

**SAMSUNG**

# USER MANUAL

SM-A032F  
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[www.samsung.com](http://www.samsung.com)

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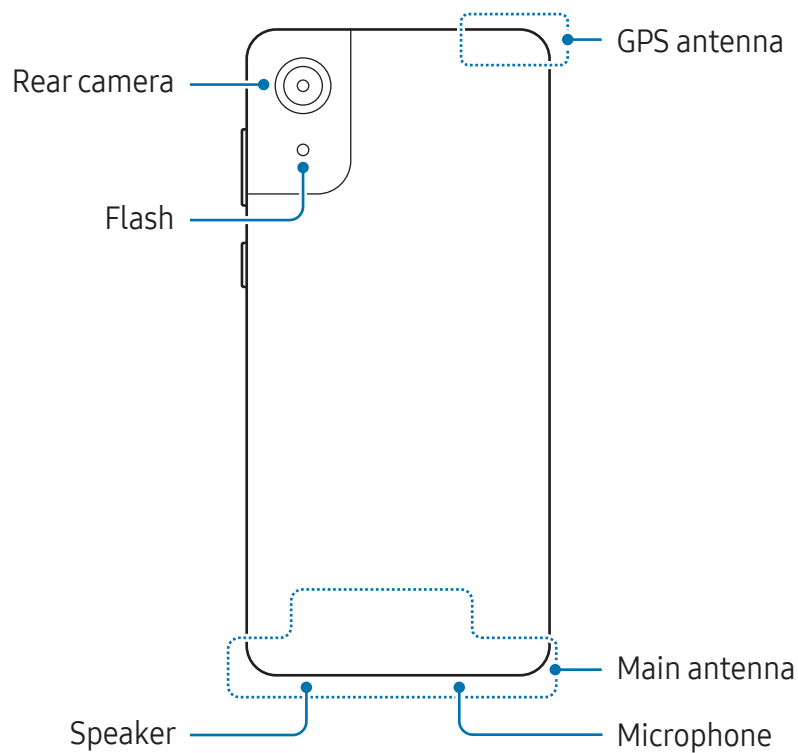
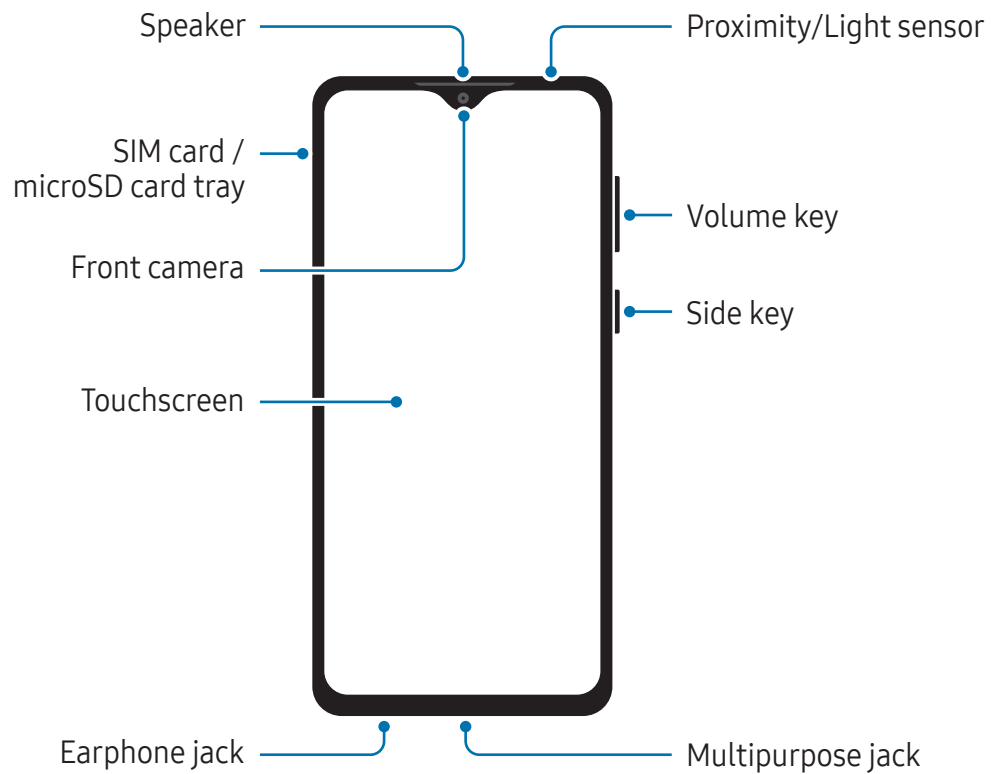
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# Getting started



## Device layout and functions

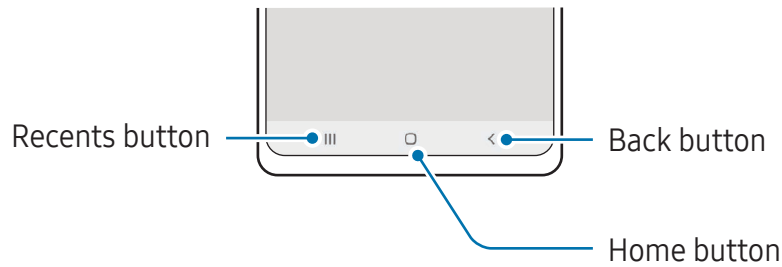


- 
  - When using the speakers, such as when playing media files or using speakerphone, do not place the device close to your ears.
  - Be careful not to expose the camera lens to a strong light source, such as direct sunlight. If the camera lens is exposed to a strong light source, such as direct sunlight, the camera image sensor may be damaged. A damaged image sensor is irreparable and will cause dots or spots in pictures.
  - If you use the device with its glass or acrylic body broken, there may be a risk of injury. Use the device only after it has been repaired at a Samsung Service Centre.
  - If dust or foreign materials enter the microphone, speaker, or receiver, the device's sound may become quiet or certain features may not work. If you attempt to remove the dust or foreign materials with a sharp object, the device may be damaged and its appearance may be affected.
- 
  - Connectivity problems and battery drain may occur in the following situations:
    - If you attach metallic stickers on the antenna area of the device
    - If you attach a device cover made with metallic material to the device
    - If you cover the device's antenna area with your hands or other objects while using certain features, such as calls or the mobile data connection
  - Using a Samsung-approved screen protector is recommended. Unapproved screen protectors may cause the sensors to malfunction.
  - Do not cover the proximity/light sensor area with screen accessories, such as a screen protector, stickers, or a cover. Doing so may cause the sensor to malfunction.
  - Do not allow water to contact the touchscreen. The touchscreen may malfunction in humid conditions or when exposed to water.

## Hard keys

Key	Function
Side key	<ul style="list-style-type: none"> <li>• Press and hold to turn the device on or off.</li> <li>• Press to turn on or lock the screen.</li> </ul>
Side key + Volume Down key	<ul style="list-style-type: none"> <li>• Press simultaneously to capture a screenshot.</li> </ul>




## Soft buttons



When you turn on the screen, the soft buttons will appear at the bottom of the screen. Refer to [Navigation bar \(soft buttons\)](#) for more information.

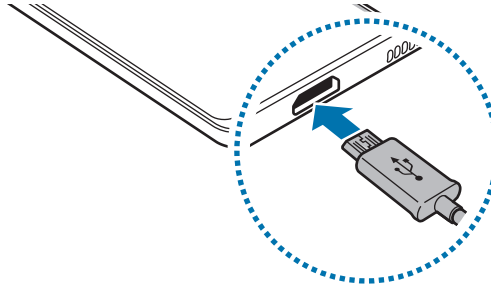
## Charging the battery

Charge the battery before using it for the first time or when it has been unused for extended periods.

-  Use only Samsung-approved battery, charger, and cable specifically designed for your device. Incompatible battery, charger, and cable can cause serious injuries or damage to your device.
-  Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.
-  To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and easily accessible while charging.

## Wired charging

Connect the USB cable to the USB power adaptor and plug the cable into the device's multipurpose jack to charge the battery. After fully charging, disconnect the charger from the device.



## Reducing the battery consumption

Your device provides various options that help you conserve battery power.

- Optimise the device using the smart manager feature.
- When you are not using the device, turn off the screen by pressing the Side key.
- Activate power saving mode.
- Close unnecessary apps.
- Deactivate the Bluetooth feature when not in use.
- Deactivate auto-syncing of apps that need to be synced.
- Decrease the backlight time.
- Decrease the screen brightness.

## Battery charging tips and precautions

- If the battery is completely discharged, the device cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the device.
- If you use multiple apps at once, network apps, or apps that need a connection to another device, the battery will drain quickly. To avoid losing power during a data transfer, always use these apps after fully charging the battery.
- Using a power source other than the charger, such as a computer, may result in a slower charging speed due to a lower electric current.



- The device can be used while it is charging, but it may take longer to fully charge the battery.
- If the device receives an unstable power supply while charging, the touchscreen may not function. If this happens, unplug the charger from the device.
- While charging, the device and the charger may heat up. This is normal and should not affect the device's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If you charge the device while the multipurpose jack is wet, the device may be damaged. Thoroughly dry the multipurpose jack before charging the device.
- If the device is not charging properly, take the device and the charger to a Samsung Service Centre.

## SIM or USIM card (nano-SIM card)

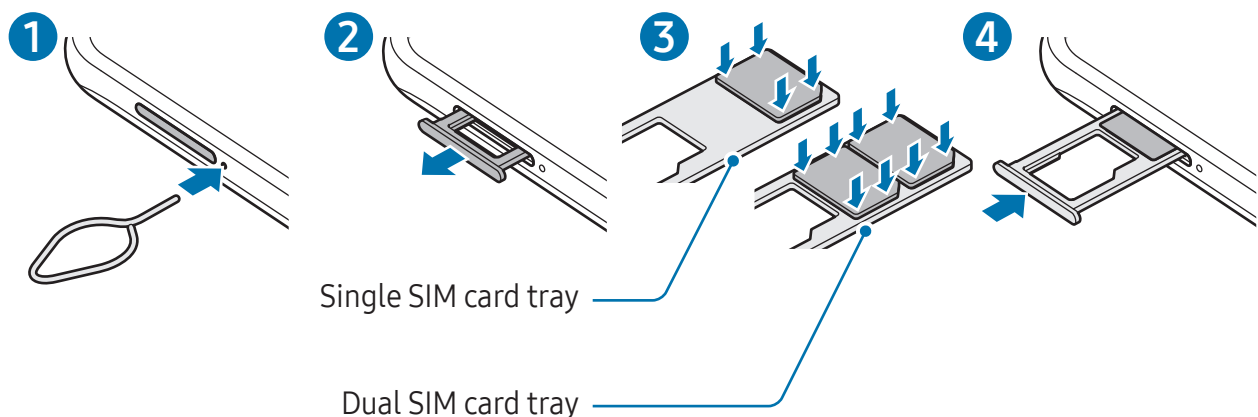
Insert the SIM or USIM card provided by the mobile telephone service provider.

