SAMSUNG

USER GUIDE

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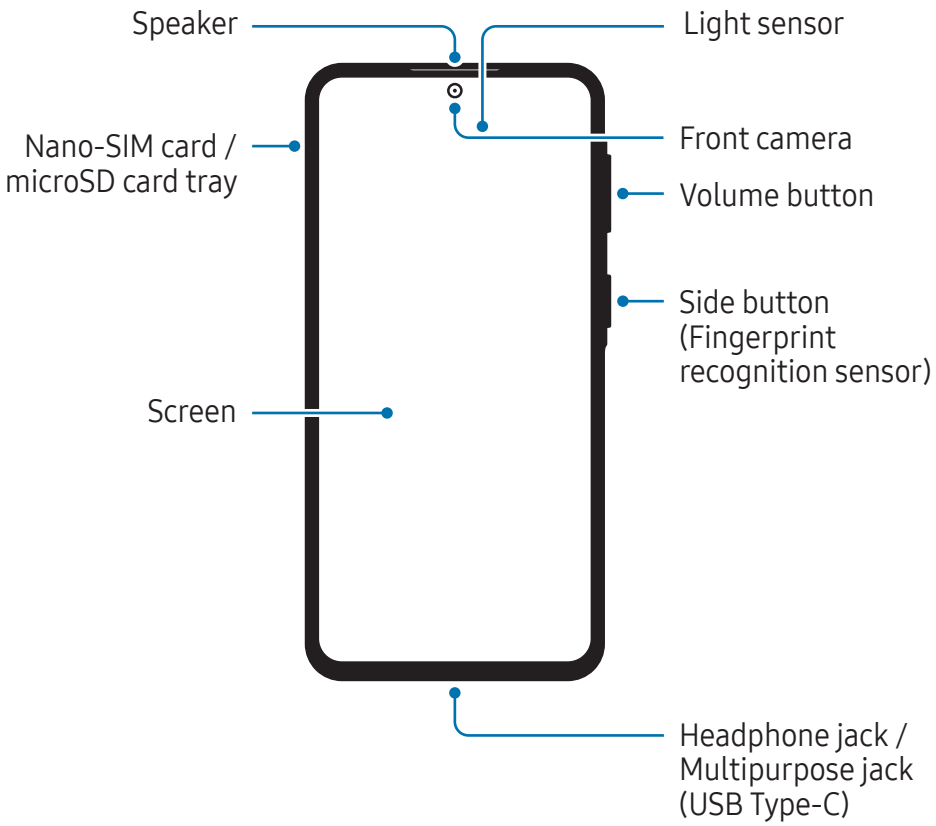
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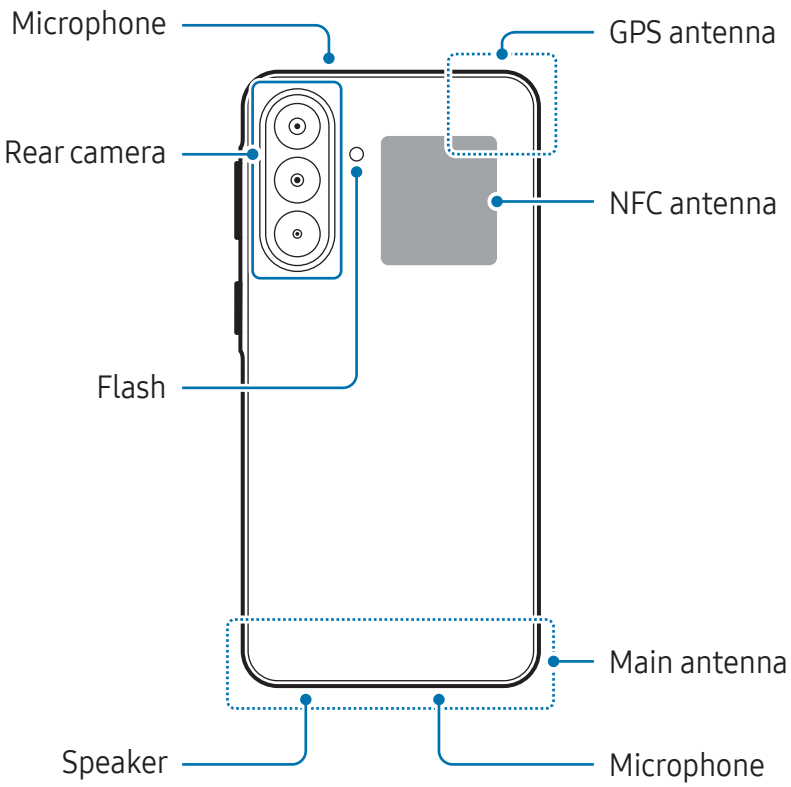
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84 Troubleshooting

Getting started

Device layout and functions




Microphone
GPS antenna
Rear camera
NFC antenna
Flash
Main antenna
Speaker
Microphone

- 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 or a laser. 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.
- Do not use the device if any parts are broken or damaged, such as glass or acrylic body, as this may result in injury. Use only after it has been repaired by a Samsung Service Centre or an authorised service centre.
- If dust or foreign materials enter the microphone, speaker, or receiver, or if these parts are covered, 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
- Do not cover the light sensor area with accessories, such as stickers or a cover. Doing so may cause the sensor to malfunction.

Hard buttons

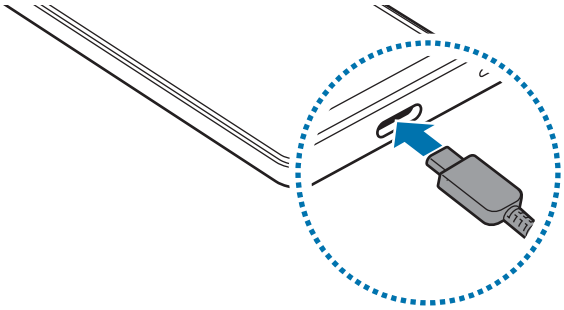
Button	Function
Side button	• When the device is off, press and hold to turn it on. • Press to turn on or lock the screen. • Press twice or press and hold to open the app or feature you set. To change the app or feature, open **Settings**, tap **Advanced features** → **Side button**, and then select an option you want.
Side button + Volume Down button	• Press simultaneously to capture a screenshot. • Press and hold simultaneously to turn off the device.

Charging the battery

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

Wired charging

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



Quick charging

Use a super fast charger or fast charger.

You can check the connection status of the charger by opening **Settings** and tapping **Battery**.

- If fast charging does not work, open **Settings**, tap **Battery** → **Charging settings**, and then check if the feature you want is turned on. Also, check if the USB cable and the USB power adapter are connected properly.
- You can charge the battery more quickly while the device or its screen is turned off.

Charging other devices

Use the USB cable to charge another mobile device with your phone's battery.

Connect your phone and the other device using your phone's USB cable. A USB connector may be needed depending on the other device.

When charging starts, the battery charging icon will appear on the other device's screen.

The app selection pop-up window that appears on your phone is for data transfer. Do not select an app from the pop-up window.

Battery charging tips and precautions

- Use only Samsung-approved battery specifically designed for your device. Incompatible batteries can cause serious injuries or damage to your device.
- Use of Samsung-approved chargers and cables specifically designed for your device is recommended. Use of incompatible chargers or cables may result in injury or damage to the device.

- Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.
- Use of the USB Type-C cable supplied with the device is recommended. Using a Micro USB cable may cause damage to the device.
- 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.

- 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.
- Use of a charger approved by Samsung that guarantees charging performance is recommended.
- 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 because of 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 screen 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 the device is not charging properly, take the device and the charger to a Samsung Service Centre or an authorised service centre.

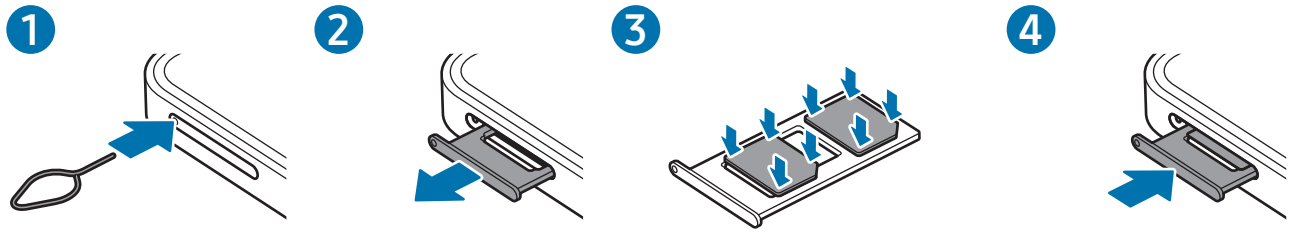
Nano-SIM card

Insert the nano-SIM card provided by your carrier.

You can insert two nano-SIM cards so you can have two phone numbers or carriers for a single device.

- Some services that require a network connection may not be available depending on the carrier.
- In some areas, data transfer speeds may be slower if two nano-SIM cards are inserted in the device than when one nano-SIM card is inserted.

Inserting the nano-SIM card



1 Insert the ejection pin into the hole on the tray to loosen the tray.

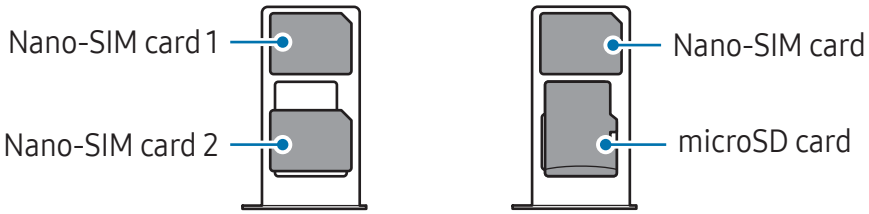
2 Pull out the tray gently from the tray slot.

3 Place the nano-SIM card on the tray with the gold-coloured contacts facing downwards and gently press the nano-SIM 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 nano-SIM 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 nano-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.

Correct card insertion



SIM manager

Open **Settings** and tap **Connections** → **SIM manager**.

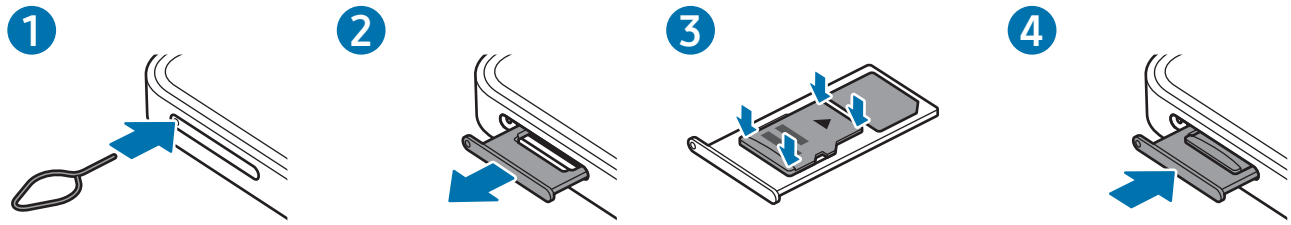
- **SIM cards**: Activate the nano-SIM card to use and customise the nano-SIM card settings.
- **Preferred SIMs**: Select to use specific SIM cards for some features, such as voice calls, when two cards are activated.
- **Data switching**: Set the device to use another SIM card for data services if the preferred SIM card cannot connect to the network.

  You may incur additional charges when using this feature.
- **More SIM settings**: Customise additional 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 on 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, a Samsung Service Centre or an authorised service centre.
- Frequent writing and erasing of data shortens the lifespan of SD cards.
- When inserting an SD card into the device, the SD card's file directory appears in the **My Files** → **SD card** folder.

Removing the SD card

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

1 Open **Settings** and tap **Device care** → **Storage**.

2 Swipe to the left to access the **SD card** page.

3 Tap the More options icon (⋮) → **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 **Device care** → **Storage**.

2 Swipe to the left to access the **SD card** page.

3 Tap the More options icon (⋮) → **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 button for a few seconds to turn on the device.

Turning the device off

1 To turn off the device, press and hold the Side button and the Volume Down button simultaneously. Alternatively, open the quick settings panel and tap the Power off icon (⏻).

2 Tap **Power off** → **Power off**.

If you want to set the device to turn off when you press and hold the Side button, tap **Side button settings** → **Long press** → **Power off menu**.

