:** appears, select **View**.
- 2 Select the unread message.

### *To view messages saved in the inbox*

- Select **Menu** > **Messaging** > **Inbox**.

### *To get delivery status of a sent message*

- 1 From standby select **Menu** > **Messaging** > **Settings** > **Text message** > **Delivery report**.
- 2 Select **On**. You are notified when a message has been successfully delivered.

# Picture messages (MMS)

Picture messages can contain text, pictures, sound recordings, video clips and attachments.

- ! 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 or at [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

## To create a picture message

- 1 From standby select **Menu** > **Messaging** > **Write new** > **Picture msg**.
- 2 Enter text. To add items to the message, press , scroll  and select an item.

## To send a picture message

- 1 When the message is ready, select **Cont**.
- 2 Select an option.
- 3 Select **OK** > **Send**.

- ! Sending and receiving phones must have subscriptions that support picture messaging. Make sure you have a phone subscription that supports data transmission and the correct settings in your phone.

# 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.

## Default contacts

You can choose which contact information is shown as default. If **Phone contacts** is selected as default, your contacts show all the information saved in the phone. If you select **SIM contacts** as default, your contacts show names and numbers saved on the SIM card.

- ! *If you select **Phone & SIM** as **Default contacts**, you are asked to choose between **Phone** or **SIM card** when adding a new contact.*

### *To select default contacts*

- 1 From standby select **Menu** > **Contacts**.
- 2 Scroll to **New contact** and select **Options** > **Advanced** > **Default contacts**.
- 3 Select an option.

# Phone contacts

Phone contacts can contain names, phone numbers and personal information. They are saved in the phone memory.

## *To add a phone contact*

- 1 From standby select **Menu** > **Contacts** > **New contact**.
- 2 Select **Last name**: to add the last name and select **OK**.
- 3 Select **First name**: to add the first name and select **OK**.
- 4 Select **New number**: to add the number and select **OK**.
- 5 Select a number option.
- 6 Scroll between tabs and select the fields to add information.
- 7 Select **Save**.

 See *Entering text* on page 31.

 Enter the + sign and country code with all phonebook numbers. Then you can use them abroad or at home.  
See *To make international calls* on page 23.

## *To edit a contact*

- 1 From standby select **Menu** > **Contacts**.
- 2 Select a contact.
- 3 Select **Options** > **Edit contact**.
- 4 Edit the information and select **Save**.

# Using contacts

## *To call a contact*

- 1 From standby select **Menu** > **Contacts**.
- 2 Scroll to, or enter the first few letters of, the contact.
- 3 Press .

## *To delete a contact*

- 1 From standby select **Menu** > **Contacts**.
- 2 Scroll to a contact.
- 3 Select **Options** > **Delete**.

## *To copy a contact to the SIM card*

- 1 From standby select **Menu** > **Contacts**.
- 2 Scroll to a contact.
- 3 Select **Options** > **More** > **Copy to SIM**.

# Contacts memory status

The number of contacts you can save in your phone or on the SIM card depends on available memory.

## *To view contact memory status*

- From standby select **Menu** > **Contacts** > **Options** > **Memory status**.

# More functions

## Bluetooth™ wireless technology

Bluetooth™ wireless technology allows wireless connection to other Bluetooth devices. For example, you can:

- Connect to handsfree devices.
- Connect to several devices at the same time.
- Exchange items.

! *For Bluetooth communication, we recommend a maximum range of 10 metres (33 feet) with no solid objects in between.*

### *To turn on the Bluetooth function*

- From standby select **Menu** > **Settings** > the **Connectivity** tab > **Bluetooth** > **Turn on**.

! *Make sure that the device you want to pair your phone with has the Bluetooth function activated and Bluetooth **Visibility** set to **Show phone**.*

### *To pair a device with your phone*

- 1 To search for available devices, from standby select **Menu** > **Settings** > the **Connectivity** tab > **Bluetooth** > **My devices** > **New device**.
- 2 Select a device from the list. Enter a passcode, if required.

### *To pair your phone with a Bluetooth handsfree*

- 1 To search for available devices, from standby select **Menu** > **Settings** > the **Connectivity** tab > **Bluetooth** > **My devices** > **New device**.
- 2 Select a handsfree device. Enter a passcode, if required.