For dual SIM models, you can insert two SIM or USIM cards so you can have two phone numbers or service providers for a single device. In some areas, data transfer speeds may be slower if two SIM cards are inserted in the device than when one SIM card is inserted.



Some services that require a network connection may not be available depending on the service provider.

## Installing the SIM or USIM card



- 1 Insert the ejection pin into the hole next to the tray to loosen the tray.
- 2 Pull out the tray gently from the tray slot.

3 Place the SIM or USIM card on the tray with the gold-coloured contacts facing downwards and gently press the SIM or USIM card into the tray to secure it.

4 Insert the tray back into the tray slot.

- ❗ • Use only a nano-SIM card.
- Use caution not to lose or let others use the SIM or USIM card. Samsung is not responsible for any damages or inconveniences caused by lost or stolen cards.
- Ensure that the ejection pin is perpendicular to the hole. Otherwise, the device may be damaged.
- If the card is not fixed firmly into the tray, the SIM card may leave or fall out of the tray.
- If you insert the tray into your device while the tray is wet, your device may be damaged. Always make sure the tray is dry.
- Fully insert the tray into the tray slot to prevent liquid from entering your device.

## SIM card manager (dual SIM models)

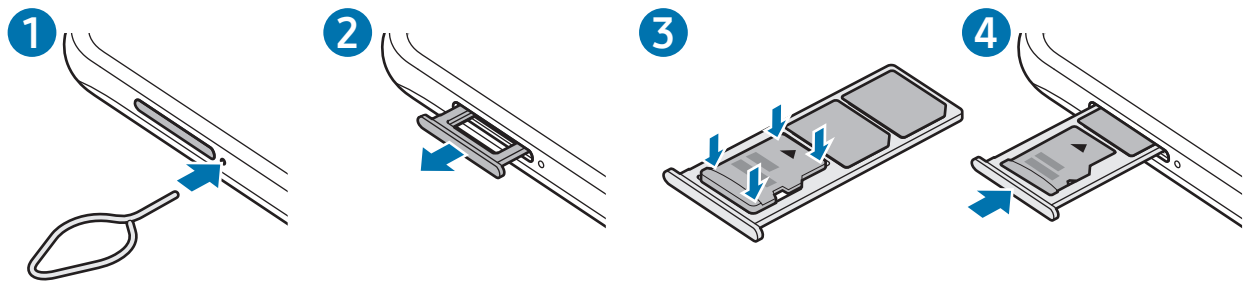
Launch the **Settings** app and tap **Connections** → **SIM card manager**.

- **SIM cards:** Activate the SIM card to use and customise the SIM card settings.
- **Preferred SIM card:** Select to use specific SIM cards for some features, such as voice calls, when two cards are activated.
- **Call settings:** Customise the call settings.

## microSD card

### Inserting an SD card

Your device's SD card capacity may vary from other models and some SD cards may not be compatible with your device depending on the SD card manufacturer and type. To check out your device's maximum SD card capacity, refer to the Samsung website.



- 1 Insert the ejection pin into the hole next to the tray to loosen the tray.
- 2 Pull out the tray gently from the tray slot.
- 3 Place an SD card on the tray with the gold-coloured contacts facing downwards and gently press the SD card into the tray to secure it.
- 4 Insert the tray back into the tray slot.

- ❗ • Use only a microSD card.
- Some SD cards may not be fully compatible with the device. Using an incompatible card may damage the device, the SD card, or the data stored in it.
- Use caution to insert the SD card right-side up.
- Ensure that the ejection pin is perpendicular to the hole. Otherwise, the device may be damaged.
- When you remove the tray from the device, the mobile data connection will be disabled.
- If the card is not fixed firmly into the tray, the SD card may leave or fall out of the tray.
- If you insert the tray into your device while the tray is wet, your device may be damaged. Always make sure the tray is dry.
- Fully insert the tray into the tray slot to prevent liquid from entering your device.



- The device supports the FAT and the exFAT file systems for SD cards. When inserting a card formatted in a different file system, the device will ask to reformat the card or will not recognise the card. To use the SD card, you must format it. If your device cannot format or recognise the SD card, contact the SD card manufacturer or a Samsung Service Centre.
- Frequent writing and erasing of data shortens the lifespan of SD cards.
- When inserting an SD card into the device, a link to the SD card's file directory appears on the notification panel.

## Removing the SD card

Before removing the SD card, first unmount it for safe removal.

1 Open **Settings** and tap **Smart Manager** → **Storage** → ⋮ → **Storage settings**.

2 Tap ▼ → **SD card** → ⋮ → **Unmount**.



Do not remove external storage, such as an SD card or USB storage, while the device is transferring or accessing information, or right after transferring data. Doing so can cause data to be damaged or lost or cause damage to the external storage or phone. Samsung is not responsible for losses, including loss of data, resulting from the misuse of external storage devices.

## Formatting the SD card

An SD card formatted on a computer may not be compatible with the device. Format the SD card on the device.

1 Open **Settings** and tap **Smart Manager** → **Storage** → ⋮ → **Storage settings**.

2 Tap ▼ → **SD card** → ⋮ → **Format**.

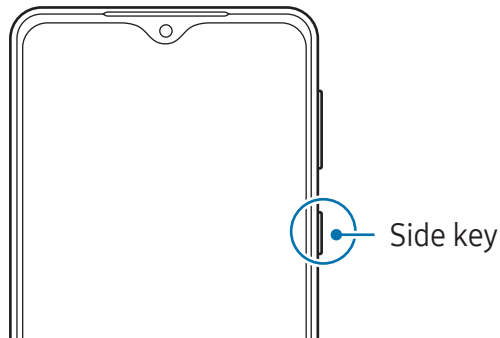


Before formatting the SD card, remember to make backup copies of all important data stored in the SD card. The manufacturer's warranty does not cover loss of data resulting from user actions.

## Turning the device on and off



Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.



### Turning the device on

Press and hold the Side key for a few seconds to turn on the device.

### Turning the device off

- 1 To turn off the device, press and hold the Side key.
- 2 Tap **Power off**.  
To restart the device, tap **Restart**.

### Forcing restart

If your device is frozen and unresponsive, press and hold the Side key and the Volume Down key simultaneously for more than 7 seconds to restart it.

## Initial setup

When you turn on your device for the first time or after performing a data reset, follow the on-screen instructions to set up your device.



If you do not connect to a Wi-Fi network, you may not be able to set up some device features during the initial setup.

# Apps and features

## Introduction

Use apps and various features of the device.

This chapter is a common manual for apps and features provided by Samsung devices.

Depending on the model, some content may differ, or descriptions of apps or features not available on your device may be included.

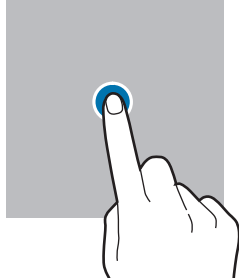


# Understanding the screen

## Controlling the touchscreen

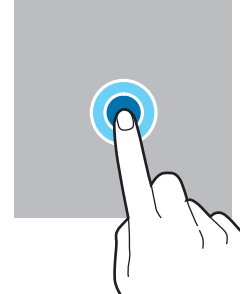
### Tapping

Tap the screen.



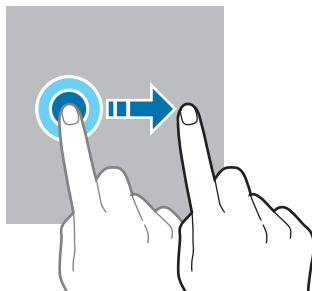
### Tapping and holding

Tap and hold the screen for approximately 2 seconds.



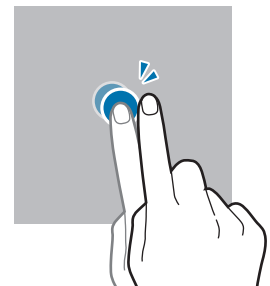
### Dragging

Tap and hold an item and drag it to the target position.



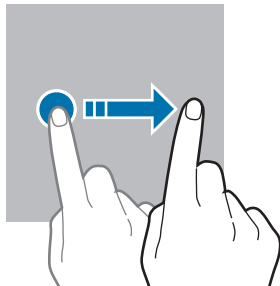
### Double-tapping

Double-tap the screen.



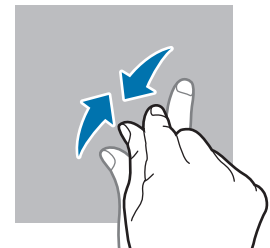
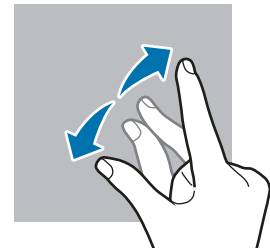
### Swiping

Swipe upwards, downwards, to the left, or to the right.



### Spreading and pinching

Spread two fingers apart or pinch on the screen.



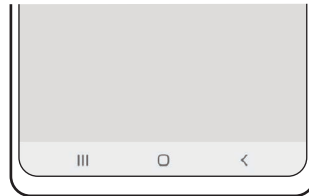
- Do not allow the touchscreen to come into contact with other electrical devices. Electrostatic discharges can cause the touchscreen to malfunction.
- To avoid damaging the touchscreen, do not tap it with anything sharp or apply excessive pressure to it with your fingertips.
- It is recommended not to use fixed graphics on part or all of the touchscreen for extended periods. Doing so may result in afterimages (screen burn-in) or ghosting.



The device may not recognise touch inputs close to the edges of the screen, which are outside of the touch input area.

## Navigation bar (soft buttons)

When you turn on the screen, the soft buttons will appear on the navigation bar at the bottom of the screen. The soft buttons are set to the Recents button, Home button, and Back button by default. The functions of the buttons can change according to the app currently being used or usage environment.