Emergency calls and medical information

You can make an emergency call or check the medical information you saved.

Press and hold the Side button and the Volume Down button simultaneously, and then tap **Emergency call** or **Medical info**. Alternatively, open the quick settings panel and tap the Power off icon (⏻) → **Emergency call** or **Medical info**.

To manage your medical information and emergency contacts, open **Settings** and tap **Safety and emergency**.

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 might not be able to set up some device features during the initial setup.

Using networks

You can use networks, such as a Wi-Fi, Bluetooth, NFC, or mobile network.

Open **Settings**, tap **Connections**, and then tap the switch of the desired network to turn it on.

For the mobile network, tap **Data usage** and tap the **Mobile data** switch to turn it on.

When not using the network, tap the switch to turn it off.

Some features may not be available depending on the model.

Samsung account

Using the Samsung account, you can use a variety of Samsung services that are provided through mobile devices, TVs, and the Samsung website.

To check the list of services that can be used with your Samsung account, visit account.samsung.com.

Open **Settings** and tap **Sign in to your Galaxy**. Alternatively, open **Settings** and tap **Accounts and backup** → **Manage accounts** → **Add account** → **Samsung account**.

When you sign out of your Samsung account, your data, such as contacts or events, will also be removed from your device.

Transferring data from your previous device (Smart Switch)

Transfer data from your previous device with the USB cable or wirelessly. You can also transfer data from external storage or computer.

Open **Settings**, tap **Accounts and backup** → **Transfer data for device setup**, and then follow the on-screen instructions to transfer data.

Visit www.samsung.com/smartswitch for details and limitations.

- To transfer data using external storage, tap the External storage icon ( ).
- To check the data that has been transferred, tap the More options icon ( ) → **Transfer result**.

- This feature may not be supported on some devices or computers.
- Samsung takes copyright seriously. Only transfer content that you own or have the right to transfer.

Understanding the screen

Controlling the screen

- Tapping: Tap the screen.
- Touching and holding: Touch and hold the screen for approximately 2 seconds.
- Dragging: Touch 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 screen to come into contact with other electrical devices. Electrostatic discharges can cause the screen to malfunction.
- To avoid damaging the screen, do not tap it with anything sharp or apply excessive pressure to it with your fingertips or other object.
- It is recommended not to use fixed graphics on part or all of the screen 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
Recents (|||)	Tap to open the list of recent apps.
Home (◯)	• Tap to return to the Home screen. • Touch and hold to launch **Circle to Search**. Tap or draw a circle around an image or text.
Back (<)	Tap to return to the previous screen.

Hiding the navigation bar

Check files or use apps on a wider screen by hiding the navigation bar.

Open **Settings** and tap **Display** → **Navigation bar** → **Swipe gestures**.

Home screen and Apps screen

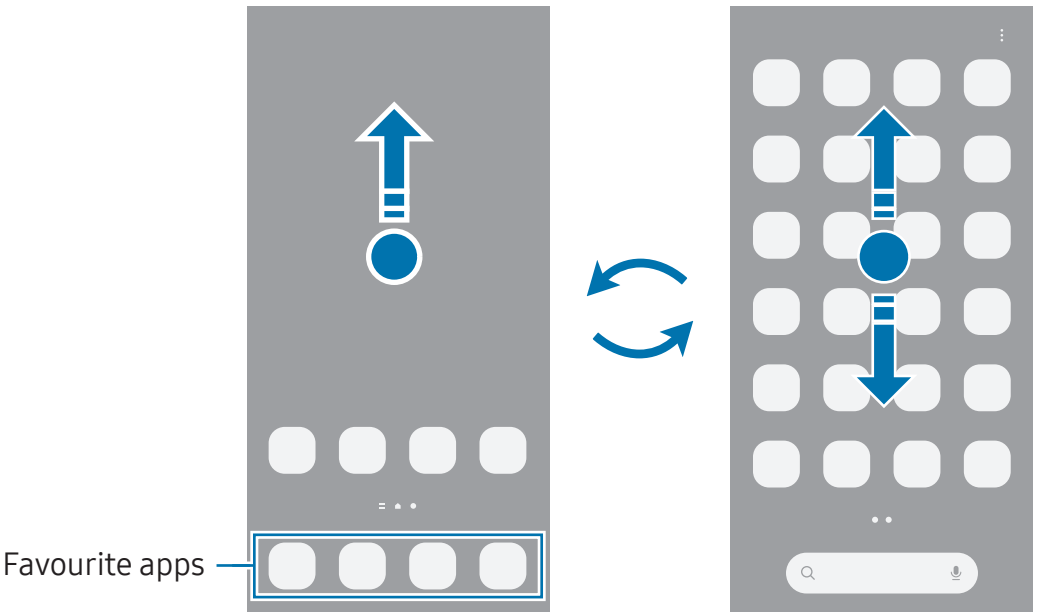
The Home screen is the starting point for accessing all of the device's features. It displays widgets, shortcuts to apps, and more.

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 upwards or downwards on the Apps screen. Alternatively, tap the Home button (▢) or the Back button (<).



If you add the Apps button on the Home screen, you can open the Apps screen by tapping the button. On the Home screen, touch and hold an empty area, tap **Settings**, and then tap the **Show Apps screen button on Home screen** switch to turn it on. The Apps button (⋮⋮⋮) will be added at the bottom of the Home screen.

Editing the Home screen

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

You can also add, delete, or rearrange Home screen panels.

- Adding panels: Swipe to the left, and then tap the Add page icon (+).
- Moving panels: Drag a panel preview to a new location.
- Deleting panels: Tap the Remove icon (🗑) on the panel.

Displaying all apps on the Home screen

Without using a separate Apps screen, you can set the device to display all apps on the Home screen. On the Home screen, touch and hold an empty area, and then tap **Settings** → **Home screen layout** → **Home screen only** → **Apply**.

Moving items

Drag an item to a new location. To move the item to another panel, drag it to the side of the screen. If you touch and hold an item and tap **Select**, you can select more items and move them together at once.

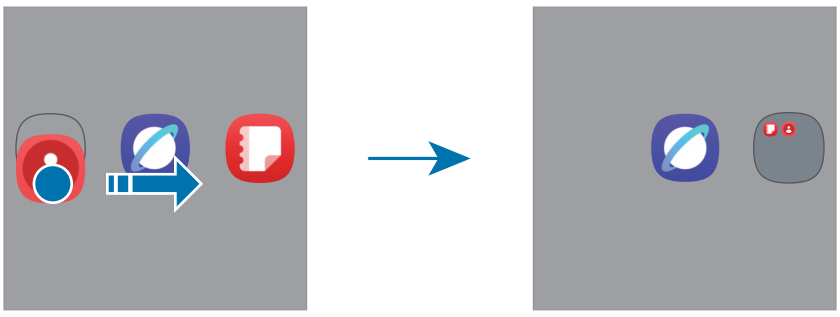
To add a shortcut to an app on the Home screen, touch and hold an item on the Apps screen, and then tap **Add to Home**. A shortcut to the app will be added on the Home screen.

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

Creating folders

On the Home screen or the Apps screen, drag an app over another app.

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

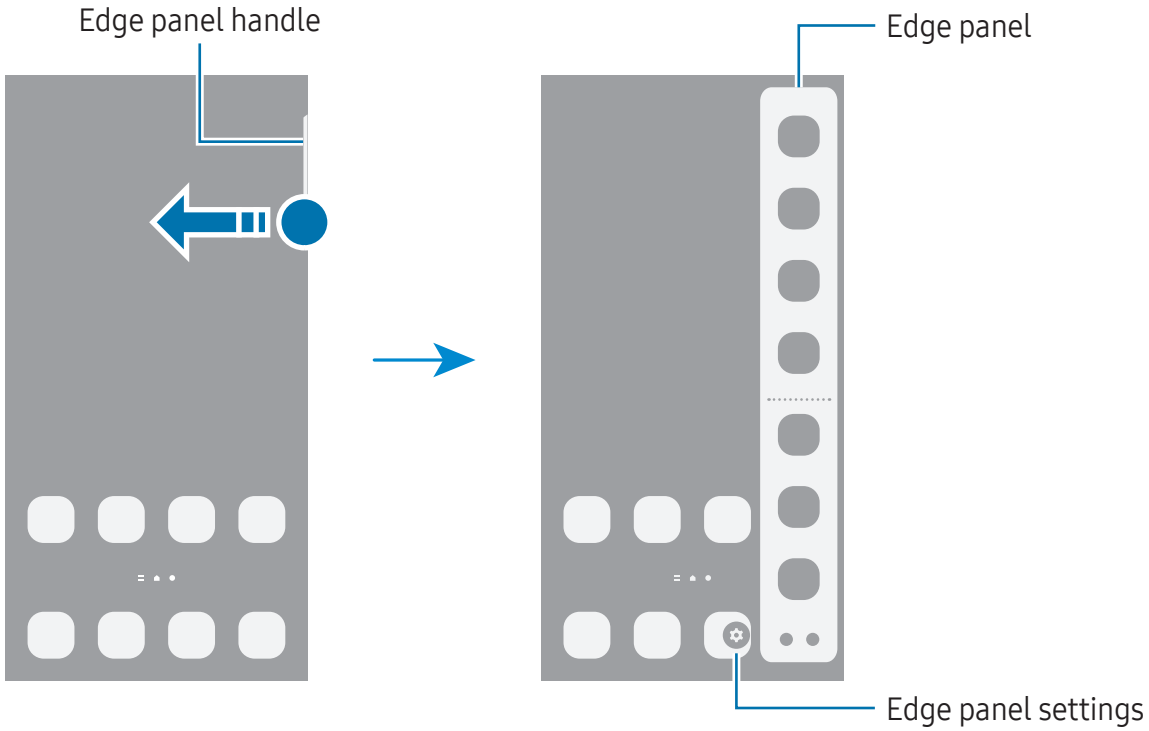


Edge panel

You can access your favourite apps and features from the Edge panels.

Drag the Edge panel handle towards the centre of the screen.

If the Edge panel handle is not visible, open **Settings**, tap **Display**, and then tap the **Edge panels** switch to turn it on.



Lock screen

Pressing the Side button 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 except downwards when the screen turns on.

If the screen is off, press the Side button to turn on the screen. Alternatively, double tap the screen.

Editing shortcuts

You can change the shortcuts at the bottom of the locked screen to other apps or features you want.

Touch and hold on the locked screen, tap the shortcut icon, select an app or feature you want, and then tap **Done**.

Changing the screen lock method

To change the screen lock method, open **Settings**, tap **Lock screen** → **Screen lock and biometrics**, and then select a method.

When you set a pattern, PIN, password, or your biometric data 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.

You can set your device to perform a factory data reset if you enter the unlock code incorrectly several times in a row and reach the attempt limit. Open **Settings**, tap **Lock screen** → **Secure lock settings**, unlock the screen using the preset screen lock method, and then tap the **Auto factory reset** switch to turn it on.