### *To receive an item using the Bluetooth function*

- 1 From standby select **Menu** > **Settings** > the **Connectivity** tab > **Bluetooth** > **Turn on**.
- 2 When you receive an item, follow the instructions that appear.

### *To send an item using the Bluetooth function*

- 1 From standby select, for example, **Menu** > **File manager** > **Camera album**.
- 2 Scroll to a picture and select **Options** > **Send** > **Bluetooth**.

## **Internet**

You need the correct Internet settings in your phone. If the settings are not in your phone, you can:

- Get them in a text message from the network operator.
- On a computer, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) and request a text message with the settings.

### *To select an Internet profile*

- 1 From standby select **Menu** > **Internet** > **InternetSettings** > **Accounts**.
- 2 Select an account.

### *To start browsing*

- 1 From standby select **Menu** > **Internet**.
- 2 Select an option.

### *To stop browsing*

- When browsing, press .

# Ringtones and themes

You can change the appearance of your screen by selecting from themes.

## *To select a ringtone*

- From standby select **Menu** > **Settings** > the **Sounds & alerts** tab > **Ringtone** and select a ringtone.

## *To select a theme*

- From standby select **Menu** > **Settings** > the **Display** tab > **Themes** and select a theme.

# File manager

You can handle files saved in the phone memory or on a memory card. You can create subfolders to move files to.

## *To move a file in the file manager*

- 1 From standby select **Menu** > **File manager**.
- 2 Scroll to a file and select **Options** > **Move to folder**.
- 3 Open a folder and select **Options** > **Paste**.

# Entering text

There are two methods you can use to enter text: multitap or predictive text input.

- 💡 *By using predictive text input you only have to press each key once. Continue writing a word even if it appears to be wrong. The phone uses the dictionary to recognise the word when all letters are entered.*

## ***To enter text using predictive text input***

- 1 For example, to write the word “Jane”, press , , , .
- 2 You now have several options:
  - If the word shown is the one you want, press  to accept and add a space. To accept a word without adding a space, press .
  - If the word shown is not the one you want, press  or  repeatedly to view alternative words.
  - To enter full stops and commas, press  and then  or  repeatedly.

## ***To enter text using multitap***

- Press  –  until the character you want appears.
- Press  to add a space.
- Press  to enter full stops and commas.
- Press  to shift between upper- and lower-case letters.
- Press and hold down  –  to enter numbers.

## ***To change text input methods***

- When writing the message, press and hold down .

## ***To delete characters***

- Press .

## ***To change writing language***

- When writing the message, press and hold down .

# Voicemail

Callers can leave a voicemail message when you cannot answer. You can get your voicemail number from your network operator.

## *To enter your voicemail number*

- 1 From standby select **Menu** > **Messaging** > **Settings** > **Voicemail no.**
- 2 Scroll to the voicemail number and select **OK**.
- 3 Enter the voicemail number and select **OK**.

## *To call your voicemail service*

- From standby press and hold down .

# Flight mode

In **Flight mode**, the network and radio transceivers are turned off to prevent disturbance to sensitive equipment. When the flight mode menu is activated, you are asked to select a mode the next time you turn on your phone:

- **Normal** – full functionality.
- **Flight mode** – limited functionality.

 You can use Walkman player in **Flight mode**.

## *To activate the flight mode menu*

- From standby select **Menu** > **Settings** > the **General** tab > **Flight mode** > **Show at startup**.

# Locks

## SIM card lock

Your PIN and PUK (Personal Unblocking Key) are supplied by your network operator.

- ! If the message **Wrong PIN Attempts remaining:** appears when you edit your PIN, you entered the PIN or PIN2 incorrectly.

### *To unblock your SIM card*

- 1 When **PIN blocked** is displayed, select **Unlock**.
- 2 Enter your PUK and select **OK**.
- 3 Enter a new PIN and select **OK**.
- 4 Re-enter the new PIN and select **OK**.

### *To turn on the SIM card lock*

- 1 From standby select **Menu** > **Settings** > the **General** tab > **Security** > **Locks** > **SIM protection** > **Protection**.
- 2 Enter your PIN and select **OK**.
- 3 Select **On**.