Button		Function
III	Recents	<ul style="list-style-type: none"><li>• Tap to open the list of recent apps.</li></ul>
○	Home	<ul style="list-style-type: none"><li>• Tap to return to the Home screen.</li><li>• Tap and hold to launch the <b>Google Go</b> app.</li></ul>
<	Back	<ul style="list-style-type: none"><li>• Tap to return to the previous screen.</li></ul>



## Home screen and Apps screen

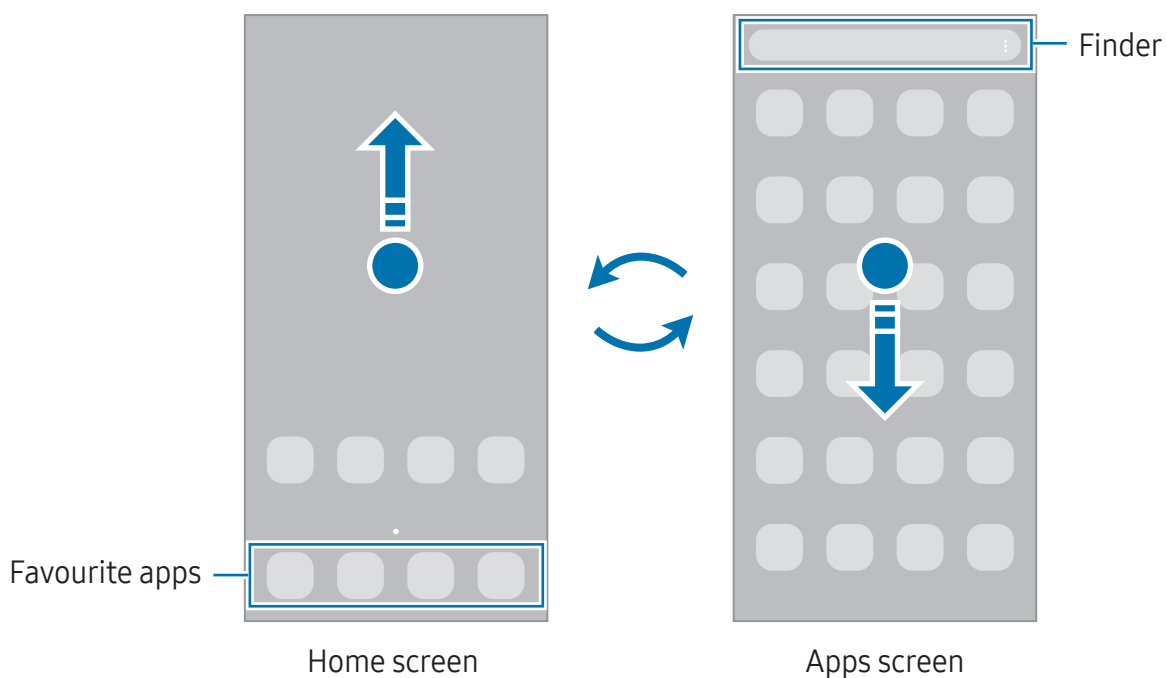
The Home screen is the starting point for accessing all of the device's features. It displays widgets, shortcuts to apps, and more.

The Apps screen displays icons for all apps, including newly installed apps.

### Switching between Home and Apps screens

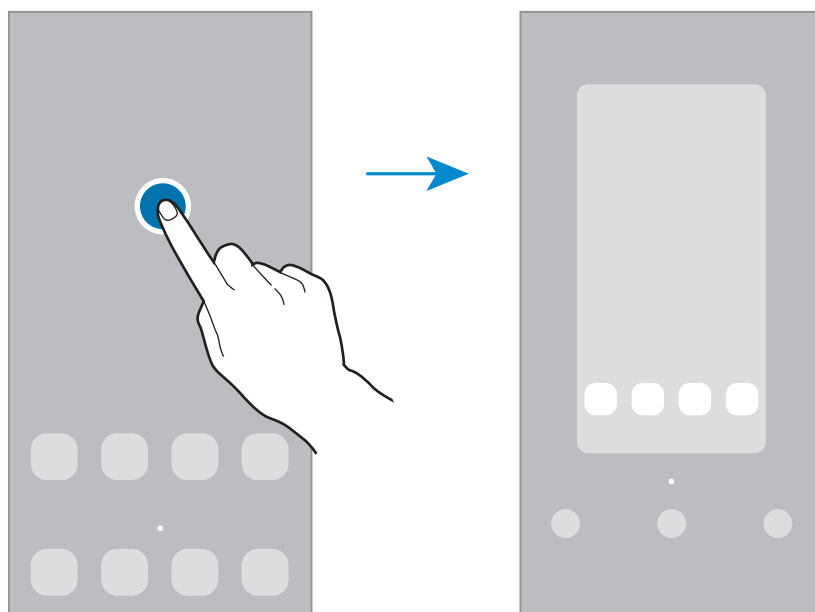
On the Home screen, swipe upwards to open the Apps screen.

To return to the Home screen, swipe downwards from the top of the Apps screen. Alternatively, tap the Home button or the Back button.



## Editing the Home screen

On the Home screen, tap and hold an empty area, or pinch your fingers together to access the editing options. You can set the wallpaper, add widgets, and more.



- **Wallpapers:** Change the wallpaper settings for the Home screen and the locked screen.
- **Widgets:** Widgets are small apps that launch specific app functions to provide information and convenient access on your Home screen. Tap and hold a widget, and then drag it to the Home screen. The widget will be added on the Home screen.
- **Settings:** Configure settings for the Home screen.

## Launching Finder

Search for app on the device quickly.

1 On the Apps screen, tap **Search apps**.

2 Enter a keyword.

Apps on your device will be searched.

If you tap **Q** on the keyboard, you can search for more app.

## Moving items

Tap and hold an item, and then drag it to a new location. To move the item to another panel, drag it to the side of the screen.

To add a shortcut to an app on the Home screen, tap and hold an item on the Apps screen, and then tap **Add to Home**. A shortcut to the app will be added on the Home screen.

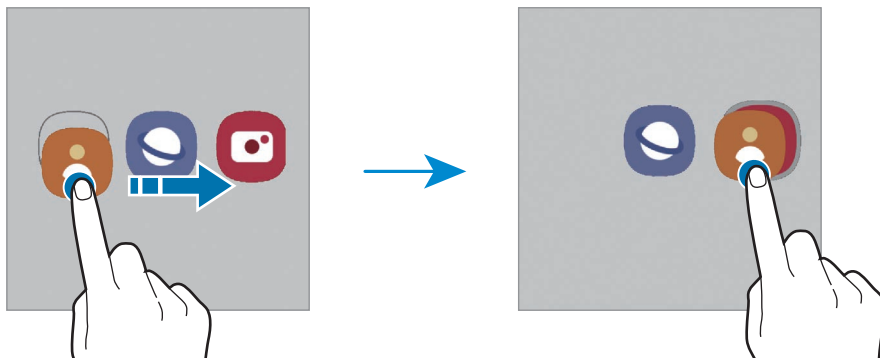
You can also move frequently used apps to the shortcuts area at the bottom of the Home screen.

## Creating folders

Create folders and gather similar apps to quickly access and launch apps.

On the Home screen, tap and hold an app, and then drag it over another app.

A new folder containing the selected apps will be created. Tap **Folder name** and enter a folder name.



- **Adding more apps**

You can add an app by dragging it to the folder.

- **Moving apps from a folder**

Tap and hold an app to drag it to a new location.

- **Deleting a folder**

Tap and hold a folder, and then tap **Delete folder**. Only the folder will be deleted. The folder's apps will be relocated to the Apps screen.

## Lock screen

Pressing the Side key turns off the screen and locks it. Also, the screen turns off and automatically locks if the device is not used for a specified period.

To unlock the screen, swipe in any direction when the screen turns on.

If the screen is off, press the Side key to turn on the screen.














## Changing the screen lock method








To change the screen lock method, launch the **Settings** app, tap **Lock screen and security** → **Screen lock**, and then select a method.

When you set a pattern, PIN, or password for the screen lock method, you can protect your personal information by preventing others from accessing your device. After setting the screen lock method, the device will require an unlock code whenever unlocking it.

## Indicator icons

Indicator icons appear on the status bar at the top of the screen. The icons listed in the table below are most common.

Icon	Meaning
	No signal
	Signal strength
	Roaming (outside of normal service area)
	GPRS network connected
	EDGE network connected
	UMTS network connected
	HSDPA network connected
	HSPA+ network connected
	LTE network connected
	Wi-Fi connected
	Bluetooth feature activated
	Location services being used
	Call in progress

Icon	Meaning
	Missed call
	New text or multimedia message
	Alarm activated
	Mute mode / Vibration mode
	Flight mode activated
	Error occurred or caution required
	Battery charging / Battery power level

- The status bar may not appear at the top of the screen in some apps. To display the status bar, drag down from the top of the screen.
- The indicator icons may appear differently depending on the service provider or model.

## Screen capture

Capture a screenshot while using the device.

Press the Side key and the Volume Down key simultaneously. You can view the captured screenshots in **Gallery**.

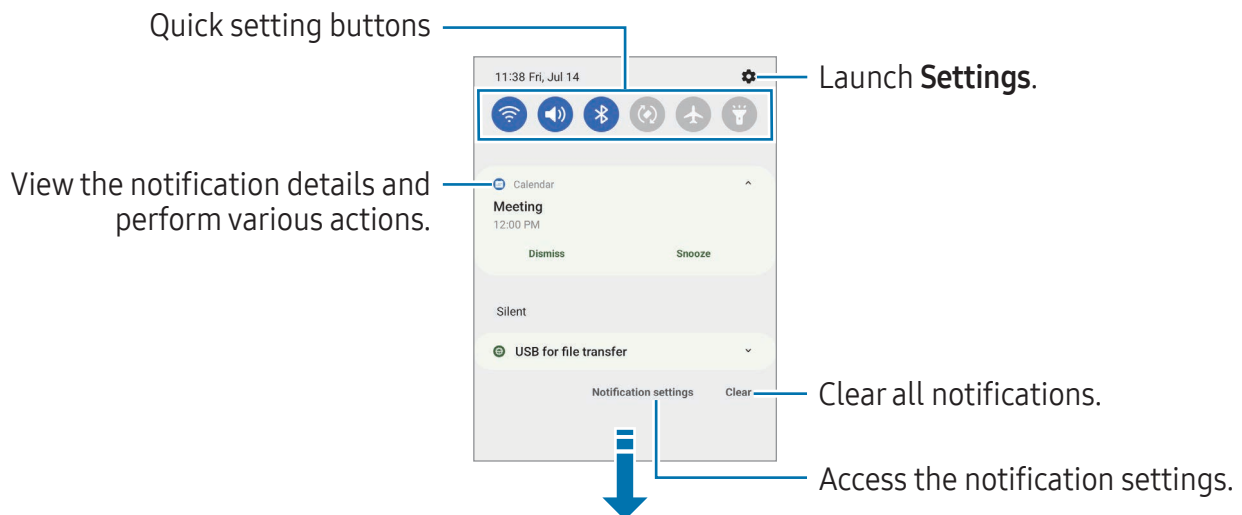
- It is not possible to capture a screenshot while using some apps and features.

## Notification panel

When you receive new notifications, indicator icons appear on the status bar. To see more information about the icons, open the notification panel and view the details.

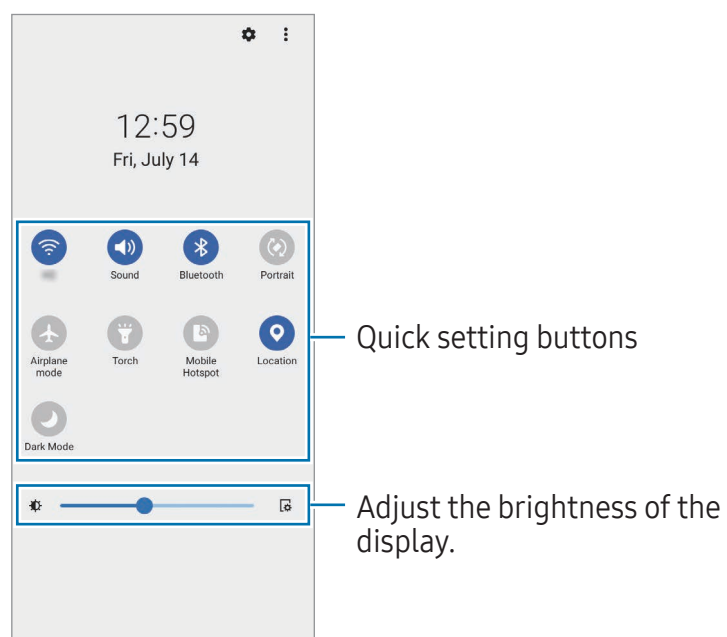
To open the notification panel, drag the status bar downwards. To close the notification panel, swipe upwards on the screen.