Indicator icons

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

Icon	Meaning
•	New notifications
	No signal
	Signal strength
R	Roaming (outside of normal service area)
G	GPRS network connected
E	EDGE network connected
3G	UMTS network connected

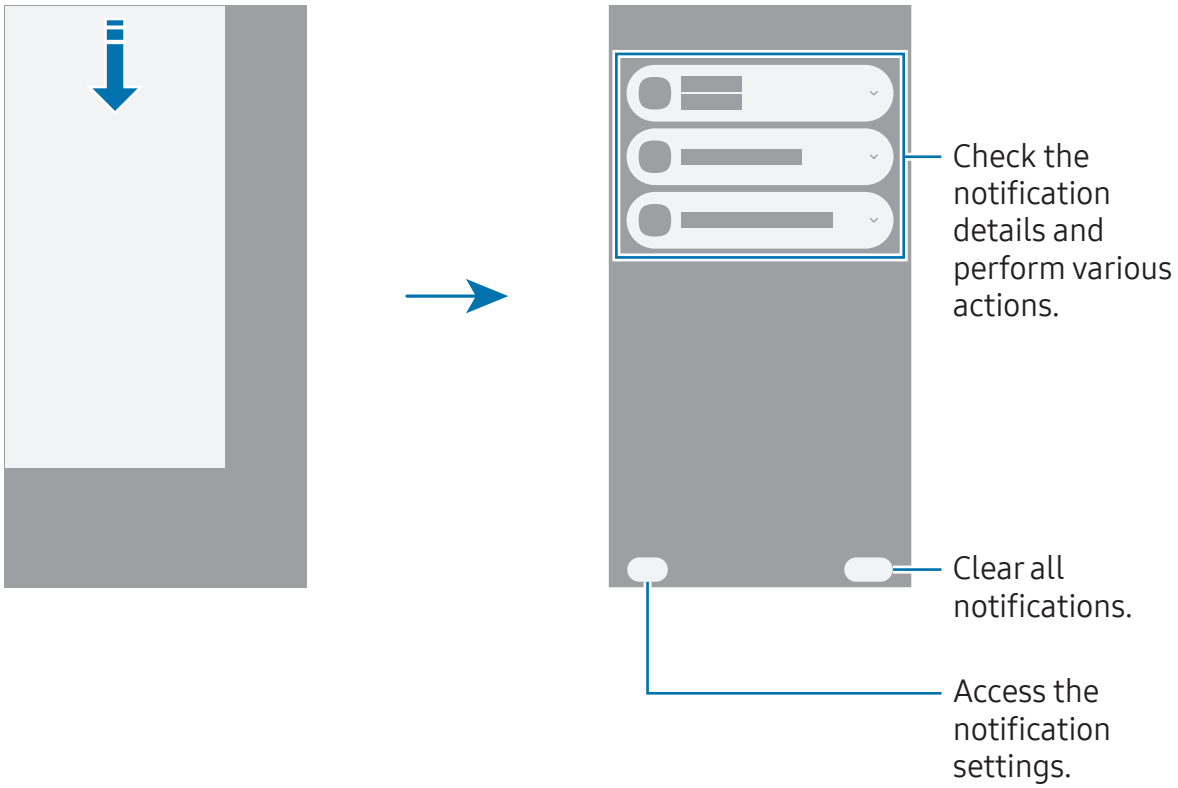
Icon	Meaning
H	HSDPA network connected
H+	HSPA+ network connected
4G / LTE	LTE network connected
5G	5G network connected
5G	LTE network connected in LTE network that includes the 5G network
	Wi-Fi connected
	Bluetooth feature turned on
	Location services being used
	Call in progress
	Missed call
	Alarm turned on
/	Mute mode / Vibration mode
	Flight mode turned on
	Error occurred or caution required
84 / 84	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.
- Some indicator icons appear only when you open the notification panel.
- Some notifications will be displayed as a dot.
- The indicator icons may appear differently depending on the carrier or model.

Notification panel

When you receive new notifications, indicator icons appear on the status bar. Open the notification panel to check the details.

To open the notification panel, swipe downwards from the top of the screen, except for the right side. To close the notification panel, swipe upwards on the screen.

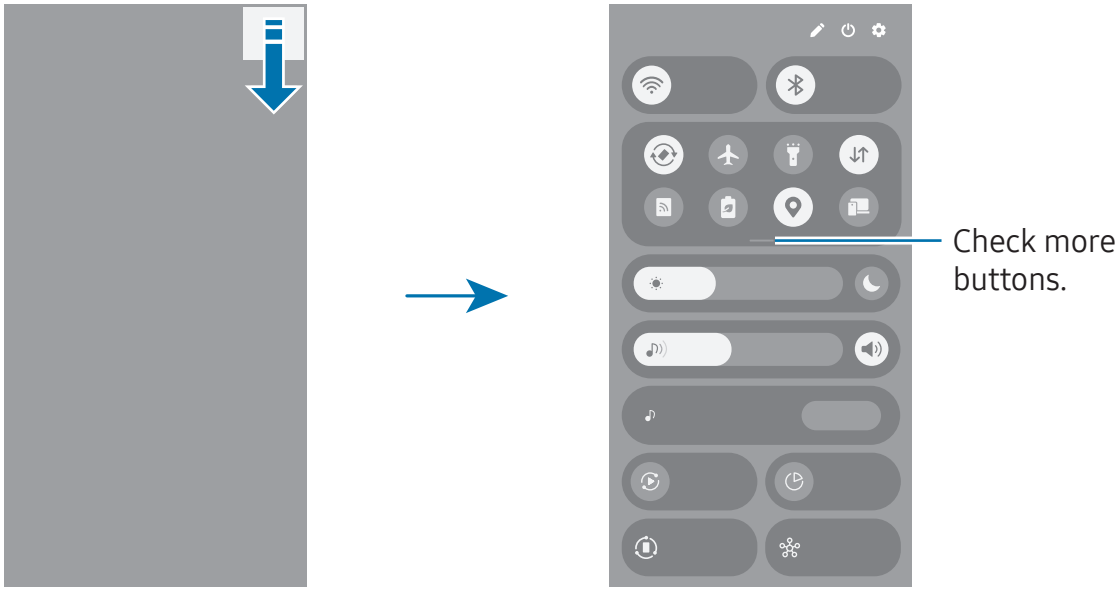


Quick settings panel

You can turn specific features on or off, such as the Wi-Fi or Bluetooth feature, by tapping each button. You can also connect to nearby devices, control media, and use the SmartThings app to control connected devices.

To open the quick settings panel, swipe downwards from the top right side of the screen. To close the quick settings panel, swipe upwards on the screen.

To access more detailed settings, touch and hold a button. To edit buttons, tap the Edit icon (✎) → **Edit**.



This image may differ depending on the region or model.

Screen capture and screen record

Screen capture

Use the following methods to capture a screenshot. You can check the captured screenshots in **Gallery**.

- Button capture

  Press the Side button and the Volume Down button simultaneously.

- Swipe capture

  With the edge of your hand, swipe your hand to the left or right across the screen.

  If capturing a screenshot by swiping is not turned on, open **Settings**, tap **Advanced features** → **Motions and gestures**, and then tap the **Palm swipe to capture** switch to turn it on.

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

After capturing a screenshot, use the following options on the toolbar at the bottom of the screen:

- : Capture the current content and the hidden content on an elongated page, such as a webpage.
- : Write or draw on the screenshot or crop a portion from the screenshot.
- # : Add tags to the screenshot. To search for screenshots by tag, open the **Gallery** app and tap the Search icon (). You can access the tags list and search for the screenshot you want.
- : Share the screenshot with others.
- : Select an area and perform actions, such as sharing or saving. Tap or draw a circle around the content you want to select. Then, select an option to use with the selected area.

If the options are not visible on the captured screen, open **Settings**, tap **Advanced features** → **Screenshots and screen recordings**, and then tap the **Show toolbar after capturing** switch to turn it on.

Screen record

1 Open the quick settings panel, tap the Expand icon (—), and then tap **Screen recorder** ( ).

2 Customise the settings and tap **Start recording**.
After a countdown, recording will start.

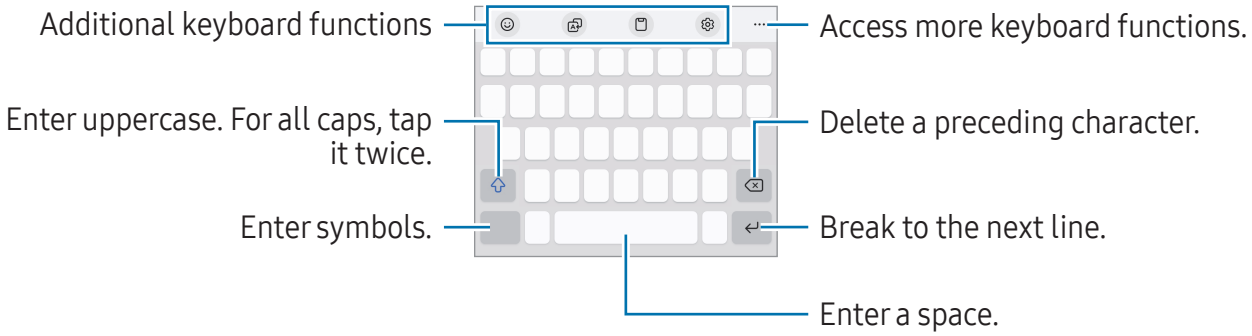
- To write or draw on the screen, tap the Draw icon ( ).
- To record the screen with a video overlay of yourself, tap the Selfie video icon ( ).

3 When you are finished recording the video, tap the Stop icon ( ).

To change the screen recorder settings, open **Settings** and tap **Advanced features** → **Screenshots and screen recordings**.

Entering text

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 the Settings icon (⚙) → **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 tapping the Change language icon (🌐).

To change the keyboard type, tap the Settings icon (⚙) → **Languages and types**, select a language, and then select the keyboard type you want.

On a **3 x 4** keyboard, a key has three or four characters. To enter a character, tap the corresponding key repeatedly until the desired character appears.

Using the input method button

You can change the text input method by tapping the input method button on the navigation bar.

To change the input method button on the navigation bar, touch and hold the input method button and select an option you want.

- 🎤 : Enter text by voice.
- ⌨ : Change the keyboard.

If the input method button does not appear on the navigation bar, open **Settings**, tap **General management** → **Keyboard**, and then tap the **Show input method button on navigation bar** switch to turn it on.

Apps and features

Installing or uninstalling apps

Purchase and download apps from **Galaxy Store** or **Play Store**.

Uninstalling or disabling apps

Touch 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.

Phone

Introduction

Make or answer voice and video calls.

Making calls

1 Open the **Phone** app and tap **Keypad**.

2 Enter a phone number.

3 Tap the Voice call icon ( ) to make a voice call, or tap the Video call icon ( ) or the Meet video call icon ( ) to make a video call.

Making calls from call logs or contacts list

Open the **Phone** app, tap **Recents** or **Contacts**, and then swipe to the right on a contact or a phone number to make a call.

If this feature is turned off, tap the More options icon ( ) → **Settings** → **Other call settings**, and then tap the **Swipe to call or text** switch to turn it on.

Using speed dial

To set a number to speed dial, open the **Phone** app, tap **Keypad** → the More options icon (⋮) → **Speed dial numbers**, select a speed dial number, and then add a phone number.

To make a call, touch and hold a speed dial number on the keypad. For speed dial numbers 10 and up, tap the first digit(s) of the number, and then touch and hold the last digit.

For example, if you set the number **123** as a speed dial number, tap **1**, tap **2**, and then touch and hold **3**.

Making an international call

1 Open the **Phone** app and tap **Keypad**.

2 Touch and hold **0** until the **+** sign appears.

3 Enter the country code, area code, and phone number, and then tap the Call icon (📞).

Receiving calls

Answering a call

When a call comes in, drag the Answer icon (📞) outside the large circle.

Rejecting a call

When a call comes in, drag the Decline icon (📞) 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. If you tap the Reminder icon (🔔) and send the message, you can receive a reminder one hour later.

To create various rejection messages, open the **Phone** app and tap the More options icon (⋮) → **Settings** → **Quick decline messages**. Tap the Add icon (+), enter a message, and then tap **Save**.

Blocking phone numbers

Block calls from specific numbers added to your block list.

Open the **Phone** app, tap the More options icon (⋮) → **Settings** → **Block numbers**, and then select contacts or phone numbers to save in the blocked numbers list.

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 calls from unknown numbers** switch to turn the feature on.

Options during calls

- : Block background noise from your microphone to help the other party hear you more clearly.
- : Switch to a video call.
- **Text call**: Communicate with the other party through text. To use this feature, open the **Phone** app, tap the More options icon (⋮) → **Settings** → **Text call**, and then tap the switch to turn it on.
- **Add call**: Dial a second call. The first call will be put on hold. When you end the second call, the first call will be resumed.
- **Hold call**: Hold a call.
- **Mute**: Turn off the microphone so that the other party cannot hear you.
- **Bluetooth**: Switch to a Bluetooth headset if it is connected to the device.
- **Speaker**: Turn speakerphone off or on. When using the speakerphone, keep the device away from your ears.
- **Keypad** / **Hide**: Open or close the keypad.
- **More**: Use additional features.
- : End the current call.
- : During a video call, switch to a voice call.
- : During a video call, lock the screen.
- **Effects**: During a video call, apply various effects.