### *To edit your PIN*

- 1 From standby select **Menu** > **Settings** > the **General** tab > **Security** > **Locks** > **SIM protection** > **Change PIN**.
- 2 Enter your PIN and select **OK**.
- 3 Enter a new PIN and select **OK**.
- 4 Re-enter the new PIN and select **OK**.

# Phone lock

You can stop unauthorised use of your phone. You can change the phone lock code (0000 by default) to any four-digit code.

## *To turn on the phone lock*

- 1 From standby select **Menu** > **Settings** > the **General** tab > **Security** > **Locks** > **Phone protection** > **Protection**.
- 2 Enter the phone lock code and select **OK**.
- 3 Select **On**.

## *To edit your phone lock code*

- 1 From standby select **Menu** > **Settings** > the **General** tab > **Security** > **Locks** > **Phone protection** > **Change code**.
- 2 Enter the current code and select **OK**.
- 3 Enter a new code and select **OK**.
- 4 Re-enter the new code and select **OK**.

! *If you forget the new code, you have to take the phone to your local Sony Ericsson retailer.*

## *To unlock the phone*

- 1 From standby select **Menu** > **Settings** > the **General** tab > **Security** > **Locks** > **Phone protection** > **Protection**.
- 2 Enter your phone lock code and select **OK**.
- 3 Select **Off**.

# Troubleshooting

Some problems require you to call your network operator. For more support go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

## Master reset

If you experience problems with your phone, such as screen flickering, screen freezing or navigation problems, you should reset the phone. If you select **Reset all**, all user data such as contacts, messages, pictures and sounds are deleted.

### *To reset all settings*

- From standby select **Menu** > **Settings** > the **General** tab > **Reset all** > **Cont.** > **Cont.**

## Error messages

### **PIN blocked**

You have entered your PIN code incorrectly three times in a row. Your SIM is now locked. Unlock your SIM with your PUK code, which is provided together with your PIN code by your network operator.

### *To unlock the SIM card*

- 1 Enter your PUK code and select **OK**.
- 2 Enter a new PIN and select **OK**.
- 3 Re-enter the new PIN and select **OK**.

### **Insert SIM**

There is no SIM card in your phone or you may have inserted it incorrectly. Try one or more of the following:

- Remove the SIM card and insert it correctly.
- Clean the connectors on the SIM card and phone with a soft brush, a cloth or a cotton bud.

- Check if the SIM card is damaged.
- Contact your network operator to get a new SIM card.

## Common questions

### *I cannot turn on the phone*

Try charging the phone until it has finished charging. Attach the charger (make sure the power icon on the charger is facing upwards) and charge the phone for 3 hours. The battery icon on the screen may not appear until the phone has charged for 30 minutes.

### *I cannot use Internet or MMS*

Make sure you have a phone subscription that supports data transmission, and also the correct settings in your phone.

### *I cannot send text messages (SMS)*

Make sure you have a valid service centre number in your phone.

### *The phone cannot be detected by other devices using Bluetooth wireless technology*

You have not turned the Bluetooth function on. Make sure that the visibility is set to **Show phone**. See *To turn on the Bluetooth function* on page 29.

### *How do I change phone language?*

- 1 From standby select **Menu** > **Settings** > the **General** tab > **Phone language**.
- 2 Select an option.

# Legal information

## Declaration of conformity for W395

We, Sony Ericsson Mobile Communications AB of  
Nya Vattentorget

SE-221 88 Lund, Sweden

declare under our sole responsibility that our product

**Sony Ericsson type AAB-1880014-BV**

and in combination with our accessories, to which this declaration relates  
is in conformity with the appropriate standards EN 301 511:V9.0.2,  
EN 300 328:V1.7.1, EN 301 489-7:V1.3.1, EN 301 489-17:V1.2.1 and  
EN 60 950-1:2006, following the provisions of, Radio Equipment and  
Telecommunication Terminal Equipment Directive 1999/5/EC.

Lund, October 2008



Rikko Sakaguchi, Head of Creation & Development

We fulfil the requirements of the R&TTE Directive (1999/5/EC).

CE 0682

## FCC Statement

This device complies with Part 15 of the FCC rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. Any change or modification not expressly approved by Sony Ericsson may void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



## Industry Canada Statement

This device complies with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### Sony Ericsson W395

GSM 850/900/1800/1900

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**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.**

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1221-3391.1 printed in XXXX

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