You can use the following functions on the notification panel.




## Using quick setting buttons

Tap quick setting buttons to activate certain features. Swipe downwards on the notification panel to view more buttons. To add more buttons, tap **Edit buttons**.



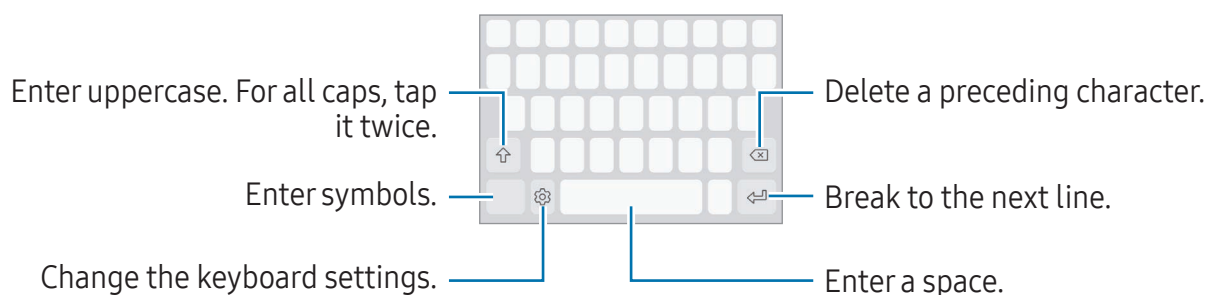
To view more detailed settings, tap and hold a button.


To rearrange buttons, tap  → **Edit buttons**, tap and hold a button, and then drag it to another location.

## Entering text


### Keyboard layout

A keyboard appears automatically when you enter text.




 Text entry is not supported in some languages. To enter text, you must change the input language to one of the supported languages.


### Changing the input language

Tap  → **Languages and types** → **Manage input languages** and select the languages to use. When you select two or more languages, you can switch between the input languages by swiping to the left or right on the space key.



### Changing the keyboard

On the navigation bar, tap  to change the keyboard.

To change the keyboard type, tap  → **Languages and types**, select a language, and then select the keyboard type you want.

 On a **3x4 keyboard**, a key has three or four characters. To enter a character, tap the corresponding key repeatedly until the desired character appears.

## Copying and pasting

- 1 Tap and hold over text.
- 2 Drag  or  to select the desired text, or tap **Select all** to select all text.
- 3 Tap **Copy** or **Cut**.
- 4 Tap and hold where the text is to be inserted and tap **Paste**.



## Installing or uninstalling apps

### Galaxy Store

Purchase and download apps. You can download apps that are specialised for Samsung Galaxy devices.

Launch the **Galaxy Store** app. Browse apps by category or tap **Q** to search for a keyword.



- This app may not be available depending on the service provider or model.
- To change the auto update settings, tap  →  → **Auto update apps**, and then select an option.

### Play Store

Purchase and download apps.

Launch the **Play Store** app. Browse apps by category or search for apps by keyword.



- To change the auto update settings, tap your account icon, tap **Settings** → **Network preferences** → **Auto-update apps**, and then select an option.




## Managing apps

### Uninstalling or disabling apps

Tap and hold an app and select an option.

- **Uninstall:** Uninstall downloaded apps.
- **Disable:** Disable selected default apps that cannot be uninstalled from the device.

 Some apps may not support this feature.

### Enabling apps


Launch the **Settings** app, tap **Apps and notifications** → **All apps** → ▼ → **Disabled apps**, select an app, and then tap **ENABLE**.

### Setting app permissions

For some apps to operate properly, they may need permission to access or use information on your device.

To view your app permission settings, launch the **Settings** app and tap **Apps and notifications** → **All apps**. Select an app and tap **Permissions**. You can view the app's permissions list and change its permissions.

To view or change app permission settings by permission category, launch the **Settings** app and tap **Apps and notifications** → **Permission manager**. Select an item and select an app.




 If you do not grant permissions to apps, the basic features of the apps may not function properly.

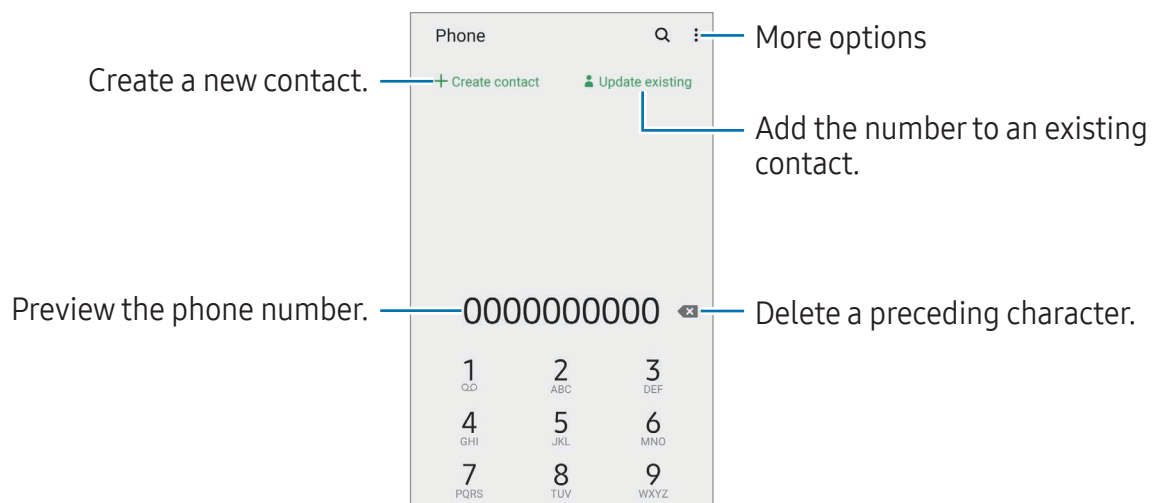
# Phone

## Introduction



Make or answer voice and video calls.

## Making calls

- 1 Launch the **Phone** app and enter a phone number.  
If the keypad does not appear on the screen, tap  to open the keypad.
- 2 Tap  to make a voice call, or tap  to make a video call.



## Making an international call

- 1 Launch the **Phone** app.
- 2 Tap and hold **0** until the + sign appears.  
If the keypad does not appear on the screen, tap  to open the keypad.
- 3 Enter the country code, area code, and phone number, and then tap .

## Receiving calls



### Answering a call

When a call comes in, drag  outside the large circle.

### Rejecting a call

When a call comes in, drag  outside the large circle.

To send a message when rejecting an incoming call, drag the **Send message** bar upwards and select a message to send.


To create various rejection messages, launch the **Phone** app, tap  → **Settings** → **Quick decline messages**, enter a message, and then tap .

## Blocking phone numbers


Block calls from specific numbers added to your block list.

1 Launch the **Phone** app and tap  → **Settings** → **Block numbers**.

2 Tap **Contacts**, select contacts, and then tap **Done**.

To manually enter a number, tap **Add phone number**, enter a phone number, and then tap .

When blocked numbers try to contact you, you will not receive notifications. The calls will be logged in the call log.

 You can also block incoming calls from people that do not show their caller ID. Tap the **Block unknown callers** switch to activate the feature.

# Contacts

## Introduction

Create new contacts or manage contacts on the device.

## Adding contacts

### Creating a new contact

- 1 Launch the **Contacts** app and tap **+**.
- 2 Select a storage location.
- 3 Enter contact information and tap **Save**.

### Importing contacts

Add contacts by importing them from other storages to your device.

- 1 Launch the **Contacts** app and tap **⋮** → **Manage contacts** → **Import/export contacts** → **Import**.
- 2 Follow the on-screen instructions to import contacts.




### Syncing contacts with your web accounts

Sync your device contacts with online contacts saved in your web accounts, such as your Google account.


- 1 Launch the **Settings** app, tap **Accounts** → **Accounts** and select the account to sync with.
- 2 Tap **Account sync** and tap the **Contacts**.



## Searching for contacts

Launch the **Contacts** app. Tap **Q** at the top of the contacts list and enter search criteria. Tap the contact. Then take one of the following actions:

-  : Make a voice call.
-  : Compose a message.
-  : Make a video call.


## Deleting contacts

- 1 Launch the **Contacts** app and tap  → **Delete**.
- 2 Select contacts and tap **Delete**.

To delete contacts one by one, tap a contact from the contacts list and tap  →  → **Delete**.


## Sharing contacts

You can share contacts with others by using various sharing options.

- 1 Launch the **Contacts** app and tap  → **Share**.
- 2 Select contacts and tap **Share**.
- 3 Select a sharing method.

## Creating groups

You can add groups, such as family or friends, and manage contacts by group.

- 1 Launch the **Contacts** app and tap  → **Labels** → **Create**.
- 2 Follow the on-screen instructions to create a group.

## Merging duplicate contacts

If your contacts list includes duplicate contacts, merge them into one to streamline your contacts list.

- 1 Launch the **Contacts** app, tap a contact from the contacts list, and then tap ⓘ.
- 2 Tap ⋮ → **Link contacts**.
- 3 Select contacts and tap **Link**.

## Messages

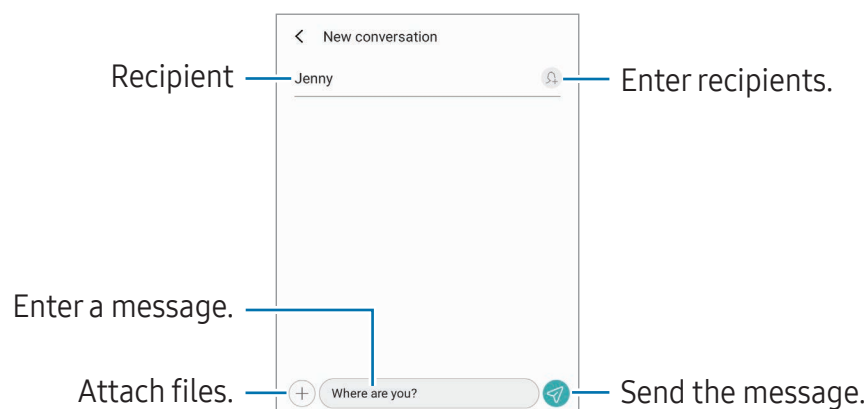
### Introduction

Send and view messages by conversation.


You may incur additional charges for sending or receiving messages when you are roaming.

### Sending messages

- 1 Launch the **Messages** app and tap 💬.
- 2 Add recipients and enter a message.  
To record and send a voice message, tap and hold 🗣️, say your message, and then release your finger. The recording icon appears only while the keyboard is hidden.
- 3 Tap 📤 to send the message.