- : During a video call, change the screen ratio.
- **Camera**: During a video call, turn off the camera so that the other party cannot see you.
- **Switch**: During a video call, switch between the front and rear cameras.

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

Contacts

Create new contacts or manage contacts on the device.

Open the **Contacts** app.

- To add a new contact, tap the Create icon (+).
- To delete contacts, touch and hold a contact to delete, then tap **Delete**.
- To merge duplicate contacts or manage contacts, tap the More options icon (⋮) → **Settings**.

Camera

Introduction

Take pictures and record videos using various modes and settings.

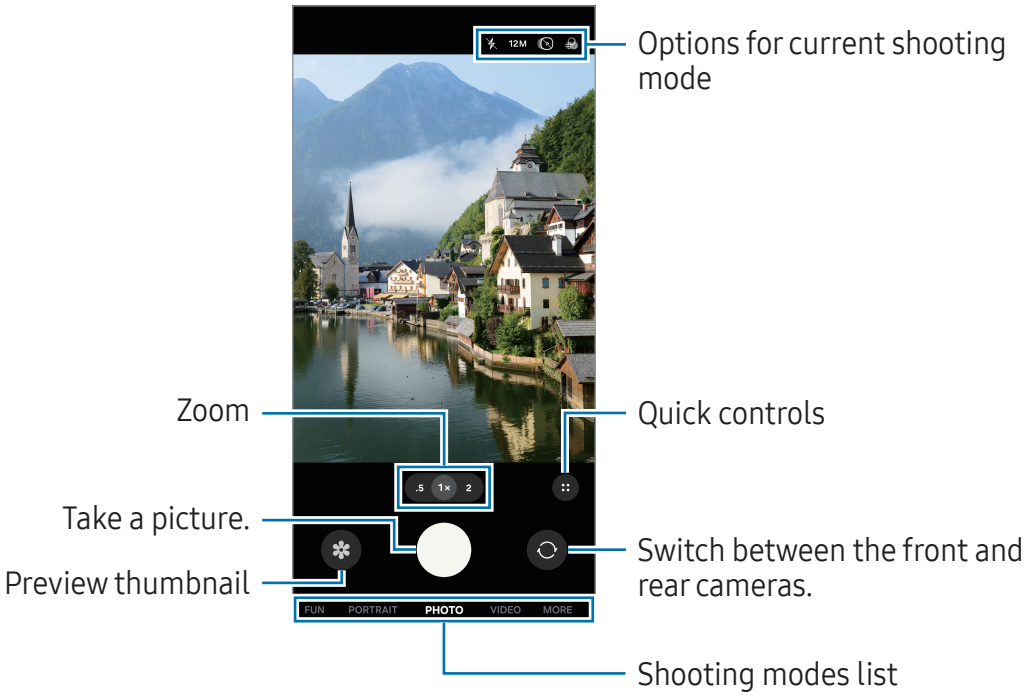
Taking pictures

1 Open the **Camera** app.

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

- On the preview screen, swipe upwards or downwards, or tap the Switch to the front camera icon () to switch to the front camera for self-portraits.
- To zoom in or out while using the rear camera, select the desired zoom icon on the preview screen.
- To adjust the brightness of pictures, drag the adjustment bar that appears above or below the circular frame.

3 Tap the Take picture icon (◯) to take a picture.



- The preview screen may vary depending on the shooting mode and which camera is being used.
- 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.
- Your device's camera features a wide-angle lens. Minor distortion may occur in wide-angle pictures or videos and does not indicate device performance problems.
- The camera may fog up or form condensation if the device is exposed to sudden changes in air temperature, because of 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 the camera button

- Touch and hold the camera button to record a video.
- If you drag the camera button to the Lock icon (), you can record a video without holding the button.
- To take burst shots, swipe the camera button to the edge of the screen and hold it.
- If you add another camera button, you can move it anywhere on the screen and take pictures more conveniently. On the preview screen, tap the Quick controls icon () → the Settings icon () → **Shooting methods** and tap the **Floating Shutter button** switch to turn it on.

Taking videos

1 Open the **Camera** app.

2 On the shooting modes list, tap **VIDEO** and tap the Start recording icon () to record a video.
To capture an image from the video while recording, tap the Capture icon ().

3 Tap the Stop recording icon () to stop recording the video.

Shooting modes

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. Tap **MORE** to access various shooting modes.

- **PORTRAIT**: Take pictures where the background is blurred and the subject stands out clearly.
- **FUN**: Take pictures or record videos with various effects.
- **PRO** / **PRO VIDEO**: Capture pictures or videos while manually adjusting various shooting options, such as exposure value and ISO value.
- **NIGHT**: Take a picture in low-light conditions, without using the flash.
- **FOOD**: Take pictures of food with more vibrant colours.
- **PANORAMA**: Take a series of pictures and then stitch them together to create a wide scene.

- **MACRO**: Take pictures of subjects at close range.
- **SUPER SLOW-MO**: Record a quickly passing moment slowly so that you can appreciate it later.
- **SLOW MOTION**: Record a video for viewing it in slow motion.
- **HYPERLAPSE**: Record scenes, such as passing people or cars, and view them as fast-motion videos.

To edit the shooting modes list, tap **MORE** on the list, tap **Edit**, and then drag modes to where you want.

Options for current shooting mode

On the preview screen, use the following options.

- : Turn the flash on or off.
- **12M**: Select a resolution for pictures.
- : Turn the motion photo feature on or off. If you turn it on, a video clip will also be taken from a few seconds before tapping the camera button.
- : Apply a filter effect.
- : Apply beauty effects.
- AUTO : Select a frame rate for hyperlapse videos.
- FHD 30 : Select a resolution for videos.
- : Select a metering method. This determines how light values are calculated. **Centre-weighted metering** () uses the light in the centre portion of the shot to calculate the exposure of the shot. **Matrix metering** () averages the entire scene. **Spot metering** () uses the light in a concentrated centre area of the shot to calculate the exposure of the shot.
- : In **FOOD** mode, focus on a subject inside the frame and blur the image outside the frame.
- : This option appears only when there is a document or text. Scan the document or text.

- : This option appears only in dark environments. Turn the night shooting feature on or off.
- : Switch to a wide-angle shot of the landscape or people when taken with the front camera.
- : In **PORTRAIT** mode, drag the background blur adjustment bar to adjust the blur level.
- : In **PRO** or **PRO VIDEO** mode, hide the shooting options.

Tap the Quick controls icon ( ) to use more shooting options.

- : Customise camera settings.
- : Select the length of the delay before the camera automatically takes a picture.
- **3:4**: Select an aspect ratio for pictures.
- : Change the exposure value.
- **9:16**: Select an aspect ratio for videos.
- : Turn the auto framing feature on or off. When you turn on this feature, the device changes the shooting angle and zoom automatically by recognising and tracking people.
- : In **PRO** or **PRO VIDEO** mode, select a colour tone and adjust its intensity.
- : In **FOOD** mode, adjust the colour temperature.
- : Change the recording time for hyperlapse videos.

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

Customising camera settings

On the preview screen, tap the Quick controls icon ( ) → the Settings icon ( ) and customise camera settings. For more information, refer to the instructions for each menu in the camera settings.

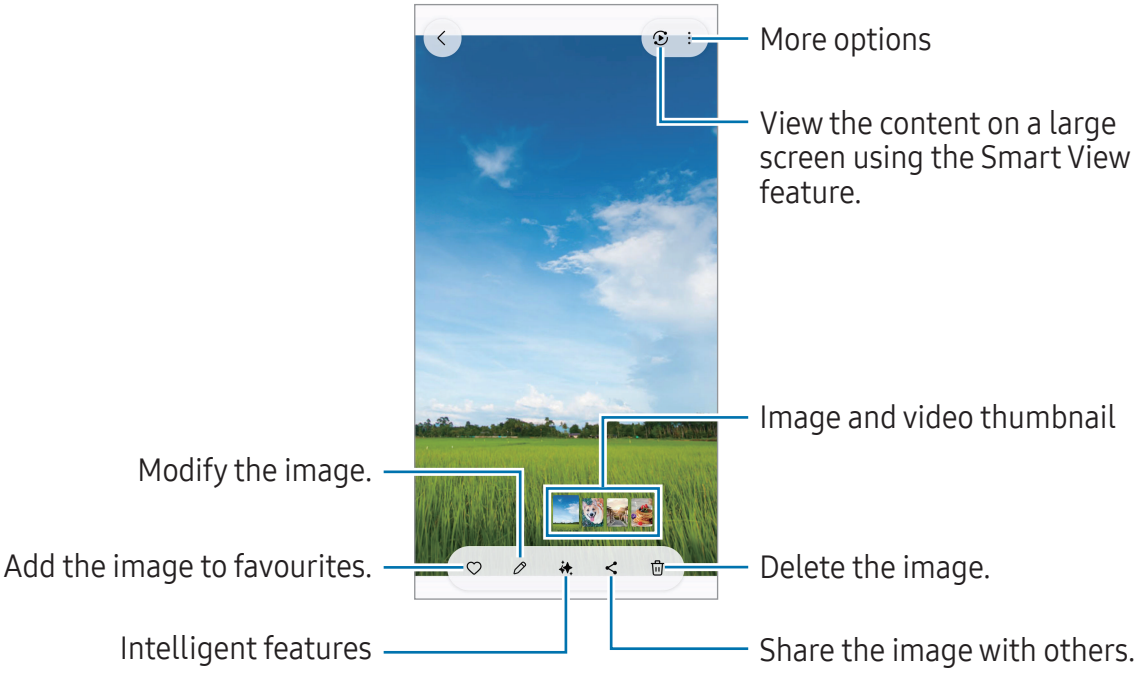
Gallery

Introduction

Access images and videos stored in your device. You can also manage images and videos by album or create stories.

Viewing images

Open the **Gallery** app and select an image. You can view other files by swiping to the left or right on the screen. You can also use additional features to enhance the image by swiping upwards on the screen.



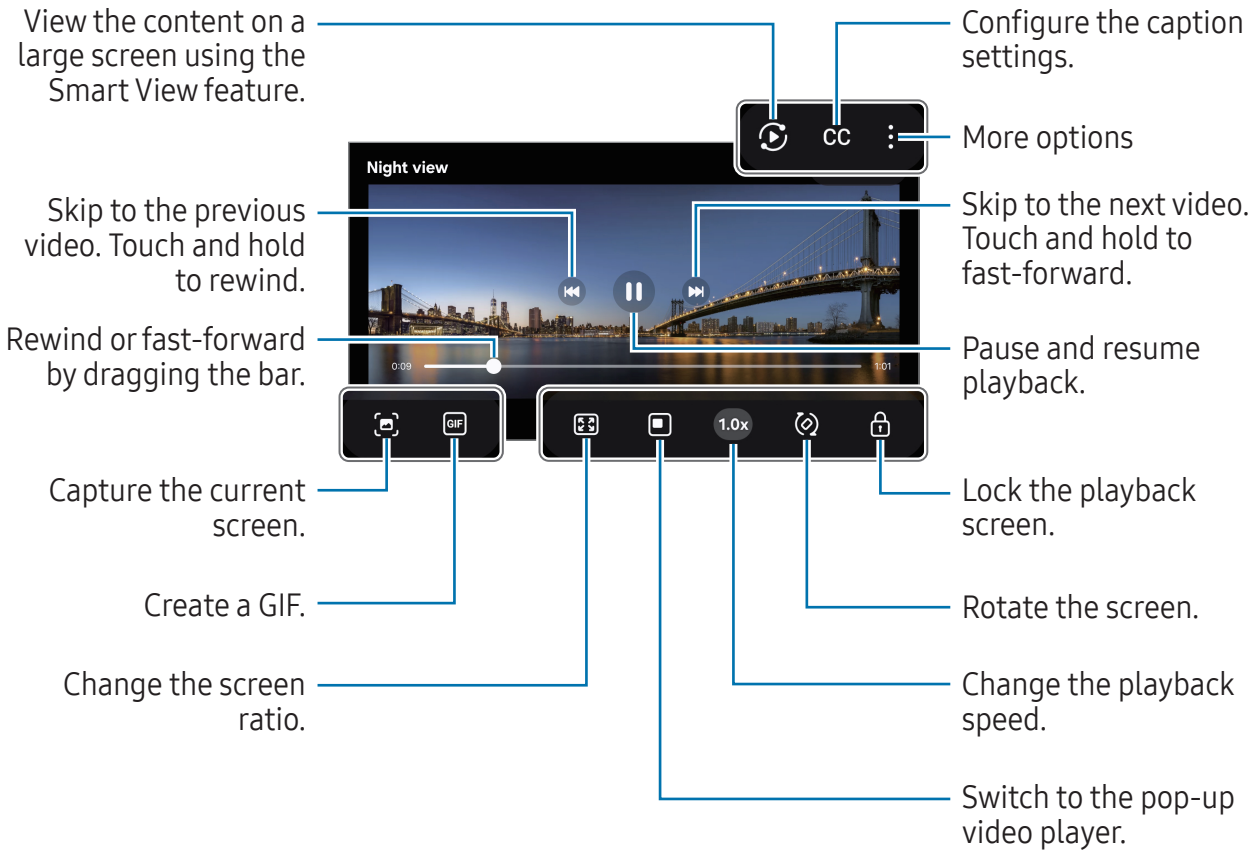
Touch and hold on an object in the image or paused video to separate it from the background and use it in various ways.