## Viewing messages

- 1 Launch the **Messages** app.
- 2 On the messages list, select a contact or a phone number.
  - To reply to the message, tap the message input field, enter a message, and then tap .
  - To adjust the font size, spread two fingers apart or pinch on the screen.

## Deleting messages

Tap and hold a message to delete, then tap **Delete**.

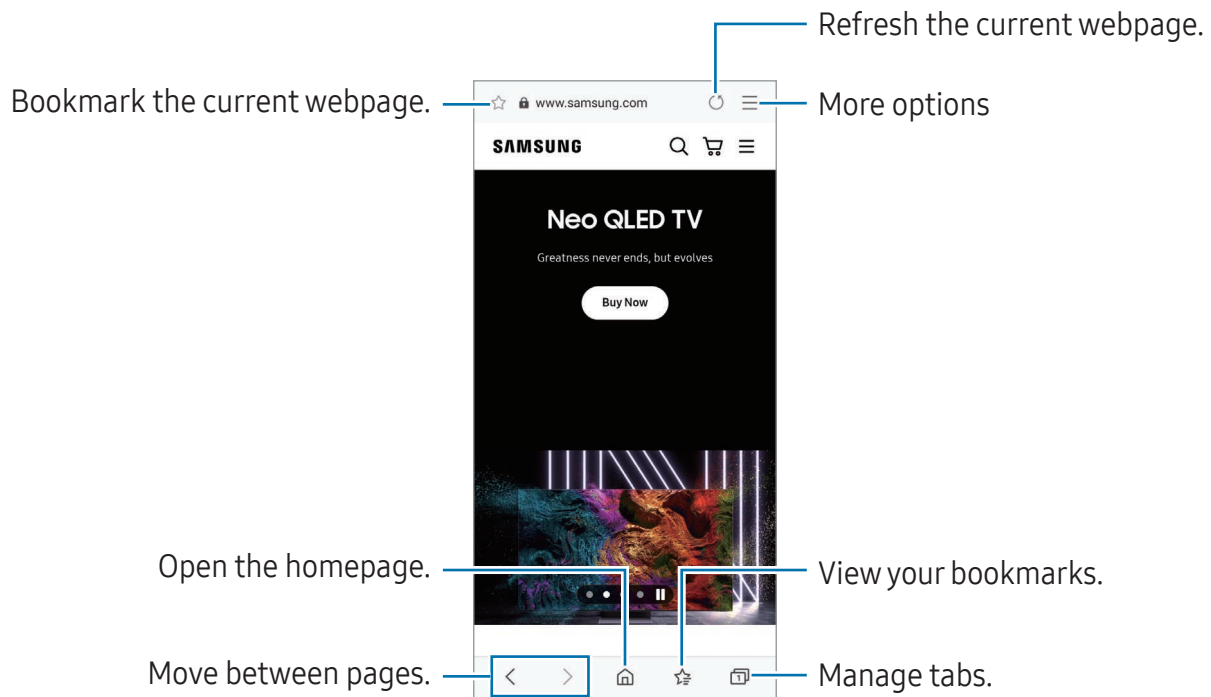
## Changing message settings

Launch the **Messages** app, tap  → **Settings**. You can block unwanted messages, change notification settings, and more.

## Internet

Browse the Internet to search for information and bookmark your favourite webpages to access them conveniently.

- 1 Launch the **Internet** app.
- 2 Enter the web address or a keyword, and then tap **Go**.






## Calendar


Manage your schedule by entering upcoming events in your planner.

### Creating events

- 1 Launch the **Calendar** app and tap  or double-tap a date.
- 2 Enter event details and tap **Save**.

### Syncing events with your accounts

- 1 Launch the **Settings** app, tap **Accounts** → **Accounts**, and then select the account to sync with.
- 2 Tap **Account sync** and tap the **Calendar**.

To add accounts to sync with, launch the **Calendar** app and tap  → **Manage calendars** → **Add account**. Then, select an account to sync with and sign in. When an account is added, it will appear on the list.

## Clock





Set alarms, check the current time in many cities around the world, time an event, or set a specific duration.

Launch the **Clock** app.

## Calculator

Perform simple or complex calculations.

Launch the **Calculator** app.

-  : View the calculation history. To clear the history, tap **Clear history**. To close the calculation history panel, tap .
-  : Display the scientific calculator.
-  : Calculate loans simply. You can convert various values, such as home, car, personal or any loan.

## Google apps

Google provides entertainment, social network, and business apps. You may require a Google account to access some apps.

To view more app information, access each app's help menu.

- **Chrome:** Search for information and browse webpages.
- **Gmail:** Send or receive emails via the Google Mail service.
- **Maps:** Find your location on the map, search the world map, and view location information for various places around you.
- **YT Music:** Enjoy various music and videos provided by YouTube Music. You can also view the music collections stored on your device and play them.
- **Google TV:** Purchase or rent videos, such as movies and TV programmes, from **Play Store**.
- **Drive:** Store your content on the cloud, access it from anywhere, and share it with others.
- **YouTube:** Watch or create videos and share them with others.
- **Gallery:** Search for, manage, and edit all your pictures and videos from various sources in one place.
- **Assistant:** Search quickly for items on the Internet or your device.
- **Meet:** Make simple video calls or create or join video meetings.
- **Messages:** Send and receive messages on your device or computer, and share various content, such as images and videos.
- **Files:** Access and manage various files stored in the device.



Some apps may not be available depending on the service provider or model.

# Camera

## Introduction


Take pictures and record videos using various modes and settings.

### Camera etiquette

- Do not take pictures or record videos of other people without their permission.
- Do not take pictures or record videos where legally prohibited.
- Do not take pictures or record videos in places where you may violate other people's privacy.

## Taking pictures

### 1 Launch the **Camera** app.

You can also launch the app by pressing the Side key twice quickly or dragging  outside the circle.



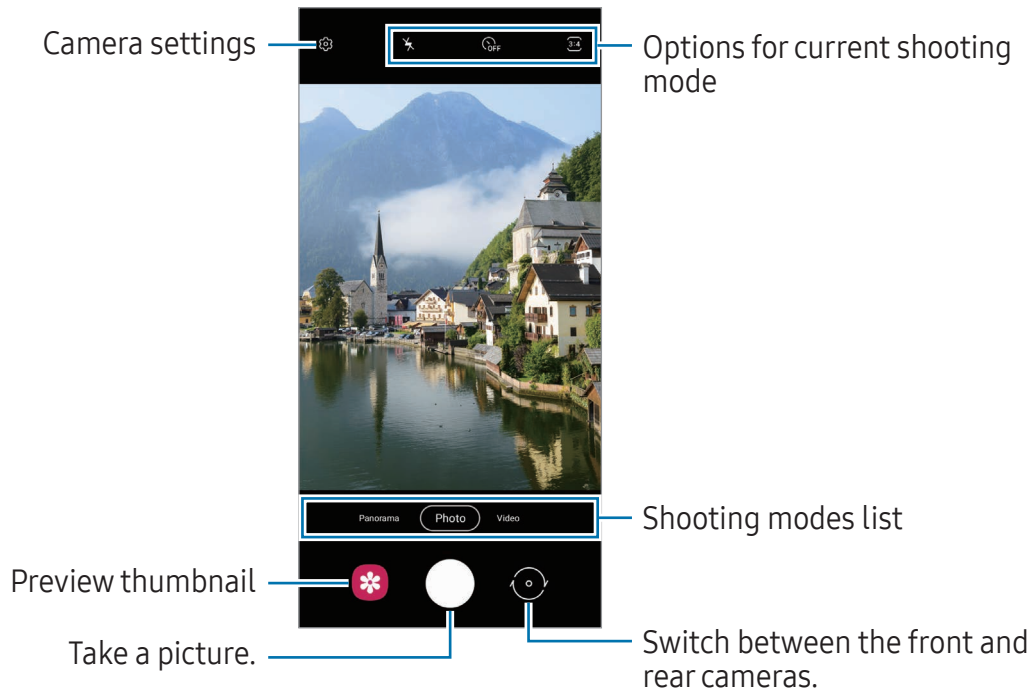
- Some camera features are not available when you launch the **Camera** app from the locked screen or when the screen is turned off while the screen lock method is set.
- The camera automatically shuts off when unused.
- Some methods may not be available depending on the service provider or model.

### 2 Tap the image on the preview screen where the camera should focus.

To adjust the brightness of pictures, drag the adjustment bar that appears above or below the circular frame.

### 3 Tap to take a picture.

To change the shooting mode, drag the shooting modes list to the left or right, or swipe to the left or right on the preview screen.



- The preview screen may vary depending on the shooting mode and which camera is being used.
- When you take pictures or videos with a high resolution or a high zoom ratio, the focus may not be clear if the subject is close. Take pictures or videos from a good distance.
- If pictures you take appear blurry, clean the camera lens and try again.
- Make sure that the lens is not damaged or contaminated. Otherwise, the device may not work properly in some modes that require high resolutions.
- The maximum capacity for recording a video may vary depending on the resolution.
- The camera may fog up or form condensation if the device is exposed to sudden changes in air temperature, due to the difference in temperature outside and inside the camera cover. Try to avoid such conditions when planning to use the camera. If fogging does occur, allow the camera to dry naturally at room temperature before taking pictures or recording videos, otherwise results may look blurry.

## Using zoom features

Spread two fingers apart on the screen to zoom in, and pinch to zoom out.



Zoom features are available only when using the rear camera.

## Locking the focus (AF) and exposure (AE)


You can lock the focus or exposure on a selected area to prevent the camera from automatically adjusting based on changes to the subjects or light sources.

Tap and hold the area to focus, the AF/AE frame will appear on the area and the focus and exposure setting will be locked. The setting remains locked even after you take a picture.








This feature may not be available depending on the shooting mode.

## Using the camera button

If you add another camera button, you can move it anywhere on the screen and take pictures more conveniently. On the preview screen, tap  → **Shooting methods** and tap the **Floating Shutter button** switch to activate it.

## Options for current shooting mode

On the preview screen, use the following options.

-  : Activate or deactivate the flash.
-  : Select the length of the delay before the camera automatically takes a picture.
-  : Select an aspect ratio for pictures.
-  : Select an aspect ratio for videos.
-  : Select a resolution for videos.



The available options may vary depending on the model or shooting mode.



## Photo mode

The camera adjusts the shooting options automatically depending on the surroundings to capture pictures easily.

On the shooting modes list, tap **Photo** and tap  to take a picture.




## Taking selfies

You can take self-portraits with the front camera.

- 1 On the preview screen, swipe upwards or downwards, or tap  to switch to the front camera for self-portraits.
- 2 Face the front camera lens.
- 3 Tap  to take a picture.




## Video mode

The camera adjusts the shooting options automatically depending on the surroundings to record videos easily.


- 1 On the shooting modes list, tap **Video** and tap  to record a video.  
To capture an image from the video while recording, tap .
- 2 Tap  to stop recording the video.

## Panorama mode

Using panorama mode, take a series of pictures and then stitch them together to create a wide scene.

- 1 On the shooting modes list, tap **Panorama**.
  - 2 Tap  and move the device slowly in one direction.  
Keep the image within the frame on the camera's viewfinder. If the preview image is out of the guide frame or you do not move the device, the device will automatically stop taking pictures.
  - 3 Tap .
-  Avoid taking pictures of indistinct backgrounds, such as an empty sky or a plain wall.


## Customising camera settings

On the preview screen, tap . Some options may not be available depending on the shooting mode.

### Selfies

- **Save selfies as previewed:** Set the device to save pictures as they appear on the preview screen when taken with the front camera without flipping them.

### General

- **Grid lines:** Display viewfinder guides to help composition when selecting subjects.
- **Location tags:** Attach a GPS location tag to the picture.
  -  • GPS signal strength may decrease in locations where the signal is obstructed, such as between buildings or in low-lying areas, or in poor weather conditions.
  - Your location may appear on your pictures when you upload them to the Internet. To avoid this, deactivate the location tag setting.
- **Shooting methods:** Select additional shooting methods for taking a picture or recording a video.
- **Storage location:** Select a storage location. This feature will appear when you insert an SD card.
- **Shutter sound:** Enable or disable the shutter sound.

### Privacy

- **Privacy Notice:** View the privacy notice.
- **Permissions:** View the permissions required to use the Camera app.

### System

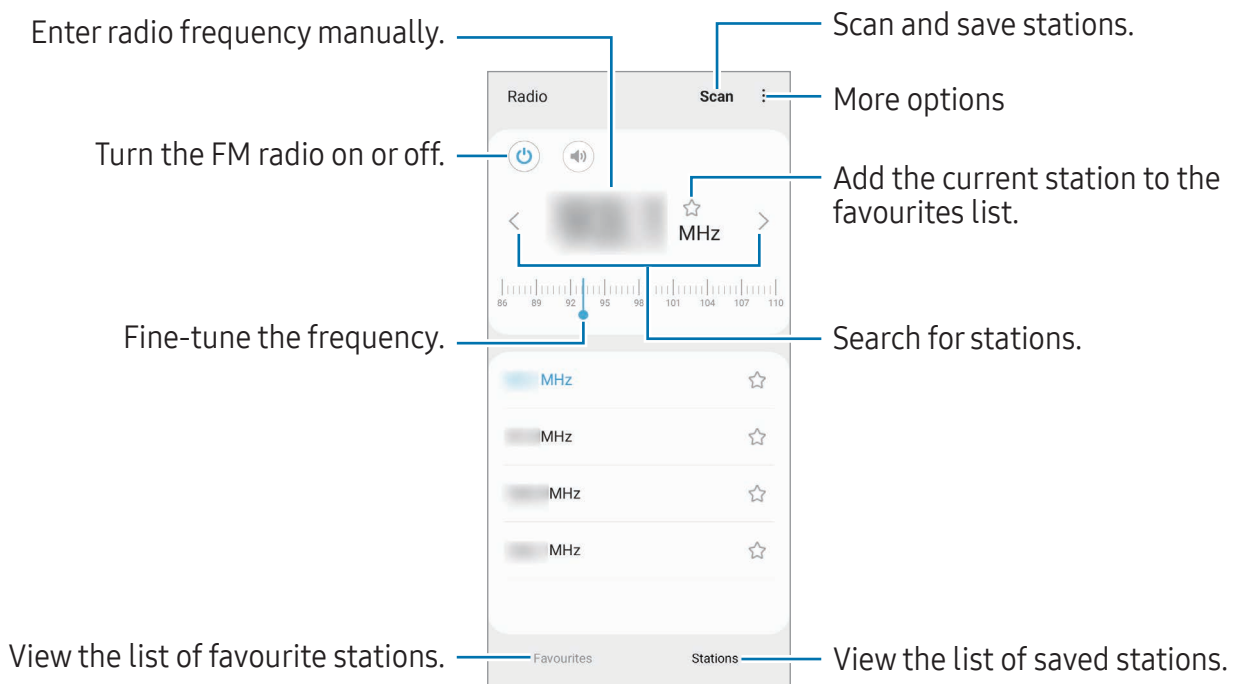
- **Reset settings:** Reset the camera settings.
- **About Camera:** View the Camera app version and legal information.

 Some features may not be available depending on the model.

## Radio

Launch the **Radio** app.

Before you use this app, you must connect an earphone, which serves as the radio antenna. The FM radio scans and saves available stations automatically when running for the first time.



 This app may not be available depending on the region.

### Playing through the speaker


You can listen to the radio through the speaker instead of the connected earphone.

Tap .

## Sharing content

Share content by using various sharing options. The following actions are an example of sharing images.

- 1 Launch the **Gallery** app and select an image.
- 2 Tap **Share** and select a sharing method you want.

 You may incur additional charges when sharing files via the mobile network.



# Settings

## Introduction

Customise device settings.

Launch the **Settings** app.

To search for settings by entering keywords, tap **Q**.

This chapter is a common manual for settings and features provided by Samsung devices.

Depending on the model, some content may differ, or descriptions of options or features not available on your device may be included.



# Connections

## Options

Change settings for various connections, such as the Wi-Fi feature and Bluetooth.

On the Settings screen, tap **Connections**.

- **Wi-Fi:** Activate the Wi-Fi feature to connect to a Wi-Fi network and access the Internet or other network devices. Refer to [Wi-Fi](#) for more information.
- **Bluetooth:** Use Bluetooth to exchange data or media files with other Bluetooth-enabled devices. Refer to [Bluetooth](#) for more information.
- **Flight mode:** Set the device to disable all wireless functions on your device. You can use only non-network services.



Follow the regulations provided by the airline and the instructions of aircraft personnel. In cases where it is allowed to use the device, always use it in flight mode.

- **Data usage:** Keep track of your data usage amount and customise the settings for the limitation. Set the device to automatically disable the mobile data connection when the amount of mobile data you have used reaches your specified limit.  
You can activate the data saver feature to prevent some apps running in the background from sending or receiving data. Refer to [Data saver](#) for more information.
- **Mobile Hotspot and Tethering:** Use the device as a mobile hotspot to share the device's mobile data connection with other devices. For more information about the mobile hotspot, refer to [Mobile Hotspot](#).



You may incur additional charges when using this feature.

- **Mobile networks:** Configure your mobile network settings.
- **SIM card manager** (dual SIM models): Activate your SIM or USIM cards and customise the SIM card settings. Refer to [SIM card manager \(dual SIM models\)](#) for more information.
- **Auto turn off connections:** Save battery by turning off Bluetooth, GPS, and other connections when they are not being used.
- **More connection settings:** Customise settings to control other features. Refer to [More connection settings](#) for more information.

## Wi-Fi

Activate the Wi-Fi feature to connect to a Wi-Fi network and access the Internet or other network devices.

### Connecting to a Wi-Fi network


- 1 On the Settings screen, tap **Connections** → **Wi-Fi** and tap the switch to activate it.
- 2 Select a network from the Wi-Fi networks list.  
Networks with a lock icon require a password.



If you cannot connect to a Wi-Fi network properly, restart your device's Wi-Fi feature or the wireless router.


### Wi-Fi Direct

Wi-Fi Direct connects devices directly via a Wi-Fi network without requiring an access point.



- 1 On the Settings screen, tap **Connections** → **Wi-Fi** and tap the switch to activate it.
- 2 Tap  → **Wi-Fi Direct**.  
The detected devices are listed.  
If the device you want to connect to is not in the list, request that the device turns on its Wi-Fi Direct feature.
- 3 Select a device to connect to.  
The devices will be connected when the other device accepts the Wi-Fi Direct connection request.  
To end the device connection, select the device to disconnect from the list.

## Bluetooth

Use Bluetooth to exchange data or media files with other Bluetooth-enabled devices.

-  • Samsung is not responsible for the loss, interception, or misuse of data sent or received via Bluetooth.
- Always ensure that you share and receive data with devices that are trusted and properly secured. If there are obstacles between the devices, the operating distance may be reduced.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with your device.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes). Samsung is not responsible for the repercussion of illegal use of the Bluetooth feature.

### Pairing with other Bluetooth devices

- 1 On the Settings screen, tap **Connections** → **Bluetooth** and tap the switch to activate it.  
The detected devices will be listed.
  - 2 Select a device to pair with.  
If the device you want to pair with is not on the list, set the device to enter Bluetooth pairing mode. Refer to the other device's user manuals.
-  Your device is visible to other devices while the Bluetooth settings screen is open.
- 3 Accept the Bluetooth connection request on your device to confirm.  
The devices will be connected when the other device accepts the Bluetooth connection request.  
To unpair the devices, tap  next to the device name to unpair and tap **Unpair**.

## Sending and receiving data


Many apps support data transfer via Bluetooth. You can share data, such as contacts or media files, with other Bluetooth devices. The following actions are an example of sending an image to another device.

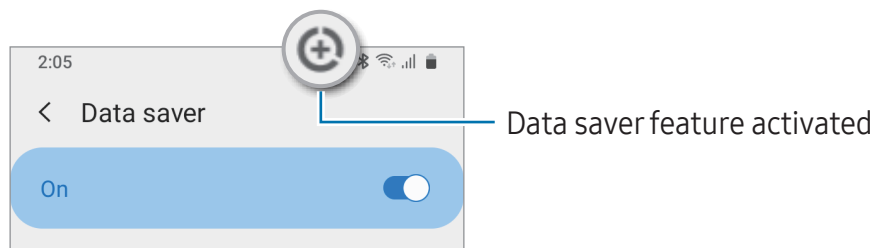
- 1 Launch the **Gallery** app and select an image.
- 2 Tap **Share** → **Bluetooth** and select a device to transfer the image to.  
If the device you want to pair with is not in the list, request that the device turns on its visibility option.
- 3 Accept the Bluetooth connection request on the other device.

## Data saver

Reduce your data usage by preventing some apps running in the background from sending or receiving data.

On the Settings screen, tap **Connections** → **Data usage** → **Data saver** and tap the switch to activate it.



When the data saver feature is activated, the  icon will appear on the status bar.



To select apps to use data without restriction, tap **Allow app while Data saver on** and select apps.

## Mobile Hotspot

Use your device as a mobile hotspot to share your device's mobile data connection with other devices.

- 1 On the Settings screen, tap **Connections** → **Mobile Hotspot and Tethering** → **Mobile Hotspot**.
- 2 Tap the switch to activate it.  
The  icon appears on the status bar.  
You can change the level of security and the password by tapping options under the network name.
- 3 On the other device's screen, search for and select your device from the Wi-Fi networks list.  
Alternatively, tap  on the mobile hotspot screen and scan the QR code with the other device.

## More connection settings

Customise settings to control other connection features.

On the Settings screen, tap **Connections** → **More connection settings**.