To crop the area you want from the image, spread two fingers apart on the area.

Viewing videos

Open the **Gallery** app and select a video to play. To view other files, swipe to the left or right on the screen.

To use more options during playback, tap the More options icon (⋮) → **Open in Video player**.



Drag up or down on the left side of the playback screen to adjust the brightness, or drag up or down on the right side of the playback screen to adjust the volume.

To rewind or fast-forward, swipe to the left or right on the playback screen.

Deleting images or videos

Open the **Gallery** app, touch and hold an image, a video, or an album to delete, and then tap **Delete**. Images and videos you delete will be temporarily stored in the recycle bin. The files will be deleted after a certain period.

To access files in the recycle bin, open the **Gallery** app and tap **Menu** → **Recycle bin**.

Bixby

Bixby is a user interface that helps you use your device more conveniently. You can say what you want to Bixby. Bixby will launch a feature you request or show the information you want.

Visit www.samsung.com/bixby for more information.

Bixby is only available in some languages, and it may not be available depending on the region.

Waking up Bixby

While pressing and holding the Side button, say what you want to Bixby. To use this feature, open **Settings** and tap **Advanced features** → **Side button** → **Long press** → **Bixby**.

Alternatively, say the wake-up phrase, such as “Hi, Bixby” or “Bixby”, and then say what you want.

Setting a wake-up phrase

1 Open **Settings** and tap **Advanced features** → **Bixby** → **Voice registration**.

2 Select the wake-up phrase you want under **Voice wake-up**.

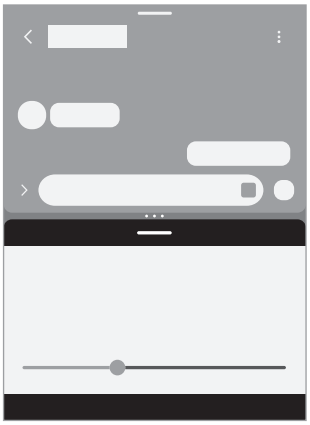
When running this app for the first time or restarting it after performing a data reset, follow the on-screen instructions to complete the initial setup.

Multi window

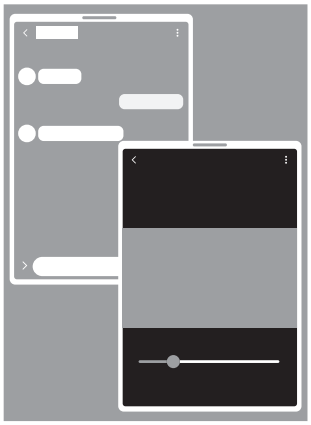
(Using multiple apps at once)

Run apps at the same time in split screen view or multiple apps in the pop-up view.

Some apps may not support this feature.



Split screen view



Pop-up view

Launching Multi window

- Recents button

  Tap the Recents button (|||), tap an app's icon, and then tap **Open in split screen view** or **Open in pop-up view**.

- Swipe screen

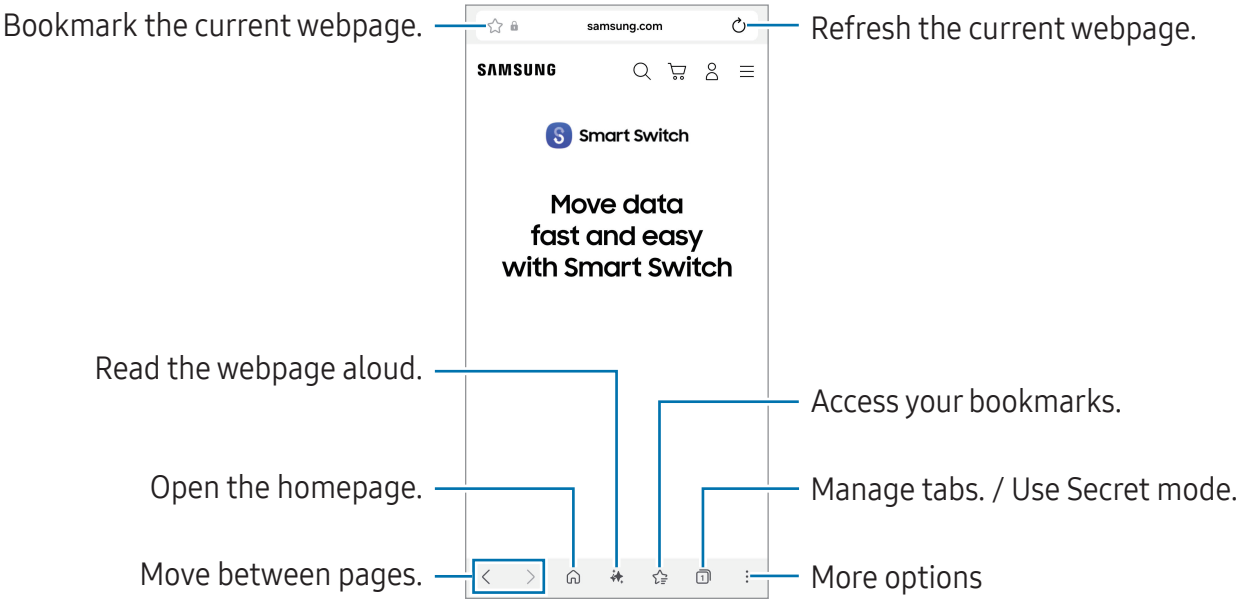
  Open **Settings**, tap **Advanced features** → **Multi window**, and then tap the **Swipe for split screen** or **Swipe for pop-up view** switch to turn it on.

- Drag the circles (▪ ▪ ▪) between the app windows to adjust the size of the windows.
- Tap the circles (▪ ▪ ▪) between the app windows and tap the Add app pair icon (☆). The apps you are using in the split screen view will be saved as an app pair.
- Drag the multi window handle (—) to a new location to move the app window.
- When you tap the multi window handle (—), the available menus will appear.

Samsung Browser

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

Open the **Browser** app.



Samsung Wallet

Use various convenient features in Samsung Wallet. You can add payment cards, transit cards, digital keys, mobile IDs, membership cards, boarding passes, coupons, tickets, and more to Samsung Wallet and use them securely in one app. You can also use Samsung Pass to sign in to apps and services with your biometric data.

Visit www.samsung.com/samsung-wallet for more information.

This app may not be available depending on the region.

Starting Samsung Wallet

1 Open the **Wallet** app, or drag a card image at the bottom of the screen upwards.

2 Tap the Add icon (+) at the top of the screen and select an option you want.

3 Follow the on-screen instructions to complete the registration.

Using Samsung Wallet

- **Payment cards**: Launch Samsung Wallet and select a card to use. Scan your fingerprint or enter the payment PIN you set, and then touch the NFC antenna area of your device to the card reader. The payment will be processed.
- **Transport card** / **Digital keys**: Touch the NFC antenna area of the device to the transit card reader, vehicle, or door lock. The transit card or digital key will be recognised. It is recommended to use this feature when the screen is off.
- **Memberships** / **Vouchers** / **Event tickets**: Launch Samsung Wallet, select an option you want, and then tap a barcode or QR code. The barcode or QR code will be magnified and can be scanned with the scanner.

- To find out the NFC antenna location of the device, refer to Device layout and functions.
- Some features may not be available depending on the region or the model.

Samsung Health

Samsung Health helps you manage your wellness and fitness. Set fitness goals, check your progress, and keep track of your overall wellness and fitness. You can also compare your step count records with other Samsung Health users and check out health tips.

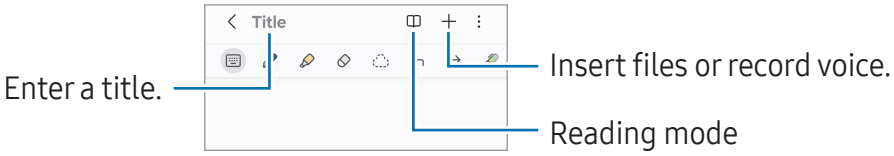
Open the **Health** app. Visit www.samsung.com/samsung-health for more information.

Samsung Notes

Create notes by entering text from the keyboard or by handwriting or drawing on the screen. You can also insert images or voice recordings into your notes.

Creating notes

1 Open the **Notes** app, tap the Create icon (), and then create a note.



2 When you are finished composing the note, tap the Back button () to save it.
If you want to save the note in another file format, tap the More options icon () → **Save as**.

Deleting notes

Touch and hold a note to delete and tap **Delete**.

Syncing notes

You can check and edit notes on all your devices signed in to the same Samsung account.

Open the **Notes** app, tap the Navigation drawer icon () → the Settings icon (), and then tap the **Sync with Samsung Cloud** switch to turn it on.

Samsung Members

Samsung Members offers support services to customers, such as device problem diagnosis, and lets users submit questions and error reports. You can also share information with others in the Galaxy users' community or check the latest news and tips. Samsung Members can help you solve any problems you might encounter while using your device.

Open the **Members** app.

If you have questions while using other Samsung apps, access the app's settings menu and select the contact us option.

- **Discover**: You can get official information from Samsung, such as Galaxy product launches and newsletters.
- **Community**: You can communicate with other Galaxy users on various topics and share information with them.
- **Support**: You can use customer support services, such as feedback or phone diagnostics, which can help you check if your device is functioning properly.

Available features may vary depending on the device's software version, app version, or model.

Samsung Kids

You can restrict children's access to certain apps, set their usage times, and configure settings to provide a fun and safe environment for children when they use the device.

Open **Settings** and tap **Apps** → **Samsung Kids** → **Open**. When starting Samsung Kids for the first time or after performing a data reset, follow the on-screen instructions to complete the setup.

On the Samsung Kids screen, select the app you want to use.

Your preset screen lock method or your created PIN will be used when turning on the **Parental controls** feature or closing Samsung Kids.

Using parental controls features

You can configure the settings for Samsung Kids and check the usage history.

On the Samsung Kids screen, tap the More options icon (⋮) → **Parental controls** and enter your unlock code.

Samsung Global Goals

The Global Goals, which were set up by the United Nations General Assembly in 2015, consist of goals that aim to create a sustainable society. These goals have the power to end poverty, fight inequality, and stop climate change.

With Samsung Global Goals, learn more about the global goals and join the movement for a better future.

Samsung TV Plus

Select the channels like you would use a TV and enjoy various video content free of charge.

Open the **TV** app.

This app may not be available depending on the carrier or model.

Samsung Find

You can locate your device even if it is not connected to a network. You can also share your location with other people you preset.

Open the **Find** app.

Samsung Shop

Samsung Shop is the mobile shopping service provided by Samsung. Get offers or information about Samsung and its partners' products and services.

Open the **Samsung Shop** app.

This app may not be available depending on the carrier or model.

Samsung News

Get the headlines and latest news from various sources. You can select and follow various topics and sources that interest you.

Launch Samsung News using one of these methods.

- Open the **News** app.
- Swipe to the right on the Home screen. If the Samsung News screen does not appear, open **Settings** and tap **Home screen** → **Add media page to Home screen** → **Samsung News**. Alternatively, touch and hold an empty area on the Home screen, swipe to the right, and then tap **Samsung News**.
- Tap the News widget on the Home screen. If the widget is not on the Home screen, on the Samsung News screen, tap the More options icon (⋮) → **Settings** → **Add widget to Home screen** → **Add**. Alternatively, touch and hold an empty area on the Home screen, tap **Widgets** → **News**, select a widget, and then tap **Add**.

Available features may vary depending on the device's software version, app version, or model.

Galaxy Store

You can purchase or download various apps, games, themes, or paid services.

Open the **Store** app.

Available features may vary depending on the device's software version, app version, or model.

Purchasing or download content

Browse content by category or tap the Search icon (Q) to search for a keyword. Then purchase or download the content you want.

Managing your apps and content

On the Galaxy Store screen, tap **Menu** → **My apps**. You can check your purchased or downloaded content and reinstall content that has been deleted from your device.

To check for available updates for your apps, tap **Menu** → **Updates**. If you want to update, tap the Update icon (↻) next to the apps you want or tap **Update all** to update all at once.

By default, auto app updates are set to run only when connected to a Wi-Fi network. To change the auto update settings, tap **Menu** → the Settings icon (⚙) → **Auto update apps** and select an option.

Adding payment methods or checking your purchase history

On the Galaxy Store screen, tap **Menu** → **Payment methods** and add a payment method, such as a credit card. You can use the registered payment method to purchase paid content in **Galaxy Store**.

If you want to check your purchase history, tap **Menu** → **Receipts**.

Galaxy Wearable

Using the Galaxy Wearable app, you can manage your wearable devices. When you connect your phone to the wearable device, you can customise the wearable device's settings and apps.

Open the **Wearable** app.

Tap **Start** to connect your phone to the wearable device. Follow the on-screen instructions to finish the setup. Refer to the wearable device's user guide for more information about how to connect and use the wearable device with your device.

Calendar

Manage your schedule by entering upcoming events in your planner.

Open the **Calendar** app and tap the Add event icon (+).

Voice Recorder

Record or play voice recordings.

Open the **Voice Recorder** app, tap the Record icon ( ) to start recording, and then tap the Stop icon ( ) to finish recording.

My Files

(Checking and managing the files)

Access and manage various files stored in the device.

Open the **My Files** app.

To check for unnecessary data and free up the device's storage, tap **Manage storage**.

Clock

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

Open the **Clock** app.

Calculator

Perform basic arithmetic or scientific calculations.

Open the **Calculator** app.

Weather

You can check the weather information for your current location or specific locations you set.

- To get the weather information for your current location, you must turn on the GPS feature and allow the Weather app to collect and use your current location.
- To get precise weather information, you must allow the Weather app to access your location.
- Available features may vary depending on the device's software version, app version, or model.

Launching Weather

Launch Weather using one of these methods.

- Tap the Weather widget on the Home screen. If the widget is not on the screen, touch and hold an empty area on the Home screen, tap **Widgets** → **Weather**, select a widget, and then tap **Add**.
- Open the **Weather** app. If the app icon is not on the screen, tap **Search** on the Apps screen, search for **Weather**, and then launch the app. If you want to add the app icon to the Apps screen, on the Weather screen, tap the Weather menu and city list icon (☰) → the More options icon (⋮) → **Settings** and tap the **Show Weather on Apps screen** switch to turn it on.

Using main features

- To add locations you want to check the weather for, on the Weather screen, tap the Search icon (Q).
- To set a primary location to display in the widget, touch and hold the widget, then tap **Settings**. Then tap **Change**, select the location, and then tap **Save**.
- To get customised forecasts according to your sleep patterns, activities, and more, on the Weather screen, tap the Weather menu and city list icon (≡◎) → the More options icon (⋮) → **Settings** and tap the **Customisation Service** switch to turn it on.

Gaming Hub

Gaming Hub gathers your downloaded games in one place. You can browse popular games from different genres and check for the latest trends. You can also play games without installing them on your device through Instant Plays.

Open the **Gaming Hub** app.

Available features may vary depending on the device's software version, app version, or model.

Playing downloaded games

Games downloaded from **Play Store** and **Galaxy Store** will be automatically shown on the Gaming Hub screen. You can also download games from Gaming Hub by tapping games with the Download icon (⬇) on them.

On the Gaming Hub screen, select the game you want.

If your games are not there, tap **My games** → the More options icon (⋮) → **Add games**.

To bookmark content you use often while playing games, such as images or apps, on the Gaming Hub screen, tap the More options icon (⋮) → **Bookmarks** → the Add bookmark icon (+).

Playing Instant Plays

On the Gaming Hub screen, select the game with the Instant Plays icon (⚡) on it.

Checking events

On the Gaming Hub screen, tap the Events icon (🎁). You can check notifications about various game-related events and exclusive benefits for Galaxy Store users.

Game Booster

(Configuring your gaming environment)

You can play games in a better environment with Game Booster. You can use Game Booster while playing games.

To open the Game Booster panel while playing games, tap the Game Booster icon (🎮) at the bottom of the screen. If the icon is hidden, drag upwards from the bottom of the screen to show it.

SmartThings

Control and manage smart appliances and Internet of Things (IoT) products.

Open the **SmartThings** app. For more information, tap **Menu** → **How to use**.

Connected devices' own problems or defects are not covered by the Samsung warranty. When problems or defects occur on the connected devices, contact the device's manufacturer.

Sharing content

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

1 Open the **Gallery** app and select an image.

2 Tap the Share icon (<) and select a sharing method you want.

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

Quick Share

Share content with nearby devices or people in your contacts.

1 On the other device, open **Settings** and tap **Connected devices** → **Quick Share** → **Who can share with you** → **Your devices**, **Contacts**, or **Everyone** → **Done**.

2 Open the **Gallery** app and select an image.

3 Tap the Share icon (<) → **Quick Share** and select a device to transfer the image to.

4 Accept the file transfer request on the other device.

Setting who can find your phone

Set who is allowed to find and send content to your phone.

Open **Settings** and tap **Connected devices** → **Quick Share** → **Who can share with you**.

Smart View

(Mirroring on a TV screen)

View your phone's displayed content on a large screen by connecting your phone to a screen mirroring-enabled TV or monitor.

1 Open the quick settings panel and tap **Smart View**.

2 Select a device to mirror your phone's screen.

When you play a video with Smart View, the resolution may vary depending on the TV model.

Google apps

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

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

- **Chrome**: Search for information and browse webpages.
- **Gmail**: Send or receive emails through the Google Mail service.
- **Maps**: Find your location on the map, search the world map, and access location information for various places around you.
- **YT Music**: Enjoy various music and videos provided by YouTube Music. You can also access 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.
- **Photos**: Search for, manage, and edit all your pictures and videos from various sources in one place.
- **Google**: Search for items on the internet or your device.
- **Meet**: Make 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.
- **Gemini**: Chat with Gemini to use various features, such as searching for information, creating custom images, or writing content.

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

Settings

Introduction

Customise device settings.

On the Apps screen, tap **Settings**. Alternatively, open the quick settings panel and tap the Settings icon (⚙).

Sign in to your Galaxy

Sign in to your Samsung account and manage it.

On the Settings screen, tap **Sign in to your Galaxy**.

Connections

Options

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

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

- **Wi-Fi**: Turn on 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.
- **NFC and contactless payments**: Read near field communication (NFC) tags that contain information about products. You can also use this feature to make payments and buy tickets for transportation or events after downloading the required apps.

- **Flight mode**: Set the device to turn off 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.

- **SIM manager**: Activate your SIM cards and customise the SIM card settings. Refer to SIM manager for more information.
- **Mobile networks**: Configure your mobile network settings.
- **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 turn on the data saver feature to prevent some apps running in the background from sending or receiving data.

  You can also set apps to use only a Wi-Fi or mobile data, or both.
- **Mobile Hotspot and Tethering**: Use the phone as a mobile hotspot to share the phone's mobile data connection with other devices. For more information about Mobile Hotspot, refer to Mobile Hotspot.

  You may incur additional charges when using this feature.
- **More connection settings**: Customise settings to control other connection features, such as scanning for nearby devices to connect and connecting to a printer to print images or documents.

Some features may not be available depending on the model.

Wi-Fi

Turn on 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 turn it on.

2 Select a network from the Wi-Fi networks list.
Networks with a lock icon require a password.

- Once the device connects to a Wi-Fi network, the device will reconnect to that network each time it is available without requiring a password. To prevent the device from connecting to the network automatically, tap the Settings icon (⚙) next to the network and tap the **Auto reconnect** switch to turn it off.
- 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 through a Wi-Fi network without requiring an access point.

1 On the Settings screen, tap **Connections** → **Wi-Fi** and tap the switch to turn it on.

2 Tap the More options icon (⋮) → **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. Once the device connects to the other device, the device will reconnect to that device each time it is available without requiring a verification.

Pairing with other Bluetooth devices

1 On the Settings screen, tap **Connections** → **Bluetooth** and tap the switch to turn it on.

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.

Your phone is visible to other devices while the Bluetooth settings screen is open.

3 Accept the Bluetooth connection request on your phone to confirm.

The devices will be connected when the other device accepts the Bluetooth connection request.

To unpair the devices, tap the Settings icon (⚙) next to the device name to unpair and tap **Unpair**.

Precautions for using Bluetooth

- Samsung is not responsible for the loss, interception, or misuse of data sent or received through 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.

Mobile Hotspot

Use your phone as a mobile hotspot to share your phone'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 turn it on.
You can change the network name, password, and more.
The Hotspot icon ( ) appears on the status bar.

3 On the other device's screen, search for and select your phone from the Wi-Fi networks list.
Alternatively, tap **QR code** on the Mobile Hotspot screen and scan the QR code with the other device.

- If the mobile hotspot is not found, on your phone, set **Band** to **2.4 GHz**, tap **Advanced**, and then tap the **Hidden network** switch to turn it off.
- If you turn on the **Auto Hotspot** feature, you can share your phone's mobile data connection with other devices signed in to your Samsung account.

Connected devices

Change settings for device connections.

On the Settings screen, tap **Connected devices**.

- **Quick Share**: Change the Quick Share settings. Refer to Quick Share for more information.
- **Music Share**: Play music from your friend's device through your Bluetooth speaker. You can also listen to the same music on your Galaxy Buds and another person's Galaxy Buds.
- **Auto switch Buds**: Set the Galaxy Buds to switch from another device to your phone when you make or answer a call, play media, and more. You can use this feature only when you signed in to the same Samsung account on the other device and you are wearing your Galaxy Buds.
- **Call & text on other devices**: Connect other devices, such as tablets, to your phone to use calling and messaging features on those devices using your phone number. You must sign in to the same Samsung account on connected devices and your phone. Some calling and messaging features may not be available.
- **Continue on other devices**: Use your phone's apps and features on other devices signed in to your Samsung account.
- **Storage Share**: Share your phone's files with your Samsung phone, Samsung TV, Galaxy Book, and more. To use this feature, both devices need to be signed in to the same Samsung account and have Wi-Fi, Bluetooth, and the Storage Share feature turned on.
- **Link to Windows**: Use apps and check notifications from your mobile device on a Windows computer. A Microsoft account is required to use this feature. Visit https://aka.ms/setupltw for details.
- **Multi control**: Use a mouse and keyboard connected to a Samsung computer that supports this feature on your phone.
- **Smart View**: View your phone's displayed content on a large screen by connecting your phone to a screen mirroring-enabled TV or monitor. Refer to Smart View for more information.

- **Galaxy Wearable**: When you connect your phone to the wearable device, you can customise the wearable device's settings and apps. Refer to Galaxy Wearable for more information.
- **SmartThings**: Control and manage smart appliances and Internet of Things (IoT) products. Refer to SmartThings for more information.
- **Android Auto**: Connect your device to a vehicle and control some of your device's features on the vehicle's display.

Some features may not be available depending on the model.

Modes and Routines

Using modes

Add a mode based on your current activity or location. Your device's settings will change to match your activity or situation.

1 On the Settings screen, tap **Modes and Routines** → **Modes**.

2 Select a mode you want or tap **Add mode** to add your own modes.
Modes will run automatically when their conditions are detected.
To run modes manually, select the mode you want and tap **Turn on**. Alternatively, open the quick settings panel, tap **Modes**, and then select a mode to turn it on.