- **Printing:** Configure settings for printer plug-ins installed on the device. You can search for available printers or add one manually to print files. Refer to [Printing](#) for more information.
- **VPN:** Set up virtual private networks (VPNs) on your device to connect to a school or company's private network.
- **Private DNS:** Set the device to use the security enhanced private DNS.
- **Ethernet:** When you connect an Ethernet adaptor, you can use a wired network and configure network settings.

## Printing

Configure settings for printer plug-ins installed on the device. You can connect the device to a printer via Wi-Fi or Wi-Fi Direct, and print images or documents.



Some printers may not be compatible with the device.

### Adding printer plug-ins

Add printer plug-ins for printers you want to connect the device to.

- 1 On the Settings screen, tap **Connections** → **More connection settings** → **Printing** → **Add service**.
- 2 Select a printer plug-in and install it.
- 3 Select the installed printer plug-in.  
The device will automatically search for printers that are connected to the same Wi-Fi network as your device.
- 4 Select a printer to add.



To add printers manually, tap **Default Print Service** → **:** → **Add printer**.

### Printing content

While viewing content, such as images or documents, access the options list, tap **Print** → **Select a printer** → **All printers...**, and then select a printer.



Printing methods may vary depending on the content type.

## Sounds and vibration

Change settings for various sounds on the device.

On the Settings screen, tap **Sounds and vibration**.

- **Sound mode:** Set the device to use sound mode, vibration mode, or silent mode.
- **Vibrate while ringing:** Set the device to vibrate and play a ringtone for incoming calls.
- **Temporary mute:** Set the device to use silent mode for a certain period.
- **Ringtone:** Change the call ringtone.
- **Notification sound:** Change the notification sound.
- **Volume:** Adjust the device's volume level.
- **System sounds:** Set the device to sound for actions, such as controlling the touchscreen.



Some features may not be available depending on the model.

## Apps and notifications

View recently launched apps and manage the device's apps settings. You can view the apps' usage information, change their notification or permission settings, or uninstall or disable unnecessary apps.

On the Settings screen, tap **Apps and notifications**.

To customise app permissions for more apps, tap **Special app access** and select an option.



## Display

Change the display and the Home screen settings.

On the Settings screen, tap **Display**.

- **Dark mode:** Activate or deactivate dark mode.
- **Brightness:** Adjust the brightness of the display.
- **Adaptive brightness:** Set the device to save power by adjusting the brightness of the display automatically.
- **Wallpaper:** Change the wallpaper settings for the Home screen and the locked screen.
- **Font size:** Change the font size.
- **Show battery percentage:** Set the device to display the remaining battery life.
- **Screen timeout:** Set the length of time the device waits before turning off the display's backlight.
- **Navigation bar:** Change the navigation bar settings. Refer to [Navigation bar \(soft buttons\)](#) for more information.
- **Screen saver:** Set the device to launch a screensaver when the device is charging.



Some features may not be available depending on the model.

## Lock screen and security

### Options

Change the security settings for the device and the lock screen.

On the Settings screen, tap **Lock screen and security**.

- **Google Play Protect:** Set the device to check for harmful apps and behaviour and warn about potential harm and remove them.
- **Find My Device:** Activate or deactivate the Find My Mobile feature. Access the Find My Mobile website ([findmymobile.samsung.com](https://findmymobile.samsung.com)) to track and control your lost or stolen device.
- **Security update:** View the version of your device's software and check for updates.

- **Encrypt SD card:** Set the device to encrypt files on an SD card.
- **Other security settings:** Configure additional security settings.
- **Device security:** Change the screen lock method and set the device to unlock itself when trusted locations or devices are detected.
- **Lock screen:** Set the device to show contact information and set how to show notifications on the locked screen.



Some features may not be available depending on the service provider or model.

## Smart Lock

You can set the device to unlock itself and remain unlocked when trusted locations or devices are detected.

For example, if you have set your home as a trusted location, when you get home your device will detect the location and automatically unlock itself.

On the Settings screen, tap **Lock screen and security** → **Smart Lock** and follow the on-screen instructions to complete the setup.



- This feature will be available to use after you set a screen lock method.
- If you do not use your device for four hours or when you turn on the device, you must unlock the screen using the pattern, PIN, or password you set.

## Privacy

Change the settings for privacy.

On the Settings screen, tap **Privacy**.

- **Privacy dashboard:** View the app or feature's permission usage history.
- **Permission manager:** View the list of features and apps that have permission to use them. You can also edit the permission settings.
- **Send diagnostic data:** Set the device to automatically send the device's diagnostic and usage information to Samsung.
- **General:** Configure advanced settings for privacy.



Some features may not be available depending on the service provider or model.

## Location

Change settings for location information permissions.

On the Settings screen, tap **Location**.

- **App location permissions:** View the list of apps that have permission to access the device's location and edit the permission settings.
- **Location services:** View the location services your device is using.
- **Recent access:** View which apps request your current location information.

## Safety and emergency

Manage your medical information and emergency contacts. You can also change settings for emergency features, such as wireless emergency alerts.

On the Settings screen, tap **Safety and emergency**.

- **Medical info:** Enter your medical information.
- **Emergency contacts:** Add your emergency contacts.
- **Emergency sharing:** Set the device to send information, such as your location or your device's lower battery notifications, to your emergency contacts for a certain period of time.
- **Emergency Location Service:** Turn on the Emergency Location Service (ELS) feature.
- **Earthquake alerts:** Turn on the earthquake alert feature.
- **Silence notifications while driving:** Turn on the Do Not Disturb feature automatically while driving.
- **Emergency SOS:** Set the device to make an emergency call to the preset number when you press the Side key five times.
- **Wireless emergency alerts:** Change the settings for wireless emergency alerts.



Some features may not be available depending on the region or the model.

## Accounts

Sync or back up your device's data. You can also register and manage accounts, such as your Google account.

On the Settings screen, tap **Accounts**.

- **Accounts:** Add your Samsung and Google accounts, or other accounts, to sync with.
- **Backup:** Keep your personal information, app data, and settings safe on your device. You can back up your sensitive information and access it later. You must sign in to your Google account to back up data.



Regularly back up your data to a safe location, such as a computer, so that you can restore it if the data is corrupted or lost due to an unintended factory data reset.

## Google

Configure settings for some features provided by Google.

On the Settings screen, tap **Google**.

## Digital Wellbeing and parental controls

View the history of your device usage and use features to prevent your device from interfering with your life. You can also set up parental controls for your children and manage their digital use.

On the Settings screen, tap **Digital Wellbeing and parental controls**.

- **Dashboard:** You can limit the daily usage time for each app by setting a timer. When you reach the limit, the app will be deactivated and you cannot use it.
- **Focus mode:** Activate focus mode to avoid distractions from your device and stay focused on what you want. You can use the apps you allowed to be used in focus mode.
- **Manage notifications:** View the apps that received recent notifications and change the notification settings. To customise notification settings for more apps, tap ▼ → **All apps** and select an app from the apps list.

- **Do Not Disturb:** Set the device to mute all sounds except for allowed exceptions.
- **Heads Up:** Activate heads up mode to get reminders to stop using your device while you are walking.
- **Show icon in the app list:** Show or hide the icon in the app list.
- **Parental controls:** Manage your children's digital use.

## Smart Manager

### Introduction

The smart manager feature provides an overview of the status of your device's battery, storage, and memory. You can also automatically optimise the device with a tap of your finger.

### Optimising your device

On the Settings screen, tap **Smart Manager** → **Optimise phone**.

The quick optimisation feature improves device performance through the following actions.

- Closing apps running in the background.
- Managing abnormal battery usage.

### Using the auto optimisation feature

You can set the device to perform auto optimisation when your device is not in use. Tap **⋮** → **Optimisation** and tap the **Optimise automatically** switch to activate it. If you want to set the time to perform auto optimisation, tap **Time**.

## Battery

Check the remaining battery power and time to use the device. For devices with low battery levels, conserve battery power by activating power saving features.

On the Settings screen, tap **Smart Manager** → **Battery**.

- **Battery usage:** Check the battery usage information.
- **Power saving mode:** Activate power saving mode to extend the battery's usage time.
- **Extended calling:** Register emergency contacts and make an emergency call by pressing the Volume Up or Volume Down key three times, enabling you to place calls even if your device has turned off due to low battery.



- The usage time left shows the time remaining before the battery power runs out. Usage time left may vary depending on your device settings and operating conditions.
- You may not receive notifications from some apps that use power saving mode.

## Storage

Check the status of the used and available storage.

On the Settings screen, tap **Smart Manager** → **Storage**. To delete files or uninstall apps that you do not use anymore, tap **User data** and select a category. Then, select an item and tap **DELETE** or **UNINSTALL**.



- The actual available capacity of the internal storage is less than the specified capacity because the operating system and default apps occupy part of the storage. The available capacity may change when you update the device.
- You can check the available capacity of the internal storage in the Specification section for your device on the Samsung website.

## Memory

On the Settings screen, tap **Smart Manager** → **Memory**.

To speed up your device by stopping apps running in the background, tick apps from the apps list, and tap **Clean now**.

## Accessibility

Configure various settings to improve accessibility to the device.


On the Settings screen, tap **Accessibility**.

- **Display:** Customise the settings to improve accessibility for visually impaired users.
- **Interaction controls:** Customise the settings to improve accessibility for users who have reduced dexterity.
- **Captions:** Configure the caption settings.
- **Audio:** Customise the settings to improve accessibility for users with hearing impairment.
- **General:** Configure more accessibility settings.

## System

Customise your device's system settings or reset the device.


On the Settings screen, tap **System**.

- **Languages and input:** Select device languages and change settings, such as keyboards and voice input types. Some options may not be available depending on the selected language. Refer to [Adding device languages](#) for more information.
- **Gestures:** Activate the motion feature.
- **Date and time:** Access and alter the settings to control how the device displays the time and date.  
 If the battery remains fully discharged, the time and date is reset.
- **Reset:** Reset your device's settings or perform a factory data reset.
- **Software update:** Update your device's software via the firmware over-the-air (FOTA) service.
- **About phone:** Access your device's information.

## Adding device languages

You can add languages to use on your device.

- 1 On the Settings screen, tap **System** → **Languages and input** → **Languages** → **Add a language**.  
To view all the languages that can be added, tap **⋮** → **All languages**.
- 2 Select a language to add.
- 3 To set the selected language as the default language, tap **Set as default**. To keep the current language setting, tap **Keep current**.  
The selected language will be added to your languages list. If you changed the default language, the selected language will be added to the top of the list.

To change the default language from your languages list, drag  next to a language and move it to the top of the list. If an app does not support the default language, the next supported language in the list will be used.



# Usage notices






## Precautions for using the device

Please read this manual when using the device to ensure safe and proper use.

- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, model specifications, or device's software.
- The device may require a connection to a Wi-Fi or mobile network when using some apps or features.
- Content (high quality content) that requires high CPU and memory usage will affect the overall performance of the device. Apps related to the content may not work properly depending on the device's specifications and the environment that it is used in.
- Samsung is not liable for performance issues caused by apps supplied by providers other than Samsung.
- Samsung is not liable for performance issues or incompatibilities caused by edited registry settings or modified operating system software. Attempting to customise the operating system may cause the device or apps to work improperly.
- Software, sound sources, wallpapers, images, and other media provided with this device are licensed for limited use. Extracting and using these materials for commercial or other purposes is an infringement of copyright laws. Users are entirely responsible for illegal use of media.
- You may incur additional charges for data services, such as messaging, uploading and downloading, auto-syncing, or using location services depending on your data plan. For large data transfers, it is recommended to use the Wi-Fi feature.
- Default apps that come with the device are subject to updates and may no longer be supported without prior notice.
- Modifying the device's operating system or installing software from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your Samsung licence agreement and will void your warranty.
- Depending on the region or service provider, a screen protector is attached for protection during production and distribution. Damage to the attached screen protector is not covered by the warranty.

- You can see the touchscreen clearly even in strong outdoor sunlight by automatically adjusting the contrast range based on the surrounding environment. Due to the nature of the product, displaying fixed graphics for extended periods may result in afterimages (screen burn-in) or ghosting.
  - It is recommended not to use fixed graphics on part or all of the touchscreen for extended periods and turn off the touchscreen when not using the device.
  - You can set the touchscreen to turn off automatically when you are not using it. Launch the **Settings** app, tap **Display** → **Screen timeout**, and then select the length of time you want the device to wait before turning off the touchscreen.
  - To set the touchscreen to automatically adjust its brightness based on the surrounding environment, launch the **Settings** app, tap **Display**, and then tap the **Adaptive brightness** switch to activate it.
- Depending on the region, you can view the regulatory information on the device. To view the information, launch the **Settings** app and tap **System** → **About phone** → **Regulatory information**.
- Your device contains magnets. Keep it away from credit cards, implanted medical devices, and other devices that may be affected by magnets. In the case of medical devices, keep your device more than 15 cm apart. Stop using your device if you suspect any interference with your medical device and consult your physician or your medical device manufacturer.

## Instructional icons

-  **Warning:** situations that could cause injury to yourself or others
-  **Caution:** situations that could cause damage to your device or other equipment
-  **Notice:** notes, usage tips, or additional information

## Notes on package contents and accessories

Refer to the quick start guide for package contents.

- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device before purchase.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.


## Device overheating situations and solutions

### When the device heats up while charging the battery

While charging, the device and the charger may become hot. During wireless charging or fast charging, the device may feel hotter to the touch. This does not affect the device's lifespan or performance and is in the device's normal range of operation. If the battery becomes too hot, the charging speed may decrease or the charger may stop charging.

#### Do the following when the device heats up:

- Disconnect the charger from the device and close any running apps. Wait for the device to cool down and then begin charging the device again.
- If the lower part of the device overheats, it could be because the connected USB cable is damaged. Replace the damaged USB cable with a new Samsung-approved one.
- When using a wireless charger, do not place foreign materials, such as metal objects, magnets, and magnetic stripe cards, between the device and the wireless charger.

 The wireless charging or fast charging feature is only available on supported models.

### When the device heats up during use

When you use features or apps that require more power or use them for extended periods, your device may temporarily heat up due to increased battery consumption. Close any running apps and do not use the device for a while.

Refer to the following examples of situations in which the device may overheat.

- During the initial setup after purchase or when restoring data
- When downloading large files

- When using apps that require more power or using apps for extended periods
  - When playing high-quality games for extended periods
  - When recording videos for extended periods
  - When streaming videos while using the maximum brightness setting
  - When connecting to a TV
- While multitasking (or, when running many apps in the background)
  - When using Multi window
  - When updating or installing apps while recording videos
  - When downloading large files during a video call
  - When recording videos while using a navigation app
- When using large amount of data for syncing with the cloud, email, or other accounts
- When using a navigation app in a car while the device is placed in direct sunlight
- When using the mobile hotspot and tethering feature
- When using the device in areas with weak signals or no reception
- When charging the battery with a damaged USB cable
- When the device's multipurpose jack is damaged or exposed to foreign materials, such as liquid, dust, metal powder, and pencil lead
- When you are roaming

### **Do the following when the device heats up:**

- Keep the device updated with the latest software.
- Conflicts between running apps may cause the device to heat up. Restart the device.
- Deactivate the Wi-Fi, GPS, and Bluetooth features when not using them.
- Close apps that increase battery consumption or that run in the background when not in use.
- Delete unnecessary files or unused apps.
- Decrease the screen brightness.
- If the device overheats or feels hot for a prolonged period, do not use it for a while. If the device continues to overheat, contact a Samsung Service Centre.

## Precautions for device overheating

If you begin to feel uncomfortable due to the device overheating, stop using the device. When the device heats up, the features and performance may be limited or the device may turn off to cool down. The feature is only available on supported models.

- If the device overheats and reaches a certain temperature, a warning message will appear to prevent device failure, skin irritations and damages, and battery leakage. To lower the device's temperature, the screen brightness and the performance speed will be limited and battery charging will stop. Running apps will be closed and all calling and other features will be limited, except for emergency calls, until the device cools down.
- If the second message appears due to a further increase of the device's temperature, the device will turn off. Do not use the device until the device's temperature drops below the specified level. If the second warning message appears during an emergency call, the call will not be disconnected by a forced shut down.

## Precautions for operating environment

Your device may heat up due to the environment in the following conditions. Use caution to avoid shortening the battery's lifespan, damaging the device, or causing a fire.

- Do not store your device in very cold or very hot temperatures.
- Do not expose your device to direct sunlight for extended periods.
- Do not use or store your device for extended periods in very hot areas, such as inside a car in the summertime.
- Do not place the device in any areas that may overheat, such as on an electric heating mat.
- Do not store your device near or in heaters, microwaves, hot cooking equipment, or high pressure containers.
- Do not use a cable whose covering is peeled off or damaged, and do not use any charger or battery that is damaged or malfunctioning.

# Appendix





## Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions. Some situations may not apply to your device.

You can also use Samsung Members to solve any problems you might encounter while using your device.

### When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:

- Password: When the device lock feature is enabled, you must enter the password you set for the device.
- PIN: When using the device 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 Lock SIM card menu.
- PUK: 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.
- PIN2: When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM or USIM card. For more information, contact your service provider.

### Your device displays network or service error messages

- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again. While moving, error messages may appear repeatedly.
- You cannot access some options without a subscription. For more information, contact your service provider.

### Your device does not turn on

When the battery is completely discharged, your device will not turn on. Fully charge the battery before turning on the device.

## The touchscreen responds slowly or improperly

- If you attach a screen protector or optional accessories to the touchscreen, the touchscreen may not function properly.
- If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
- The touchscreen may malfunction in humid conditions or when exposed to water.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is updated to the latest version.
- If the touchscreen is scratched or damaged, visit a Samsung Service Centre.

## Your device freezes or encounters a fatal error

Try the following solutions. If the problem is still not resolved, contact a Samsung Service Centre.

### Restarting the device

If your device freezes or hangs, you may need to close apps or turn off the device and turn it on again.

### Forcing restart

If your device is frozen and unresponsive, press and hold the Side key and the Volume Down key simultaneously for more than 7 seconds to restart it.

### Resetting the device

If the methods above do not solve your problem, perform a factory data reset.

Launch the **Settings** app and tap **System** → **Reset** → **Factory data reset** → **Delete all**. Before performing the factory data reset, remember to make backup copies of all important data stored in the device.

## **Calls are not connected**

- Ensure that you have accessed the right cellular network.
- Ensure that you have not set call barring for the phone number you are dialling.
- Ensure that you have not set call barring for the incoming phone number.

## **Others cannot hear you speaking on a call**

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

## **Sound echoes during a call**

Adjust the volume by pressing the Volume key or move to another area.

## **A cellular network or the Internet is often disconnected or audio quality is poor**

- Ensure that you are not blocking the device's internal antenna.
- When you are in areas with weak signals or poor reception, you may lose reception. You may have connectivity problems due to issues with the service provider's base station. Move to another area and try again.
- When using the device while moving, wireless network services may be disabled due to issues with the service provider's network.

## **The battery does not charge properly (For Samsung-approved chargers)**

- Ensure that the charger is connected properly.
- Visit a Samsung Service Centre and have the battery replaced.

## The battery depletes faster than when first purchased

- When you expose the device or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- Battery consumption will increase when you use certain features or apps, such as GPS, games, or the Internet.
- The battery is consumable and the useful charge will get shorter over time.

## Error messages appear when launching the camera

Your device must have sufficient available storage and battery power to operate the camera app. If you receive error messages when launching the camera, try the following:

- Charge the battery.
- Free some storage by transferring files to a computer or deleting files from your device.
- Restart the device. If you are still having trouble with the camera app after trying these tips, contact a Samsung Service Centre.

## Picture quality is poorer than the preview

- The quality of your pictures may vary, depending on the surroundings and the photography techniques you use.
- If you take pictures in dark areas, at night, or indoors, image noise may occur or images may be out of focus.

## Error messages appear when opening multimedia files

If you receive error messages or multimedia files do not play when you open them on your device, try the following:

- Free some storage by transferring files to a computer or deleting files from your device.
- Ensure that the music file is not Digital Rights Management (DRM)-protected. If the file is DRM-protected, ensure that you have the appropriate licence or key to play the file.
- Ensure that the file formats are supported by the device. If a file format is not supported, such as DivX or AC3, install an app that supports it. To confirm the file formats that your device supports, visit the Samsung website.

- Your device supports pictures and videos captured with the device. Pictures and videos captured by other devices may not work properly.
- Your device supports multimedia files that are authorised by your network service provider or providers of additional services. Some content circulated on the Internet, such as ringtones, videos, or wallpapers, may not work properly.

## Bluetooth is not working well

If another Bluetooth device is not located or there are connection problems or performance malfunctions, try the following:

- Ensure that the device you wish to connect with is ready to be scanned or connected to.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- On your device, launch the **Settings** app, tap **Connections**, and then tap the **Bluetooth** switch to re-activate it.
- On your device, launch the **Settings** app, tap **System** → **Reset** → **Reset network settings** → **Reset settings** → **Reset settings** to reset network settings. You may lose registered information when performing the reset.

If the tips above do not solve the problem, contact a Samsung Service Centre.

## A connection is not established when you connect the device to a computer

- Ensure that the USB cable you are using is compatible with your device.
- Ensure that you have the proper driver installed and updated on your computer.

## Your device cannot find your current location

GPS signals may be obstructed in some locations, such as indoors. Set the device to use Wi-Fi or a mobile network to find your current location in these situations.

## Data stored in the device has been lost

Always make backup copies of all important data stored in the device. Otherwise, you cannot restore data if it is corrupted or lost. Samsung is not responsible for the loss of data stored in the device.

## **A small gap appears around the outside of the device case**

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.
- Over time, friction between parts may cause this gap to expand slightly.

## **There is not enough space in the device's storage**

Delete unnecessary data, such as cache, using the smart manager feature or manually delete unused apps or files to free up storage space.

## **The Home button does not appear**

The navigation bar containing the Home button may disappear while using certain apps or features. To view the navigation bar, drag upwards from the bottom of the screen.

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