Using routines

Automate your repetitive daily tasks. For example, you can automatically change your sound settings depending on where you are, optimise your device's settings for gaming, and more.

1 On the Settings screen, tap **Modes and Routines** → **Routines**.

2 Tap the Create icon (+) and add your own routines or tap **Discover** and select a routine you want.
Auto routines will run automatically when their conditions are detected.
To run routines which you set the running condition as **Start manually**, tap the Start icon (▶) next to the routine.

Sounds and vibration

Change settings for various sounds on the device.

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

- **Sound** / **Vibrate** / **Mute**: 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.
- **System sound**: Change the sound to use for certain actions, such as charging the device.
- **Volume**: Adjust the device's volume level.
- **Call vibration**: Change the call vibration settings.
- **Notification vibration**: Change the notification vibration settings.
- **System vibration**: Select actions to receive vibration feedback and adjust the vibration intensity.
- **Vibration intensity**: Adjust the force of the vibration notification.
- **Sound quality and effects**: Set the device's sound quality and effects.
- **Separate app sound**: Set the device to play media sound from a specific app on the connected Bluetooth speaker or headset. For example, you can listen to the Navigation app through your device's speaker while listening to playback from the Music app through the vehicle's Bluetooth speaker.

Some features may not be available depending on the model.

Notifications

Change the notification settings.

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

Display

Change the display and the Home screen settings.

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

- **Light** / **Dark**: Turn Dark mode on or off.
- **Dark mode settings**: Reduce eye strain by applying the dark theme when using the device at night or in a dark place. You can set a schedule for applying Dark mode.

  The dark theme may not be applied in some apps.
- **Brightness**: Adjust the brightness of the display.
- **Adaptive brightness**: Set the device to keep track of your brightness adjustments and apply them automatically in similar lighting conditions.
- **Motion smoothness**: Change the refresh rate of the screen. When a high refresh rate is set, the screen will scroll more smoothly.
- **Eye comfort shield**: Reduce eye strain by limiting the amount of blue light emitted by the screen. You can set a schedule for applying this feature.
- **Screen mode**: Change the screen mode to adjust the display's colour and contrast.
- **Font size and style**: Change the font size and style.
- **Screen zoom**: Make the items on the screen larger or smaller.
- **Camera cutout**: Set the device to hide the front camera from the screen.
- **Screen timeout**: Set the length of time the device waits before turning off the display's backlight.
- **Easy mode**: Switch to easy mode to display larger icons and apply a simpler layout to the Home screen.
- **Edge panels**: Change the settings for the Edge panel.
- **Navigation bar**: Change the navigation bar settings. Refer to Navigation bar (soft buttons) for more information.
- **Accidental touch protection**: Set the device to prevent the screen from detecting touch input when it is in a dark place, such as a pocket or bag.
- **Touch sensitivity**: Increase the touch sensitivity of the screen for use with screen protectors.

- **Show charging information**: Set the device to display the charging information, such as the remaining battery percentage when the screen is off.
- **Screen saver**: Set the device to launch a screensaver when the device is charging.

Some features may not be available depending on the model.

Battery

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

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

- **Daily usage**: Check the battery level and usage history.
- **Power saving**: Turn on power saving mode to extend the battery's usage time.
- **Background usage limits**: Limit battery usage for apps that you do not use often.
- **Battery protection**: Set to stop charging when the battery is fully charged or limit the maximum charge to the preset level.
- **Battery information**: Check out battery information.
- **Charging settings**: Configure the charging settings.
- **Auto dim screen**: Dim the screen when the remaining battery power drops below a certain level.

- 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 might not receive notifications from some apps that use power saving mode.

Wallpaper and style

Change the wallpaper settings for the Home screen and the locked screen.

On the Settings screen, tap **Wallpaper and style**.

Themes

Change your device's screen to your own style by applying the theme you want.

On the Settings screen, tap **Themes**. The Galaxy Themes screen will appear.

Purchase or download themes, wallpapers, icons, or other items you want and apply them to your device.

Applying your themes, wallpapers, or icons

If you want to restore the default style or a style you previously downloaded, on the Galaxy Themes screen, tap **Menu** → **My stuff** and select the category you want.

Adding payment methods or checking your purchase history

On the Galaxy Themes screen, tap **Menu** → **Payment methods** and add a payment method, such as a credit card. You can use the registered payment method to purchase paid content in Galaxy Theme.

If you want to check your purchase history, tap **Menu** → **Receipts**.

- Available features may vary depending on the device's software version, app version, or model.
- When you change the theme, some apps will be closed and unsaved data may be lost.

Home screen

Configure settings for the Home screen, such as the screen layout.

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

Lock screen

Change the settings for the locked screen.

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

- **Screen lock and biometrics**: Change the screen lock method.
- **Extend Unlock**: Set the device to unlock itself when trusted locations or devices are detected.
- **Secure lock settings**: Change screen lock settings for the selected lock method.
- **Now bar**: Select items to display on the locked screen.
- **Touch and hold to edit**: Set the device to display the editing options when you touch and hold the locked screen.
- **Roaming clock**: Change the clock to show both the local and home time zones on the locked screen when roaming.
- **Contact information**: Set the device to show contact information, such as your email address, on the locked screen.
- **Show unlock transition effect**: Set to display the unlock transition effect when you unlock the screen through your biometric data.
- **About Lock screen**: Check out the Lock screen version and legal information.

- Some features may not be available depending on the carrier or model.
- The available options may vary depending on the screen lock method selected.

Security and privacy

Options

Check the device's security and privacy status and change the settings.

On the Settings screen, tap **Security and privacy**.

- **Lock screen**: Change the settings for the locked screen.
- **Account security**: Change the settings for your accounts.
- **Lost device protection**: Turn the Find My Mobile feature on or off. Access smartthingsfind.samsung.com to track and control your lost or stolen phone. You can also check the location of the wearable devices connected to this phone. To prevent others from accessing your device's apps and data in case your device is stolen, set to use the **Theft protection** feature.
- **App security**: Scan apps and keep your device safe from malicious software.
- **Updates**: Check the version of your device's software and check for updates.
- **Screen lock and biometrics**: Change the settings for the locked screen and biometric data. Refer to Face recognition and Fingerprint recognition for more information.
- **Auto Blocker**: Keep your device safe by blocking threats and other suspicious activity.
- **Security status of your devices**: Check the security status of your devices that are signed in to your Samsung account.
- **More security settings**: Configure additional security settings. Refer to Secure Folder and Samsung Pass for more information.
- **Permissions used in last 24 hours**: Check the app or feature's permission usage history.
- **Internet privacy protection**: Check the internet privacy protection history and change settings. This feature will be added when you use the **Samsung Browser** app.
- **Controls and alerts**: Control access to features such as the microphone and clipboard.
- **More privacy settings**: Configure additional privacy settings.

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

Face recognition

You can set the device to unlock the screen by recognising your face.

On the Settings screen, tap **Security and privacy** → **Screen lock and biometrics** → **Face recognition** and follow the on-screen instructions to register your face. For better face registration, register your face indoors and out of direct sunlight.

On the locked screen, look at the screen. When your face is recognised, you can unlock the screen without using any additional screen lock method. If your face is not recognised, use the preset screen lock method.

- If you use your face as a screen lock method, your face cannot be used to unlock the screen for the first time after turning on the device. To use the device, you must unlock the screen using the pattern, PIN, or password you set when registering the face. Be careful not to forget your pattern, PIN, or password.
- If you change the screen lock method to **Swipe** or **None**, which are not secure, all of your biometric data will be deleted.
- If unlocking the screen with your face is not working properly, tap **Remove face data** to remove your registered face and register your face again.
- To enhance the face recognition, tap **Add alternative appearance to enhance recognition** and add an alternate appearance.

Precautions for using face recognition

Before using the face recognition to unlock your device, keep the following precautions in mind.

- Your device could be unlocked by someone or something that looks like your image.
- Face recognition is less secure than Pattern, PIN, or Password.

Fingerprint recognition

In order for fingerprint recognition to function, your fingerprint information needs to be registered and stored in your device.

On the Settings screen, tap **Security and privacy** → **Screen lock and biometrics** → **Fingerprints** and follow the on-screen instructions to register your fingerprint.

On the locked screen, place your finger on the fingerprint recognition sensor and scan your fingerprint to unlock the screen.

If you turn on the **Fingerprint always on** feature, you can unlock the screen with your fingerprint when the screen is turned off.

- This feature may not be available depending on the carrier or model.
- Fingerprint recognition uses the unique characteristics of each fingerprint to enhance the security of your device. The likelihood of the fingerprint sensor confusing two different fingerprints is very low. However, in rare cases where separate fingerprints are very similar the sensor may recognise them as identical.
- If you use your fingerprint as a screen lock method, your fingerprint cannot be used to unlock the screen for the first time after turning on the device. To use the device, you must unlock the screen using the pattern, PIN, or password you set when registering the fingerprint. Be careful not to forget your pattern, PIN, or password.
- If your fingerprint is not recognised, unlock the device using the pattern, PIN, or password you set when registering the fingerprint, and then re-register your fingerprints. If your pattern, PIN, or password is forgotten, you will not be able to use the device if you do not reset it. Samsung is not responsible for any data loss or inconvenience caused by forgotten unlock codes.
- If you change the screen lock method to **Swipe** or **None**, which are not secure, all of your biometric data will be deleted.

For better fingerprint recognition

When you scan your fingerprints on the device, be aware of the following conditions that may affect the feature's performance:

- The device may not recognise fingerprints that are affected by wrinkles or scars.
- The device may not recognise fingerprints from small or thin fingers.
- To improve recognition performance, register the fingerprints of the fingers used most often to perform tasks on the device.
- The Side button has a built-in fingerprint recognition sensor. Ensure that the fingerprint recognition sensor is not scratched or damaged by metal objects, such as coins, keys, and necklaces.
- Covering the fingerprint recognition sensor with accessories, such as stickers, may decrease the fingerprint recognition rate.
- Ensure that the fingerprint recognition sensor and your fingers are clean and dry.
- If you bend your finger or use a fingertip, the device may not recognise your fingerprints. Make sure to cover the entire fingerprint recognition sensor with your finger.
- In dry environments, static electricity can build up in the device. Avoid using this feature in dry environments or before using the feature, discharge static electricity by touching a metal object.

Secure Folder

Secure Folder protects your private content and apps, such as pictures and contacts, from being accessed by others.

Setting up Secure Folder

On the Settings screen, tap **Security and privacy** → **More security settings** → **Secure Folder** and follow the on-screen instructions to complete the setup. When the setup is complete, the Secure Folder screen will appear and the Secure Folder app icon ( ) will be added to the Apps screen.

To add an app to use in Secure Folder, tap the Add apps icon (+). You can also move content, such as pictures and videos, to Secure Folder by tapping the More options icon (⋮) → **Add files**.

When a pop-up window asking whether you want to reset the Secure Folder lock type with your Samsung account appears, tap **Allow**. If you do not turn on this feature, you cannot reset the lock type when you have forgotten it.

Uninstalling Secure Folder

You can uninstall Secure Folder, including the content and apps in it.

Open the **Secure Folder** app and tap the More options icon (⋮) → **Settings** → **More settings** → **Uninstall**.

Precautions for using Secure Folder

Secure Folder is a separate, secured storage area. The data in Secure Folder cannot be transferred to other devices through unapproved sharing methods, such as USB or Wi-Fi Direct. Attempting to customise the operating system or modifying software will cause Secure Folder to be automatically locked and inaccessible. Before saving data in Secure Folder, make sure to back up a copy of the data in another secure location.

Samsung Pass

Verify your identity with Samsung Pass when using services which require your login or personal information.

On the Settings screen, tap **Security and privacy** → **More security settings** → **Passwords, passkeys, and autofill** → **Samsung Pass**. Follow the on-screen instructions to complete the setup.

Location

Change settings for location information permissions.

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

- **App permissions**: Check the list of apps that have permission to access the device's location and edit the permission settings.
- **Location services**: Set the device to use the Wi-Fi or Bluetooth feature to increase the accuracy of your location information, even when the features are turned off. You can also check the location services your device is using.
- **Recent access**: Check 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 SOS**: Make an emergency call to the preset number when you press the Side button several times as specified on the settings screen of this feature.
- **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.
- **Crisis alerts**: Turn on the crisis alert feature.
- **Silence notifications while driving**: Turn on the Do Not Disturb feature automatically while driving.
- **Emergency Location Service**: Turn on the Emergency Location Service (ELS) feature.
- **Wireless emergency alerts**: Change the settings for wireless emergency alerts.
- **Earthquake alerts**: Turn on the earthquake alert feature.
- **Unknown tracker alerts**: You will receive a notification if an unknown tracker has been detected travelling with you.

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

Accounts and backup

Sync, back up, or restore your device's data using Samsung Cloud. You can also sign in to accounts, such as your Samsung account or Google Account, or transfer data to or from other devices through Smart Switch.

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

- **Manage accounts**: Add your Samsung and Google accounts, or other accounts, to sync with.
- **Samsung Cloud**: Back up your device's data to Samsung Cloud and restore it later.
- **Google Drive**: Keep your personal information, app data, and settings safe on your device. You can back up your sensitive information. You must sign in to your Google Account to back up data.
- **Smart Switch**: Open Smart Switch and transfer data from your previous device. Refer to Transferring data from your previous device (Smart Switch) for more information.

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

Google services

Configure settings for some features provided by Google.

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

Advanced features

Turn on advanced features and change the settings that control them.

On the Settings screen, tap **Advanced features**.

- **Intelligent features**: Use AI features to help you use your device.
- **Bixby**: Bixby is a user interface that helps you use your device more conveniently. Refer to Bixby for more information.
- **Labs**: Use new features of the device.
- **Side button**: Select an app or feature to launch using the Side button.
- **Voice wake-up**: Select which AI assistants to launch with your voice.
- **Multi window**: Set how to launch Multi window. You can also configure settings for Multi window. Refer to Multi window for more information.
- **Motions and gestures**: Set a feature to launch when certain actions or gestures are detected.
- **One-handed mode**: Turn on one-handed operation mode for your convenience when using the device with one hand.
- **Screenshots and screen recordings**: Change the settings for screenshots and screen recorder.
- **Video effects**: Set to use various effects, such as changing the background while using the camera in certain apps. While using the camera in apps that support this feature, open the quick settings panel and tap **Video effects**.

  This feature is only available in some apps.

- **Game Booster settings**: Configure settings for Game Booster.
- **Galaxy Avatar**: Create avatars any way you want and have fun using them in various features.
- **Dual Messenger**: Install the second app and use two separate accounts for the same messenger app. The second app's icon will be displayed with the Second app icon ( ).

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

Digital Wellbeing and parental controls

Check 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**.

- **App timers**: Limit the daily usage time for each app by setting a timer. When you reach the limit, the app will be turned off and you cannot use it.
- **Screen time goal**: Set goals for how much you use your device a day.
- **Driving monitor**: Turn on the driving monitor to monitor the amount of the time you use your device while driving.
- **Walking monitor**: Turn on the walking monitor to monitor the amount of the time you use your device while walking.
- **Volume monitor**: Turn on the volume monitor to protect your hearing.
- **Content restrictions**: Limit the websites that can be accessed or set age restrictions for apps and games. This feature is only available in the **Samsung Browser** app and **Galaxy Store** app.
- **Parental controls**: Manage your children's digital use.

Device care

The device care feature provides an overview of the status of your device's battery, storage, memory, and system security. You can also optimise the device.

On the Settings screen, tap **Device care**.

- **Optimise now**: Close apps running in the background or using an abnormal amount of battery and scan for crashed apps and malware to optimise your device.
- **Battery**: Check the remaining battery power and time to use the device. For devices with low battery levels, conserve battery power by turning on power saving features. Refer to Battery for more information.
- **Storage**: Check the status of used and available storage and free up storage by deleting unnecessary files, such as the files in the recycle bin, unused files, or duplicated files after checking them.

  - 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**: Check memory usage or tap **Clean now** to free up memory by stopping background apps.
- **App protection**: Scan your device for malware and other suspicious activity to stay safe.
- **Auto optimisation**: Perform auto optimisation by closing background apps or cleaning up memory, to keep the device running in its best condition.

  Tap **Auto restart** to set the device to restart automatically when performance issues are detected or at a time you set.
- **Software update**: Update your device's software through the firmware over-the-air (FOTA) service. You can also schedule software updates.
- **Diagnostics**: Test your device using Samsung Members.
- **Maintenance mode**: Turn on maintenance mode to protect your privacy while someone else is using your device, such as when you send it for repairs.

Apps

Manage the device's apps and change their settings. You can check the apps' usage information, change their notification or permission settings, or uninstall or disable unnecessary apps.

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

General management

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

On the Settings screen, tap **General management**.

- **Language**: Select device languages.
- **App languages**: Select the language you want to use for each app.
- **Language packs**: Manage or download language packs for voice input, the text-to-speech feature, and translation.
- **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.
- **Samsung Keyboard settings**: Change the settings for the Samsung Keyboard.
- **Keyboard**: Select a keyboard to use by default and change the keyboard settings.
- **Physical keyboard**: Change the settings for an external keyboard.
- **Mouse**: Change the settings for an external mouse.
- **Touchpad**: Change the settings for an external touchpad.
- **Reset**: Reset your device's settings or perform a factory data reset.
- **Customisation Service**: Set to get personalised service based on your interests and how you use your device.
- **Contact us**: Ask questions or check the frequently asked questions.

Accessibility

Configure various settings to improve accessibility to the device.

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

- **Recommended for you**: Check the accessibility features you are currently using and check other recommended features.
- **Vision enhancements**: Customise the settings to improve accessibility for visually impaired users.
- **TalkBack**: Turn on TalkBack, which provides voice feedback. To check help information to learn how to use this feature, tap **Settings** → **Talkback tutorial**.
- **Hearing enhancements**: Customise the settings to improve accessibility for users with hearing impairment.
- **Interaction and dexterity**: Customise the settings to improve accessibility for users who have reduced dexterity.
- **Accessibility shortcuts**: Configure settings for Direct access features.
- **Installed apps**: Check out accessibility services installed on the device.
- **About Accessibility**: Check the Accessibility information.
- **Contact us**: Ask questions or check frequently asked questions.

Software update

Update your device's software through the firmware over-the-air (FOTA) service. You can also change the auto download setting.

On the Settings screen, tap **Software update**. Tap **Check for updates** and check for or install updates manually.

To change the auto download setting, tap the More options icon (⋮) → **Auto download**.

If emergency software updates are released for your device's security and to block new types of security threats, they will be installed automatically without your agreement.

Security updates information

Security updates are provided to strengthen the security of your device and protect your personal information. For security updates for your model, visit security.samsungmobile.com.

The website supports only some languages.

Remote management

If you have any questions or technical problems with your device, you can get help through the remote support service.

On the Settings screen, tap **Remote management**.

About phone

Access your device's information.

On the Settings screen, tap **About phone**.

To change your device's name, tap **Rename**.

- **Status information**: Check out various device information, such as the SIM card status, Wi-Fi MAC address, and serial number.
- **Legal information**: Access legal information related to the device, such as safety information and the open source licence.
- **Software information**: Access the device's software information, such as its operating system version and firmware version.
- **Battery information**: Check out battery information.

Usage notices

Precautions for using the device

Please read this guide 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 damage or loss. These actions are violations of your Samsung licence agreement and will void your warranty.

- You can see the screen clearly even in strong outdoor sunlight by automatically adjusting the contrast range based on the surrounding environment. Because of 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 screen for extended periods and turn off the screen when not using the device.
  - You can set the screen to turn off automatically when you are not using it. Open **Settings**, tap **Display** → **Screen timeout**, and then select the length of time you want the device to wait before turning off the screen.
  - To set the screen to automatically adjust its brightness based on the surrounding environment, open **Settings**, tap **Display**, and then tap the **Adaptive brightness** switch to turn it on.
- Depending on the region or model, some devices are required to receive approval from the Federal Communications Commission (FCC).

  If your device is approved by the FCC, you can check out the FCC ID of the device. To access the FCC ID, open **Settings** and tap **About phone** → **Status information**. If your device does not have an FCC ID, it means that the device has not been authorised for sale in the U.S. or its territories and may only be brought to the U.S. for the owner's personal use.
- Depending on the region, you can check out the regulatory information on the device. To access the information, open **Settings** and tap **About phone** → **Regulatory information**.
- The bandwidths supported by the device may vary depending on the region or carrier.
- 5G network availability may vary depending on the model, country, network provider, and user environment.
- 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 carrier.
- 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 of Samsung-approved accessories is recommended. Using unapproved accessories may result in performance issues or malfunctions, which may not be covered by 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.
- Headphones (USB Type-C) that support digital output can be used with the device. However, the device may not be compatible with headphones that use a different audio output method or were made by a different manufacturer.
- The included USB cable supports up to 3A charging. Charger not included. For optimal charging performance, use an official Samsung 45W charger and a compatible USB cable, which are sold separately.

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 may be because of a damaged USB cable. Replace the USB cable with a new one. A Samsung-approved USB cable is recommended.
- 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 because of 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.
- Turn off 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 or an authorised service centre.

Precautions for device overheating

If you begin to feel uncomfortable because of 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, the screen brightness, the screen refresh rate, and the performance speed will be limited to lower the device's temperature. Even if the battery charging indicator icon appears, charging may be slow. When charging stops because of a rise in the device's temperature, the battery indicator icon will blink.
- If the device reaches a certain temperature, a warning message will appear to prevent device failure, skin irritation and damage, and battery leakage. 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 because of a further increase of the device's temperature, the device will turn off. Do not use the device until the device's temperature is within the recommended operating temperature range. If the second warning message appears during an emergency call, the call will not be disconnected by a forced termination.

Recommended operating temperature range

The device's recommended operating temperature is between 0 °C to 35 °C. Using the device outside of the recommended temperature range may damage the device or reduce the battery's lifespan.

Precautions for operating environment

Your device may heat up because of 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 or an authorised 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 turned on, 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 turned on, you must enter the PIN supplied with the nano-SIM card. You can turn off this feature by using the Lock SIM card menu.
- PUK: Your nano-SIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your carrier.
- PIN2: When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the nano-SIM card. For more information, contact your carrier.

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 carrier.

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.

Touch recognition works slowly or improperly

- Touch recognition may not work properly in the following situations:
  - If you attach a screen protector or optional accessories to the screen
  - If you are wearing gloves, if your hands are not clean while touching the screen, or if you tap the screen with a sharp object or your fingertips
  - In humid conditions or when exposed to water
- Restart your device to clear any temporary software problems.
- Ensure that your device software is updated to the latest version.
- If the screen is scratched or damaged, visit a Samsung Service Centre or an authorised service centre.

Your device freezes or encounters a fatal problem

Try the following solutions. If the problem is still not resolved, contact a Samsung Service Centre or an authorised 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 button and the Volume Down button simultaneously for more than 7 seconds to restart it.

Resetting the device

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

Open **Settings** and tap **General management** → **Reset** → **Factory data reset** → **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 you are using headphones, ensure that they are properly connected.

Sound echoes during a call

Adjust the volume by pressing the Volume button 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 because of issues with the carrier's base station. Move to another area and try again.
- When using the device while moving, wireless network services may be disabled because of issues with the carrier's network.

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

- Ensure that the charger is connected properly.
- Visit a Samsung Service Centre or an authorised service centre and have the battery replaced. Bring the charger and USB cable you are using for better service support.

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 opening the camera

Your device must have sufficient available storage and battery power to operate the camera app. If you receive error messages when opening 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 or an authorised 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 check 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 carrier 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 phone and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- On your phone, open **Settings**, tap **Connections**, and then tap the **Bluetooth** switch to turn it on again.
- On your phone, open **Settings**, tap **General management** → **Reset** → **Reset Wi-Fi and Bluetooth settings** → **Reset settings** to reset network settings. You may lose registered information when performing the reset.

If these tips do not solve the problem, contact a Samsung Service Centre or an authorised service centre.

A connection is not made 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 damaged 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 device care 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 access the navigation bar, drag upwards from the bottom of the screen.

You may hear a rattling sound when shaking the device

For devices with the Optical Image Stabilisation (OIS) feature or the Auto Focus (AF) feature in their cameras, this sound may occur as related internal components come into contact. This is a normal phenomenon because of the characteristics of the device.

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